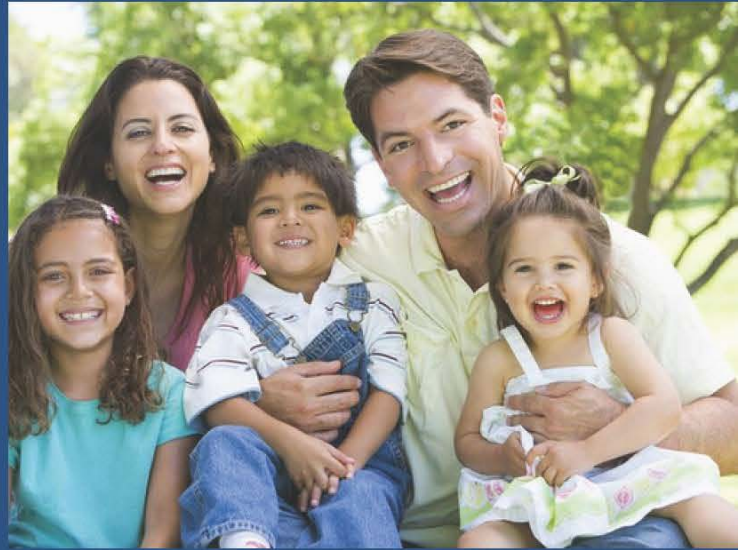




EMPLOYEE HANDBOOK



Transforming Lives Since 1954

2023

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A MESSAGE FROM THE PRESIDENT & CEO

Dear Casa Central Employee:

Welcome to Casa Central! I am delighted that you have decided to join our diverse and talented team, dedicated to serving children, families and older adults in the Chicago metropolitan region. At Casa Central, our mission is to provide high quality services, in culturally diverse communities, and to engage and empower individuals and families to thrive.

I am confident that you will find opportunities to make significant contributions to our work and mission. My hope is that you will take pride in your work, feel positive about your work environment and colleagues, and achieve the highest level of productivity and impact. We will value you as an individual, provide you with a positive, satisfying environment, and treat you fairly and respectfully. Together, through our unique and meaningful contributions, we will make a difference in the lives of thousands.

Our Employee Handbook is one example of our commitment to communicate effectively and openly with you. It has been prepared as a guide and reference for all employees. As an organization it is our commitment to treat all employees fairly and equally. This Handbook is designed to provide employees with policies and procedures that will help you understand Casa Central's objectives and expectations. Please take the time to read the contents of this Handbook carefully so that all of Casa Central's personnel policies may be administered fairly and effectively.

You have joined a long-standing, successful, and dynamic organization. My sincere hope is that you will enjoy a long, rewarding and productive career at Casa Central.

Sincerely,

Martin R. Castro
President & CEO



Your Employee Handbook

This Employee Handbook (the “Handbook”) is your key source of information about working at Casa Central (“Agency”). It describes the personnel policies, practices, and guidelines for employees. This Handbook is intended for your information and guidance. It is not an employment contract and does not guarantee any fixed or implied terms and conditions of employment. Your employment at the Agency is “at will” which means that your employment is not guaranteed for any specific period of time and may be terminated at any time by either you or the Agency for any lawful reason or for no reason, and without cause or notice. Nothing contained in this Handbook changes your at-will employment status. No express or implied promise or guarantee with regard to the duration of your employment, wages or benefits is binding upon the Agency unless it is made in writing, and is explicitly and specifically identified as an employment agreement that modifies your at-will status, and it is duly executed by the President and CEO.

This Handbook supersedes all previously issued Employee Handbooks and all prior oral or written statements by the Agency concerning its employment policies, guidelines, and benefits, except for the Agency's policy of at-will employment. The Agency reserves the right to unilaterally modify, delete, and add to the provisions and benefits described in the Employee Handbook at any time. Although the Agency will endeavor to publicize any changes to this Handbook as they occur, circumstances may arise where the Agency makes changes to its policies and needs to act on them before general publication to employees is practicable.

EMPLOYEES ARE ENCOURAGED TO ASK THEIR SUPERVISOR OR THE HUMAN RESOURCES DEPARTMENT (“HR”) IF THEY HAVE ANY QUESTIONS CONCERNING THE CONTENTS OF THIS HANDBOOK.

HUMAN RESOURCES MAY BE REACHED BY CALLING 773-645-2328 OR BY EMAILING HR@CASACENTRAL.ORG

Mission Statement

Rooted in our history of serving Latinos, we provide high quality services, in culturally diverse communities, that engage and empower individuals and families to thrive.

Vision Statement

Through our advocacy and service, individuals, families, and communities reach their fullest potential and thrive.

CARES Core Values/ Code of Ethics and Business Conduct

To achieve our Mission, Casa Central is committed to caring for and earning the loyalty of our employees, participants, stakeholders and the community-at-large. Through our CARES core values, described below, we define competencies, and behavioral traits that each member of the Casa Central family demonstrates through their work and interactions with others. Our CARES core values are Connectedness, Accountability, Responsiveness, Excellence and Service.

CARES Core values definitions

- **Connectedness**: We build and enhance relationships in order to support, empower, and help others thrive.
- **Accountability**: We act with integrity and respectfulness in our dealings with others and with our community.
- **Responsiveness**: We are resilient and open to continuously improving and adapting to changes in order to support the agency's mission.
- **Excellence**: We pursue quality in all we do.
- **Service**: We use our gifts and strengths to help others achieve their goals.

Every employee is expected to respect each other and the communities that they work with. This is demonstrated by embodying the Agency's CARES core values in which we are encouraged to connect, take accountability, be responsive, conduct ourselves with excellence and provide quality service to participants, guest, volunteers, interns, and employees. By following these core values, we understand that our decisions have consequences when not practiced accordingly.

CARES behavioral traits

In order to uphold an organizational culture that best reflects our agency's CARES Core Values, employees are encouraged to embrace and further develop the following behavioral traits that support all aspects of our interactions with one another, our participants, our stakeholders, and with the broader community.

- **Collaborative and Avid Learner**: Ability to take a variety of educational approaches involving working groups, mutually searching for understanding, solutions, or meanings. Actively looking inward to self-reflect by practicing independent thinking to further grow within your position. Continue seeking opportunities for continuous learning. Sharing knowledge and skills to build an effective internal/external work environment to meet program/agency goals.
- **Empowering Other**: Using the tools and instructions given to you to make immediate decisions to make a situation right. When independent decisions are made within the parameters that are provided, employees are empowered in their role to provide the best delivery of service. Actively sharing and using your talents to help influence growth within others

- **Results Driven:** Ability to obtain a goal focused on the overall outcome. Ability to work through a number of processes determining the most effective and economical approach. Creating momentum by focusing on the end goal by meeting objectives within your position and achieving task
- **Takes Ownership:** Taking action when needed to meet a goal. Being accountable for quality and timeliness of an outcome, even when you're working with others
- **Flexible and Adaptable:** Willingness to adapt to change in order to meet the demands of the situation. Ability to be resilient when facing challenges, difficult conditions and adapting to change on a regular basis
- **Takes Initiative:** Acting, instead of reacting in the workplace. The ability to keep moving forward when facing challenges and taking on new task
- **Risk management and assessment:** Take an active role in the overall process or method in which the agency identifies hazards and mitigate risk factors that could potentially cause harm to oneself and others.
- **Strategic-minded:** Being perceptive, future-oriented, open-minded, proactive, and making decisions based on evidence that align with the agency's strategic initiatives. Through this practice having the ability to anticipate future challenges and quickly moving into action to put a plan into action to address them as they arise. Additionally, finds the best solution to provide immediate resolution to reach the end goal.
- **Interpersonal Communication:** Sharing information, ideas and feelings between two or more people through positive verbal and non-verbal communication.
- **Maintain high level of integrity:** Keeping your word and aligning your conduct with the mission and goals of the agency. Maintain ethical standards to do the right thing regardless of the circumstances
- **Accepts constructive feedback:** Providing and accepting useful comments and suggestions for one's professional growth that contribute to the positive outcome, better process or improved behaviors

Organization

Casa Central is one of the largest Latino social service agencies in the Midwest. Since 1954, Casa Central has delivered evidenced-based, award-winning programming in response to the needs of the Latino community. Through comprehensive, family-centered programming, Casa Central is the conduit through which thousands of individuals build hope for the future equipping themselves to achieve a sustainable, higher quality of life for the benefit of themselves, their families, the community, and society in general.

Diversity, Equity and Inclusion Policy

Casa Central is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion. Casa Central believes that the diversity of our community is a fundamental strength to our region; our mission is best fulfilled when we embrace diversity as a value and a practice. We maintain that achieving diversity requires an enduring commitment to inclusion that must find full expression in our organizational culture, values, norms, and behaviors.

Code of Ethics

In addition to the above behavioral traits' employees are expected to:

- Act honestly, truthfully and with integrity in all our transactions and dealings;
- Avoid conflicts of interest;
- Appropriately handle actual or apparent conflicts of interest in our relationships;
- Treat every individual with dignity and respect;
- Treat our employees with respect, fairness and good faith and providing conditions of employment that safeguard their rights and welfare;
- Provide participants with quality care and promote excellent customer service;
- Be a good corporate citizen;
- Act responsibly toward the communities in which we work and for the benefit of the communities that we serve;
- Be responsible, transparent and accountable for all actions; and improving the accountability, transparency, ethical conduct and effectiveness of the nonprofit field;
- Ensure the operations, activities, and business affairs of the organization, its employees, and those we serve are kept confidential.

Social workers must also adhere to the National Association Social Worker standard code of ethics.

Business Conduct

Casa Central requires that all employees assist in contributing to a harmonious team-oriented environment where mutual respect is fostered. All employees are expected to comply with Casa Central's code of ethics, strive to conduct themselves in the manner expected of the agency's CARES core values and associated behavioral traits and otherwise refrain from conduct that is inappropriate and disruptive.

It is impossible to identify all types of conduct or behavior that are inappropriate, but we have set forth some of the most common types of unacceptable behavior below. Where an employee engages in inappropriate or unacceptable behavior, Casa Central will determine what type of discipline will be imposed.

The orderly and efficient operation of Casa Central requires that employees maintain standards of proper conduct and adhere to Casa Central policies and practices. To that end, Casa Central has established rules that must be followed. Most rules involve common sense and accepted standards of good conduct. Casa Central considers commission of any of the following or similar acts serious and grounds for discipline, up to and including separation. While this list provides examples of conduct that may result in discipline, it is not meant to be all-inclusive. Management retains the sole discretion to determine appropriate discipline and the order of discipline steps, up to and including separation, at all times.

Some examples of conduct that may result in discipline, up to and including separation include:

- Supplying false or misleading information when applying for employment or at any time during your employment;
- Altering or falsifying Casa Central documents or participant's records;
- Misusing confidential information of Casa Central or its programs/departments that violate confidentiality, privacy and security laws/policies.
- Theft or unlawful possession of stolen, lost, or mislaid Casa Central property or property of Casa Central's programs/departments/participants home including but not limited to: policies and procedures, software, equipment, or documents;
- Refusing or failing to perform assigned work or to follow a supervisor's instructions or committing any other act of insubordination;
- Violating the Non-Discrimination and Anti-Harassment Policy;
- Violating Technology Policy;
- Agency policies such as Security of Information and Social Media Policies, etc.

- Violating the Drug and Alcohol Policy;
- Inappropriately representing Casa Central causing defemination of any kind;
- uttering, publishing, or distributing false, disparaging, or malicious statements concerning Casa Central, its programs/departments, participants, volunteers, interns or its employees;
- Inappropriately using or sharing confidential information of Casa Central's participants, volunteers, interns or its employees;
- Derogatory language;
- Engaging in any act of discourteous conduct, using abusive language, profanity, rudeness, or similar acts;
- Causing disruption to Casa Central operations;
- Negligence or carelessness;
- Soliciting or receiving gratuities or gifts related to employment;
- Misusing any Casa Central benefits;
- Misusing any Casa Central issued equipment and materials;
- Failure to give adequate notice of inability to report to work;
- Sleeping while on duty;
- No call no show, excessive tardiness and/or absenteeism; or
- Misappropriation of Agency funds or property

Incivility

Refers to gossip, rumors, rudeness, hearsay, false accusations or talk of a personal, sensational, or intimate nature.

Casa Central does not tolerate incivility in the workplace. It is inappropriate for employees to engage, fabricate, be rude, or create distractions to operations by slandering against the persona or character of an employee, participant and/or guests. This can cause conflict, disrupt productivity and bring unnecessary pain and hardship to the individual affected by this course of action. Employees engaging in this type of behavior will be subjected to disciplinary action up to and including separation.

Human Resources Department

The Human Resources Department acts as an information center for all employees. This department plays an important part in formulating and interpreting Casa Central policies and offers help with a variety of problems and matters that concern employees. Our Human Resources department is available to discuss subjects such as employment/recruitment, benefits, employee records, safety, and disciplinary actions.

The Human Resources Department is located at 1343 N California, 3rd floor, Chicago, IL 60622 and is open Monday through Friday, 9:00a.m. to 5:30p.m. Appointments may be arranged for other times. Human Resources can be reached at hr@casacentral.org.

At Will Statement

The benefits and policies described in this Employee Handbook do not create an employment contract between you and Casa Central. Your employment with us is on an at-will basis. No express or implied promise or guarantee regarding the duration of an employee's employment, wages or benefits is binding upon Casa Central, unless made in writing, and duly executed by the Chief Executive Officer (President/CEO) of Casa Central, and explicitly and specifically identified as an employment agreement or contract. This means either you or Casa Central are free to terminate your employment with Casa Central at any time and for any legally permissible reason or no reason. Further, Casa Central reserves the right to alter, amend, modify or terminate any benefits, plans, policies, or terms of employment at any time, with or without notice or

consideration to you. No statement or promise by a manager may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Equal Employment Opportunity

It is the policy of Casa Central to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and separation, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all agencies sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the Agency where appropriate. For further information, please refer to the EEOC Policy.

Grievance Procedure

Any employee who believes that a violation of a Casa Central policy has occurred, whether by a supervisor/manager, coworker, subordinate, or non-employee conducting business with Casa Central, should immediately inform their supervisor and/or the Human Resources Director, and if the conduct involves an immediate supervisor and/or Human Resources Director, the aggrieved employee may report the same to any other position superior to the aggrieved employee.

All grievances must be submitted in writing in the primary language the employee is most comfortable with. Where an employee may need support with a written translation, Human Resources will provide further support. An employee's submission of a written grievance will receive an acknowledgement of receipt within seven (7) business days of submission. A prompt investigation will begin thereafter.

Each grievance is managed on a case-by-case basis by fully investigating and bringing resolution to the matter at hand within 30 business days. In extenuating circumstances some investigations may require more time to thoroughly investigate. In these situations, all parties involved will be properly notified of the additional time needed. In these extenuating circumstances investigations will not exceed three (3) months to fully investigate and bring a final resolution to the matter.

All reports will be referred to the Human Resources Director for investigation, review, or other appropriate action. The Human Resources Director, or their designee, will conduct a prompt, thorough investigation or review of the report to determine what has happened. Where grievances involve C-Suite or Senior Management, investigations and follow-up may be escalated to outside counsel in collaboration with the Human Resources Director.

All facts concerning any report (including the identities of the complaining party, the person alleged to have violated this policy, and other witnesses) will be kept confidential from anyone who does not have a legitimate reason to know about them.

If Casa Central concludes that a Casa Central policy has been violated, it will take prompt corrective action reasonably designed to end the violation and to prevent any further violations from occurring. Such corrective action may include disciplinary action against anyone found to have violated a Casa Central policy, up to and including separation of employment.

After Casa Central has completed its investigation or review and determined whether a policy has been violated, it will advise the complaining party, to the extent practical, the results of the investigation or review and the corrective action, if any.

For more information, please refer to the Grievances Policy.

Non - Discriminatory and Anti - Harassment Policy

Casa Central is committed to maintaining a work environment that is free of discrimination and harassment. In keeping with this commitment, Casa Central will not tolerate discrimination against or harassment of its employees by anyone, including any supervisor, coworker, vendor, grantee, contractor, or other regular visitor of the organization. Violation of this policy shall be considered grounds for disciplinary action up to and including separation.

This policy applies to all employees, including supervisors and non-supervisory employees. Supervisors at all levels are required to ensure that this policy is carried out.

Discrimination consists of employment actions taken against an individual based on a characteristic protected by law, such as sex, race, color, ancestry, national origin, citizenship status, religion, age, disability, marital status, sexual orientation, gender identity, pregnancy, military or veteran status, genetic information, order of protection status, or any other category protected by applicable law. In other words, discrimination occurs when an individual is treated differently or unequally because the individual is a member of a protected group.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status such as sex, race, color, ancestry, national origin, citizenship status, religion, age, disability, marital status, sexual orientation, gender identity, pregnancy, military or veteran status, genetic information, order protection status, or any other category protected by applicable law. Casa Central will not tolerate harassing conduct that affects tangible job benefits, interferes unreasonably with an individual's work performance, or creates an intimidating, hostile, or offensive working environment.

Bullying is defined as repeated, health-harming mistreatment of one or more people by one or more perpetrators. It is abusive conduct that includes:

- Threatening, humiliating, or intimidating behaviors.
- Work interference/sabotage that prevents work from getting done.
- Verbal abuse.

Examples of forms of bullying are:

- **Verbal bullying.** Slandering, ridiculing, or maligning a person or his or her family; persistent name-calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical bullying.** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property.
- **Gesture bullying.** Nonverbal gestures that can convey threatening messages.
- **Exclusion.** Socially or physically excluding or disregarding a person in work-related activities.

Harassment is against the law of the State of Illinois, the United States, and many other countries. Violations of this policy will be handled under a Corrective Action Plan, and can result in disciplinary action, up to and including separation of employment.

Sexual harassment is defined as "any (i) unwelcome sexual advances or unwelcome conduct of a sexual nature; or (ii) requests for sexual favors or conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, or (2) submission to or rejection of such conduct by an individual is used as the basis for any employment decision affecting the individual, or (3) such conduct has the purpose or effect of substantially interfering with an individual's work

performance or creating an intimidating, hostile or offensive working environment; or (iii) sexual misconduct, which means any behavior of a sexual nature which also involves coercion, abuse of authority, or misuse of an individual's employment position.”

Sexual harassment, as defined above, may include but is not limited to:

1. Uninvited sex-oriented verbal “kidding” or demeaning sexual innuendos, leers, gestures, teasing, sexually explicit or obscene jokes, remarks, or questions of a sexual nature;
2. Graphic or suggestive comments about an individual’s dress or body;
3. Displaying sexually explicit objects, photographs, or drawings;
4. Unwelcome touching, such as patting, pinching, or constant brushing against another person's body;
5. Suggesting or demanding sexual involvement of another employee whether or not such suggestion or demand is accompanied by implicit or explicit threats concerning one's employment status or similar personal concerns.

Sexual harassment can be physical and psychological in nature. An aggregation of incidents can constitute harassment even if one of the incidents considered on its own would not be harassing.

Please keep in mind that an employee may complain about harassment if the employee is subjected to consensual behavior between two or more other employees.

Sexual harassment is illegal in accordance with Federal, State, Local and City of Chicago government.

Sexual Harassment Prevention Training

It is required by the City of Chicago to provide employees with sexual harassment prevention training annually in compliance with section 6-010-040 (b)(1)(c) of the Chicago Human Rights Ordinance:

1. Anyone who supervises or manages employees shall participate in a minimum of two hours of sexual harassment training annually.
2. All employees must participate in one hour of bystander intervention training annually.
3. All employees regardless of their status (i.e. short-term, part-time, or intern) must be trained.
4. If an employer has an independent contractor working on-site with the Casa Central employee, the independent contractor should receive sexual harassment prevention training.

Filing a Claim

All employees are responsible to help ensure that Casa Central avoids harassment and discrimination. An employee who believes that they have been subjected to sexual or other types of harassment or discrimination or who has witnessed harassment or discrimination should immediately submit a complaint to their manager, senior manager or any senior manager, or any member of the Human Resources Department.

Casa Central will promptly investigate all complaints and take all reasonable actions to resolve the matter. These efforts may include, but are not limited to, interviewing the complainant and/or the accused harasser/discriminator to discuss the complaint in the results of the investigation. The right to confidentiality, both of the complainant and of the accused, will be respected consistent with Casa Central’s legal obligations and with the necessity to investigate allegations of misconduct and to take corrective action when this conduct has occurred.

Employees should not assume that management is aware of any harassment taking place, therefore, employees should follow the above steps in filing a claim if an employee feels that they have been subject to sexual or other types of harassment.

Managers and Supervisors Responsibilities

Managers and supervisors must deal expeditiously and fairly when they have any knowledge of sexual harassment or accusations of sexual harassment within their departments, whether or not there has been a written or formal complaint. They must:

1. Take all complaints or concerns of alleged or possible harassment seriously no matter how minor or who is involved.
2. Report all incidents to HR immediately so that a prompt investigation can occur.
3. Take any appropriate action to prevent retaliation or prohibited conduct from recurring during and after any investigations or complaints.

Managers and supervisors who knowingly allow or tolerate any form of harassment or retaliation, including the failure to immediately report such misconduct to HR, are in violation of this policy and subject to discipline. For further information, please refer the Non-Discriminatory and Anti- Harassment Policy.

Performance feedback is not considered harassment or inappropriate behavior

Effective leadership requires that supervisors talk with their employees about their job performance. Supervisors should be clear about how each employee is performing and how your overall behavior contributes to the workgroup's ability to deliver results consistent with Casa Central core values. Such discussions may be difficult, and they always should be done professionally, and respectfully. Keep in mind that constructive criticism and supervisory actions regarding performance deficiencies or other workplace issues should never be delivered in a way that constitutes harassment, discrimination or retaliation.

Every Casa Central employee has a role to play in achieving a respectful workplace

- Casa Central expects respectful, and professional behavior at all times, no matter the situation. Employees may perceive your actions in a different light than you intended. Just because someone does not complain to the employee does not mean that they do not object to the employee's behavior.
- Be open to constructive feedback regarding performance deficiencies. Recognize that respectful supervisory actions regarding workplace issues are a necessary and appropriate step in performance feedback.
- If an employee perceives the behavior of another employee as offensive, it is suggested to inform the employee that his or her behavior is offensive. If an employee is approached as having offended another employee, it is suggested to understand the employee's perspective in terms of why they took offense to your behavior, apologize, clarify if there was a misunderstanding and avoid future occurrences. However, if the offensive behavior continues, the employee should report it to the Human Resources department.
- If an employee is aware of any behavior that might violate this policy, report it to the immediate supervisor or to the Casa Central Human Resources Department.

Retaliation

Reporting sexual harassment or discrimination or participating in an investigation will not reflect adversely upon an individual's status or affect future employment. Any form of retaliation against an employee who reports sexual harassment or discrimination or participates in an investigation is illegal. Any employee who retaliates against another person for exercising his or her rights under this policy shall be subject to discipline, up to and including discharge.

Protection for Reporters of Suspected Misconduct

Casa Central policy requires directors, officers, employees (full/part time, and temporary), interns, and volunteers to observe high standards of business, and personal ethics in the conduct of their duties, and

responsibilities. As employees, and representatives of Casa Central, we must practice honesty, integrity in fulfilling our responsibilities, and comply with all applicable laws, and regulations.

Reporting Responsibility

It is the responsibility of all directors, officers, employees, interns, and volunteers to comply with the Code of Ethics, and to report violations or suspected violations of fraud, waste and abuse in accordance with this Protection for Reporters of Suspected Misconduct Policy.

No Retaliation

No director, officer or employee who in good faith reports a violation of Casa Central policy shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including separation of employment. This Protection for Reporters of Suspected Misconduct policy is intended to encourage, and enable employees, and others to raise serious concerns within Casa Central prior to seeking resolution outside Casa Central.

Reporting Violations

Casa Central encourages an open-door policy, and suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's immediate supervisor is in the best position to address an area of concern. However, if an employee is not comfortable speaking with their immediate supervisor or if the employee is not satisfied with their supervisor's response, the employee is encouraged to speak with the Director of Human Resources. Supervisors are required to report suspected violations of Casa Central policy to Casa Central's Director of Human Resources, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when the employee is not satisfied or uncomfortable with following Casa Central's open-door policy, individuals should contact the Human Resource Director directly.

Human Resources Director

Casa Central's Human Resources Director is responsible for investigating and resolving all reported complaints and allegations concerning violations of Casa Central policy and shall advise the Chief Operating Officer and the Chief Executive Officer/President. The Audit/Finance Committee of the Board of Directors is to be advised when an accounting or auditing matter regarding the CEO/President is raised. When any employee has a concern regarding the Human Resources Director, they should address the matter with the Chief Operating Officer and Chief Executive Officer/President.

Accounting and Auditing Matters

The Audit/Finance committee of the Board of Directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Human Resources Director in collaboration with Chief Financial Officer and/or Chief Operating Officer shall immediately notify the Audit/Finance Committee of any such complaint and work with the committee until the matter is resolved.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation of Casa Central policy must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of Casa Central policy. Any allegations that prove not to be substantiated, and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. To facilitate secure and confidential reporting, employees may file a confidential and anonymous report by telephone to 1-773-645-2402 without divulging their name or other personal

information. The identity of those making reports will be protected to the extent possible consistent with the need to conduct an adequate investigation. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Human Resources Director will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

Violence & Weapon-Free Workplace

Casa Central does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. This list of behaviors provides examples of conduct that is prohibited:

- Causing physical injury to another person.
- Making threatening remarks.
- Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- Intentionally damaging employer property or property of another employee.
- Possessing a weapon while on agency property or while on agency business.
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

To ensure that Casa Central maintains a workplace safe, and free of violence for all employees, Casa Central prohibits the possession or use of dangerous weapons on Casa Central property. A license to carry the weapon does not supersede Casa Central policy. Any employee in violation of this policy will be subject to prompt disciplinary action, up to, and including separation. All employees are subject to this provision, including contract, temporary employees, visitors, volunteers, interns and participants on Casa Central property.

"Casa Central property" is defined as all Casa Central owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways, and parking lots under Casa Central's ownership or control. This policy applies to all Casa Central owned or leased vehicles, and all vehicles that come onto Casa Central property.

"Dangerous weapons" include, but are not limited to, firearms, explosives, knives, and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

Casa Central reserves the right at any time, and when it is suspected, to search all Casa Central owned or leased vehicles, packages, containers, briefcases, purses, lockers, desks, and persons entering its property, for the purpose of determining whether any weapon has been brought onto its property or premises in violation of this policy. Employees who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including separation.

It is the policy of Casa Central to expressly prohibit acts or threats of violence by any employee against anyone in or about Casa Central facilities. Acts of violence will not be tolerated. Any instance of violence must be reported immediately to the employee's supervisor, and/or Human Resources. The program/department director or Human Resources Director will notify Executive Management on all allegations or incidents of violence. All complaints will be fully investigated. Casa Central will promptly respond to any incident or suggestion of violence.

Violation of this policy will result in disciplinary action, up to and including separation.

For more information, please reference the following policies:

Emergency Response Policy

Anti-Discrimination and Harassment Policy

Concealed Carry and Prohibited Weapons Policy

Casa Central is committed to a safe and secure work environment for all of its guests, participants and employees. The purpose of this policy is to establish restrictions on the concealed carry of firearms and weapons as well as possession and storage on agency property. Appropriate signage at the entrance of the buildings mark Casa Central as a safe work environment.

This policy applies to all participants, employees and guests. Casa Central maintains a weapon-free workplace, therefore anyone who has gone through the process of obtaining a conceal and carry permit is not allowed to have a firearm on agency property, participants homes or when conducting work in the field. Any violation of this policy will result in immediate disciplinary action, up to and including employee separation.

Emergency Preparedness Plan

To ensure the protection and safety of participants, visitors, employees and facility property, an Emergency Preparedness plan has been developed by the facility. Each employee has a duty to perform in the event of an emergency. Each supervisor must explain to their employees their individual roles in the plan. A copy of the emergency plan has been made available to each program/department. It is your responsibility to familiarize yourself with the plan from time to time.

Confidentiality

Casa Central's policy is to ensure the operations, activities, and business affairs of the agency, its employees, and those we serve are kept confidential. As a Casa Central employee, an employee may be in daily contact with confidential information. Employees are in a position of trust; employees must never divulge or improperly use such information. Casa Central's operating methods, finances, and plans constitute proprietary information, and represent a considerable investment. Such information must not be discussed outside the organization. In addition, all information about participants, and co-workers is privileged, and must be kept in strict confidence. Unauthorized disclosure of a participants' personal situation or medical condition should never be discussed with other participants, visitors or anyone else. The obligation of confidentiality is not extinguished by transfer of an employee to another department or facility or by separation of employment.

Any request for information about Casa Central's employee job status, co-workers, participants or any of the organization's policies and procedures should be directed to Executive Management or your immediate supervisor. Misuse of confidential information will result in a disciplinary action, up to and including separation of employment.

All employees are provided with a copy of this policy upon hire and in turn employees are to acknowledge and abide by it. Any violations of this policy will result in disciplinary action up to including separation of employment.

Americans with Disabilities Act (ADA) Policy Statement

Casa Central strongly supports the policies of the Americans with Disabilities Act (1990), and its amendments, and is completely committed to treating all applicants, and employees with disabilities in accordance with the requirements of the federal law. Casa Central judges' individuals by their abilities, not their disabilities, and seeks to give full and equal employment opportunities to all persons capable of performing successfully in Casa Central's positions. Casa Central will provide reasonable accommodations to

any persons with disabilities who require such accommodations, and urges employees, and applicants who may be disabled and require accommodations to advise Casa Central of their needs for accommodation. All such requests for accommodation should be directed to Human Resources and will be handled with the utmost discretion.

In the case of a medical disability, the employee may be required to provide medical documentation establishing the existence of a disability, any job-related restrictions and the estimated length of time for which accommodation is needed. Casa Central will keep all medical information confidential to the greatest extent practicable.

Any employee who believes they have been denied reasonable accommodation should promptly notify their immediate supervisor pursuant to the grievance procedure listed in this handbook. For more information, reference the Americans with Disabilities Act Policy.

Religious Accommodation

An employee whose religious beliefs or practices conflict with their job, work schedule, or with Casa Central's policy or practice on dress and appearance, or with other aspects of employment, and who seeks a religious accommodation must submit a written request for the accommodation to their immediate supervisor and the Human Resources Department. The written request will include the type of religious conflict that exists and the employee's suggested accommodation.

Employment Classification Policy and Employment Category

The federal Fair Labor Standards Act (FLSA) defines eligibility for overtime payments. Based on the nature of an employee's work, they may be exempt or non-exempt from the overtime provision. Nonexempt employees are those who are covered by FLSA minimum wage, and overtime pay provisions. FLSA requires that overtime must be paid at a rate of 1½ times a non-exempt employee's regular rate of pay for each hour worked in excess of 40 hours in a work week. FLSA does not require that overtime be paid for hours worked in excess of eight (8) hours per regular scheduled workday or on weekends or holidays. Every employee is classified appropriately for the purpose of determining uniform standards for benefits, conditions of employment, and compliance with applicable wage, and hour laws.

- Regular full-time exempt employees are not in a temporary status and are regularly scheduled to work the agency's full-time schedule. These are employees who are scheduled to work a minimum of 40 hours per week from Sunday to Saturday. Generally, they are eligible for the full benefits package, subject to the terms, conditions, and limitations of each benefit program.
- Regular full-time non-exempt employees are not in a temporary status and are regularly scheduled to work the agency's full-time schedule. These are employees who are scheduled to work a minimum of 35 hours per week from Sunday to Saturday. Generally, they are eligible for the full benefits package, subject to terms, conditions, and limitations of each benefit program.
- Regular part-time non-exempt employees are not in a temporary status and are regularly scheduled to work less than the full-time schedule but can be scheduled to work anywhere from 0 to 28 hours per week from Sunday to Saturday. Regular part-time employees can occasionally exceed the minimum hour requirement due to the needs of the department/agency. Regular part-time employees are eligible for some of the benefits offered by the agency, subject to terms, conditions, and limitations of each benefit program.
- Temporary employees are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and are temporarily scheduled to work the agency's

full-time or part-time schedule for a limited duration, not to exceed six months. This position is not benefit eligible. Employment beyond any initially stated period does not in any way imply a change in employment status or eligibility for agency benefits.

Non-Employment Classifications

- **Interns, Volunteers, Contractors/Consultants and Casa Central Guests:** Individuals who are helping Casa Central achieve its mission by volunteering their time, or through their normal course of business, interacting with Casa Central individuals.

Each employee will be informed by Human Resources at the time of hire whether the employee is exempt or nonexempt from the minimum wage, and overtime provisions of the Fair Labor Standards Act (FLSA). If an employee changes positions during their employment as a result of a promotion, transfer or otherwise, they will be informed by Human Resources of any changes in exemption status. These classifications do not guarantee employment for any specified period. The right to terminate the employment relationship at-will at any time is retained by both the employee and Casa Central.

Hiring Policy and Procedures

Casa Central conducts an employee selection process to identify the most qualified applicants for open positions. Casa Central offers services to a largely Spanish-speaking community; therefore, the majority but not all candidates considered are preferred to be Bilingual-English and Spanish speaking. Where mandated by a governing contract, outside agency, or where positions may be required to serve primarily Spanish speaking participants, will be required to be bilingual and such requirement will be identified as such in the job description. The Human Resources Department works with the President/CEO, and COO to determine personnel needs and recruitment strategies.

For more information, reference our Hiring Policy.

Filling of Vacancies

Casa Central will fill positions through the most effective methods of recruitment (both internal and external), examination, selection, and placement. Every attempt will be made to first fill vacant positions through internal promotion. Casa Central, however, reserves the right to waive the posting of any position based on operational needs and may fill any position by the employment of a qualified external candidate, demotion, transfer or Reduction-In-Force (RIF).

Positions that become vacant will be posted in accordance with agency policy. Current employees who wish to be considered for a vacancy must apply online and notifying their immediate manager of their interest in another *open* position within Casa Central.

Only the Human Resources Department is authorized to extend verbal or written offers of employment. New hires and promoted or transferred employees are not authorized to begin work until all appropriate documents have been processed by the Human Resources Department.

Employees are eligible to apply for an internal position in accordance with the agency policy. For further information reference Hiring Policy and Procedure.

Immigration and I-9 Policy

The U.S. Department of Homeland Security requires that all employees provide proof that they are qualified to work in the United States. Upon hiring, all employees will be asked to complete an INS I-9 form and provide appropriate documentation of their immigration status. Casa Central reserves the right to deny employment to anyone who cannot provide required documents within the required timeframe and/or to terminate an employee if it finds that the information submitted was falsified.

Background Checks

Casa Central requires a criminal background check for all employees, volunteers, interns and contracted individuals (if applicable). Applicants convicted of, or currently under indictment for crimes or misdemeanors other than traffic violations, may be hired only after a thorough review of all surrounding circumstances. Information obtained prior to employment start date, as a result of a background check, will not automatically disqualify an employee or applicant but will be considered in relation to the nature of the position held or sought by the applicant; however, employees who are found to have falsified their applications regarding their criminal history will be separated regardless of their length of service or work record. The withholding of information will be considered falsification.

Casa Central reserves the right to refuse to hire or to separate any person who has a criminal record at its sole discretion. An applicant who has a conviction of any of the following crimes bars him/her from employment with Casa Central. A current employee who has a conviction of any of the following crimes will result in separation of employment.

- Crimes involving drugs, including, but not limited to unlawful possession or distribution or intent to distribute unlawful drugs;
- Crimes showing physical violence, including but not limited to abuse of children or the elderly, abduction, including kidnapping, manslaughter, murder, robbery, sexual crimes, assault and battery;
- Crimes against property, including but not limited to arson, theft, larceny, and burglary;
- Crimes showing dishonesty, including but not limited to fraud, deception or financial exploitation of any person or organization.

If a person has a criminal history in any of the above listed categories, they are prohibited from being employed by Casa Central, and must be discharged if already employed. If the person misstated their status on the employment application, that omission/falsification is also a reason for separation.

Pre-Employment Testing and Routine Compliance

Each applicant selected for employment shall at all times meet the following conditions:

- Be in good physical health, must annually meet applicable health requirements based on the program funding source and Casa Central policy;
- Have the education, training, physical ability, job skills, and the experience to perform the work they are hired to do.

Employees may be required to undergo a physical examination, including a drug/alcohol screening on a yearly basis, if a work-related injury had occurred, or if the employee's performance and/or behavior gives rise to a suspicion that the employee may be under the influence of a mind-altering substance during work hours. Employees are required to submit to such testing upon request and to authorize the release of test results to Casa Central. Those who refuse may be subject to disciplinary action, up to and including separation.

Certain positions will require routine follow up health and medical exams due to the nature of the job. That will be communicated to employees upon hire and throughout their employment with the Agency.

Pre-employment Medical Testing

All employees must have a 2-step Mantoux (T.B.) test (or x-ray if T.B. tests positive) and complete a health screening form prior to their first day of employment through the Agency's medical provider. Some programs may require their employees to obtain an annual Mantoux (TB) testing to meet program requirements. All employees, and volunteers of Casa Central that have any contact with children must provide evidence of

immunity for MMR (Measles, Mumps, and Rubella), and must receive the Tdap (Tetanus, Diphtheria, and Pertussis) vaccination every 10 years.

Drug/alcohol tests and physical exams may be required under certain circumstances such as when the employee:

- Is re-hired after 90 days from the last day worked
- Reports a work-related accident or injury within 24 hours
- Provides reasonable cause.

Employees in critical safety positions, as determined by Casa Central, are subject to periodic unannounced testing, which includes but not limited to DOT Drivers. Employees must report all work-related injuries immediately to their supervisor, but no later than the end of their shift. Employees who fail to provide such notice by the end of their shift shall be subject to disciplinary action, up to and including separation. When an employee incurs an on-the-job injury, the immediate supervisor will ensure that the employee is given an immediate medical evaluation that may include testing for drugs and alcohol.

When an employee's conduct indicates that there is reasonable cause to believe that the employee may be under the influence of prohibited drugs or alcohol during work hours, the employee may be ordered to undergo a drug/alcohol test. Reasonable cause may include, but is not limited to a noticeable change in temperament, demeanor, speech, physical condition, energy or appearance. If the employee refuses to take or delay the test, the employee will be considered in violation of this policy and will be subject to separation. If the results of the test are positive, the employee may be considered in violation of this policy and subject to discipline up to separation.

For more information regarding testing employees please refer to the Drug and Alcohol Policy and Hiring Policy and Procedures.

COVID-19 and required Vaccinations

All vaccinated employees and new hires are required to provide proof of COVID-19 vaccination, regardless of where they received said vaccination. Proof of vaccination should be submitted to Human Resources. Only digital copies will be accepted.

Acceptable proof of vaccination status:

- The record of immunization from a health care provider or pharmacy;
- A copy of the COVID-19 Vaccination Record Card;
- A copy of medical records documenting the vaccination;
- A copy of immunization records from a public health, state, or tribal immunization information system; or
- A copy of any other official documentation that contains the type of vaccine administered, date(s) of administration, and the name of the health care professional(s) or clinic site(s) administering the vaccine(s).

Testing of Current Employees

Casa Central may require that an employee submit to a drug/alcohol test in the following situations:

- Physical Exams – Drug and alcohol tests may be required of current employees when routine physicals are required by Casa Central funding source.
- On the Job Injury – Employees must report all work-related injuries immediately to their supervisor, but no later than the end of their shift. Employees who fail to provide such notice by the end of their shift shall be subject to disciplinary action up to and including separation. When an employee

incurs an on-the-job-injury, the immediate supervisor will ensure that the employee shall have an immediate medical evaluation. A medical evaluation may include testing for drugs and alcohol.

- Reasonable Cause – When an employee’s conduct indicates and work performance, in the opinion of the immediate supervisor, that there is reasonable cause to believe that the employee may be under the influence of prohibited drugs or alcohol during work hours, the employee may be ordered to submit to a drug and alcohol screening.
- Return-to-Duty and Follow-up – Any employee, who voluntarily seeks treatment for a drug or alcohol abuse, must pass a return-to-duty test before resuming work. Such employees may then be subject to follow-up tests, if reasonable cause is suspected.

If the results of the test are positive, for any of the above-mentioned situations, the employee shall be considered in violation of the policy and may be subject to immediate separation.

Introductory Employment Period

Every employee, other than a temporary or contractual employee, will serve a six (6) month introductory period upon hire, promotion, lateral transfer or demotion. During an employee's introductory period, the employee may be disciplined, laid-off without recall rights, or separated at the sole discretion of Casa Central.

During the introductory employment period, Casa Central will have an opportunity to evaluate their work performance and “fit” with its workforce. Completion of the introductory period does not guarantee employment into the indefinite future.

At the completion of the introductory period, the employee's overall work performance rating must measure 3.0 (meets expectations) or higher in their performance evaluation. An employee can be separated if their performance at the end of the introductory period is less than 3.0 (does not meet expectations).

Transfers and Promotions

Casa Central encourages employees to seek advancement opportunities as well as lateral transfers at Casa Central for which they qualify. Job openings are posted on our website. To be considered for a promotion or transfer, an employee must:

- Have the support/recommendation of their immediate supervisor in writing;
- Meet the requirements of the new position;
- Have been in their current position for at least 12 months;
- Have satisfactory performance, attendance, and punctuality records as determined by Casa Central; and
- Not be currently involved in any formal disciplinary process.

An employee interested in an open position should inform their immediate supervisor, *apply online*, and *notify* Human Resources of their interest. *In order for current employees to be considered they must meet the criteria for the open position and the above requirements for consideration.*

Rehire

Before a former employee is considered for rehire, contact Human Resources in order to review personnel records. All rehires must be made in consultation with the appropriate executive management and hiring manager and only those authorized following that consultation will be rehired.

Employees rehired within a three (3) month period from the date of separation will be reinstated with their original hire date, salary may not exceed their previous salary if rehired into the same role, salaries for new roles are affected by a change in the salary range schedule or if the position has been reevaluated and the

salary range increased due to a reevaluation of the former position. If the rehire is to a new position in a different department, the hiring guidelines for the new position apply.

Individuals rehired after a three (3) month period from the date of separation, will be considered a new hire and therefore subject to the six (6) month introductory period. Pay will be established according to pay scale as defined by the position.

Temporary Employment Status

A new employee is considered a temporary employee if the intended period of employment is not more than six (6) months. A temporary employee may be either full/part-time.

A temporary status employee receives holiday pay by working the day before and the day after the holiday. The temporary status employee is covered by social security and worker's compensation but is not eligible for any other benefits.

Temporary Position Assignments

Within Same Job Classification/Position: A temporary position assignment is one that is made at the discretion of the program/department head that does not change the grade, position title, or cost center of the assigned employee. The assignment should not exceed 6 months. A Director's Personnel Action Request (D-PAR) is not required for this assignment.

Change in Job Classification: For a temporary assignment to a higher-graded position, a D-PAR with the completed personnel requisition section must be approved by the Director of Human Resources prior to the 16th day of the assignment. The procedure covering the promotional salary rate will apply for the duration of the assignment. Payment will be for the actual days of the assignment. However, if the assignment does not exceed 15 days, no additional compensation will be granted.

For a temporary assignment to a lower-graded position, a D-Par is required.

Flexible Work Arrangement

Casa Central strives to provide flexibility for its employees, while still meeting the needs of the agency, stakeholders, and participants. Thus, certain agency positions may be eligible to work remotely per their job description or work alternative hours (flextime) upon review and approval as outlined in this policy. Notification to the Human Resources office is required to ensure compliance with applicable agency policies. However, Casa Central reserves the right to limit or decline an employee's utilization of occasional remote work or Flex time scheduling at its sole discretion. Submission of a request does not constitute eligibility or approval until all required paperwork is submitted and reviewed by all parties as noted on the forms. Lastly, all submissions require review/approval from the appropriate Senior Manager/C-Suite, in consultation with Human Resources. Any request under this Policy is not guaranteed to be approved and contingent on meeting department/program operational needs. (See Flexible Work Arrangement policy)

Technology Reimbursement and Mobile Device Use Assignments

Casa Central employees who are required to use their personal mobile phone or home internet access for work purposes may be eligible to receive a technology allowance. Any reimbursement for use of a mobile phone or home internet is defined in an employee's job description as an expectation or subject to approval by the employee's supervisor and contingent on the availability of funds. Casa Central reserves the right to revoke User Access if users do not abide by the policy and procedures.

Employees working remote under the Flexible Work Arrangement policy will be responsible for set up cost of their home office under this policy.

For more information, please refer to the Flexible Work Arrangement and the Technology Reimbursement and Mobile Device Use Policy and Procedures

Volunteers

Casa Central engages the help of volunteers on an ongoing basis in accordance with the Volunteer Program. A volunteer is any person that donates their time, and their skills to Casa Central with no expectation of compensation. All volunteers are to adhere to the guidelines established in the volunteer policies and procedures guidebook. Volunteers are not eligible for employee benefits.

For more information, reference the Volunteer Policy located in the Agency Manual.

Other Employment Status

At times, a person may be a field student/intern or an independent contractor. These individuals are typically not eligible for employee benefits. However, they are subject to a background check and may be subject to a drug-screening test.

Outside Employment and/or Affiliations

All employees may have outside employment provided it does not interfere with the performance of their duties at Casa Central. Employees who have outside employment must inform their supervisors promptly with a description, in writing, of such employment in order to ensure that compliance with this policy may be monitored.

Employees should not engage in any outside employment and/or affiliation or activities that may lead to a conflict of interest or interfere with their work schedule and performance as an employee of Casa Central.

If such employment or affiliation is approved, employees must satisfactorily perform the requirements of their job at Casa Central during their assigned hours of work. In overtime situations, at no time will an employee be allowed to leave their position at Casa Central for an outside job or affiliation without alternate arrangements being made in advance. The employee will be required to stay and complete the work themselves if a satisfactory alternate arrangement cannot be made. The employee is also required to notify their supervisor immediately of such a conflict, and the proposed resolution.

Casa Central reserves in its sole discretion, and authority, the right to make this determination.

Nepotism (Employment of Relatives)

It is the policy of Casa Central that immediate family of current employees may not be employed by Casa Central without informing the Human Resources Department who will consult with the CEO or the COO who will render a decision to ensure that there is no conflict when/if:

- One of the parties would have authority (or practical power) to benefit, supervise, appoint, remove, or discipline the other;
- One party would handle confidential material that creates a potential for improper or inappropriate access to that material by the other;
- One party would be responsible for auditing the work of the other; or
- Other circumstances exist that might lead to potential conflict among the parties or conflict between the interest of one or both parties and the best interests of Casa Central.

For purposes of this policy, “immediate family” includes an employee’s spouse, children, parents, grandparents, grandchildren, siblings, or any family member residing in the employee’s home, or a close personal relationship such as domestic partner, parents-in-law, siblings-in-law, son-in-law, daughter-in-law, step-parents, step-siblings, and stepchildren.

Change in Circumstances

If two employees marry, become related or become domestic partnership, and in Casa Central's judgment the potential problems noted above exist or reasonably could exist, only one of the employees will be permitted to stay with Casa Central unless appropriate changes as determined by the Human Resources department can be made to eliminate the potential problem. The decision as to which employee will remain with Casa Central must be made by the two employees within ninety (90) calendar days of the date the relationship is established, they marry, become related, or become domestic partners. If no decision is made during this time, Casa Central reserves the right to terminate both employees.

Fraternization

As explained in the Harassment policy, favoritism or extended courtesies can create unwanted problems for an organization. For this reason, Casa Central's policy is to avoid situations where there is a romantic, personal or marital relationship between a supervisor, subordinate, co-workers in the same department or engage with participants in a similar manner.

Employees with or who develop such relationships, must notify, and disclose all relevant circumstances to their immediate supervisor, program/department head or the Human Resources Department. Casa Central reserves the right to reassign an employee to another program/department. Furthermore, if either employee refuses to be reassigned or end the relationship, one or both may be reassigned or subject to separation. Failure to disclose the nature of the relationship as contemplated in this policy, may result in disciplinary action up to, and including separation of employment.

Conflict of Interest

It is Casa Central's policy that employees and others acting on Casa Central's behalf must be free from conflicts of interests that could adversely influence their judgment, objectivity or loyalty to the organization in conducting Casa Central business activities and assignments. The organization recognizes that employees may take part in legitimate financial, business, charitable and other activities outside of Casa Central, but any potential conflict of interest, e.g., any personal or family member economic interest in businesses and/or doing business with Casa Central, raised by those activities must be disclosed promptly to management. Annually, employees must sign the Conflict-of-Interest Policy. Please refer to the agency manual for additional information.

Security of Information

Recording Devices in the Workplace

- **Security Cameras:** Casa Central reserves the right to install security cameras in authorized public areas for specific business reasons, such as for review of incidents/accidents, safety of the employees, theft protection, or protection of proprietary information. Refer to Security of Information Policy.
- **Video or Audio Recording Devices:** The use of camera, audio or other video-capable recording devices within Casa Central is prohibited without the express prior permission of Executive Management. This prohibition is applicable to, but not limited to, inside and outside premises, and other confidential type work areas. Violations of this policy will be subject to discipline, up to and including separation.
- **Personal Devices:** Casa Central prohibits employee use of any personal equipment that is not a cell phone in the workplace, including camera-equipped phones, tablets and other devices, when necessary to secure employee/participant privacy and/or to protect trade secrets and other proprietary business information. The state of Illinois prohibits the recording of conversations or meetings unless the consent of all parties involved is obtained. As such, secret recordings or recordings without permission of the employer or employees are prohibited in all Casa Central locations and technology platforms.

- Personal Telephone Calls: Casa Central's telephone lines must always be kept open for emergency use to meet the needs of the participants and to conduct daily business. For this reason, incoming/outgoing calls to employees will be limited to emergencies. Personal outgoing calls may be made during break or lunch periods only. It is the employee's responsibility to minimize personal telephone calls. If an employee is spending an excessive amount of time on personal calls whether on Casa Central's telephone lines or an employee's personal cellular telephone, they will be subject to disciplinary action. During work hours, it is the responsibility of each employee to maintain a professional demeanor. An employee is to refrain from utilizing their cellular phone excessively during work hours.

Below are the guidelines that all employees must adhere to during work hours:

- Employees are to keep their personal cellular phone usage to a minimum;
- Cellular phones will be placed on a silent mode during work hours;
- Personal phone calls can only be taken or placed during an employee's break unless experiencing a personal emergency at which time it will be the responsibility of the employee to notify their immediate supervisor.

Any violation of this policy may result in disciplinary action.

Access to Personnel Records

- Paper personnel records will be maintained in an employment file located in Human Resource Department, unless otherwise specified. Paper personnel records will be kept in a secured, key-locked cabinet or other secured area to prevent the access from unauthorized individuals. Additionally, paper personnel records that contain medical information are maintained in a medical file separate from the general employee file. Personnel medical files are also kept in a secured, key locked cabinet or secured area to prevent access by unauthorized individuals.
- Electronic personnel records are maintained by third party vendor(s) such as UltiPro. In addition, Program/Department /Directors may maintain confidential information that is stored on agency network servers. Users are assigned a username and password with access to the electronic personnel records as is required by their role at Casa Central.

To ensure that personnel files contain accurate information, employees should notify Human Resources via the Human Resources Information System (HRIS) of any changes in the employee's name, telephone number, address, marital status, number of dependents, beneficiary designations, tax designation information, education level, certifications, driving record or status of driver's license, or the individual to notify in case of an emergency.

Procedures for Personnel Requesting to Access Personnel Records

- A Request for Information form will be completed upon the employee's request of the personnel record with the Human Resources Department.
- The Request for Information form will be submitted to the Human Resources Director for review
- After reviewing the Request for Information form, the Human Resources Director will make a final decision to approve or deny the request and will consult with the Chief Operating Officer if needed
- If the request is approved, the employee will receive a copy of the personnel record within 7 business days of initial request
- If the request is denied, the employee will receive a letter informing the employee of the decision within 7 business days of the initial request

- If the employee chooses to file a grievance, the agency will adhere to the Employee Handbook procedures

Collecting personal information by copying, scanning, or taking pictures of personal information into removable devices such as USB drives, flash or non-approved cell phones, external drives, and cloud-based storage that is not owned by Casa Central like Google Docs, Sky Drive, DropBox, etc. and other such devices are strictly prohibited. Copies may be obtained upon request. Employees may review, add, and correct information contained in their records, in accordance with applicable laws. Employee records which contain personal information, will not be released to outside persons or organizations unless:

- The employee authorizes the release of the information, or
- There is a court order, and a legal subpoena to release employee records.

Exceptions

The request for copies from a personnel record will not include the following without a legal subpoena and court order requiring:

- Letters of reference;
- Any portion of a test document, excluding a cumulative total test score for either a section of or the entire test document; materials used by Casa Central for management planning including, but not limited to, external peer review documents, or recommendations concerning future salary increases, and other wage treatments, management bonus plans, promotions, job assignments, or other comments or ratings used for the employer's planning purposes; drug screening or physical examination results.
- Information of a personal nature about a person other than the employee if disclosure of the information would constitute an invasion of the other person's privacy;
- Records relating to any other pending claim between Casa Central, and an employee which may be discovered in a judicial proceeding; Investigatory or security records maintained by Casa Central to investigate misconduct by an employee or any other activity which could reasonably be expected to harm Casa Central's employees, operations, or business, or could, by the employee's activity, cause Casa Central financial liability.

Legal Requirements for Independent Consultants/Contractors, Temporary Employees, Interns, and Volunteers

Casa Central is committed to being in full compliance with all applicable laws, and regulations affecting terms, conditions and privileges of employment.

All Agency employees are employees-at-will. Casa Central reserves the right to expand or contract its work force to meet its changing needs. While employees whose performance meets Agency standards may anticipate continuing employment, no policy within this handbook imposes legal or contractual restrictions on Casa Central above, and beyond those already imposed by applicable state and federal laws.

Independent consultant/contractor records with all appropriate documentations including but not limited to the service agreement, resume, qualification, license, background check, etc. will be maintained in the human resources department. The independent consultant/contractor will be required to provide evidence of a background check otherwise; Casa Central will conduct a background check according to the program/department requirements. Refer to the agency [policy manual for further information on Service Agreements.

Operations

Hours of Work

Casa Central has the right to establish the time, and duration of working hours, assign duties, transfer employees, and alter the size of the workforce. Program/department managers are responsible for scheduling additional shifts, and/or overtime, based on program/department needs.

The standard workweek begins at 12:01 a.m. Monday, and ends at midnight on the following Sunday. The standard workday for all Full-Time employees consists of eight hours and a half (8½) of work which includes an unpaid meal period of thirty (30) minutes, during which, no work should be done. In addition, two paid fifteen (15) minutes of rest may be authorized by the immediate supervisor. Prior to approval, the supervisor will ensure that the rest periods of two fifteen (15) minutes, will not interfere with program/operational demands.

At the discretion of the manager employees may be required to take their 30-minute paid and two (2) 15-minute breaks at the same time due to the operations of the department/program.

Overtime is paid to nonexempt employees for hours actually worked in excess of forty hours in a standard workweek. The overtime rate is one and one-half times the regular rate of pay. An employee may not work overtime without prior approval from their supervisor. Employees who work overtime which are not approved in advance by their supervisor are subject to discipline, up to, and including separation. Employees are expected to work overtime when asked by their supervisor to do so.

Exempt employees are required to work the number of hours necessary to satisfactorily complete their assigned duties. The facility opens at 5:30 am. Required working hours are no later than 8:30 am through 5:30 pm. Exempt employees are not eligible for overtime.

Time Record

All employees are personally responsible for recording their own work hours. Keeping track of employee time accurately is very important. All employees are to utilize our electronic Time and Labor system to record their hours worked. Each employee is given a personal identification username and password. They are not to share that information with anyone. Employees are to punch in and out, submit missing punches, and request time off in the system, and their immediate supervisor will approve accordingly. At the end of each pay period, the employee and the supervisor are to approve timesheets in order to be sent to payroll for processing. Time not worked for which an employee is entitled to be paid (paid time off, and paid holidays) should be entered by the employee and approved on the time record. The supervisor should also identify authorized overtime on the time record.

Violations of this policy will result in disciplinary action up to and including separation.

Pay Schedule

Casa Central pays all employees semi-monthly and therefore there are 24 pay periods in a twelve-month period. If a payday falls on a Casa Central holiday, the Agency typically releases paychecks/stubs the prior business day, but direct deposits will occur on the payday. If a payday falls on a bank holiday, the Agency typically releases paychecks/stubs the prior business day and direct deposits will typically occur on the prior business day. It is our policy and practice to accurately compensate employees in compliance with all applicable state and federal laws. To ensure that you are paid properly for time worked and that no improper deductions were made, you must correctly record work time and review your paychecks promptly to identify and report errors. Lastly, you also must not engage in unapproved work.

Meal and Break Policy

Federal law requires Casa Central to provide employees who work 7 ½ continuous hours or more a minimum of a 20-minute meal period. The meal break must be taken no later than the 5th hour after beginning work.

Casa Central offers a ½ hour (30 minutes) meal break under this rule. The supervisor will determine the employee's lunch schedule for their particular program/department.

Employees may be given rest periods before, and after the lunch period of fifteen minutes. Prior to approval, the supervisor will ensure that the rest periods of two fifteen (15) minutes, will not interfere with program/operational demands. Due to program/operation needs a supervisor may request that an employee take their meal break combined with their rest periods. In circumstances that fall under this rule, employees would receive a ½ hour (30 minute) unpaid meal break combined with a ½ hour (30 minute) paid rest period time.

Work breaks cannot be taken to leave work early or to start the workday late. Employees who return late from lunch or breaks will be subject to disciplinary action up to and including separation.

Employees are not required to punch in and out when they leave the facility for lunch. Casa Central auto deducts unpaid meal break times from an employee's time card. Supervisors are responsible for auditing these deductions where program/operations may require an employee to work through a meal break under certain circumstances and will be required to compensate employee for time worked.

Garnishments

If Casa Central receives a properly executed garnishment, wage assignment or child support withholding, Casa Central is required by law to withhold the employee's wages. Casa Central may assess a handling fee as permitted by law. The recipient of the garnishment, wage assignment or child support withholding must immediately refer the matter to Human Resources.

Automobile Usage

Only regular employees and temporary employees, (approved by Casa Central) with an unrestricted, current driver's license and who have adequate insurance coverage, (defined by Casa Central), may operate Casa Central vehicles or use a vehicle to conduct Casa Central business. Employees and temporary employees may be requested to provide this information at any time by Casa Central. Employees and temporary employees who drive a vehicle on Casa Central business are responsible for making sure the vehicle meets all legal standards for insurance and safety. Employees and temporary employees are responsible for any fines or parking violations incurred as a result of their driving. Casa Central vehicles may only be used for authorized Casa Central business.

Employees and temporary employees are prohibited from operating a vehicle on Casa Central business when any impairment causes them to be unable to drive safely and legally. Any employee and/or temporary employee operating a Casa Central vehicle under the influence of drugs or alcohol, or in an unsafe or negligent manner, will be subject to discipline, up to and including separation. Casa Central reserves the right to search any Casa Central vehicle at any time. Therefore, employees and/or temporary employees have no reasonable expectation of privacy with respect to Casa Central vehicles.

Employees must immediately report any accident involving a Casa Central vehicle, or a personal vehicle used on Casa Central business to their supervisor and the Human Resources Director, regardless of the extent of damage or injuries. Failure to report an accident may result in disciplinary action, up to and including separation. Employees are expected to cooperate fully with the authorities in the event of an accident. For more information, please refer Transportation Services Policy.

Driver Policy

The purpose of this policy is to ensure the safety of those individuals who drive company vehicles and to provide guidance on the proper use of company fleet vehicles. Vehicle accidents are costly to our company, but more importantly, they may result in injury to you or others. It is the driver's responsibility to operate the

vehicle in a safe manner and to drive defensively to prevent injuries and property damage. As such, employers endorse all applicable state motor vehicle regulations relating to driver responsibility. The employer expects each driver to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most important factor in driving safely. The Transportation and Human Resources Department are responsible for general administration of this policy.

This policy applies to all employees, including supervisors and non-supervisory employees. Supervisors at all levels are required to ensure that this policy is carried out.

For more information, reference Transportation Services Policy.

Communication

One of our shared core values is Connectedness: We build and enhance relationships in order to support, empower, and help others thrive. Therefore, maintaining good communication serves to further support an excellent work environment and provide quality services.

Channels of Communication

Any communication either of a positive or negative nature should be taken through the following channels of communication in order, as outlined below, always starting with your immediate supervisor, to ensure that it is given appropriate attention. Employees, in accordance with our open-door policy, may choose to skip to the next respective manager as needed:

All Departments/Programs
1. Director/Supervisor
2. Senior Manager
3. Appropriate C-Suite Manager of Department/Program
Human Resources Department
President/CEO
Board of Directors

Open Door Policy

We want employees to feel comfortable seeking information and advice from your supervisor or human resources representative. Our doors are open to discuss matters that may be of either positive or negative nature to the employee.

We feel that the relationship between the employee and their supervisor is very important; one that should be open enough to resolve most concerns or questions. Therefore, we urge the employee to initially contact their immediate supervisor and discuss anything that is on your mind. We encourage employees to follow the channels of communication, as outlined above. This gives your supervisor the first opportunity to resolve any questions or conflicts you may have before taking it to the next level of supervision.

We want to ensure that employees are informed and involved in organization activities, therefore, employees are encouraged to:

- exchange ideas and concerns with the employee’s supervisor;
- actively participate in employee meetings;
- read bulletin board postings, memos, newsletters, emails, etc.;

- offer suggestions to improve customer service, program improvements, and other operating procedures.

Ideas and Suggestions

Employees are encouraged to discuss their ideas, suggestions and concerns with their supervisor and complete any agency administered surveys, participant focus groups as applicable that will have a positive impact on improving Casa Central's services.

Bulletin Boards

Use of bulletin boards is a way to communicate information to employees. Items of interest and importance are posted regularly. If an item requires posting, it must first be Casa Central mission related and approved by the Program Director and/or Senior Manager. Items that are posted on bulletin boards are to be removed only by designated personnel. If a posting item is of interest to an employee, please contact an immediate supervisor for a copy of such posting.

Social Media Policy

Casa Central respects the right of its employees to engage in online social networking sites such as Facebook, YouTube, Instagram, Twitter, Tik Tok as well as various chat rooms, blogs, online discussion forums, and other online sources. While we recognize that every employee has the right to free speech, employees must adhere to the following rules:

- Unless specifically authorized to do so for business purposes, Casa Central employees may not engage in social media activities during work hours using Agency property or equipment. Authorized employees must disclose all passwords to Casa Central and should not share them with other employees.
- Conduct considered illegal by the social media site being accessed is expressly prohibited.
- Confidentiality of client information must always be honored, regardless of whether the employee is on/off-duty and regardless of whether the client has given apparent permission for personal information to be shared. This prohibition includes names, identifying information, photos, and any other information that may identify a Casa Central participant to a person who is not part of a participant's care team.
- Be clear in what is being said. Remember that information can be misdirected, intercepted, or misunderstood.
- Use of social media is subject to the same prohibitions against discrimination, and harassment, the Code of Ethics, Standards of Conduct and all Casa Central policies as any other aspect of employment.

Casa Central recognizes that an employee's free time and personal equipment is not subject to employer restrictions. However, we encourage employees to avoid posting any information about Casa Central or aspects of their employment at Casa Central that could lead to issues in the workplace or which could affect Casa Central's interests.

Casa Central reserves the right to discuss questionable use of social media with an employee, and violation of the above requirements may result in disciplinary action up to and including separation of employment.

Legal issues involved in the use of social media by employees are rapidly evolving. Casa Central will adapt this policy as legal issues are resolved in the courts or in relevant laws and regulations. (*See agency's Social Media policy*)

Dissemination of Information

It is Casa Central's intention and responsibility to designate an authorized spokesperson to respond to media inquiries requesting official comment on Agency activities, policies, procedures, and events.

Release of Agency information is subject to prior approval by VP of Advancement and the President/CEO, who are the only persons allowed to approve information to be released to the press, and the general public on matters relating to the facility and participants. Unauthorized release of information or documents will result in corrective action up to and including separation.

Persons who request access to information or records including inquiries and requests for information or records from the media will be referred to the CEO/President and shall be in writing.

Casa Central's logo or publications can only be used for purposes of official business and with the prior approval of President/CEO.

Supervision

Another form of supporting Connectedness core value is through supervision. Supervision of all employees of Casa Central will be the responsibility of the department or program head. The Board of Directors will supervise the President/CEO.

The purpose of the supervision of employment is to ensure that each employee understands their job thoroughly, the authority that goes with their job, the relationship of their job to the other jobs within Casa Central and the channels of communication available to them.

Compensation

Salary/Wages

Casa Central respects one's salary as a private matter and expects its employees to treat salary in the same manner. Casa Central will provide employees with direct compensation (competitive pay) and indirect compensation (competitive benefits).

It is Casa Central's policy to compensate all employees on a fair and equitable basis for the work which they perform. Jobs are classified according to duties and responsibilities as a basis for determining wage and salary classifications. In maintaining the designated levels, economic factors and prevailing rates of pay for similar services are taken into consideration. Casa Central operates under a system of merit in providing salary adjustments.

Compensation Philosophy

Casa Central is a mission-focused organization. Since our beginning, we have been dedicated to strengthening and transforming our local community and providing vital community services. We recognize that in order to provide these services we need dedicated and skilled team members.

In turn, it is our goal to provide competitive pay that is appropriate to the work and within the constraints of our funding. Casa Central policy provides a structure and framework that assists us in meeting our goals of being both equitable and transparent in our pay practices. The process of evaluating compensation and performance is managed by the Human Resource Department.

Payment of Benefits upon Separation

An employee is entitled to payment for unused vacation time that has been accrued up to the last day of employment. All unused vacation time will be included in the employee's final payroll check. The amount paid shall be subject to applicable federal and state tax withholding, and statutory deductions.

Overtime Policy and Rates

The federal Fair Labor Standards Act (FLSA) defines the condition of eligibility for positions that are to receive payment for overtime. Based on the nature of their work, employees may be exempt or non-exempt from the overtime provision. An exempt (usually salaried) employee works in a position which does not qualify for overtime pay. A non-exempt (usually hourly) employee is an employee that qualifies for overtime pay for time worked in excess of forty (40) hours in a workweek. FLSA requires an employer to pay overtime of 1½ times a non-exempt employee's regular rate of pay for hours worked in excess of 40 hours in a workweek.

All overtime must have prior approval from the employee's immediate supervisor. An employee is not eligible for overtime work unless there is prior approval from their immediate supervisor. In an emergency or when impractical, written approval must be obtained the following scheduled workday or work shift. Violation of this policy may result in disciplinary action up to and including separation. Holiday, vacation, sick and personal time are not calculated in the overtime hours.

Overtime work within a department will be distributed as equally as possible among employees in that department.

- Employees assigned overtime must be capable, and qualified to perform the work to be done.
- There will be no partiality shown to any employee in the distribution of overtime.
- An employee who accepts overtime is expected to work it.
- All overtime worked must be approved by the employee's supervisor before the employee works overtime hours.

Payroll Deductions

The required deductions from earnings are made on behalf of each employee. The pay an employee receives will be in the amount of the agreed upon salary/hourly pay minus the following deductions, as applicable: Federal Tax, State Tax, Social Security (FICA), Benefits (health insurance, dental insurance, etc.), Voluntary Contributions (401k).

In addition to standard payroll deductions, Casa Central is required by law to comply with certain court orders, liens, or wage assignments and make payroll deductions pursuant to those orders.

Travel/ Personal Expense Reimbursement

Employees who use their personal car for approved Casa Central business, will receive a mileage reimbursement not exceeding the IRS allowable rate per mile. In addition, employees driving on Casa Central business may claim reimbursement for parking fees and tolls actually incurred. Employees driving Casa Central vehicles may claim reimbursement for gasoline and other expenses directly incurred for business purposes. Claims or mileage allowances and reimbursements must be approved by the employee's supervisor and submitted with supporting documentation to the Finance Department for payment.

Benefits

Casa Central offers benefits to some positions based on employee classification, such as compensation classes, length of employment, etc. For more information regarding benefits, please contact HR or visit www.casacentral.org/benefits.

Retirement Savings Plan

All permanent employees are automatically enrolled into the 401(k) retirement plan the first of the month following a six (6) month waiting period from their date of hire. Employees will receive notification of this policy through the onboarding process. Employees will have an opportunity to make changes to the established contribution rate at time of entry. The amount contributed is out of their gross wages on a tax-deferred basis up to the maximum percentage allowable not to exceed the limits of Code Sections 401(k),

402(g), 404 and 415. An employee can increase the percentage, change to a flat amount or opt out of the plan at any time. An eligible employee will receive information during new hire orientation.

Severance Policy

Severance pay benefits may apply to employees under certain circumstances, as explained below.

Eligibility for Severance

To be eligible for severance benefits, employees must have completed one (1) year of continuous, full-time exempt/non-exempt regular employment and have worked a minimum of 2080 hours at Casa Central on the date of separation. Part-time employees will not be eligible for severance pay.

Severance Pay

Employees are eligible to receive one (1) full week of pay per completed year of service and a maximum payout of 8 weeks, regardless for years of service beyond eight (8) years. Severance is calculated on base pay only. Employees will receive severance payments on scheduled paydays.

Triggering Events

In the event of an involuntary separation due to a reduction in work force for any reason, downsizing, change in the organization's direction or position elimination, Casa Central provides a severance benefit for the affected employees. In the event that Casa Central has insufficient financial resources to pay severance benefits, those benefits will not be provided.

No Severance Pay

Employee(s) are not entitled to severance pay if they leave Casa Central for any of the following conditions: voluntary resignation, separation for cause, separation due to job performance, disability covered by Worker's Compensation or retirement.

Vacation

Accrued but unused vacation will be paid out to the employee. Vacation will stop accruing as of the effective date of separation.

Group Insurance

Group insurance, if applicable, ends on the last day of the month in which the employee is employed. Upon separation of coverage, COBRA notification will be forwarded by the agency's third-party vendor. The employee may apply for and seek COBRA benefits at their own expense.

Unemployment

Employees who receive severance benefits may apply for unemployment benefits, to the extent they may be eligible.

Rehire

An employee who is rehired and is later separated under this policy may be entitled to severance, if eligible, based on the date of rehire, not the original hire date.

Consolidated Omnibus Budget Reconciliation Act (COBRA)

You and your covered dependents may have the opportunity to continue group insurance benefits for a period of up to eighteen (18) (qualifying event will determine length) months under the provisions of the Consolidated Omnibus Budget Reconciliation Act (COBRA) when group insurance coverage for the employee and your covered dependents would otherwise end due to your death or because:

- Your employment terminates for a reason other than gross misconduct;
- Your employment status changes due to a reduction in hours;
- Your child ceases to be a "dependent child" under the terms of the medical and dental plan;

- You become divorced or legally separated, or;
- You become eligible for Medicare.

In the event of divorce, legal separation or a child's loss of dependent status, the employee or a family member must notify the plan administrator within 30 days of the occurrence of the event. The plan administrator will notify the individuals eligible for continuation coverage of their right to elect COBRA continuation coverage.

Employee Assistance Program

It is the policy of Casa Central, whenever possible, to refer employees to appropriate counseling services through the Employee Assistance Program (EAP) designed to help employees cope with personal problems that may or may not be affecting work performance.

EAP helps employees and their immediate family members with a wide range of services. Situations addressed by EAP include marriage and family problems, emotional problems, alcoholism and alcohol abuse, drug abuse and dependency, financial problems, compulsive gambling and eating disorders. An employee's conversation and all records are strictly confidential. For more information, reach out to the Human Resources Department.

Employee Referral Bonus

Casa Central is continuously in search of highly qualified employees to join our team and current employee recommendations are strongly considered. We place great importance on referrals that come from our existing employees because our employees know us the best. Employees who participate in Casa Central's Referral Program help us expand our current applicant pool and generate more applicant flow. For more information, reference the Employee referral Bonus Policy.

Other Benefits

Time Off Policy

Casa Central recognizes that employees have diverse needs for time off from work and as such the agency has established a Time Off Policy. This policy provides flexible approach to time off by providing various time off benefits such as vacation and sick. This policy provides details on the procedures for using and accruing vacation and sick time. Employees are accountable and responsible for managing their time off hours to allow adequate reserves if there is a need to cover vacation, illness or disability, appointments, emergencies, or other situations that require time off from work. Casa Central follows all local, Federal, and State Laws as it relates to various Time Off requirements, where applicable.

This policy applies to all employees, including supervisors and non-supervisory employees. Supervisors at all levels are required to ensure that this policy is carried out.

For more information, please refer to the Paid Time Off Policy.

Casa Central Fitness Center

Casa Central takes pride in its practices to facilitate the safety, health, and well-being of all of our employees. A Fitness Center has been designed with your health in mind. As a Casa Central employee, you have the full use of exercise equipment that can be utilized to support your work schedule before work, lunchtime, and after work. Part of achieving your goals means making a commitment to yourself to work out and keep at it. Our commitment to you is to help inspire you and keep you motivated by providing a convenient option that you can use year-round. For more information, refer to Fitness Center policy Rules & Regulations

Birthday Holiday

Employees are eligible for one birthday holiday. For information on how to use this holiday reference the Time Off Policy.

Holiday Policy

Full-time employees shall be paid for holidays only if they are scheduled to work on the day before and the day after the holiday. For a reference of Casa Central's recognized Holidays please reference the Time Off Policy.

Bereavement Leave

An employee will be granted up to a total of 10 bereavement days, three (3) of which will be paid days and up to an additional seven (7) working days that are unpaid. These days may be used as a result of a death in the immediate family. Immediate family is defined as a spouse, domestic partner, employee's child, stepchild, legal dependent, parent, siblings, stepparent, mother-in-law or father-in law, grandchild, grandparents (in-laws). If the funeral falls on a non-working day, the employee may take the next workday(s).

Bereavement leave allows for an employee to:

- Attend the funeral of an immediate family member.
- Make arrangements necessitated by the death of an immediate family member.
- Grieve the death of an immediate family member.
- Be absent from work due to a miscarriage, stillbirth, unsuccessful round of fertility treatment, failed adoption match, failed surrogacy agreement, or a diagnosis that negatively impacts pregnancy or fertility.
-

An employee must complete bereavement leave within 60 days from the date the employee receives notice of the death of a covered immediate family member or the occurrence of a qualifying event related to pregnancy, fertility, adoption or surrogacy.

To be eligible for bereavement leave, the employee is expected to notify his/her supervisor immediately so that the necessary work arrangements can be made for his/her absence. The agency and/or management reserves the right to request a copy of the obituary or service card to approve your bereavement pay.

Employees may use available sick time to cover any unpaid days covered under this bereavement plan. Additional time beyond the ten (10) days may be requested and discussed with your manager. Other leave options may be available to employees under these circumstances.

Jury Duty

Employees called for jury duty should inform their immediate supervisor immediately so that arrangements can be made to cover their job duties during their absence. Additionally, full/part-time employees who have worked for Casa Central for more than ninety (90) days or more will receive their regular pay for each regular scheduled workday they are on jury duty.

- An employee must inform their supervisor immediately upon receiving a summons for duty and at least one (1) week prior to the date they are to report for jury duty.

Upon submission of the jury summons, a full-time employee's pay will continue during court leave for up to

15 days. Jury duty in excess of 15 days will require employee to use any available vacation time or go unpaid. Daily notification of the jury duty status is required and must be submitted to the Human Resources Department. The employee shall submit the jury duty fee to the Human Resources Department when returning to work.

After an employee has completed their jury duty, they must show proof of the summons for service, evidence of having served and the amount received for serving. The check for jury duty payments should be endorsed to and remitted to Casa Central.

Witness

Employees subpoenaed to testify as a witness for non-Agency related activity must submit documentation and request vacation or personal time.

Voting Time

Illinois law provides that employees are allowed up to two (2) hours leave for voting. Casa Central will allow employees to take time to vote without using accrued vacation time.

In order to conduct business with the least disruption on general and primary election days, all employees are encouraged to vote before or after work If/when possible.

Types of Leaves

The Agency offers various types of leaves for different situations an employee may encounter. Leaves at the Agency require different documentation, review, and approval. For more information on leave options due to your personal condition please contact Human Resources for further guidance.

Personal Leave

A Personal Leave of Absence provides additional leave in the event that all other leaves have been exhausted or where a personal leave is not covered by FMLA, sick time or personal time. The additional leave may be taken for personal illness, caring responsibilities, family emergencies or other personal matters not covered under other agency leaves.

An unpaid Personal Leave of Absence may be granted upon request to regular full- and part-time employees for personal needs where leave does not qualify for protection under the Family Medical Leave Act (FMLA) or where FMLA, personal or sick time has been fully exhausted. All personal leaves are unprotected and there is no guaranteed reinstatement into the same position or schedule. Approval will remain at the discretion of your department manager.

For more details reference Personal Leave Policy.

Military Leave of Absence

An employee who is a member of the Armed Forces of the United States will be granted a Military Leave of Absence in accordance with USERRA. An employee whose period of active service exceeds two weeks will not receive their salary during military leave, but may, at their request, receive paid time off that is unused.

A full-time employee who is a member of the National Guard or the Reserve components of the Armed Forces of the United States will be granted up to two weeks leave of absence annually for reserve training programs. The absence is not deducted from paid time off and the employee will receive their regular salary less the amount of military pays. The employee may elect to use their personal time off to receive their full salary plus military pay.

Casa Central complies with USERRA with the re-instatement of employees from military service.

Family and Medical Leave Act (FMLA)

Casa Central complies and supports the public policy established by the Family and Medical Leave Act (FMLA). Eligible employees may be granted FMLA leave. The agency posts the mandatory FMLA Notice at

its main office at 1343 N. California Ave, Chicago IL 60622 near the cafeteria on the lower level. Additionally, all new employees are provided notices required by the U.S. Department of Labor (DOL) on employee rights and responsibilities pursuant to FMLA. Refer to Appendix A and the agency's Family Medical Leave of Absence Policy for further information

Emergency Arrangements

Temporary arrangements may be approved for circumstances such as inclement weather, pandemic, special projects or business travel. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance as directed by State and Federal requirements. Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate.

Furlough Policy

A furlough is a temporary arrangement whereby certain employees are placed on an unpaid leave of absence. Furlough periods will have a beginning and anticipated end date. Furlough periods and length of furlough are evaluated and approved by Senior Management. Casa Central may consider extending, ceasing, or initiating a new furlough period as needed.

Casa Central may initiate and approve furlough leaves of absence when deemed in the best interests of the agency through a minimum of two-week written notice.

For more information, please refer the Furlough Policy.

Victim's Economic Security and Safety Act Leave (VESSA)

In accordance with the Illinois Victim's Economic and Security Act, Casa Central will provide up to 12 weeks of unpaid leave to employees who are victims of domestic or sexual violence. Valid reasons for requesting such leave include:

- Seeking medical attention for, or recovering from, physical or psychological injuries caused by domestic or sexual violence.
- Obtaining services from a victim services organization.
- Obtaining psychological or other counseling.
- Participating in safety planning, to temporarily or permanently relocate, or to take other actions to ensure the safety of the employee from future domestic or sexual violence or to ensure economic security
- Seeking legal assistance or remedies to ensure the health and safety of the employee, including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic or sexual violence.
- Helping a family or household member who is a victim of domestic or sexual violence.

Employees are entitled to twelve (12) work weeks of such leave during any 12-month period and are entitled to take leave upon at least 48 hours' notice (where practicable). However, neither the Act nor this Policy is intended to confer a right to leave beyond the twelve weeks of FMLA leave. An employee also may elect to substitute sick leave, vacation or family or medical leave for leave under this Act. Casa Central may require certification from the employee that the leave is for a qualifying reason.

For more information, please refer to the VESSA Policy

Development

Professional Development Plan

The Individual Professional Development Plan is a tool intended to guide both employee and manager through professional development. This plan, in consultation with HR, offers opportunities for the employee to build their individual competencies, thereby enhancing department/program competence. The Professional Development Plan is an ongoing process that involves the participation of both employee and manager to design individual plans that are coherent and systematic and provide clear linkages between theory and practice. The plan may be developed in conjunction with the annual performance evaluation or as a separate activity. In either case, professional development activities should reflect areas of growth in performance that will lead to improved effectiveness in the employee's current role.

Job Description

Each position within the various departments of the organization must have an approved current position description on file in the Human Resources Department. The description should detail the:

- Primary role of the position in the organization
- Financial and quantitative dimensions of the job
- Organizational relationships/location
- Position duties and responsibilities
- Internal/external contacts
- Challenges
- Decision-making authority
- Knowledge, skills, abilities, education, and experience.
- License or certifications required
- Essential physical and mental requirements
- Working conditions

Performance Evaluation

The purpose of a performance evaluation/development plan is to evaluate the employee's past performance and to guide them to maintain and/or improve future job performance. Casa Central reserves the right to give formal and informal appraisals/plans at any other time during employment.

Performance evaluations/development plans are prepared by an immediate supervisor and will provide the employee with the opportunity to formally discuss your job and performance. An employee's performance appraisal is conducted initially two times in the employee's first year of employment and annually thereafter. The two-initial employee/supervisor performance related meetings are:

- Interim Performance Evaluation - evaluation of the first six (6) months based on progress made towards goals and objectives established at the beginning of the performance year.
- Annual Performance Evaluation - evaluation of the entire year's performance as it relates to predetermined standards of performance, goals and objectives. Performance planning for the upcoming year takes place at this meeting.

Performance Quality Improvement (PQI)

We are committed to Excellence, another agency Core value that that is managed/monitored via our Performance Quality Improvement process (PQI). We recognize that change is the positive result that comes from learning. Therefore, ongoing training is critical to our success.

The PQI structure has been created to coexist with the current management structure and to distribute the responsibility and accountability for quality service throughout the agency. Our Performance Quality

Improvement cycle serves as a model to systematically approach the improvement planning process. The pillars of this process are:

- Plan: Identify potential solutions and develop a plan
- Do: carry out the plan by tracking performance via measurable indicators.
- Learn: make data-informed decisions.
- Improve: Monitor recommendations regularly during the improvement cycle and share improvements.

As needs and opportunities arise, employees are provided with training and development experiences. These may include special work assignments, training in management practices, skill-based or specialized training.

Training opportunities will be made available to employees consistent with funder criteria and budgetary allowances. Training must be directly correlated with the employee's daily responsibilities. Immediate supervisor approval is necessary before training registration.

Ongoing Compliance Trainings

Our internal Performance Quality Improvement (PQI) process as well as federal and state laws requires us to provide specific in-service training programs. Employees will be responsible for attending in-services that relate to their position.

In-service trainings are scheduled to increase employees' knowledge of their job duties, understanding of PQI procedures, increase risk management knowledge and obtain basic certifications. Some of these sessions will be mandatory. Employees who attend an in-house training on a non-workday will be paid for the time spent attending the session.

We offer training classes such as:

- Certified Pulmonary Resuscitation (CPR)
- MANDT Training
- OSHA guidelines
- Diversity
- Nonviolence Crisis Intervention
- Anti-Discrimination and Anti-Harassment Training
- And other related job trainings

Data collection and analytics

In the course of conducting our business and complying with federal, state, and local government regulations, we might collect personal data, which are solely for business purposes. The agency will not knowingly collect or use personal data in any manner not consistent with this policy.

Arrest, Indictment, or Conviction

It is Casa Central policy that all employees obey local, state, and federal laws. In the event an employee is arrested, indicted or convicted during their employment with Casa Central; the employee must notify their immediate supervisor and/or Human Resource Director as soon as possible.

Upon review of the details of the charges and/or conviction, a determination will be made as to the status of employment. An employee may:

- Be allowed to continue employment until a discharge or conviction is obtained;
- Be suspended because the employee's presence at work could cause substantial disruption to the workplace; and/or

- Be separated from employment immediately.

The separation decision will be made on an individual basis and may be based on the following if/an:

- Employee is unable to return to work due to incarceration;
- Employee's presence at work would cause substantial disruption;
- The crime for which the employee is accused adversely affects our legitimate business/services interests; and/or
- The nature of the crime is such that allowing the employee to continue to work in “good faith” could result in future harm to co-workers, our participants, visitors, or business interests.

If the employee is exonerated, consideration may be given for reinstatement of employment. If the employee has information of a co-worker’s arrest, indictment or conviction, the employee should immediately inform the Human Resource Department in verbal or written form. Confidentiality will always be upheld.

Drug and Alcohol Policy

Casa Central adheres to the Federal Drug Free Workplace Act (1988) therefore, being under the law it is vital interest in maintaining safe, healthy and productive working conditions for its employees, which includes a drug-free workplace. Being under the influence of a prohibited drug or alcohol while on the job poses serious safety, security and health risks, not only to the user, but also, to other employees, participants, the public at large, and/or may cause damage to Agency property. The manufacture, possession, use, distribution or dispensation of a prohibited drug or alcohol while on Agency property, using Agency property or while performing Agency business is unacceptable and expressly prohibited. Employees who are found to be in violation of this policy shall be subject to separation. This shall apply even for a first-time offense.

Right to Test Based on Reasonable Cause

Casa Central will require a drug and alcohol test of any employee where there is a reasonable basis to believe that they may be using drugs or may be under the influence of drugs or alcohol. Reasonable basis to believe” includes, but is not limited to: abnormal conduct, speech, or odor; detection of alcohol or illegal drugs in the area where an employee has been working; an unexplained decline in work performance or attendance or a reliable report of illegal drug or alcohol use. Casa Central will also require a drug and alcohol test of an employee when a member of management has a reasonable basis to believe that the use of drugs and/or alcohol by the employee contributed to an accident, which seriously damages a vehicle or results in an injury requiring emergency medical treatment away from the scene of the accident. Employees will be required to sign a consent and release form prior to drug or alcohol testing. Test results will be kept confidential to the extent possible and consistent with applicable law.

Where required, the supervisor will arrange for appropriate transportation and escort the employee to the testing facility on the same day, for the safety of the employee. Refusal to be tested will be grounds for discipline, up to and including immediate discharge. Chemical, breath, urine, blood, hair or other tests may be given to determine the presence of alcohol and/or prohibited drugs. For further information, please refer to the Drug and Alcohol Policy.

Illegal Drugs

According to the Federal Drug Free Workplace Act (1988), prohibited illegal drugs are defined as drugs or controlled substances that are: (1) not legally obtainable under federal and state law, or (2) legally obtainable, but not obtained in a lawful manner. Examples include marijuana, cocaine, mind-altering chemicals, depressants, stimulants, inhalants, and prescription drugs that were not lawfully obtained. The use, purchase, sale, transfer, possession, being under the influence, or the presence in one’s system of a detectable amount of an illegal drug by any employee is prohibited: (1) on Casa Central’s premises, or (2) where the employee is performing Casa Central business off the premises. For further information, please refer to the Drug and Alcohol Policy.

Cannabis

Illinois' medical cannabis law permits an individual with a qualifying debilitating medical condition to register as a medical cannabis patient and avoid civil and criminal penalties under state law for certain medical uses of cannabis. Likewise, effective January 1, 2020, recreational cannabis law in Illinois permits an adult (21 years of age or older) to use cannabis and avoid civil and criminal penalties under state law.

However, under the Drug Free Workplace Act of 1988, an organization performing work under a government contract or grant must establish and maintain a drug-free workplace policy. In accordance with this requirement, employees may not use or possess cannabis at any time while (a) on the Organization's premises, (b) driving Organization vehicles or one's own personal vehicle on Organization business, (c) conducting business on behalf of the Organization, at the Organizations premises or elsewhere, and/or (d) otherwise representing the Organization. The Organization also prohibits employees from reporting to work under the influence of, or in any way impaired by, cannabis; as determined in the Organization's sole discretion to the fullest extent permitted by applicable law.

Alcohol

Employees shall not use or possess alcoholic beverages while on the job or on Agency property or while performing Agency business, unless authorized for specific social functions. The President/CEO must provide advanced authorization for the scheduled event. Unauthorized possession and/or use of alcohol will result in immediate suspension without pay pending an investigation that could result up to and including separation.

Rehabilitation and Treatment Programs

Employees with drug or alcohol problems that have not resulted in, and are not under the immediate subject of, disciplinary action may participate in a rehabilitation or treatment program through the Organization's health insurance benefit coverage, if eligible, or find resources through the Employee Assistance Program.

Casa Central recognizes drug and alcohol abuse as a potential health, safety and security problem. Casa Central encourages all employees with alcohol or substance abuse problems to seek help for their substance abuse before performance problems, a positive test result, or other violations of this policy could result in disciplinary action or separation of employment. Casa Central will support employees who voluntarily come forward to obtain assistance with alcohol or substance abuse problems prior to performance problems, positive test results or violations of these policies in their effort to address their problem and continue their employment. In most instances, Casa Central will provide unpaid time off for treatment, rehabilitation, or counseling and Casa Central's medical insurance plan may cover some of the costs of treatment if the person continues to be employed by Casa Central and must be enrolled in the medical plan.

When an employee voluntary seeks treatment for their substance abuse problem, they must immediately report such treatment to their immediate supervisor and may result in the employee being placed on an Agency approved leave. The matter will be discussed with Human Resources to determine if the employee is eligible for a leave. All leaves, are subject to review and approval.

The employee's voluntary decision to seek treatment will not be used as the basis for any disciplinary/discharge action and will not be used against the employee in any disciplinary/discharge proceeding. On the other hand, an employee's willingness to pursue treatment after violation of this policy has occurred will not be a defense to the disposition of disciplinary action/separation under this policy.

Conviction of a Drug-Related Offense

Employees must, as a condition of employment, abide by the terms of this policy and report to their immediate supervisor any drug conviction under a criminal drug statute for violations occurring on Agency premises or while conducting Agency business. A report of a conviction must be made within five (5) days

after the conviction (Source - Drug Free Workplace Act of 1988).

In deciding what action to take, Casa Central will conduct an individualized assessment of the situation and consider the nature of the charges, the nature of the employee's present job assignment, the employee's record with Casa Central, the impact of the employee's conviction on Casa Central and any other factor Casa Central may deem relevant. Casa Central will only take employment actions related to convictions that are job related and consistent with business necessity.

Smoke Free Workplace

Casa Central is committed to providing a safe and healthy environment for employees, participants and visitors. Casa Central is a smoke free environment. Smoking is prohibited throughout Casa Central and its premises. Smoking on any of the properties or in the homes of participants is prohibited. Individuals who smoke may only do so 15 feet away from the Agency's premises, or within 25 feet of the building for residential participants. Smoking includes the use of cigarettes, cigars, electronic nicotine delivery systems also known as electronic cigarettes/cigars/hookahs and pipes.

Smoking infractions will follow the same guidelines for discipline as other disciplinary violations. Some programs may have more stringent smoking in the workplace guidelines. Therefore, refer to the agency policy manual for additional information on Smoke Free Environment.

Gambling

This policy applies to everyone and includes all forms of gambling, even those performed for the benefit of charity. Gambling of any type on the organization premises is expressly prohibited. Gambling can result in disciplinary action up to and including separation.

Attendance and Tardiness Standards

It is Casa Central policy that all employees render a full day's work for a full day's pay. Demonstrating excessive patterns or occurrences of absences and/or tardiness without presenting appropriate documentation is considered a serious violation of this policy. Upon employment, an employee agrees to be present and on time for work. Attendance will be considered an important factor for your performance evaluation.

Employees who come to work late or are absent from work puts a burden on the employees that do come to work. Recognizing this fact, Casa Central has established the following attendance and tardiness standards making it clear that all employees are expected to come to work each day on time.

If an employee violates this agreement, it may result in disciplinary action up to and including separation.

Exception

This policy shall not apply to absences pursuant to approved leaves of absence or modified work schedules under the FMLA and American with Disabilities Act (ADA) or Section 504 policies.

Notice of Absence and/or Tardiness

It is the employee's responsibility to secure advance approval from the immediate supervisor for any anticipated absence or tardiness. If the absence/tardiness is unexpected, the employee must speak to the immediate supervisor or designee. If the immediate supervisor or designee is unavailable, the employee may leave a message, but must follow up and personally speak to the immediate supervisor or designee. Failure to call and personally speak to the supervisor is also considered a violation of this policy.

Notice must be given within two (2) hours of your scheduled starting time or four (4) hours before the beginning of your scheduled work time if a replacement is required in your absence. An explanation as to the

nature of the absence must also be provided. If the absence extends beyond one day, daily notification is required unless other arrangements have been made with the immediate supervisor.

In unforeseen circumstances where an employee does not have the ability to notify their manager of a tardy or absence, the employee should have an emergency contact call in for them or notify the manager as soon as the employee is able to.

Your immediate supervisor may request a doctor's statement following an illness or absence, however, after three (3) consecutive days of absence a doctor's statement is required.

Excessive Absenteeism and Tardiness Guidelines

Excessive tardiness and/or absences, which display patterns of absences, which may include excessive use of sick days and/or unpaid leave after holidays or a weekend, may result in further review and up to disciplinary action.

- Tardiness: an occurrence of tardiness is any time an employee punches seven (7) minutes after their start time, up to a maximum of three (3) hours.
- Absence: An employee absent from work for 1 or more days is considered absent. All approved absences, medical, or otherwise, will not count against an employee for the purposes of this policy.

Each program/department supervisor is responsible for monitoring patterns of tardiness or absences for employees who are under their supervision. If an employee under their supervision violates the policy, it is the supervisor's responsibility to consult with the Human Resources Department and initiate the appropriate disciplinary action according to the policy.

No Call No Show

Any employee who is absent from work for two (2) consecutive workdays and does not call in to inform their immediate supervisor of the reason for the absence (without reasonable cause or supporting documentation), it shall be considered job abandonment and immediate separation. The supervisor is authorized to accept the employee's job abandonment as a voluntary separation.

Workplace Attire Policy

Our "Dress for Your Day" policy allows office personnel to use good judgement for each working day and wear attire appropriate for our "business casual" environment. It also applies to all business activity, whether you are onsite, offsite or using remote technology such as video conferencing.

While this dress code is intended to be relaxed when employees have a workday that does not involve meetings with customers, vendors, agency executives, or the like, the expectation is that employees will nevertheless wear clothing appropriate for the nature of our business and the type of work performed.

Clothing must be neat, clean, and in good taste and not expose an excessive amount of skin or create a safety hazard. Employees must be well groomed and avoid wardrobe, fragrance, hair, or other choices that distract or interfere in any way with the ability of others to work, or are inconsistent with our working environment. Your immediate supervisor will take action to address attire that is inappropriate for a business environment, including requiring employees to change their attire. Employees who are not able to make the requested changes immediately will need to return home. Depending on the flexibility of the employee's work environment (i.e. ability to work from home), employees will be required to use accrued but unused time for time lost.

Violations will result in appropriate disciplinary action, up to and including separation for severe and/or repeated offenses. Casa Central reserves the right to change or modify this policy at any time without advance

notice. Remember, your sound judgment is the best initial measure of proper attire and if you have any doubt about an item of clothing, please check with your immediate supervisor in advance. Also note that while Dress for your Day is permissible, traditional business attire is always acceptable and your immediate supervisor may require traditional business attire for certain meetings or events.

We all share the responsibility to set the right example, and management has the responsibility to fairly and consistently administer the guidelines. Because “casual” has so many different interpretations, this document is designed to take some of the guesswork out of dressing appropriately for the office. We appreciate your full cooperation in maintaining Casa Central’s professional image every day, not only by your attire, but your positive attitude and service.

(Do) Appropriate Attire

- Dressy Jeans that look fresh & sharp (no holes)
- Legging (accompanied by a long top or dress)
- Khakis or dress slacks
- Skirts & Dresses (appropriate length)
- Capris (at knee or below)
- Tailored pantsuits
- Blazers, sports coats, suit separates
- Golf/Polo collar shirts
- Casual/Oxford button-down shirts with collars
- Denim Shirts, Jackets and Skirts
- Blouses
- Sweaters, knit tops, turtlenecks
- Dress shoes, loafers, boots, boat/dock shoes, heels, dress sandals, and tennis shoe.
- Casa Central logo attire
- Footwear must be sensible and low heeled.
- Casa Central I.D. are always required to be worn.
- Jeans are allowed, unless a program/department activity demands differently.

(DON'T) Inappropriate Attire

- Casual, Athletic, or worn-out pants
- Sweatshirts or Sweatpants
- T-Shirts, Tank Tops, Crop Tops, Halter Tops and Spaghetti Strap Tops
- Inflammatory or Offensive text
- Shorts
- Exercise wear
- Excessively Revealing or Tight-fitting Clothing
- Clothing with holes or frays
- Avoid the terrible toos! – too short, too tight, too low cut, too much skin
- Some say wrinkles shows our wisdom, but not when it comes to our clothes

If you are unsure about an article of clothing, play it safe and choose something else. If you have any questions about the appropriateness of your dress or grooming and the professional image you should be projecting, please contact the Human Resources Department.

Program/Department Specific guidelines

- Programs with Uniforms: An employee hired for a position requiring a uniform should consult their program/department immediate supervisor for specific instructions. Uniform must always be worn while on duty.
- Direct Service employees for children and senior programs: Employees must always wear slip resistant shoes.
- Maintenance and Transportation: Employees must always wear slip resistant shoes.
- Food Service: Employees working directly with food must always wear a hairnet and slip resistant shoes.

Efficiency/Good Housekeeping

Casa Central seeks to maintain excellent working conditions by providing modern equipment and surroundings. Clean and well-organized work areas not only improve the appearance of the facility but indicate efficiency. Each employee is responsible for helping to keep the facility clean and orderly.

Good work habits and a neat place to work are essential for job safety and efficiency. The employee is always expected to keep their place of work organized and materials in good order. Report to your immediate supervisor and the appropriate executive management anything that needs repair or replacement.

Employee Children in the Workplace

Casa Central values an atmosphere that fosters a healthy balance between workplace obligations and family matters. However, frequent recurring presence of visitors or family members during work hours is unsuitable due to decreased productivity, health and safety issues to the visitor, programs/departments and liability to Casa Central. It is the responsibility of each employee to secure reliable childcare at all times, allowing them to report to work within their assigned work schedule whether working onsite or offsite.

Frequent presence of employee children during work hours is not allowed for the following reasons: Work interruption, health and safety issues, confidentiality, disruption of operations, disruption to other employees, legal liability to Casa Central, as well sudden emergency posed by the presence of employee children in the workplace. In the case of an emergency and with supervisor approval, the agency will allow children on the premises up to 2 hours in order to arrange alternative child care plans and not a replacement for the absence of childcare. If a child care plan cannot be secured, the employee must take time off from work. In this event, the employee will be required to use available vacation time for any time that they are absent from their assigned work duties. Bringing children to the workplace on a recurrent basis during their school breaks or after school is not appropriate. The employee's supervisor may ask the worker to take the child from the premises at any time if the supervisor determines that health or safety risks are too great, or that the child's presence is disruptive. Individuals working on an approved temporary change in work schedule or employees requesting a temporary change in work schedule due to the absence of childcare is not allowed.

Children exhibiting symptoms of potentially contagious illnesses should not be brought into the workplace. Provision for sick children should be made within the context of various forms of leave available to employees: Leave relating to caring for a sick family member (sick leave), or unpaid leave.

Casa Central does not take responsibility for any liability regarding injuries to children when violating this policy. Serious measures will be taken for those who leave children unattended; up to an including separation of employment.

Distribution and Solicitation

Casa Central will ensure a productive and harmonious work environment and protect its employees, participants and visitors. Casa Central recognizes that employees may have interests in events and

organizations outside the workplace. However, solicitation and distribution by employees is expressly prohibited while at work or in work areas.

Definitions

- Distribution refers to handing out materials, supplies, leaflets, etc. on work premises.
- Solicitation refers to employee(s) and/or non-employee(s) approaching employees for the purpose of influencing them to take a specific course of action (other than regular work duties), to make purchases and/or make solicited donations

Employees should be aware that, unless otherwise communicated by Casa Central, the agency does not give permission to non-employees to represent themselves as an agency representative. Current employees representing themselves as Casa Central employees in the public should receive proper authorization from the manager and reference to the agency's media relations policy for further guidance.

Furthermore, Casa Central encourages employees to be cautious when any individual is requesting for their personal information. Violation of this policy will result in a disciplinary action, up to and including separation.

For more information, please refer to Internal Postings, Distribution and Solicitation Policy.

Tips and Gratuities

There may be occasions that a participant may want to show their gratitude by giving the employee a token of their affection and/or appreciation. It is Casa Central's policy that employees are not permitted to ask for or accept tips or gifts from participants, participant's families, other visitors, or vendors. The Agency understands that when participants are denied, they may feel rejected or offended. Nevertheless, employees may not accept gratuities. If a gratuity has been offered, the employee must notify their immediate supervisor. Violation of this policy will result in disciplinary action up to including separation.

Theft and Loss

Casa Central will not tolerate theft. All participants and employees have a right to enjoy their possessions without the fear that they will be stolen. Casa Central may, at the Agency's discretion, call the police and have an investigation started if a theft occurs. Casa Central has the right to inspect all items being brought into or out of Casa Central properties whenever it is deemed necessary.

Casa Central is not responsible for lost or damaged personal property. It is suggested that employees and participants use precautionary measures in safeguarding any valuables brought to Casa Central. Some Casa Central's facilities house employee lockers. If needed, locker inspections may be conducted in the interest of safety, health and security. Everyone's cooperation in these inspections is appreciated.

Issued Equipment and Materials

Casa Central provides equipment and materials necessary for employees to perform their jobs including, but not limited to I.D. Cards, security cards, uniforms, keys, stationery, credit cards, laptop computers, and cellular phones. Employees are expected to exercise care in the use of any Casa Central issued equipment/materials and use such equipment/materials solely for the intended business purpose.

Loss, damage or theft of Casa Central equipment should be reported immediately to an employee's supervisor and/or Human Resources. Employees will be responsible for filling out a police report if any agency equipment and material is lost, damaged or stolen. At the time of hire, employees will have signed an Agency Issued Equipment list and will be responsible for such equipment during their time of employment.

Inappropriate use of assigned equipment or misrepresentation of loss, damage or theft of Casa Central equipment may result in further disciplinary action up to separation.

At time of separation, employees will be required to turn in equipment directly to the IT Department by their last day of work. Failure to return equipment to Casa Central as outlined above and noted in the (Acknowledgement of Agency Equipment form) will result in an equipment charge on an employee's final paycheck.

For more information refer to the IT page on the agency's intranet.

E-Mail, Communication Software, Internet and Computer Usage Policy

Casa Central has established a policy with regard to access and disclosure of electronic mail messages created, sent or received by Agency employees using the Agency's electronic mail system (this includes Outlook, Dynamic Messages, Elevate and other department/program communication software), workstations, printers, and servers.

Employees are given access to email and the Internet at Casa Central solely to assist them in the performance of their jobs. The computer and telecommunications systems belong to Casa Central and may only be used for authorized business purposes.

Casa Central will not be responsible for any damages, direct or indirect, arising out of an employee's use of its Internet or email resources. Employees must comply with all software licenses, copyrights, and all other local, state and federal laws governing intellectual property and online activity.

Casa Central has the right, but not the duty, to monitor any and all aspects of its computer and phone systems including but not limited to monitoring sites employees visit on the Internet, monitoring chat groups, news groups, reviewing material downloaded or uploaded by employees and reviewing email sent and received by employees. Employees unconditionally and irrevocably waive any right to privacy in anything they create, store, send, or receive on Casa Central equipment, systems or the Internet.

Employees misusing any of the unauthorized platforms mentioned above will be subject to disciplinary action including possible separation, and/or legal action.

Removal of Agency Property

It is Casa Central's policy to safeguard the assets, equipment and property of Casa Central. The property of Casa Central is not to be utilized for personal use. If agency assets, equipment and/or property need to be removed, employees must have a prior written authorization from executive management. Failure to comply with this policy will result in disciplinary action up to and including separation of employment.

Violence Prevention

It is the policy of Casa Central to actively mitigate any safety risks to agency staff, participants and visitors. Casa Central is committed to providing a workplace that is as free as possible from intimidation, threats of violence and acts of violence. Casa Central prohibits acts or threats of acts of violence among participants, against staff, co-workers, visitors, or any other person who are either on agency sites or have contact with agency staff in the course of their duties.

Intimidation, threats or acts of violence by a Casa Central staff or others will not be tolerated. Any staff or non-staff exhibiting violent behavior may be subject to criminal prosecution and staff shall be subject to disciplinary action, up to and including separation of employment. Casa Central will investigate any

complaints filed in violation of this policy. Casa Central provides training to all agency employees in order to promote and encourage the safety of agency employees, participants and visitors.

For more information, please reference to the Workplace Safety and Violence Prevention Policy.

COVID-19 Mitigation & Management

In accordance with Casa Central's duty to provide and maintain a safe workplace that is free of known hazards, the agency has adopted a layered COVID-19 mitigation and management strategy to safeguard the health of our employees and their families; our participants and visitors; and the community at-large. This policy is intended to comply with all applicable laws and regulations and is based on current guidance from the Centers for Disease Control and Prevention, local health authorities, funder guidelines and mandates, and agency best practices.

Masking Guidelines

Casa Central will lower the requirement for mask usage to optional. Employees, participants, and guests are encouraged to continue masking as a personal choice. Employees, volunteers, interns, participants, and guests should respect others making the decision to continue masking. Our goal is to align with the CDC community level recommendations (outlined in the chart below) moving forward, but in no way impose on any individual's personal choice to continue masking at any time.

When Masks Are Still Required: There will be times when employees, volunteers, interns, participants, and guests, are still required to mask despite community level recommendations and the change in the agency mask mandate. These decisions are made on a case-by-case basis. Some examples include, but are not limited to, the following areas:

- Masking is required when returning from isolation, up to 10 days following a COVID-19 positive case.
- Masking is required up to 10 days following exposure to a positive COVID-19 case.
- Universal masking is required when mandated by the CDC, other authority, or as required by HR, to address a possible outbreak in a program or department. Employees, guests, and participants should be mindful of signage in department/program areas and adhere to all masking requirements.
- For home visits, participants may request an employee continue to wear a mask for continued precautionary measures.
- Masking may be required for specific programs (staff, participants, and/or visitors) where a funder or other authority enforces the requirement.

For further information, please refer to COVID-19 Mitigation & Management Policy.

Self-Reporting Requirements for Exposures, Symptoms, or a Confirmed COVID-19 Diagnosis

Employees are required to self-report suspected COVID-19 (symptoms), confirmed COVID-19 diagnosis/test results, and exposures to a positive COVID-19 case (defined as 15 minutes or more of contact in the 2 days prior to symptom onset or in the 2 days prior to a positive test for asymptomatic positive cases). All employees must notify their immediate supervisor, or any member of the agency's management team, as soon as possible if they develop COVID-19 related symptoms, are diagnosed or test positive with COVID-19, or if they have been exposed to a confirmed case of COVID-19.

For further information, please refer to COVID-19 Mitigation & Management Policy.

Health Screening Employee Temperature Check and Screening Questionnaire

Employees, volunteers, and interns will be required to self-screen prior to entering any of our Casa Central

buildings. The self-service kiosk will still require temperature readings and screening questions prior to being issued a badge.

The self-service kiosk requires each employee to provide an employee identification number to complete the screening (for interns/volunteers, this may be their phone number). This information is maintained in a secured system administered by the Human Resources Department. Information obtained may be used for contract tracing purposes. Only authorized users will have access to personal data gathered by the kiosks. When the self-service kiosk is not available for use, due to connectivity issues, management should follow manual Health Screening procedures as noted below.

Kiosk Alerts

When an employee answers a question during screening that gives them an alert and does not provide a printed badge, employees must wait at the Kiosk for the authorized Human Resource's Personnel to contact them directly to assess their answers. At no point should an employee proceed into any of the agency's buildings until cleared by Human Resources. Failure to follow this requirement may result in disciplinary review.

For further information, please refer to COVID-19 Mitigation & Management Policy.

Safety and Health

Employee safety and health is important to Casa Central. Casa Central is committed to providing a safe and healthy work environment for guest, participants, volunteers and employees. Casa Central believes in full compliance with the safety and health standards contained in the Occupational Safety and Health Act (OSHA) and all state regulations. Maintaining a safe work environment is everyone's responsibility and is required by law. Every Casa Central facility has an emergency fire and disaster plan. All employees should participate fully and seriously in all drills in order to be fully trained and prepared for real disasters/fires.

Details about specific procedures are available for your review and can be found in these and other safety-related documents on the intranet.

- Risk Management plan
- Universal Precautions policy
- Disaster Preparedness plan
- Workplace Injury Policy and Procedure

Safety Committee

Under our Performance Quality and Improvement (PQI) system, our Agency has an established safety committee. The committee is responsible for identifying and mitigating Agency safety concerns. Some of the best safety improvement ideas come from our employees. If an employee has an idea, concern, or suggestion to improve safety in the workplace, we encourage employees to share it with your supervisor or Human Resources.

Work Accidents and Incidents

All employees are expected to perform their job in a safe and efficient manner. The following rules must apply should an accident occur:

All accidents/incidents, however minor, **MUST** be reported to your supervisor immediately. The supervisor is required to complete a thorough investigation, file an electronic Employee-Accident Report and immediately submit it to the Human Resources Department. If it is a non-emergency, the employee is sent for post-accident screening to a nearby Occupational Health Care facility. An employee or supervisor must notify the

Human Resources Department within 24 hours of the accident/incident. All accidents and incidents are investigated by the worker's compensation carrier. The carrier will determine eligibility for benefit. If an accident or incident is identified as a fraudulent claim by the carrier, the employee submitting the claim will receive disciplinary action up to separation of employment.

The following are rules that must be adhered to ensure employee safety at Casa Central: Some programs/departments will need to adhere to established written safety hazard protocols for specific tasks that they must adhere to.

- Learn the safe way to do your job and exercise caution in all work activities.
- Follow all established safety rules and procedures
- When conducting heavy lifting above the designating limit in your job description, two employees should be involved.
- All spillage must be cleaned up immediately by the employee who discovers the condition. For larger spills the employee should notify Facilities immediately and stay in the location until someone arrives.
- Push do not pull, all rolling items (cleaning carts, etc.) from the handlebar. Avoid positioning your hands such that they might be struck by doors, doorframes or other objects.
- Floors should be mopped one side at a time. Wet floor signs must be posted.
- No employee is to stand on any object other than a stepladder designed for that purpose. If this equipment is not in good condition or if ladders do not have safety feet, do not use them and immediately report it to your supervisor.
- Guards on power equipment (saws, food choppers, grinders, slicers, etc.) must always be kept in place.
- File drawers, cabinet drawers and doors, etc., must never be left in a position where they might be a hazard to others.
- Electrical cords must not be left across hallways, stairs or doorways.
- All electrical cords must be maintained in good condition. If a cord is frayed, a plug loose, or the grounding pin on a plug is broken, do not use it, and report it immediately to your supervisor.
- Any condition or practice that might cause an injury or damage to equipment must be immediately reported to your supervisor.
- Report all hazards in the workplace to your supervisor or safety committee representative immediately.
- Participate in safety committee activities and recommendations
- Use and maintain all equipment and chemicals as instructed.
- Wear and use personal protective equipment and devices as required.
- Help in keeping the buildings clean, orderly, and sanitary.
- Notify your supervisor immediately if an accident should occur regardless of the outcome.
- Cooperate in any accident/incident investigation and report immediately any incident or accident for which an employee was involved or which for which information may be provided. This incident report must be submitted to the employee's immediate supervisor. If the immediate supervisor is not available, report the facts to another appropriate supervisor immediately such as the Human Resources Department
- Failure to perform your job in a safe and efficient manner can cause severe injury to yourself, your fellow employees, and Casa Central's participants. Violation of safety regulations will result in discipline, up to and including separation.

Worker's Compensation (Injury at work)

All employees are expected to follow all health and safety requirements of the state, federal and local regulatory agencies. Our policy is to provide a safe working environment. If an employee is injured on the

job, Casa Central will ensure that the employee receive adequate care and treatment so the employee can return to work as soon as possible. All employees must realize that accidents don't just happen, they are caused. As such, all employees should take practical steps to ensure that accidents are prevented.

Employees are covered by the Illinois Worker's Compensation Act. If an employee suffers an injury as a direct result of their employment, the employee may be entitled to receive partial income if time is lost from work, as defined by the Act as well as medical and hospital care, as specified under the Act. It is the responsibility of the employee to report any injury or accident, no matter how slight, to their supervisor immediately. Failure to do so may jeopardize coverage under the Act.

Employee's Responsibilities

- Read and obey all safety regulations.
- Report all accidents, not just personal injuries.
- Correct safety hazards in an area of responsibility upon discovery.
- Report all safety hazards to your supervisor immediately, even if they are not part of your program's/department's responsibility.
- Cooperate fully with all safety and claims investigation.

Work Injury Process and Procedure

Casa Central Social Services strives to ensure that employees who are injured due to a work-related injury/illness receive prompt and quality medical care in accordance with state law governing worker's compensation, as well as ensuring that injured employees return to work in a reasonable amount of time. All employees are expected to follow all health and safety requirements of the state, federal and local regulatory agencies.

All Casa Central Social Services employees are covered by the Illinois Worker's Compensation Act. If an employee suffers an injury as a direct result of their employment, the employee may be entitled to receive medical/hospital care and partial income if time is lost from work, without losing their seniority. It is the responsibility of the employee to report any injury or accident, no matter how slight, to their supervisor immediately. Failure to do so may jeopardize coverage under the Act.

After careful consideration of each individual case of illness, injury or medical condition, and with a doctor's concurrence, Casa Central will arrange to assign modified work for employee members unable to carry out their full job duties. Light Duty represents tasks of a job description that can be carried out safely by someone who is unable to perform the duties of their job due to an illness, injury or a medical condition. In cases where most tasks in a person's job description cannot be performed, the individual may be assigned to modify work in another work area. For further information, please refer to Work Injury and Procedure Policy.

For more information on workplace injuries reference Workplace Injury Policy and Procedure.

Leaving the Organization

Casa Central desires to retain good performers, but there will be cases when an employee will decide to leave employment. You may be eligible to continue your health care coverage under COBRA. If the employee or their dependent has questions about your rights under COBRA, please contact the human resources representative. It is the employee's responsibility to notify human resources within 30 days of any changes in employment status.

Voluntary Separation/Resignation

Resignation is a voluntary act initiated by the employee for personal or professional reasons. Employees are to speak directly with their manager regarding their formal submission of resignation followed by a written

notice of resignation signed by the employee directed to the immediate supervisor and Human Resources. It is suggested that the employee provides sufficient notice of their resignation to their immediate supervisor.

- **Directors:** four (4) weeks notice
- **Supervisors:** three (3) weeks notice
- **Employees :** two (2) weeks notice

Accrued annual time such as sick time and vacation time may not be taken during the weeks of resignation of employment notice. Your thoughtfulness is appreciated and will be noted favorably should the employee ever wish to reapply for employment with Casa Central. Failure to give the required notice may make an employee ineligible for re-employment with Casa Central in the future.

Employees acknowledge that if after providing verbal and/or written notice of resignation, the employee incurs any form of tardiness and/or absences, the employee agree that under the discretion of management and the agency, their last day work may be accelerated. Any request for time off during the resignation period will not be honored. Employees will be required to complete their last week of work in the office. Casa Central reserves the right to not honor the remaining time of the notice offered where these guidelines are not followed. Additionally, all resigning employees complete an exit interview prior to leaving. All Agency property, including this handbook, must be returned upon separation and/or on the last day worked. Otherwise, Casa Central may take further action to recoup any replacement costs and/or seek the return of Agency property through appropriate legal recourse and/or through an employee's final paycheck.

It is the responsibility of the separated employee to notify Casa Central if there is a change in home address during the calendar year in which separation occurs so that your tax information will be sent to the proper address.

Involuntary Separation of Employment

Casa Central may be required to separate from any employee if they violate these standards or our policies and procedures. Separation “for cause” may make the employee ineligible for re-employment with Casa Central in the future.

At the point of separation from employment, Casa Central will ask the employee to return all items to the Agency that were given during employment. These items include the below items but not limited to:

- Cell phone
- Office keys/cubicle keys
- Employee handbook
- Laptop with chargers
- Tablets
- Agency credit card (if applicable)
- Name badge

Any employee who has been terminated from their employment at Casa Central will be escorted out of the premises by a representative of human resources. If there is a need for the former employee to return to our premises, and with prior notice, the employee must first contact human resources by calling 773-645-2328, to discuss the reason for returning to the premises. Human Resources will determine if the former employee may return to the premises for business purposes, otherwise Human Resources will provide an alternative form of contact.

Following Separation of Employment

Employees that resign or are involuntarily separated from employment at Casa Central should not contact participants for any reason and are refrained from recruiting agency staff.

Reduction-In-Force (RIF)

A Reduction-In-Force (RIF) is an involuntary separation, which can only be initiated by Executive Management of Casa Central when one or more of the following conditions exist. This list is provided for illustration and is not inclusive of all instances when a RIF is warranted.

- Lack of work
- Lack of funds or reduction of revenues
- Action by a funding source
- Dissolution of position or department
- Dissolution, transfer or privatization of work and/or management functions
- Reorganization

Employees who are affected by a RIF will receive notice of the RIF and the effective date. Appointment status and length of active pay status as an administrative employee will determine the amount of notice given prior to a RIF:

- Temporary and part time employees will be given at least ten (10) days' notice prior to the RIF effective date, when possible.
- All other employees will normally be given at least thirty (30) days' notice prior to the RIF effective date.
- Health or medical insurance coverage will terminate the last day of work with Casa Central. COBRA notices will be provided to the employee within the time limits applicable by law.
- Unused annual vacation time, as outlined in the payment of benefits upon separation will be paid within thirty days following the effective date of the Reduction-In-Force.

It is the employee's responsibility after a reduction-in-force to inform the Human Resources department in writing of any change in address and telephone number.

Separation of Employment Policy

Casa Central Social Services works to ensure that employee separations, including voluntary and involuntary separations and separations due to the death of an employee, are handled in a professional manner with minimal disruption to the workplace.

A voluntary separation of employment occurs when an employee speaks with the manager regarding the intent to resign. This is followed by the employee submitting a written notice of resignation to both the manager and human resources. Voluntary resignations include communicating the intent to retire.

Involuntary resignation may result when an employee is absent from work for two consecutive workdays and fails to contact his or her supervisor (job abandonment). An involuntary separation of employment, including a layoff of over 30 days, is a management-initiated dismissal with or without cause.

For more information, please refer to the Separation of Employment Policy.

Retirement

If an employee is considering retirement, contact Human Resources in advance to find out what benefits may be available. Time off cannot be taken during the last two weeks of employment.

Exit Interview

When an employee leaves the organization, they are asked to participate in an exit interview. This interview may be both verbal and via the online form. During this interview, Casa Central would like to hear employee

comments and suggestions concerning your work experience with us. Casa Central will utilize this valuable information in making Casa Central a better place to work.

Casa Central property that the employee had in its possession during their employment, such as but not limited to: cell phone, office keys, name tag, personnel manual, laptop, organization card, etc. should be turned in directly to the IT Department.

Final Paycheck

The final paycheck for separated employees will be available on the next regularly scheduled payday, unless state law requires otherwise. Accrued and unused ed vacation will be paid upon separation pursuant to state law. Sick pay will not be paid unless required by state law.

If a terminated employee is unable to personally pick up their final paycheck, it will be sent to their home via certified mail. Agency property must then be returned in the same manner. For employees who have elected direct deposit, their final check will be issued in the form of a physical check.

References after Separation of Employment

For employees leaving the Agency, a future employer may contact Human Resources to ask Casa Central to verify dates of employment or may request additional information about the employee's services with Casa Central. Casa Central's policy is for Human Resources to respond to such requests promptly and truthfully. Casa Central's response may be based in whole or in part on information contained within the terminated employee's personnel record (See Personnel Records Section). Department/Program managers are not authorized to complete employment verifications for either active or non-active employees at any time.

Unemployment Compensation Claims Process

Please refer to the state of Illinois Unemployment for unemployment compensation regarding specific details and provisions surrounding application, eligibility, and collection of benefits. To assist you in applying for any eligible benefits, please reference the state of Illinois unemployment website at <https://www2.illinois.gov> or by calling 1-800-244-5631. Unemployment benefits are not guaranteed by Casa Central Social Services. Unemployment benefits are reviewed for eligibility by the State of Illinois.

Laws and Regulations

Casa Central is committed to complete and remains in full compliance with the spirit, as well as the letter of all applicable laws and regulations affecting terms, conditions, and privileges of employment.

All Agency employees are employees-at-will and Casa Central reserves the right to expand or contract its' work force to meet its changing needs. While employees whose performance meets Agency standards may anticipate continuing employment, the mere fact of employment carries with it no legal or contractual guarantee of continuing employment. No policy within this manual imposes legal or contractual restrictions on Casa Central above and beyond those already imposed by applicable state and federal law.

In many instances, the personnel policies within this manual reflect internal procedures for complying with applicable federal and state labor law requirements. All Agency personnel should be familiar with the major provisions of the following statutes, Executive Orders and their regulations:

- Federal Drug Free Workplace Act (1988)
- Age Discrimination in Employment Act, as amended
- Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA)
- Consumer Credit Protection Act of 1968
- Equal Pay Act of 1963 and 1972, as amended
- Executive Orders 11246 and 11375

- Fair Labor Standards Act of 1938, as amended
- Health Insurance Portability and Accountability Act of 1996 (HIPPA)
- Illinois Human Rights Act
- Illinois School Visitation Rights Act
- National Labor Relations Act
- Occupational Safety and Health Act of 1970 (OSHA)
- Rehabilitation Act of 1974
- State Unemployment and Worker's Compensation Acts
- Title VII of the Civil Rights Act of 1964
- Victims' Economic Security and Safety Act of 2003 (VESSA)

Legal Questions

Employees or supervisors who have questions regarding the applicability or the interpretation of any of these federal or state laws and regulations may consult with the Human Resources Department. Unresolved legal questions will be referred to the Human Resources Department.

Equal Employment Opportunity Commission (EEOC)

Purpose

We affirm commitment to a policy of Equal Employment Opportunity (EEO) through the implementation of an EEO Complaint Investigation procedure to promote the internal resolution of employee complaints of alleged discrimination. It is Casa Central's belief that the establishment of this EEO Complaint Investigation Procedure will provide an internal avenue of redress to informally resolve complaints of alleged discrimination at the lowest organizational level, reducing the backlog, delay and expense of a prolonged formal investigation.

To that end, supervisors are responsible for the resolution of valid complaints of discrimination within their program/department or organizational level. The Director of Human Resources shall advise and support management in the investigation of complaints, documentation of facts and the presentation of findings and recommendations to resolve the dispute. The use of this EEO complaint investigation procedure does not preclude the right of an employee to file a charge directly with the Illinois Department of Human Rights or the U.S. Equal Employment Opportunity Commission. The filing of any complaint of alleged discrimination made in good faith may not be used as a basis for future retaliation adversely affecting the rights of any employee. Any employee who wishes to file a discrimination or sexual harassment charge may do so without fear of reprisal.

Casa Central is firmly committed to the principles and public policy set forth by the EEO. Casa Central's practices and employment decisions regarding recruitment, hiring, assignment, promotion and compensation will be without regard to race, color, sex, age, religion, national origin, disability, ancestry, sexual orientation, marital/parental status, source of income, military discharge status or any other protected statutory. The practices and decisions will be based on the employee/applicant's merit, experience and other work-related criteria.

Casa Central mission is to provide high quality services, in culturally diverse communities, that engage and empower individuals and families to thrive. Therefore, it is Casa Central's policy to require that all employees who are in direct contact with participants speak Spanish.

For this reason, it is anticipated that the majority of Casa Central employees will be bilingual, Spanish speaking. However, Casa Central's policy is not to discriminate on the basis of national origin or ethnicity in accordance with Title VII of the Civil Rights Act.

The Director of Human Resources has been designated as Casa Central's EEO Coordinator, who has dictation over the investigation of complaints initiated by employees and applicants for employment with Casa Central alleging discrimination based on race, color, religion, sex, national origin, ancestry, age, sexual orientation and physical or mental handicap unrelated to ability to perform the job. Additionally, the Director of Human Resources may investigate complaints alleging sexual harassment as well as complaints of a general nature.

An employee who pursues resolution of their discrimination complaint through this procedure also has the right to simultaneously file the complaint with the Illinois Department of Human Rights, the U.S. Equal Employment Opportunity Commission, Cook County Commission on Human Rights, and/or the Chicago Commission on Human Relations.

Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II) requires the Department of Health and Human Services (HHS) to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employers. It also addresses the security and privacy of health data. Casa Central is committed to compliance with HIPAA, and, therefore, all subpoenas or other requests for documentation or information that may be covered by HIPAA, e.g., counseling records, shall be subject to legal review before compliance.

Affordable Care Act (ACA) Policy and Procedure

The Affordable Care Act (ACA) added several key protections related to employment-based group health plans for you and your family. These include extending dependent coverage up to age 26; prohibiting preexisting condition exclusions for children under age 19 and for all individuals since; and requiring easy-to-understand summaries of a health plan's benefits and coverage.

The ACA prohibits employers from retaliating against employees who report violations of the ACA's health insurance reforms, found in Title I of the ACA.

For more information, please refer the ACA Policy and Procedure.

The Illinois School Visitation Rights Act

The Illinois School Visitation Rights Act applies to public and private employers with 50 or more employees and provides qualified employees a total of eight (8) hours of leave during any school year (not to exceed four (4) hours a day) to attend school conferences or classroom activities related to their children if the activities cannot be scheduled during nonworking hours. Child is defined as a biological, adopted, or foster child; a stepchild or a legal ward of an employee who is enrolled in a primary or secondary public or private school or educational facility located in Illinois or a state that shares a common boundary with Illinois (i.e. Wisconsin, Indiana).

To qualify for this leave, employees must have worked for Casa Central for at least six (6) consecutive months immediately preceding a request for leave, and for an average number of hours per week equal to at least one-half the full-time equivalent position in Casa Central's job classification during those six (6) months.

The employee must communicate the leave to their supervisor to schedule the leave so as not to unduly disrupt the operations of Casa Central. Casa Central is not required to grant this leave if granting the leave would result in more than five (5) percent of Casa Central's workforce taking this at the same time. Nothing in the Act requires the leave to be paid. Employees must provide their supervisor with a written request for leave at least seven (7) days in advance, request can also be made through the Human Resources Information System (HRIS). In emergency situations, no more than 24 hours' notice will be required.

Employees must submit an official verification statement from the school to their supervisor, who will then forward it to the Human Resources Department to be placed in the employee's personnel file within two (2)

business days of the school visit.

Employment of Disabled Veterans and Veterans of the Vietnam War

It is the policy of Casa Central to take affirmative action to employ and advance in employment disabled veterans and veterans of the Vietnam Era.

Guidelines

Disabled veterans and veterans of the Vietnam era who would like to be considered under the affirmative action program should contact the EEO Coordinator (Human Resource Director). Submission of this information is voluntary. An employee who chooses not to supply this information will not be penalized in any manner. Information obtained concerning veterans will be kept confidential except that/when:

- Supervisors may be informed regarding restrictions on the work duties of disabled veterans and any necessary accommodations;
- First aid and safety personnel may be informed regarding a disability when, and to the extent appropriate, a condition might require special emergency treatment; and
- Government officials investigating compliance with the federal or state law shall be informed.

Accommodations for Disabled Veterans

In order to ensure proper placement of all employees, veterans who have a disability which might affect their performance or create a hazard to them or others in connection with the job for which application is being made must provide the EEO Coordinator (Humans Resources Director) with the following information in writing:

- The skills and procedures used or intended to be used to perform the job notwithstanding the disability; and
- The accommodations Casa Central could reasonably make which would enable the disabled veteran to perform the job properly and safely.

Human Immunodeficiency Virus (HIV) /Acquired Immune Deficiency Syndrome (AIDS) In the Workplace

Employees diagnosed as infected by the HI Virus, as having AIDS, or as having an AIDS-related condition shall be treated in the same manner as all other employees and are subject to the same personnel policies. The overwhelming consensus of currently available medical and scientific opinion, including statements from the U.S. Public Health Service, and the Centers for Disease Control, is that there is no reason to believe that HIV and AIDS are casually transmitted in ordinary social or occupational settings or conditions. Co-workers who express concerns about or refuse to work with employees diagnosed as infected by HIV, as having AIDS, or as having an AIDS-related condition should understand that Casa Central does not discriminate against such employees and, therefore, no special considerations will be accorded to employees who express fear of working with such persons.

Casa Central reserves the right to change this policy or make appropriate revisions, additions, amendments or corrections necessitated by legal or medical developments in this area. Please refer questions to the EEO Coordinator (Human Resource Director).

Appendix A-Family and Medical Leave Act (FMLA)

EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

LEAVE ENTITLEMENTS



Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within one year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

BENEFITS & PROTECTIONS

ELIGIBILITY REQUIREMENTS

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave;* and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

*Special "hours of service" requirements apply to airline flight crew employees.

REQUESTING LEAVE

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

EMPLOYER RESPONSIBILITIES

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

ENFORCEMENT

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.



For additional information or to file a complaint:

1-866-4-USWAGE

(1-866-487-9243) TTY: 1-877-889-5627

www.dol.gov/whd

U.S. Department of Labor | Wage and Hour Division



WH1420 REV 04/16

Appendix B-Employee Rights and Responsibilities under FMLA

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- for incapacity due to pregnancy, prenatal medical care or child birth;
- to care for the employee's child after birth, or placement for adoption or foster care;
- to care for the employee's spouse, son, daughter or parent, who has a serious health condition; or
- for a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is: (1) a current 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 otherwise on the temporary disability retired list, for a serious injury or illness*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.*

***The FMLA definitions of "serious injury or illness" for current servicemembers and veterans are distinct from the FMLA definition of "serious health condition".**

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in the previous 12 months*, and if at least 50 employees are employed by the employer within 75 miles.

***Special hours of service eligibility requirements apply to airline flight crew employees.**

Definition of Serious Health Condition

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

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and

a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

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

Substitution of Paid Leave for Unpaid Leave

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

Employee Responsibilities

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

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

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

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

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

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

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulation 29 C.F.R. § 825.300(a) may require additional disclosures.



For additional information:
1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627
WWW.WAGEHOUR.DOL.GOV

U.S. Department of Labor | Wage and Hour Division



WHD Publication 1420 - Revised February 2013

Employee Handbook Acknowledgment and Receipt

I acknowledge receiving a copy of the Casa Central Employee Handbook on the date written below. I agree to read the Employee Handbook, study its contents, and follow its policies and procedures. I understand that I will be held accountable for abiding by the policies and procedures, standards of performance and rules of conduct contained in this Employee Handbook, as well as any other policies or practices implemented by Casa Central, regardless of whether they are contained in this Employee Handbook and are therefore responsible for being familiar with its contents.

I understand that this Employee Handbook does not form the basis for any employment contract, and my employment with Casa Central is at-will, and of no definite duration. I understand that my employment relationship may be terminated at any time for any legal reason by either Casa Central or by me.

I understand that the Employee Handbook replaces and supersedes any previous employee handbooks, manuals and/or other similar documents that I may have received from Casa Central. I also understand that this employee handbook is provided as a guide and summary of Casa Central's current written policies, procedures, any of which may be changed or revoked by Casa Central at any time, with or without advance notice or other consideration to employees.

I understand that neither the Employee Handbook nor any of Casa Central's policies or procedures is an express or implied contract. I also understand that no express or implied promise or guarantee with regard to the duration of an employee's employment, wages or benefits is binding upon Casa Central unless made in writing and duly executed by the CEO & President of Casa Central and is explicitly and specifically identified as an employment agreement or contract.

In addition, I also acknowledge and understand that I need to become familiar with all Agency Policies and Procedures Manual.

If I should have any questions regarding any materials contained in this Employee Handbook, I will contact my immediate supervisor or Human Resources.

Employee Signature

Employee Name (print)

Date

Human Resources Representative

Date



TRANSFORMING LIVES SINCE 1954

MISSION

Rooted in our history of serving Latinos, we provide high quality services, in culturally diverse communities, that engage and empower individuals and families to thrive.

VISION STATEMENT

Through our advocacy and service, individuals, families, and communities reach their fullest potential and thrive.

OUR PROGRAMS

To build a strong community, one family at a time, across life stages and generations, Casa Central offers programming in three main areas:

1

INSPIRING LIFELONG LEARNING AMONG CHILDREN AND YOUTH:

- Early Learning Academy
 - Home-Based
 - Center-Based
- School Age Program

2

PROVIDING SAFETY AND SELF-RELIANCE FOR INDIVIDUALS AND FAMILIES:

- Intact Family Services
- Violence Prevention and Intervention Program
- La Posada Transitional Housing Program

3

PROMOTING ACTIVE, HEALTHY LIFESTYLES FOR OLDER ADULTS:

- Adult Wellness Center
- Home Care Services



Connect with us: @casacentral

