



Employee Handbook

Casa Central Social
Services
Corporation

1343 N California Ave, Chicago, IL 60622

Table of Contents

<i>A LETTER FROM THE PRESIDENT</i> _____	1
<i>INTRODUCTION - EMPLOYEE HANDBOOK</i> _____	2
Mission Statement _____	2
Organization _____	2
Diversity Statement _____	3
Code of Ethics _____	3
Professional Conduct _____	3
Human Resources Department _____	5
At-Will Statement _____	5
Equal Employment Opportunity _____	5
Harassment _____	5
Sexual Harrasment _____	6
Discriminatory Harrassment _____	7
Retaliation _____	8
Grievance Procedure _____	8
Protection for Reporters of Suspected Misconduct _____	8
Confidentiality _____	10
Violence & Weapon-Free Workplace _____	11
Americans with Disabilities Act (ADA) Policy Statement _____	12
Employment Classifications _____	12
Non-Employment Classifications _____	13
Recruitment and Selection _____	13
Filling of Vacancies _____	13
Immigration _____	14
Criminal Background Checks _____	14
Introductory Employment Period _____	15
Transfers and Promotions _____	15
Rehire _____	15
Temporary Employment Status _____	16
Temporary Position Assignments _____	16
Volunteers _____	16
Other Employment Status _____	16
Outside Employment and/or Affiliations _____	16
Nepotism (Employment of Relatives) _____	17
Fraternization _____	18
Employee Health _____	18
Personnel Records _____	18
Legal Requirements for Independent Contractors, Temporary Employees and Volunteers _____	19
OPERATIONS _____	20

Hours of Work _____	20
Time Record _____	20
Pay Schedule _____	21
Meal and Break Policy _____	21
Personal Finances of Employees _____	21
Automobile Usage _____	22
Medical and Drug Testing of Current Employees _____	22
<i>COMMUNICATION</i> _____	23
Open Door Policy _____	23
Ideas and Suggestions _____	23
Bulletin Boards _____	23
Social Media Policy _____	24
Dissemination of Information _____	24
Supervision _____	25
Channels of Communication _____	25
<i>COMPENSATION</i> _____	25
Salary/Wages _____	25
Compensation Philosophy _____	26
Payment of Benefits upon Termination _____	26
Overtime Policy and Rates _____	26
Payroll Deductions _____	27
Travel/Personal Expense Reimbursement _____	27
<i>BENEFITS</i> _____	27
Benefit Snapshot Eligibility _____	27
Life Insurance _____	28
Health/Dental Insurance _____	28
Vision Insurance _____	28
Short Term and Long Term Disability _____	29
401k Retirement Plan _____	29
Employee Assistance Program _____	29
Employee Flexible Work Arrangement _____	29
Employee Referral Program _____	30
<i>OTHER BENEFITS</i> _____	30
Vacation Policy _____	30
Sick Time Policy _____	31
Personal Leave _____	32
Holiday Policy _____	32
Bereavement Leave _____	33
Jury Duty Policy _____	34
Voting Time _____	34
TYPES OF LEAVE OF ABSENCE _____	34

Leave of Absence (LOA)	34
Military Leave of Absence	35
Family And Medical Leave Act (FMLA)	35
EMPLOYEE DEVELOPMENT	35
Job Performance Standards	36
Job Description	36
Performance Appraisals/Development Plans	36
Training	37
In-House Training	37
Arrest, Indictment, or Conviction	37
Substance Control Abuse	38
Right to Test Based on Reasonable Cause	38
Prohibited Drugs	39
Alcohol	39
Voluntary Treatment	39
Conviction of a Drug-Related Offense	40
Testing of Current Employees	40
Attendance and Tardiness Standards	40
Distribution and Solicitation	42
Derogatory Language	42
Gambling	43
Video or Audio Recording Devices	43
Dress for your Day	43
Conflict of Interest	45
Efficiency/Good Housekeeping	45
Removal of Agency Property	45
Smoke Free Workplace	45
Personal Telephone Calls	46
Tips and Gratuities	46
Theft and Loss	46
Issued Equipment and Materials	47
Electronic Mail/Internet Policy	47
Employee's Children in the Workplace	48
SAFETY AND HEALTH	48
Safety Committee	49
Safety Rules	49
Disaster Preparedness Plans	50
Worker's Compensation (Injury at Work)	50
LEAVING THE ORGANIZATION	51
Consolidated Omnibus Budget Reconciliation Act (COBRA)	52
Voluntary Leave/Resignation	52
Discharge/Termination	53

Reduction-in-Force (RIF) _____	53
Retirement _____	54
Exit Interview _____	54
Final Paycheck _____	54
References _____	54
Unemployment Compensation Claims Process _____	55
<i>LAWS AND REGULATIONS</i> _____	55
Equal Employment Opportunity Commission (EEOC) _____	56
Health Insurance Portability and Accountability Act (HIPPA) _____	57
The Illinois School Visitation Rights Act _____	57
Employment of Disabled Veterans of the Vietnam War _____	58
Human Immunodeficiency Virus (HIV)/Acquired Immune Deficiency Syndrome (AIDS) in the Workplace _____	58
Victim's Economic Security and Safety Act Leave (VESSA) _____	59
Appendix A _____	60
Appendix B _____	61
EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT _____	62

A Letter from the President

Dear Fellow Employee:

Welcome to Casa Central! I am delighted that you have decided to join our diverse and talented non-profit team dedicated to providing the highest quality service in Chicago. At Casa Central, we take very seriously our responsibility to serve the community in a holistic manner that promotes intellectual, cultural, and personal development.

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. 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 work to provide the diverse population we serve with the highest quality services.

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 duty 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 successful, growing organization. Our mission is to transform lives and strengthen communities, with a special focus on Hispanics. We need and depend on you to help us fulfill this mission. My sincere hope is that you will enjoy a long, rewarding and productive career at Casa Central.

Sincerely,

Martin R Castro

Martin R Castro
President and CEO
Casa Central Social Services Corporation

Introduction

This Employee Handbook is a compilation of employee related policies, practices and procedures currently in effect at Casa Central Social Services Corporation (Casa Central). Casa Central is an equal opportunity employer. It is your responsibility to read and comply with the policies contained herein, and any revisions that are made. If an employee has questions about any policy and its content, it is the employee's responsibility to contact their immediate supervisor or the Human Resources Department for answers and/or clarification.

This handbook is designed to introduce you to Casa Central's policies, and procedures. It is intended to be a general reference source, and does not create a contract of employment, nor is it intended to create contractual obligations of any kind for the organization.

The policies and procedures outlined in this handbook will be applied at the discretion of Casa Central. Casa Central reserves the right to deviate from the policies, procedures, benefits, and working conditions described in this handbook. Furthermore, the organization reserves the right to withdraw or change the policies, procedures, benefits, and working conditions described in this handbook at any time, for any reason, and without prior notice. Casa Central may notify its employees of such changes via email, posting on the organization's Intranet, Website, or via a printed memo, notice, and amendment or reprinting of this Employee Handbook.

To reiterate, CASA CENTRAL MAY UNILATERALLY AMEND THIS EMPLOYEE HANDBOOK AT ANY TIME WITH OR WITHOUT NOTICE AND WITHOUT PROVIDING CONSIDERATION FOR ANY SUCH AMENDMENT.

Mission Statement

Casa Central transforms lives and strengthens communities, with a special focus on Hispanics. Our network of social services propels a diverse population of all ages toward self-sufficiency and a higher quality of life.

Organization

Since 1954, Casa Central has been reaching out to people in need. Our family centered programs respond to the needs of the entire family from children to the elderly in order to transform lives and strengthen individuals, families, and the communities we serve.

Casa Central recognizes the rights of all persons to equal opportunity and shall not at any time discriminate against any employee, applicant for employment, director, officer, contractor or any other person with whom it deals, because of race, color, handicap, sexual orientation, national origin or age.

The Board of Directors is the organization's main decision-making body. The President implements and oversees the decisions and policies of the Board. Initial planning and completion of programs and projects are the result of a combined effort of the organization,

which is established in response to the needs and requests of the community.

Diversity Statement

Casa Central believes that the diversity of our community is a fundamental strength of 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. Throughout our work, we will support diversity in all its forms, encompassing but not limited to age, disability status, economic circumstance, ethnicity, gender, gender identity, immigration status, veteran status, race, religion, and sexual orientation. Leading by example, we aspire to make diversity a core and abiding strength of the non-profit sector.

Code of Ethics

Every employee is expected to respect the communities that we work with and serve, demonstrate integrity in our actions and responsibility for our decisions and their consequences.

We are committed 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.

In addition to the above code of ethics all social workers must adhere to the National Association Social Worker standard code of ethics.

Professional Conduct

Casa Central requires that all employees assist in contributing to a harmonious, team-oriented environment. All employees are expected to comply with Casa Central's code of ethics, standards of behavior and performance and otherwise refrain from conduct that is inappropriate, disruptive or otherwise interferes with Casa Central's mission or goals.

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 termination. 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 termination, at all times.

Some examples of conduct that may result in discipline, up to and including termination 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.
- 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 anti-discrimination/anti-harassment policy;
- violating the technology policies;
- engaging in any act of discourteous conduct, using abusive language, 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;
- possession, distribution, or use of controlled substances, including alcohol or drugs (other than prescription medication taken under the supervision of a health care provider or other medically-related drug to the extent that they are taken in accordance with their directions and do not impair an employee's ability to do their job), on Casa

Central property at any time, or appearance at work under the influence of such substances;

- excessive tardiness and/or absenteeism; or
- uttering, publishing, or distributing false, disparaging, or malicious statements concerning Casa Central, its programs/departments, participants, volunteers or its employees;
- misappropriation of Agency funds or property

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 staff 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, 8:30 a.m. to 5:00 p.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 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 Chief Executive Officer (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 supervisor may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Equal Employment Opportunity

It is Casa Central's policy to provide equal employment, and advancement opportunities to everyone. Recruiting, hiring, training, promotion, salary, benefits, and termination decisions will be based solely on merit, qualifications, and abilities. Employment practices will not be influenced or affected by an applicant's or employee's race, color, religion, sex/gender, national origin, age, disability, sexual orientation, or any other characteristic protected by law.

Harassment

Casa Central is committed to providing a workplace in which the dignity of every individual is respected. Each of us should understand that incidents of harassment and inappropriate behavior will not be tolerated. We must all be sensitive and aware of the impact that our own

behavior may have on others. Keep in mind that what one employee might think is appropriate behavior may be considered offensive and out of line by a co-worker. All employees are responsible for assuring that the workplace is free from inappropriate behaviors.

Casa Central employees are entitled to respectful treatment in the workplace. Being respected means being treated honestly, and professionally, with an appreciation of each employee's unique talents and perspectives. A respectful workplace is about more than compliance with the law. It is a working environment that is free of inappropriate behavior of all kinds, and harassment because of age, disability, marital status, race or color, national origin, religion, sex, sexual orientation, gender identity or any other behavior that violates and workplace law.

Harassment is broadly defined as any conduct, whether verbal or physical, that denigrates, insults, or offends a person or group based on a Protected Characteristic such as his or her age, disability, marital status, national origin, race or color, religion, sex, sexual orientation or gender identity and when:

- submission to such conduct is made in an explicit or implicit term or condition of employment;
- submission to or rejection of such conduct is used as a basis for any employment decision; or
- such conduct has the purpose or effect of interfering with an employee's work performance or creating an intimidating, offensive, or hostile working environment.

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 termination of employment.

Sexual Harassment

Sexual harassment is a form of harassment that is based on a person's sex or that is sex-based behavior. Unwelcome sexual advances, requests for sexual favors, and other verbal, written or physical conduct of a sexual nature constitute sexual harassment when:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual;
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.
- suggestive sexual or vulgar comments or jokes, inappropriate comments about another person's sexual behavior or body, or insulting or ridiculing an employee because of his or her gender;
- improper or intrusive questions or comments are made about an employee's romantic or sexual experiences or preferences, and/or unwelcome or offensive sexual flirtations, propositions, advances, or requests;

- using, displaying, or communicating sexually suggestive or offensive words, objects, pictures, calendars, cartoons, articles, letters, e-mail messages, computer programs, or Internet web sites;
- making or threatening undesired physical contact (such as touching, embracing, or pinching) or impeding another's movements in a deliberate manner.

Violations of this policy will be handled under a Corrective Action Plan, and can result in disciplinary action, up to, and including termination of employment.

Discriminatory Harassment

Discriminatory harassment in violation of this policy includes but is not limited to:

- comments or jokes that denigrate, insult, offend, or ridicule based on age, disability, marital status, race or color, national origin, religion, sex, sexual orientation or gender identity.
- creating a hostile work environment or otherwise singling out an individual for abusive conduct based on that individual's age, disability, marital status, race or color, national origin, religion, sex, sexual orientation or gender identity.
- conduct such as and using, displaying, or communicating words, objects, pictures, calendars, cartoons, articles, letters, e-mail messages, computer programs, or Internet web sites that denigrate, insult, offend, or ridicule based on age, disability, marital status, race or color, national origin, religion, sex, sexual orientation or gender identity.

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 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.
- There is no reason to ever engage in unwelcome behavior that has the purpose or effect of harassing others. Report any unwelcome behavior that might be harassment under this policy to your immediate supervisor or to the Casa Central Human Resources Department.
- 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

Casa Central strictly prohibits any retaliation against an employee or other person who seeks to enforce his or her right to work in an environment free of unlawful discrimination, harassment or other inappropriate behavior or who makes a good-faith report under the Grievance Procedure outline in this handbook.

Grievance Procedure

Any employee who believes that a violation of a Casa Central policy has occurred, whether by a supervisor, manager, coworker, subordinate, or other person, should immediately inform their immediate 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 reports will be referred to the Human Resources Director for investigation, review, or other appropriate action. The Human Resources Director, or his or her designee, will conduct a prompt, thorough investigation or review of the report to determine what has happened. 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, subject to senior management's need to investigate and take appropriate remedial measures.

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 termination 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.

Protection for Reporters of Suspected Misconduct

Casa Central policy requires directors, officers, employees (full/part time, and temporary), 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, 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 termination 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 President. The Audit/Finance Committee of the Board of Directors is advised when an accounting or auditing matter regarding the President is raised. When any staff 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.

Confidentiality

Casa Central's policy is to ensure the operations, activities, and business affairs of the organization, 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 termination 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 termination 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 termination of employment.

Violence & Weapon-Free Workplace

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 termination. All employees are subject to this provision, including contract, temporary employees, visitors, volunteers 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 termination.

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 termination.

Americans with Disabilities Act (ADA) Policy Statement

Casa Central strongly supports the policies of the Americans with Disability Act, and its amendments, and is completely committed to treating all applicants, and employees with disabilities in accordance with the requirements of that statute. 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 he or she has been denied reasonable accommodation should promptly notify their immediate supervisor pursuant to the grievance procedure listed in this handbook.

Employment Classifications

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**- These are employees who work an established basic schedule of 36-40 hours a week, not in a temporary status and are eligible for the full benefit package, subject to the terms, conditions and limitations of each benefit program.
- **Regular Part-time**- These are employees who work an established basic schedule of 0-35 hours a week, not in a temporary status and may occasionally be required to work full-time hours because of business needs. These occasions will not alter the employee's part-time status. Employees in this category are not benefit eligible.
- **Temporary, full/part-time** – These are employees who are hired to fill a new or replacement position on an interim basis, to temporarily supplement the work force, or to assist in the completion of a specific project, and who are temporarily scheduled to work Casa Central's full-time schedule for a limited duration. Employment beyond any

initially stated period does not in any way imply a change in employment status. Employees in this category are not benefit eligible.

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.

Non-Employment Classifications (These individuals are not benefit eligible).

- **Volunteers, 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.

Recruitment and Selection

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 must be Bilingual-Spanish speaking. The Human Resources Department works with the President/CEO, and COO to determine personnel needs and recruitment strategies.

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 are posted internally will generally be posted for three (3) business days. Employment applications will not be accepted from current employees after the posting period unless authorized by the Director of Human Resources in consultation with the department or program director. Employees who wish to transfer must apply for posted vacancies in writing.

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 after they have completed one (1) year of service with Casa Central and have not been issued a Corrective Action Plan.

Immigration

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 provide appropriate documentation of their immigration status. Casa Central reserves the right to deny employment to anyone who cannot provide required documents 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 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 terminated regardless of their length of service or work record. The withholding of information will be considered as falsification.

Casa Central reserves the right to refuse to hire or to terminate 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 termination 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 his/her status on the employment application, that omission/falsification is also a reason for termination.

Introductory Employment Period

Every employee, other than a temporary or contractual employee, will typically 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 terminated at the sole discretion of Casa Central.

During the probationary 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 terminated 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 his or her 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, and Human Resources of their interest. If an employee meets the basic criteria for the position, the hiring process will be followed.

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 termination will be reinstated into their former status, salary may not exceed their previous salary unless 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, the hiring guidelines for the new position apply.

Individuals rehired after a three (3) month period from the date of termination, 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 120 days. 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.

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 handbook. Volunteers are not eligible for employee benefits.

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 termination. Failure to disclose the nature of the relationship as contemplated in this policy, may result in disciplinary action up to, and including termination of employment.

Employee Health

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 he/she is hired to do.

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 within 7 days of employment. Some programs may require their staff to obtain an annual Mantoux (TB) testing to meet program requirements. All staff, 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.

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 termination.

Personnel Records

Personnel files for each employee are maintained, updated regularly by Human Resources, and are considered confidential. 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.

Access to personnel records: Personnel records is limited to authorized personnel on a need to know basis. The employee will be allowed two (2) requests per calendar year, provided the requests are made at reasonable intervals. The request must be in writing and directed to the Human Resources Department. Personnel files are to be reviewed in the Human Resources department and with a Human Resources' representative present. Personnel files may not be taken outside of Human Resources.

The employee shall not be permitted to remove records from his/her employee file. 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 Contractors, Temporary Employees 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 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 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 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.

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 his or her supervisor. Employees who work overtime which are not approved in advance by their supervisor are subject to discipline, up to, and including termination. 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 termination.

Pay Schedule

Casa Central pays all employees semi-monthly every 15th and the last day of each month, 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

Employees who are to work 7 ½ continuous hours or more are entitled to a one half (1/2 = 30 minutes) hour unpaid meal break. **The meal break must be taken no later than the 5th hour after beginning work.** 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.

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 termination.

Employees must punch in and out when they leave the facility for lunch or any other personal reasons.

Personal Finances of Employees

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 termination. 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 termination. Employees are expected to cooperate fully with the authorities in the event of an accident.

Medical and Drug Testing of Current Employees

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 (must be on the same day)
- provides reasonable cause.

Employees in critical safety positions, as determined by Casa Central, are subject to periodic unannounced testing. 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 termination. 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 termination. If the results of the test are positive, the employee may be considered in violation of this policy and subject to discipline up to termination.

Communication

Communication is important and is one of our shared values. Good communication is the foundation for an excellent work environment and quality services.

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 concern 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 your supervisor and discuss anything that is on your mind. Give 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 staff 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 submit ideas, suggestions and concerns that will have a positive impact on improving Casa Central's services. There are "Suggestion/Feedback" Boxes, located in all our Casa Central facilities, floors, as well in the reception area and outside of the Human Resources Office where anonymous suggestions can be placed. Designated personnel will routinely check the box and pass on the suggestions/feedback to the appropriate parties.

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 Deputy Director. 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, 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 termination 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.

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 the President/CEO, who is the only person 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 termination.

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 communication 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.

Channels of Communication

Any communication either of a positive or negative nature should be taken through the following channels of communication in numerical order to ensure that it is given appropriate attention:

For Programs	For Departments
1. Director/Supervisor	1. Director/Supervisor
2. Vice President of Programs	2. Human Resources
3. Human Resources Department	3. Chief Officers (COO, CFO)
4. Chief Operating Officer	4. President/CEO
5. President/CEO	
6. Board of Directors	

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 Termination

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 his/her 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 termination. 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 various types of insurance and other benefits for its full-time permanent employees after sixty (60) days of employment.

*401(k) options are available after six months of qualified employment, in accordance with the 401(k) plan, a summary of which can be obtained from the Human Resources.

If an employee experiences a major life event such as a marriage, divorce, or birth of child, the employee is required to notify Human Resources within 31 days of the event in order to make changes to the benefits coverage. Employees are responsible to notify Human Resources of any change of name, address, beneficiaries, and/or benefit eligibility.

Benefit Snapshot Eligibility – please refer to each benefit summary for details

<u>Upon Hire</u>	<u>60 days (2 months)</u>	<u>90 days (3 months)</u>	<u>180 days (6 months)</u>
<i>Observed Holidays – see benefits details</i>	<i>Health Insurance (working over 30 hrs. per week)</i>	<i>Sick Time(FT)</i>	<i>Personal Days (FT)</i>
<i>Employee Assistance Assistant Program (FT/PT)</i>	<i>Dental Insurance (FT)</i>		<i>401(k) (FT/PT)</i>
<i>Bereavement (FT/PT)</i>	<i>Vision Care (FT)</i>		<i>Vacation (FT)</i>
<i>Jury Duty(FT/PT)</i>	<i>Short Term Disability (FT)</i>		<i>Sick time (PT)</i>
	<i>Long Term Disability(FT)</i>		
	<i>Life Insurance (FT)</i>		

Life Insurance

Life insurance coverage is provided to all full-time employees after sixty (60) days of continued employment. Casa Central will offer \$20,000 coverage at no cost to the employee; this only covers the employee, not family members.

Full time employees have an option to enroll for additional life insurance coverage for themselves and their family members.

Health /Dental Insurance

All full-time employees are eligible to participate in Casa Central's medical/dental benefits plans. Employees must work a minimum of 30 hours per week to be eligible to participate in Casa Central's health plans. Full time employees are eligible to participate in Casa Central's medical/dental plans after sixty (60) days of employment; the benefit start date is the first of the month following a sixty (60) days waiting period.

Employees may choose to participate in the employer sponsored benefits and elect to obtain coverage for their spouse, and their child(ren), adopted children or step-children under the age of 18. If over the age of 18 the child may be covered until the age of 26.

Information and enrollment forms will be provided to employees by Human Resources during Orientation I – Benefits session. If an employee elects to participate in the insurance coverage, the coverage will be effective the first of the month following a three-month waiting period from the date of hire.

To assist with the cost of medical insurance, our agency pays a portion of an employee's premium and employee/spouse, employee/children or family plan. Employees are responsible for paying the difference of the premium on a pre-tax basis per pay period.

Dental insurance cost is completely covered by the employee. Participating employees are also covered under medical insurance plan's prescription drug program. A booklet containing the details of the plan and eligibility requirements will be included in the benefits package during Orientation I – Benefits.

Upon termination, an employee may be entitled to continuation or conversion of the group dental and medical insurance plan in accordance with the terms of the policy and/or applicable state and federal law. For more information, contact the Human Resources Department.

Casa Central uses Health Maintenance Organizations (HMO's), Preferred Provider Organization (PPO's) and Health Savings Account (HSA's) for all group medical insurance.

Vision Insurance

Full-time employees may elect to participate in the voluntary vision insurance plan after sixty (60) days of employment; the benefit start date is the first of the month following a sixty (60) days month waiting period. This is a completely voluntary plan; therefore, the employee is

responsible for the premium that will be deducted per pay period on a pre-tax basis.

Short Term and Long-Term Disability

Full-time employees may elect to participate in the voluntary short-term and long-term disability plans after sixty (60) days of employment; the benefit start date is the first of the month following a sixty (60) days waiting period. The employee is responsible for the premium that will be deducted per pay period on a post-tax basis.

401k Retirement Plan

All permanent employees are automatically enrolled at 3% in the 401(k) retirement plan the first of the month following a six (6) month waiting period from their date of hire. The amount contributed is out of his/her 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.

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 Flexible Work Arrangement

Casa Central supports flexible work arrangements when they meet the needs of both the agency and the employee in their respective programs and departments. Flexible work arrangements are alternatives to the traditional "8:00-4:30" or "9:00-5:30" (8 hour) workday, the standard work week, or the traditional workplace. Flexibility enables employees to adjust to changing circumstances. A flexible work arrangement may assist employees in balancing work and personal life while at the same time meeting agency needs and objectives.

As with any other work arrangement, flexible work arrangement is not considered permanent. Both the supervisor/director and the employee must be responsive to change and monitor the arrangement to ensure that it continues to meet the needs of the work and Casa Central. The decision is at the discretion of (Exec management) your direct supervisor, program/department director. Final approval is provided by the President/COO. In some situations, it may be necessary to discontinue the original plan, return to the traditional workday or seek a secondary alternative. Generally, a thirty (30) day notice shall be given in advance of ending or changing an arrangement, business needs permitting. The process used in revising or ending a

flexible work arrangement should be just as carefully thought through as when initiating one.

Employee Referral Program

Casa Central is always looking for qualified employees and appreciates recommendations made by existing employees. Employees who recommend a candidate, who is then hired as a full-time employee and then successfully completes the introductory period, may be eligible to receive a finder's fee. Employees should contact Human Resources for additional information regarding this program.

Other Benefits

Vacation Policy

Vacation time begins accruing from an employee's original date of hire. Full-time exempt employees are eligible to receive paid, accrued vacation in accordance with the following schedule upon completion of their six (6) month introductory period:

- One to three years of continuous service 80 hours (10 days)
- Over three to nine years of continuous service 120 hours (15 days)
- Over nine or more years of continuous service 160 hours (20 days)

Full-time non-exempt/hourly employees are eligible to receive paid vacation in accordance with the following schedule:

- One year of continuous service 40 hours (up to 5 days)
- Over one to five years of continuous service 80 hours (up to 10 days)
- Over five to nine years of continuous service 120 hours (up to 15 days)
- Over nine years or more of continuous service 160 hours (up to 20 days)

NOTE: The accrual rate for hourly-employees is based on the number of hours worked as compared to a full time equivalent of 40 hours per week.

Vacation is accrued based upon hours paid during the year (excluding overtime) including vacation, sick, personal and holiday pay. Vacation time must be taken in minimum increments of one (1) hour.

Employees are encouraged to take their earned vacation in order to enjoy time away from work with their family and friends. Vacation time should be taken annually and must be requested in writing with the employee's immediate supervisor or through the HRIS at least one month in advance and is subject to the discretion of the immediate supervisor for approval. Time taken without prior approval shall be considered unauthorized and without pay and shall result in disciplinary action up to and including termination.

Other absences such as sickness of a family member, family emergency or when the emergency days are exhausted, will be deducted from the accrued vacation days.

An employee will be entitled to rollover a maximum of 40 hours each fiscal year (June 30), to be used no later than December 31, otherwise it will be forfeited. Employees will not accrue vacation if they are at or over maximum accrual. NOTE: Does not apply if the employee has worked less than six (6) months.

Employees on leave of absence, family and medical leaves, including short & long-term disability, do not accrue vacation time.

Vacation cannot be cashed in at the end of the year. An employee will receive payment for unused accrued vacation upon termination of employment. However, if an employee resigns or is terminated within their introductory period of six (6) months, the employee will not be entitled for payment of unused vacation time.

Vacations in which holidays fall shall be extended proportionately. Employees shall not receive both holiday and vacation pay for the same time. Vacation time may not be taken during the last two weeks of the employee's resignation date.

Sick Time Policy

An employee is expected to be at work as scheduled every day. Sick time is not an entitlement rather than a benefit that is offered only when the employee is sick or injured and cannot work.

Full-time employees

Are entitled to sick pay after three (3) months of employment although sick time starts accruing from the date of hire.

Sick time shall accrue at a rate of one (1) day per month. The accrual is based on hours paid during the year (excluding overtime) including vacation, personal and holiday pay. Sick time will not be accrued during any type of leave of absence (FMLA, LOA, WC). Sick time carried over may not exceed 40 hours at the end of a calendar year. Any excess of 40 hours will be forfeited at the end of the calendar year.

Part-time employees

Are entitled to sick pay after 180th calendar day after employment although sick time starts accruing from the date of hire.

Sick time shall accrue at a rate of one (1) hour for every 40 hours worked, up to maximum of 40 hours in a calendar year. Employees may carry over a maximum of 20 unused hours to the following calendar year. Also, employees covered by the Federal Family and Medical Leave Act ("FMLA") may carry over an additional 40 hours of unused paid sick leave to use exclusively during a leave of absence covered by the FMLA.

PT employee may request to use paid sick leave as long as does not exceed four (4) hours per day.

The accrual is based on hours paid during the year (excluding overtime) including vacation, personal and holiday pay. Sick time will not be accrued during any type of leave of absence (FMLA, LOA, WC).

Casa Central strongly encourages employees to utilize sick time for prolonged medical absences such as a chronic illness and/or surgery. If an extended period of sick time is needed due to a chronic illness and/or surgery, it will be the responsibility of the employee to notify their immediate supervisor for approval of the extension.

Employees may request sick time hours for a non-work-related injury, illness or for medical appointments for themselves or to care for their spouse or children. The minimum chargeable time is one hour. Employees shall not be penalized for taking accrued sick time as long as the number of occurrences does not become excessive within any 30-day period and has been approved by the employee's immediate supervisor.

A doctor's statement is required after three (3) consecutive days of absence.

Employees are required to call their immediate supervisor each day that they are out sick, and two hours prior to their scheduled start time. Failure to timely call the immediate supervisor each day will make the employee ineligible for sick pay and may lead to disciplinary action up to and including termination. If an employee fails to contact their supervisor for three (3) consecutive days, Casa Central will consider this job abandonment. No exceptions.

Sick time will not be accrued during any medical leaves or other excused leaves of absence. Any excess accrual of sick time will be forfeited and is not payable upon termination of employment. Unused sick time will not be converted to cash or any other benefit of employment.

Personal Leave

All full-time employees will be granted two (2) personal days off with pay to be taken after the completion of a six (6) month introductory period. Personal time will be administered and reported as annual time, will not be accumulated from year to year, will be forfeited if not used by December 31st of each year, and will not be payable upon termination of employment.

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. The following holidays shall be observed by Casa Central:

- New Year's Day
- Martin Luther King's Birthday
- Easter (Observed on Good Friday)
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day
- Employee's Birthday

The following holidays are non-working days and each employee has the option to select whether to use accrued vacation or to take the day as an unpaid holiday:

President's Day
Day after Thanksgiving

The Human Resources Department will periodically publish a listing of specific dates of observance.

An employee must inform their immediate supervisor at least two weeks in advance of their intention to take the birthday holiday. Birthday holiday must be taken within the calendar year (January 1 to December 31) and it should be no later than one month after the employees' birthday.

No employee will receive more than eight (8) hours of holiday pay for a recognized holiday. Employees will not receive paid holidays while on leave of absence. **Employees will be paid for the holiday only if they have worked their scheduled full day immediately before and after the holiday, unless such day(s), has been approved in advance by the employee's supervisor.** Holiday pay will not be considered as hours worked in computing overtime for the week in which the recognized holiday falls.

Some programs/department may require employees to work during an observed agency holiday, therefore depending on the employee's work status, he/she will either be compensated for hours worked and/or holiday pay.

Bereavement Leave

An employee will be granted up to and including three (3) working days off with pay (including funeral day) as a result of a death in the immediate family. Immediate family is defined as spouse, domestic partner, child, legal dependent, parent, siblings, 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).

To be eligible for funeral leave, the employee is expected to notify his/her immediate supervisor immediately so that the necessary work arrangements can be made for his/her absence. Proof of death, date and place of the funeral for the deceased family member should be provided by the employee and given to the employee's immediate supervisor along with the absence form signed by the immediate supervisor before payment is made and time off is excused, request can also be made in the HRIS. Examples may include but is not limited to a copy of the obituary or service card.

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 his/her immediate supervisor immediately upon receiving a summons for duty and at least one (1) week prior to the date he/she is 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 10 days. 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 his/her jury duty, he/she 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 or personal days.

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

Leave of Absence (LOA)

Employees may be granted a personal leave of absence at the sole discretion of the Executive Management and Director in consultation with HR. All requests for leaves of absence should be submitted in writing to the employee's department head at least thirty (30) days prior to the period requested, whenever possible. The department head will forward the request to the Human Resources Director with their recommended approval or disapproval. Casa Central has complete discretion as to whether a personal leave of absence will be granted.

Leaves of this nature may be granted based on business conditions at the time, as well as the employee's overall contribution to Casa Central. All accrued time off hours will be applied during the leave of absence accordingly. Balance of the leave of absence will be unpaid leave. If such a leave of absence is approved, the employee will be responsible for paying their portion

of the premiums for all health /dental and related benefits, if the employee desires for those benefits to continue during the leave of absence. If an employee fails to return to work on the date agreed upon, the employee will be considered to have voluntarily resigned their position.

Returning from Leave

Employees on a personal leave of absence must notify their immediate supervisor at least two weeks prior to the expiration of the approved leave period of their availability to return to work. Prior to reinstatement, the immediate supervisor must complete and forward a D-PAR to the Human Resources Department.

If the leave is extended beyond 30 days, the employee must also submit to a drug/alcohol test and possibly a physical examination prior to commencing work. An employee failing to return from leave of absence at the designated time without an acceptable documented explanation shall be terminated.

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 his or her 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 his or her regular salary less the amount of military pay. The employee may elect to use his or her personal time off to receive his or her 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 will comply with the most recent revised Family and Medical Leave Act and implementing Regulations. Casa Central posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Leave Act. Refer to Appendix A.

Employee Development

Casa Central provides the resources that will ensure continuous employee success within the organization. Ongoing training is necessary to provide the highest level of quality care to Casa Central's participants. If employees desire to further their career, Casa Central's educational assistance program may benefit those desires. All department managers or human resources representatives can provide guidance on career development and job enhancement.

Job Performance Standards

Job performance standards are measuring tools established and used by supervisors to define responsibilities and accountabilities of an employee in a position. Job performance standards are based on the job and should reflect those items that will best focus the employee on the highest level of individual performance that helps meet program/departmental and Agency goals and objectives. The standards must be measurable and attainable within a defined time period.

Supervisors are responsible for ensuring each new employee will receive a copy of their job performance standards at the beginning of employment or each new performance period. New employees should receive a copy of their job performance standards from their supervisor when they are appointed to their position.

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/Development Plans

The purpose of a performance evaluation/development plan is to evaluate the employee's past performance and to guide him/her 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.

Training

We are committed to our shared value of Performance Quality Improvement (PQI). We recognize that change is the positive result that comes from learning. Therefore, ongoing training is critical to our success.

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.

In-House Training

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 his/her 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
- OSHA guidelines
- Diversity
- Nonviolence Crisis Intervention
- And other related job trainings

Please refer to the complete Casa Central policy manual available on the intranet for more details.

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 terminated from employment immediately.

The termination 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.

Substance Control Abuse

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 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 termination. **This shall apply even for a first-time offense.**

Right to Test Based on Reasonable Cause

An employee whose conduct and/or work performance gives reasonable cause to believe that the employee may be under the influence of prohibited drugs or alcohol may be required to take a test immediately. Reasonable cause may include, but is not limited to a change in temperament, demeanor, speech, physical condition, energy or appearance or an increase in errors of judgment affecting the quality or quantity of work. **The supervisor will arrange for appropriate transportation and escort the employee to the testing facility on the same day.** If the employee refuses to follow the directive of the supervisor to be tested, the employee will be immediately suspended without pay pending termination for insubordination. Chemical,

breath, urine, blood, hair or other tests may be given to determine the presence of alcohol and/or prohibited drugs.

Prohibited Drugs

According to the Federal Drug Free Workplace Act (1988), prohibited drugs are defined as illegal or controlled substance including but not limited to marijuana, cocaine, hallucinogens, amphetamines, barbiturates, PCP, sedatives, opium, methadone, LSD, heroin, codeine, morphine, methaqualone, benzodiazepines, synthetic drugs manufactured in clandestine laboratories, inhalants such as glue and nitrous oxide and substances with similar effects. The term drug also includes medication, which may or may not be prescribed for the employee by a registered physician or is not being used for the purpose or in the manner prescribed. Violations of this policy may result in disciplinary action, up to and including termination, and may have legal consequences.

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 termination.

Voluntary Treatment

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 termination 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 voluntarily 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 unpaid leave of absence until they are released from the program by a competent medical authority.

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/termination 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).

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 termination. 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, 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. The follow-up tests must be unannounced and at least six (6) must be conducted in the first twelve (12) months after an employee returns to duty. Follow-up testing may continue for up to sixty (60) months.

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 termination.

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 termination.

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.

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 sick or unpaid leave after holidays or a weekend, may result in 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: any employee who is absent for more than three (3) hours during his/her regularly scheduled shift, will be considered absent. Any absence which results in uninterrupted consecutive days off (such as flu, pneumonia, etc.) shall constitute one (1) absence. However, if the occurrence consists of consecutive days off, it will count as one occurrence. All approved leaves of absence, medical or otherwise, will not count against the employee for purposes of this policy.

All employees who within a thirty-day period accumulate more than three occurrences of tardiness or absenteeism without an approved absence (leave of absence or vacation time) will be subject to progressive disciplinary action proceedings. The immediate supervisor is authorized to initiate progressive disciplinary action. However, any pattern of continuous absenteeism or tardiness that result in five (5) occurrences within a thirty-day period may also result in disciplinary action up to and including termination.

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

Immediate Termination: Any employee who is absent from work for three (3) 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. The supervisor is authorized to accept the employee's job abandonment as a voluntary termination.

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.

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) or make purchases.

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

Derogatory Language

Definition - *Derogatory Language* refers to gossip, rumors, hearsay, false accusations or talk of a personal, sensational, or intimate nature.

Casa Central does not tolerate derogatory language in the workplace. It is inappropriate for employees to engage, fabricate, 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 derogatory language will be subjected to disciplinary action up to and including termination.

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 termination.

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 termination.

Dress for your Day

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, company 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 termination 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.
- **Fridays only:** 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 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 his/her program/department immediate supervisor for specific instructions. Uniform must always be worn while on duty.
- Direct Service staff 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.

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.

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.

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 termination of employment.

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.

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 his or her 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

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 termination.

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 the replacement of any lost, damaged or stolen equipment issued to them. At the time of hire, employees will have signed a Company Issued Equipment list and will be responsible for such equipment during their time of employment.

Electronic Mail/Internet Policy

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 making unauthorized postings will be subject to disciplinary action including possible termination, and/or legal action.

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.

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. If a child care plan cannot be secured, the employee must take time off from work. In this event, the employee will be charged with leave (personal or vacation) for any time that he/she is absent from his/her 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.

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 staff: 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 termination.

Tips for What To Do Last Minute

- Arrange alternative plans with parent/family/neighbor to be back up for emergencies.
- Call EAP program for assistance in finding childcare for one day.

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 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

Safety Committee

Under our Performance Quality and Improvement 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 a member of the safety committee.

Safety Rules

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, 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 termination of employment.

The following are rules must be adhered to ensure employee safety at Casa Central:

- 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, two employees should be involved.
- All spillage must be cleaned up immediately by the employee who discovers the condition.
- 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 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. (HR-Director, Benefits Coordinator)
- 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 termination.

Disaster Preparedness Plan

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

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 his/her 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.

Return to Work Policy (After a work injury)

Rationale: When an illness, injury or medical condition prevents or interferes with a staff member's ability to perform the tasks of his/her job to its fullest extent, arrangements may be made to assign the person to alternate duty status until he/she recuperates. This status allows a person to continue receiving full pay without interruption and prevents loss of seniority. Studies indicate that employees on alternate duty can make better progress toward full recovery when concerns about their job future are removed. Continued employment in a different capacity allows employees to feel more secure in their employment.

Policy: 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 staff members unable to carry out their full job duties. "Modify Work" represents tasks of a job description that can be carried out safely by someone who is unable to perform the duties of his/her 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.

Examples of modified work are;

- conducting activity programs
- personal care for participants
- clerical support services (shredding, folding, mailing)
- reception duties
- transport accompaniment

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 31 days of any changes in employment status.

Consolidated Omnibus Budget Reconciliation Act (COBRA)

You and your covered dependents will have the opportunity to continue medical and dental 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 medical and dental 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 60 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.

Voluntary Leave/Resignation

Resignation is a voluntary act initiated by the employee for personal or professional reasons. Casa Central will accept 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 his/her immediate supervisor.

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

Accrued annual time such as sick, personal and vacation 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.

Additionally, all resigning employees should complete an exit interview prior to leaving. All Agency property, including this handbook, must be returned upon termination. Otherwise, Casa Central may take further action to recoup any replacement costs and/or seek the return of Agency property through appropriate legal recourse.

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

Discharge/Termination

Casa Central policy is to inform the employee of the standards of conduct (Performance Improvement) expected and the performance standards for all positions. Casa Central may be required to discharge any employee if they violate these standards or our policies and procedures. Discharge for cause may make the employee ineligible for re-employment with Casa Central in the future.

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

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

Any employee who has been discharged 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 directly see a human resource department representative. The former employee will be escorted from the reception area by a human resources representative to the Human Resources Department and in turn escorted out.

Reduction-In-Force (RIF)

A Reduction-In-Force (RIF) is an involuntary termination, 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 termination** 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.

Retirement

If an employee is considering retirement, contact Human Resources in advance to find out what benefits may be available. Annual time may not be taken during the last weeks of employment unless approved by the program/department head.

Exit Interview

When an employee leaves the organization, they are encouraged to meet with Human Resources to participate in an exit interview. This interview will be both verbal and in writing. During this interview, Casa Central would like to hear employee comments and suggestions concerning your work experiences with us. Casa Central will utilize this valuable information in making Casa Central a better place to work.

At this time, a human resources representative will collect 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.

Final Paycheck

The final paycheck for terminated employees will be available on the next regularly scheduled payday, unless state law requires otherwise. Earned but unused vacation will be paid upon termination pursuant to state law. Sick pay will not be paid unless required by state law.

Employees must return any Agency property which was issued to them, including uniforms, identification badges, tools, keys, pagers, etc. prior to receiving the final check.

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

For employees leaving the Agency, a future employer may 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 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).

Unemployment Compensation Claims Process

Casa Central contributes its own quota to the Unemployment Insurance Fund, whereby legally eligible terminated employees who temporarily find difficulty securing jobs elsewhere shall qualify to apply for benefits as determined by the State of Illinois Unemployment Insurance procedures.

Casa Central will challenge a terminated employee's eligibility for unemployment compensation when the employee has either been terminated, resigned or if the reason for termination would otherwise disqualify the employee from receiving unemployment compensation.

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 by 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 principal of 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 transform lives and strengthen communities, with a special focus on Hispanics. 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 and bicultural. However, Casa Central's policy is not to discriminate on the basis of national or ethnic origin.

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, 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.

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. If the employee fails to submit this verification, the employee will be subject to the standard disciplinary procedures imposed by Casa Central for unexcused absences from work.

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 (Human 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).

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) workweeks 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, paid personal days, 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.

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.

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

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

Acknowledgment and Receipt

I acknowledge receiving a copy of the November 2019 edition of 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 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 or Chief Operating Officer 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 familiarize with Agency Policies and Procedures Manual.

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

Employee Signature

Employee Name (print)

Date

Human Resources Representative

Date