



**SOUTHWEST MICHIGAN COMMUNITY
ACTION AGENCY
EMPLOYEE HANDBOOK**

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INTRODUCTION

This Employment Handbook (the “Handbook”) sets forth certain policies and procedures relative to employment with Southwest Michigan Community Action Agency (SMCAA) (the “Organization”). It is provided to each employee solely for the purpose of information, and the contents of the Handbook are not intended to be, and should not be, construed as establishing a contract between the Company and the employee for either employment or any other benefit, policy or practice.

The Company may alter, change, modify, or discontinue any procedure, policy or benefit described or provided for in this Handbook at any time and without notice. Nothing contained in this Handbook shall give the employee a right to the continuation of employment or any benefit, policy, or practice which the Organization chooses to alter, change, modify or discontinue.

Each employee of the Organization is an “At Will” employee. The term “At Will” employment means that employment and compensation can be terminated at the will of either party, which may be without cause and without advance notice. No oral or written statements, promises or representations may alter anything contained in this Handbook, including the “At Will” nature of the employment.

The benefits described in this Handbook are provided to each regular full-time employee. Part-time or temporary employees are not covered by these benefits except as specifically set forth in this Handbook.

As used in this Handbook, a “regular full-time employee” is an individual who works forty (40) or more hours per week. A “part-time employee” is an individual who works less than thirty Five (35) hours per week.

EMPLOYMENT AND COMPENSATION

Compensation. An employee’s compensation will be based upon:

- Knowledge of the job;
- Cooperation and attitude toward the job and others;
- Quality of work;
- Quantity of work;
- Attendance and dependability;
- Initiative.

Performance/ Evaluation Reviews. Performance/ Evaluation reviews will be held annually by your manager and/or an officer of the Organization. You are entitled to a copy of your completed performance evaluation. Your manager will be happy to sit down with you and discuss any problems you may have with the evaluation. Of course, the Organization expects that any problem areas noted will be corrected by you.

Change in Compensation. The Organization, in its sole discretion, reserves the right to change an employee's compensation. Any particular skill or knowledge which is rewarded by a pay increase does not guarantee continued employment, since it is understood by all that the employer can terminate the employment arrangement at any time, with or without cause.

Pay Periods. The Company pays on a bi-weekly basis. Pay periods begin on Sunday and end on the second Saturday after. Pay day is on Thursday unless a change is dictated by a holiday.

Advance of Pay. Absolutely no personal loans or other advance of pay will be granted to an employee. An employee's finances are the employee's responsibility.

INSURANCE BENEFITS FOR PERSONAL AND FAMILY SECURITY

Coverage Overview. The Company provides, , Group Health Insurance covering the employee, currently the employee insurance is fully paid by the agency but is subject to review and increased rates may necessitate an employee co-pay. Spouse and dependent coverage is available at a co-pay to be determined annually the employee's spouse, and dependents. Each employee will be given information outlining benefits under the plan.

When Benefits Begin. For each new regular full-time employee, the insurance benefits will begin on the 1st of the month 30 days of following full-time status. Other benefits have different waiting periods as set forth in the Handbook.

Changes in Status Employees are to notify the administrative office if there is a change in their family status so they can maintain the proper amount of health insurance coverage. This includes address changes. However, please note that all changes are subject to the terms of the individual insurance plans.

ABSENCE POLICY

Your timely attendance at work is crucial to making the business run smoothly. We must have all of our office staff ready to receive calls from and meet the needs of our clients at all times during business hours. You need to do your part in achieving this goal, and one way is to maintain a good attendance record. Any absence or tardiness becomes a part of your employment record.

Punctuality Requirements. Employees are expected to be at their work stations on time. SMCAA office hours are from 8:00 to 4:30 unless authorized or changed by your Manager. Tardiness is defined as being at your work station at least 5 minutes past your scheduled starting time. That is not to say your shift begins 5 minutes

after your regular start time. Rather, it is to provide you with a grace period necessary on occasion for you to become situated. Reporting to your work station 5 minutes past your regular start time on a continual basis may subject you to disciplinary action. You should also notify the appropriate person when you know you may be late for work and inform them of the reason for your tardiness. Being on time makes it easier for all of us because tardiness hinders teamwork among employees. Being tardy for work or leaving the job station before quitting time will be considered cause for corrective action.

Counting Absences. The following are rules for how absences will be counted:

- A. An unscheduled absence for at least one-half the workday will be counted as four (4) hours absence.
- B. An absence for one consecutive workday will be considered eight (8) hours.
- C. An absence due to illness for more than two (2) days will require a doctor's return to work slip.
- D. If an employee returns from an absence (due to an illness) and goes out again due to the same illness after being at work for no more than one day, then the absence will be counted as one (1) occurrence.

Repeated occurrences will result in verbal counseling, written counseling, and suspension, without pay and/or termination of employment.

Procedure. In the event that you are unable to come to work, be sure to call in and let the appropriate person (Program Manager) know you are unable to come to work and the reason, in advance where possible, but no later than 15 minutes before your regular starting time, so that arrangements for other help can be made.

Excused Absences. Employees may be granted excused absences for sickness/illness when the appropriate person is notified prior to the start of work. Pre-scheduled medical/professional appointments (lawyers, clergy, counselors etc.) or other compelling reasons, with prior Managers approval, may also be considered as excused absences.

Continued Absence Without Notification. Absence of three or more consecutive scheduled working days without notifying the appropriate person will be considered as a voluntary termination, and you will be removed from the payroll.

Authorized Absence Documentation. We may require documentation of authorized reasons for absence, such as sick leave or jury duty, funeral and we may also verify the documentation where appropriate.

Absences Due to Inclement Weather. The office must continue to operate during periods of bad weather. Thus, the need for employees to be on the job during such

emergencies is of paramount importance. You are expected to make every effort to report for work. If you do not report for work when scheduled during a weather emergency, it will be considered an annual day.

HOLIDAY/VACATION POLICY

Annual Holidays. The Organization observes the following Holidays:

- New Year's Eve
- New Year's Day
- Martin Luther King Day
- Presidents Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve & Christmas Day

Saturday or Sunday Holiday. If any scheduled paid Holiday falls on a Saturday, the Holiday will usually be observed on the preceding Friday. If the Holiday falls on a Sunday, the following Monday will usually be observed as the Holiday. This will be approved by the Executive Director.

Paid Holidays. For an employee to qualify for Holiday pay the following conditions must be satisfied:

- A. Work a full shift on the employee's last scheduled work shift prior to the paid holiday. Unless leave time is pre-approved.
- B. Work a full shift on the employee's first scheduled work shift following the holiday. Unless leave time is pre-approved.
- C. Should the employee be unable to work either of these two days because of illness, proof of illness will be required in order to qualify for the paid holiday.
- D. None of the conditions in Section 5.6 preclude Holiday Pay.
- E. Must be a fulltime employee

Paid Holidays during Vacations and Weekends. If a holiday occurs during the employee's vacation, the employee's vacation will be extended by the number of holidays falling during the vacation period or an equal number of vacation days will be carried forward for future use.

Work on a Paid Holiday. SMCAA does not approve work during the holidays.

Holiday Pay Will Not be Paid If:

- A. The employee has been on the payroll for less than 90 days;
- B. The employee is on lay-off status;
- C. The employee is a temporary or seasonal employee;
- D. The employee is on leave of absence when the holiday occurs;
- E. The employee is requested to work during a paid holiday and the employee refuses to do so.

Religious Holidays. The Company recognizes that there may be religious holidays (other than those already designated as holidays) that employees would like to observe. It may be possible to arrange these holidays as scheduled days off, authorized absences without pay or personal time off. Requests for time off to observe religious holidays must be approved. Staff should request an annual day.

Bereavement Pay. Bereavement pay may be granted up to 3 days leave with pay in the event of the death of an immediate family member. If you are granted funeral attendance the organization reserves the right to ask you to supply the name and relationship of the deceased and the name of the funeral home that handled the arrangements.

Definition of immediate Family Members

Spouse
Child or step child
Brother or sister
Mother or father
Mother-in-law or father-in-law
Stepmother or Stepfather
Grandparents or Grandchild

Vacation Time. The following is the Organization's accrual method of computing vacation time:

0-2 years of service: an employee earns 4.62 hours per pay period (15 business days) per year.
2-5 years of service: an employee earns 6.16 hours per pay period (20 business days) per year.
5-10 years of service: an employee earns 7.70 hours per pay period (25 business days) per year.
10+ years or more of service: an employee earns 9.24 hours per pay period (30 business days) per year.

Vacation/ Annual Scheduling and “Carry-Over”. Annual/Vacation time may be taken in increments of one full day but in all cases must be prescheduled and preapproved. 240 hours may be carried over to the following fiscal year.

Scheduling Vacation Time, and Conflicting Requests. The Organization will attempt to grant all employees vacation at the time they desire to take it. However, the Company must maintain adequate staffing at all times. Therefore, vacations must be scheduled in advance and with prior written approval. Where conflicts develop, they will be resolved as fairly as possible. Preference will be given to the more senior employee, the employee who can demonstrate the greater need for vacation at the conflicting time or the employee who makes the earliest request.

Vacation for Part-Time and Temporary Employees. The Organization does not provide paid annual/vacation time for part-time or temporary employees, but they will be allowed to take unpaid vacation time off when it is scheduled according to the above procedure.

Vacation Pay. Although an employee with six (6) months or less of service will accrue annual time as set forth in paragraph 5.8A above, an employee with six (6) months or less of service is not entitled to use or be paid for any accrued Annual/Vacation Time. Employees with more than six (6) months service may use their accrued annual/vacation time and will be paid annual Pay at the employee’s regular base rate of pay.

Holiday or Illness During Vacation. When a holiday occurs during the employee’s vacation time, the employee will receive annual pay and the choice of either extending their vacation by one day or taking an additional vacation day at a later date. The employee must inform the Company no later than the annual day to which this applies of their choice. If the employee becomes ill while on vacation, but the employee is not hospitalized, the employee’s absence is charged against annual time.

Termination and Vacation Pay. Vacation time taken in advance will be deducted from the final paycheck. If an employee’s employment is terminated for any reason, no accrued, but unused vacation time will be paid.

Two Week Notice. If an employee voluntarily terminates their employment, as is their right, consideration will be given to paying the employee their unused vacation time if the employee gives the company two weeks’ notice of the termination.

PERSONAL LEAVE POLICY

Granting Personal Leave. A personal leave of absence without pay may be granted an employee at the discretion of the Executive Director. A personal leave of absence is defined as an absence of two weeks or longer. It is not our general policy to grant leaves of absence, and such leaves will be granted only under unusual circumstances. Granting of such a leave depends on the review of the merits of each case, including the effect the employee's absence will have on the workload of the other employees. Temporary employees are not generally eligible for leaves of absence. An employee must have one year of continuous employment before such a leave will be considered. Applications for leaves of absence may be granted or rejected in the sole discretion of the Executive Director.

Salary and Benefits during Personal Leave. Salary and benefits are not payable to an employee while the employee is on a personal leave of absence. Health insurance may be continued if the employee pays the full premium at the group rate. Although employees do not accrue benefits while on leave, those benefits accrued up to the time the employee started the leave will be retained.

Job Status upon Return from Personal Leave. The employee's exact position or work area are not guaranteed upon return from a personal leave of absence; however, effort will be made to place the employee in the first available similar job with similar pay. The employee's date of initial employment will be adjusted to reflect the time spent on personal leave.

Return to Work after Personal Leave. It is the employee's responsibility to return to work on the date the leave of absence expires. Should the employee fail to return and fail to notify the Program Manager of a request for an extension, it is assumed that the employee does not intend to rejoin the Organization and will consider the employee to have resigned from employment. A request for extension of a leave of absence must be in writing and must be received at least five working days prior to the expiration of a leave.

JURY DUTY POLICY

Paid Absences. Jury duty is treated as a regular paid day. Employees are paid for the time they are absent for jury duty. If employee receives payment from the county they are to turn it into fiscal.

Advance Notice. Employees must give advance notice of the need for time off for jury duty. A copy of the summons must accompany the request.

Return to Work. If employees are dismissed from jury duty before the end of the workday, they must report to work for instructions on whether to return for work for the rest of the workday.

TIME OFF TO VOTE

Advance Request. It is the policy of the Organization to give employees time off to vote; however, before taking time off to vote, the employee must make a written request for time off 3 days before voting day.

Paid Absence. Time off to vote will be treated as a paid absence.

Voting Hours. The employee is allowed 3 hours of time off to vote. Time off to vote is granted if the polls open fewer than 1 hour prior to work starting time, or close fewer than 2 hours after quitting time. Time off to vote may be taken before coming in to work or at the end of the workday.

Covered Elections. This time off to vote policy applies to federal, state, and local elections, but does not apply to primary elections.

REDUCTION IN WORKFORCE/REORGANIZATION/LAYOFF

It is the goal of SMCAA to provide stable employment to employees by operating its programs effectively and efficiently. However, changes in funding, priorities, or operations may require layoffs or the consolidation of positions within SMCAA.

A. The Executive Director must approve all layoffs, in writing. Program Manager will take action for significant changes affecting the Program.

the B. The decision of which individuals to be laid off will be made by SMCAA based on evaluation of the performance, skills, and abilities of the employees within the affected program(s), as well as the skills and abilities of those employees to perform the work remaining. Performance will be based on performance evaluations.

C. Employees who are laid off have no recall rights.

COMP TIME

SMCAA does provide comp time (paid time off in lieu of overtime pay) in exchange for overtime pay. If staff has prior approval from Program Manager to see participants after hours or for agency workshop. Comp time will need to be

taken with in the same week and approved by Program Manager and Fiscal Director.

Nothing in this handbook is intended to be a guarantee of employment for a specified number of hours per week or day. Employee's hours may be reduced if the supervisor believes it is necessary due to lack of work, interruptions in workflow, lack of funding, or other business reasons.

DISCIPLINE POLICY

Purpose of Policy. The purpose of a discipline policy is to establish rules pertaining to employee conduct, performance, and responsibilities so that all personnel can conduct themselves according to certain rules of good behavior and good conduct. These rules are not meant to restrict the rights of anyone, but rather to help people work together harmoniously according to the standards we have established for efficient and courteous service for our customers. Reasonable rules concerning personal conduct of employees are necessary if the business is to function safely and effectively.

The Organization believes that you want to, and will, do a good job if you know what is required to perform your job properly. Your Manager is interested in ensuring that you know what is expected of you in your job. Further, it is the Organizations policy that employees be given ample opportunity to improve in their job performance.

Policy. Degrees of discipline are generally progressive and are used to ensure that the employee has the opportunity to correct his or her performance. After two (2) verbal warnings the third will be a write up. Three (3) written warnings will result in termination.

Factors to be considered are:

- A. How many different offenses are involved?
- B. The seriousness of the offense;
- C. The time interval and employee response to prior disciplinary actions(s);
- D. Previous work history of the employee.

Serious Offenses. For serious offenses, such as fighting, theft, insubordination, threats of violence, the sale or possession of drugs or abuse of alcohol on company property, etc., termination is likely to be the first and only disciplinary step taken. Any step or steps or the disciplinary process may be skipped at the discretion of the

Organization, after investigation and analysis of the total situation, past practice, and circumstances.

In general, an oral warning should, at the next infraction, be followed by a written warning, followed at the next two (2) infractions by discharge. This is especially true in those cases where the time interval between offenses is short and the employee demonstrates a poor desire to improve his/her performance.

Penalties for Specific Offenses.

Group One offenses:

- i. First offense: oral or written reprimand;
- ii. Second offense: oral or written reprimand;
- iii. Third offense; termination.

Group Two offenses:

- i. First offense: termination.

Group One and Group Two Offenses Defined.

Group One offenses include:

- A. Knowingly filling out the time sheet of another employee;
- B. Having one's time sheet filled out by another employee, OR unauthorized altering of a time sheet;
- C. Being tardy habitually without reasonable cause;
- D. Being absent without notification or excuse;
- E. Leaving your job or your regular working place during working hours for any reason without authorization from your supervisor, except for lunch, rest periods, and restroom use;
- F. Disorderly conduct on company property; Immoral conduct or indecency on company property;
- G. Leaving work before the end of shift or not being ready to go to work at the start of the shift;
- H. Interfering with the work of other employees;
- I. Inefficiency or lack of application of effort on the job; Violations of company policies outlined in sections of this policy Handbook;
- J. Contributing to unsanitary conditions or poor housekeeping;
- K. Imperiling the safety of other employees;
- L. Malicious gossip and/or the spreading of rumors.

Group Two offenses include:

- A. Gambling on company property;

- B. Possession of narcotics, or consuming narcotics on company property;
- C. Reporting for work in an intoxicated condition;
- D. Responsibility for instigating fighting on company property;
- E. Dishonesty or removal of another employee's property or company property without permission;
- F. Willful destruction of company property;
- G. Insubordination (refusal to perform service connected with an employee's immediate supervisor or refusal to obey any reasonable order given by an employee's supervisor or by management);
- H. Misrepresentation of physical condition or other important facts in seeking employment;
- I. Refusal to perform work assigned to an employee;
- J. Absence for two consecutive working days without notification to the Company or without acceptable excuse;
- K. Petty thievery; Possession of firearms, fireworks or explosives on company Property without permission from management.

Disciplinary Terms.

Disciplinary Probation: You may be placed on probation in connection with the written warning for a period of time determined by the Company. Wage increases, vacations and transfers will not be given during this period, but all other benefits will continue.

Investigative Suspension. An investigative suspension is a period of time, not to exceed three (3) working days, during which time an employee is relieved of his or her job because of alleged misconduct. An employee may be placed on investigative suspension when it is necessary to make a full investigation to determine the facts of the case; for example, as in fighting, or in an insubordination or theft incident.

Disciplinary Suspension. A disciplinary suspension is a period of time of not more than three (3) days and may be given in addition to the investigatory suspension or as punishment for the violation. The employee is relieved of his or her job assignment because of serious or repeated misconduct and shall forfeit pay lost as a result of the suspension in situations where there is no specific instance of conduct that is so outrageous that justifies termination, but there is a pattern of conduct where the employee has continually engaged in one minor infraction of the rules after another, and has received documented verbal and/or written warning for rule(s) infraction(s). Disciplinary suspension would generally not be used as a form of discipline for employees with attendance problems.

Crisis Suspension. A crisis suspension is given at the discretion of the Manager when action must be taken immediately.

Discharge. When the employee is discharged as a result of a serious offense, or as the final step in an accumulation of infractions for which a warning notice or notices have been written, the employee will be discharged for cause instead of being given the option to resign, be laid off, or retire.

Investigative Outcomes. If, after an investigation of the alleged incident(s), it is found that: A. discharge is warranted, or B. misconduct was determined but not sufficient to warrant discharge, or C. No misconduct was determined, the following conditions will result:

Discharge is warranted: the employee shall not be paid for the period of investigative suspension - the discharge shall be effective on the date of the termination interview.

Misconduct is determined, but not of a sufficiently serious nature to warrant discharge, the employee shall receive a written notice and forfeit pay lost as a result of the investigative suspension and may be placed on disciplinary suspension.

No misconduct is determined; the employee shall return to work within the prescribed period and be paid for the time lost as a result of the investigative suspension.

AT WILL. Nothing in this Disciplinary Policy shall change the fact that an employee is an “At Will” employee and subject to termination without cause and without notice.

SEXUAL HARASSMENT POLICY

Introduction to Policy. The Organization believes that you should be afforded the opportunity to work in an environment free of sexual harassment. Sexual harassment is a form of misconduct that undermines the employment relationship. No employee, either male or female, should be subjected verbally or physically to unsolicited and unwelcome sexual overtures or conduct.

Sexual harassment refers to behavior that is not welcome, that is personally offensive and debilitates morale and, therefore, interferes with work effectiveness. Behavior that amounts to sexual harassment may result in disciplinary action, up to and including dismissal.

Definition. The Organization has adopted, and its policy is based on, the definition of sexual harassment set forth by the Equal Employment Opportunity Commission (EEOC). The EEOC defines sexual harassment as unwelcome sexual advances,

requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

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

Employer's Responsibility. The Organization wants you to have a work environment free of sexual harassment by management, personnel, by your coworkers and by others with whom you must interact in the course of your work as an Agency employee. Sexual harassment is specifically prohibited as unlawful and as a violation of the Organization's policy. The Organization is responsible for preventing sexual harassment in the workplace, for taking immediate corrective action to stop sexual harassment in the workplace and for promptly investigating any allegation of work-related sexual harassment.

Complaint Procedure. If you experience or witness sexual harassment in the workplace, report it immediately to the Executive Director of the Organization. If the Executive Director is the person who is harassing you, you may approach any other member of the Organization's management. All allegations of sexual harassment will be quickly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of that investigation.

Retaliation Prohibited. The Organization will permit no employment-based retaliation against anyone who brings a complaint of sexual harassment or who speaks as a witness in the investigation of a complaint of sexual harassment.

Written Policy. You will receive a copy of the Organization's policy when you begin working for the Organization. If at any time you would like another copy of that policy, please contact your Program Manager. If the Organization should amend or modify its sexual harassment policy, you will receive an individual copy of the amended or modified policy.

Penalties. Sexual harassment will not be tolerated at The Organization. If an investigation of any allegation of sexual harassment shows that harassing behavior has taken place, the harasser will be subject to disciplinary action, up to and including possible dismissal.

EQUAL OPPORTUNITY EMPLOYER

Equal Opportunity Employment. SMCAA, is an equal opportunity employer. All employees will be employed, advanced, promoted, trained, supervised and dismissed without regard to race, color, creed, sex, national origin, age, height, weight or marital status in accordance with the dictates of Michigan's Elliot-Larsen Civil Rights Act and Federal Law.

Procedure for Discrimination Complaint. In the event that you believe that you are being discriminated against or harassed in the course of your employment at the Organization because of your religion, race, color, national origin, age, sex, height, weight or marital status, immediately notify one of the agency Managers in writing, specifying the type of discrimination and person(s) you believe is engaging in such discrimination against you. He or she will investigate your charges and will inform you of his or her findings as soon as practicable.

- A. If the matter is not resolved, or if you believe you cannot discuss the matter with a particular agency officer, immediately notify another agency officer in writing, specifying the type of discrimination and person (s) you believe are engaging in such discrimination against you.
- B. The Organization's agency Managers will attempt to resolve the matter in a satisfactory manner, as it is the Organization's objective to provide all employees with a discrimination-free work environment.

PERSONAL APPEARANCE/DRESS CODE

Acceptable Attire. Employees are expected to wear attire which is suitable to the professional atmosphere maintained by SMCAA. Employees are expected to know what constitutes acceptable professional attire.

Acceptable Attire Defined. For men, business casual i.e. pressed dress slacks, collared shirt. For ladies, pressed dress slacks and blouse, or skirt. Business attire is required when attending meetings representing SMCAA. SMCAA warehouse workers are allowed to wear jeans and t-shirts due to the work environment.

Unacceptable Wearing Apparel. Includes, but is not limited to:

- A. T-Shirts without collars;

- B. Shirts with any type of print on them (except if by the maker of the attire, i.e. Polo®, and if discreet (i.e., not written across the entire front of the shirt);
- C. Any type of jeans; except on Friday's no holes
- D. Skirts or shorts more than 4 inches above the knee;
- E. Athletic attire (e.g. Spandex biking or jogging pants, yoga pants etc.) Tennis shoes;
- F. Any other item of clothing and/or jewelry considered unacceptable in the Program Managers discretion.

Casual Days. Employees may be allowed some latitude on Fridays and may be allowed to wear attire which is considered more “casual” than generally-accepted professional attire. However, wearing apparel which would be permitted on “casual day” would be nice blue jeans which are not faded or have holes or tears.

Exceptions. On occasion, normally-unacceptable wearing apparel will be permitted (i.e. work clothes for moving furniture or doing other tasks, etc.). However, an employee is expected to obtain prior approval from the Manager before wearing normally unacceptable attire.

Violation of Policy. Employees who arrive for work in unacceptable attire, and it is their first offense, will be required to go home and return in appropriate attire. Time away from the office to accomplish this is time without pay. For a second offense, the employee will be required to go home, return in appropriate attire, and will result in loss of one vacation day. A third offense will result in a possible 3-day suspension, loss of three vacation days and/or possible termination of employment.

INTERNET, ELECTRONIC AND VOICE MAIL POLICY

Internet Access, Intranet Access, Electronic Mail and Voice Mail. The Organization, at its own expense, makes available to employees the ability to use and access the Internet, the Organization’s Intranet, Electronic Mail (“E-Mail”) and Voice Mail (Collectively, the “Systems.”) The Organization owns the right to use the Systems and permits Users to use the Systems only for the Organization’s business purposes, including:

- A. To communicate with other Users, customers, and vendors regarding matters within a User’s assigned duties;
- B. To research or acquire information related to or designed to facilitate the performance of a User’s assigned duties;
- C. To facilitate performance of any task or project in a manner approved by a User’s Manager.

Prohibition on Personal Use. The Organization expressly prohibits any User from using the Systems for any non-Company business related purposes. By way of example only, a User may not:

- A. Search the Internet for any non-Company business-related information;
- B. Originate or transmit any offensive or harassing statements or language including disparagement of others based on their race, national origin, gender, gender orientation, age, disability, or religious or political beliefs;
- C. Send or solicit sexually oriented messages or images;
- D. Disseminate or print copyrighted materials (including articles and software) in violation of copyright laws;
- E. Send, receive, print or otherwise disseminate proprietary data, trade secrets, or other confidential information in violation of the Organization's confidentiality policy.
- F. Operate a business, seize business opportunities, solicit money for personal gain, or search for jobs outside the Organization;
- G. Send chain letters, gamble or engage in any other activity in violation of local, state or federal laws;
- H. Permit access to and use of the system to anyone other than a User authorized by the Chapter;
- I. Intentionally intercept, or access without authorization, information on the system.
- J. Watch you tube or any other program that does not pertain to SMCAA business during working hours.

Company's Ability to Monitor. Users should recognize that there are risks to the Organization in establishing and operating the Systems. The Organization must ensure that the Systems are not used in a manner that would be harmful to the Organization or the Users. The Organization has the capability to, expressly reserves the right to, and will monitor all access to and use of the Systems ("Monitor"). By accessing and using the Systems, and as a condition to use, Users expressly consent to the Organization's Monitoring. Monitoring will be done by the Organizations it company. Monitoring shall include, without limitation:

- A. Calculating time spent using the Systems;
- B. Determining specific Internet sites accessed;
- C. Accessing, intercepting, review, copying and deleting any communications, images, or messages sent, received, or stored on the Systems;
- D. Disclosing any communications or messages sent, received, or stored on the Systems to any party (inside or outside the Organization), including law enforcement authorities that the Organization deems appropriate.

No Expectation of Privacy. THERE IS NO EXPECTATION OF PRIVACY WITH RESPECT TO ANY INFORMATION ON THE SYSTEMS. It is suggested that highly sensitive and/or confidential information not be transmitted on the Systems.

Incidental Personal Use. Users may make incidental use of the Systems to transmit personal messages, but such messages will be treated no differently from other messages that the Organization may monitor. Accordingly, Users cannot use the Systems to send, receive or store any messages that they wish to keep private. Users should understand that the Systems include a shared file system and must expect that the communications and messages sent, received, or stored in the shared files system will be reviewed by the Organization for any purpose.

User's Obligation. As additional conditions to using the Systems, User agrees to:

- A. Take care to ensure that all communications and messages are courteous, professional, and businesslike;
- B. Never transmit or forward Organization confidential information to outside third parties not authorized to receive the information;
- C. Use care in addressing messages and inputting Internet addresses to avoid inadvertent transmissions or access to the Systems;
- D. Refrain from automatically or routinely forwarding messages containing the Organization confidential information to multiple parties unless there is a clear business need to do so;
- E. Close applications used to access the Systems when a computer is unattended;
- F. Never disclose passwords to anyone outside the Organization's Manager and only on a "need to know" basis within the Organization;
- G. Never transmit, forward, or otherwise disclose confidential privileged information between the Chapter and its attorneys; and
- H. Delete promptly any message they send or receive (for E-Mail, this includes In Box, Out Box or Sent, and Trash) that no longer require action, or are not necessary to an ongoing project.

Violation of Policy. Violation of this policy shall subject the User to the Organization's disciplinary policy.

15. SOCIAL MEDIA POLICY

- 15.1 Social Media Policy. This Social Media Policy ("Policy") applies to all existing and future ways that the Organization and employee ("you" or "your") can post information of any kind on the Internet and social media. Social media can include websites for blogs, photo sharing, video sharing, microblogging, podcasts, and popular applications such as Facebook, LinkedIn, and Twitter. Social media and the technology it employs is constantly changing, so the lack of explicit reference to a specific social media tool or website in this Policy does not limit

the extent of the application of this Policy. This Policy is intended to respect the interests of you and the Organization. **Violation of this Policy may result in discipline up to and including termination.**

This Policy covers the use of social media by all employees. Your use may be both personal and incidentally professional or Organization-related. Some employees may be specifically authorized to use social media on behalf of the Organization as part of their job duties. If you are among those employees, not only does this Policy apply, but additional rules and requirements in other policies apply as well.

- 15.2 Regulatory Compliance. All employees must be mindful of the specific regulations that the Organization must comply with when using social media, including those regulations listed below. Employees who have any questions about these or additional requirements should contact their supervisor or Human Resources.
- 15.3 Ownership and Social Networking Activities. Social media provides Twitter followers, Facebook fans, LinkedIn connections, and users of other platforms a direct line of communication with the Organization and its employees. Promoting and developing a brand is a challenging task. The relationships built and the content shared are invaluable. Based on that fact, it is important to clarify the ownership of personal and Organization-branded accounts:

1. Organization or Organization “Brand” Accounts

Management will establish separate accounts using, as much as is possible, the Organization name in the handle or account. These accounts and any followers or connections are the sole property of the Organization.

2. Employee Accounts

Personal accounts, blogs, web pages, and related social media accounts that do not represent the Organization or Organization brand identity will be owned by the employee. When using your personal account, do not attribute any content to the Organization. If you disclose your work affiliation on a social network, you should communicate as if your accounts were professional accounts.

- 15.4 General Requirements for Social Networking Activities.

Civility

We hope that you will strive to be fair and courteous to fellow employees, customers, suppliers, or people who work on behalf of the Organization. Also, keep in mind that you are more likely to be able to resolve work-related complaints by speaking directly with your coworkers or by contacting your supervisor or Human Resources manager than by posting complaints to a social

media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, or intimidating or that might constitute harassment or bullying. Examples of such conduct might include offensive posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or Organization policy.

Be Honest and Accurate

Make sure you are always honest and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember, the Internet archives almost everything. Even deleted postings can be searched. Never post any information or rumors that you know to be false about the Organization, fellow employees, competitors, customers, suppliers, and people working on behalf of the Organization or other affiliates.

Keep It Personal

Your social media postings should not imply that the site or any content is sponsored by the Organization. Unless specifically authorized, you do not have the right to speak for the Organization. You should clearly state that you are expressing your personal views in any posts you make. Managers in particular must take care not to post in a manner where it could appear the manager is speaking for the Organization. Managers must assume that their posts will be read by subordinates and superiors, and the possible effects on these groups must be considered. When expressing unauthorized personal opinions, it is best to include a statement such as, “The postings on this site are my own and do not necessarily reflect the views of the Organization.”

Do Not Speak for the Organization Unless Authorized to Do So

Express only your personal opinion, unless you are asked to be a spokesperson for the Organization. In addition to potentially causing confusion with the public and our customers, personal endorsements of products or services by employees are subject to FTC advertising rules. This is one instance where trying to help the Organization may actually harm the Organization’s interests.

Interference with Organization Obligations

Personal use of social media should not interfere with the performance of your duties to the Organization. For further details, please refer to the Organization’s policy on Internet use. Employees have no expectation of privacy while using social media on Organization equipment for any purpose, even if that use occurs during nonworking hours. Moreover, you have no expectation of privacy in your use of personal computers or devices if your postings can be accessed by the public (e.g., on public social media sites or blogs). The Organization may monitor your social networking communications for compliance with this policy and may use

content management tools to monitor, review, or block content on Organization sites that violate this policy.

Confidential and Proprietary Information

You are reminded that all policies related to nondisclosure of confidential or proprietary information apply to postings to social media. Also, be mindful of the possibility of unintentional disclosure of confidential information through social media. Confidential information may include the development of systems, processes, products, services, know-how, technology, distribution systems, and the like. It includes customer and supplier information as well as Organization information. Do not post internal reports, policies, procedures, internal business-related documents, or other similar confidential information to social media sites.

Comply with All Laws and Relevant Policies

Respect all copyrights and laws and give credit where credit is due by referencing sources. Keep in mind that all Organization policies are applicable when using social media. For example, Organization policies that prohibit malicious, obscene, or threatening conduct also apply to Organization-related information that you may post and maintain on your social media sites.

Retaliation Is Prohibited

The Organization prohibits taking negative action against any employee for reporting a possible deviation from this Policy or for cooperating in an investigation. Any employee who retaliates against another employee (1) for reporting a possible deviation from this Policy or (2) for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Use Your Best Judgment

Remember that there are always consequences to what you publish. If you are about to publish something that makes you uncomfortable, review the provisions above and think about why that is. If you are still unsure, and it is related to Organization business, feel free to discuss it with your supervisor or the Organization's Human Resources manager. Ultimately, however, you have sole responsibility for what you post in any form of online social media.

16. LONG DISTANCE PHONE CALLS

Phone Calls on Organization's System. No personal, long-distance phone calls are to be made on the Organization's system. Any personal phone calls discovered on the Organization's telephone bill will be deducted from the pay of the employee making the personal phone call, and subject that employee to disciplinary action.

17. NON-SMOKING POLICY

NO Smoking in the Workplace. The building's in which the Organization is located is "smoke-free." As a result, all employees and any other person within the offices of SMCAA, is prohibited from smoking inside the building, or as prohibited by Berrien County, Michigan Ordinance within Berrien, Cass and Van Buren Counties.

NO Smokeless ("Chew") Tobacco. The use of smokeless ("Chew") tobacco is also prohibited at the Organization and in the building where the Organization is located. The reason for this prohibition is because of the health hazards smokeless tobacco represents to persons in addition to those using it. Further, use of smokeless tobacco is in direct contradiction to the Organization's policy governing employees' personal appearance.

Nondiscrimination. What the employee does outside of working hours, and off the premises of the Organization, will not be the basis of any disciplinary action by the Organization; nor will the SMCAA pursue a policy of discharging employees or refusing to hire applicants because they are smokers.

18. CELL PHONES

A. Cellular phones are to supplement, not substitute or replace standard telephones. Employees are to use standard telephones when available.

B. Use of SMCAA provided cellular phones are to be limited to job-related and essential personal business.

C. Cellular phones are to be used in a professional, effective, and efficient manner to minimize costs.

D. Employees are to reimburse SMCAA for personal cellular phone calls, text messages, downloads, or other fees that are above and beyond the limits of the individual cell phone plan.

E. Employees are not to use SMCAA provided or personal cellular phones while Driving. Employees are to pull over to a safe location when using cellular phones.

F. SMCAA provided cellular phones are the property of SMCAA and may be accessed and inspected at any time. There should be no expectations of privacy when using SMCAA provided cellular phones.

G. Non-exempt staff who use agency provided PDA/smart phone devices (i.e.i-phone, etc.) must have supervisor approval to conduct work activities, on the device, outside of regularly Scheduled work hours. This includes, but is not limited to:

- ☐ Reading and responding to agency email.
- ☐ Listening to work related voice messages.
- ☐ Making work related phone calls.
- ☐ Reading and responding to work related text messages.
- ☐ Surfing the internet for work related research.

Staff are responsible to track all time spent conducting work activities outside of regularly scheduled work hours and record those hours on their time sheet.

Personal Cellular Phones

- A. Staff are expected to exercise discretion when using personal cellular phones.
- B. Use of personal cellular phones should not interfere with staff productivity or be distracting to others.
- C. Personal calls and text messages should be made during non-work time when possible.
- D. Use of personal cellular phones is prohibited while transporting eligible clients and SMCAA product. You must have prior Program Managers approval, in writing, for an exception to this policy.
- F. Staff are responsible to inform friends and family of SMCAA policy

ACKNOWLEDGMENT OF RECEIPT

I hereby acknowledge that I have received a copy of this Employee Handbook and that I understand that I am an “At Will” employee and either party may terminate my employment without notice and/or without cause.

EMPLOYEE:

Dated: _____

Print name:

TO BE GIVEN EMPLOYEE

ACKNOWLEDGMENT OF RECEIPT

I hereby acknowledge that I have received a copy of this Employee Handbook and that I understand that I am an “At Will” employee and either party may terminate my employment without notice and/or without cause.

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Dated: _____
