

# COMMUNITY CONNECTIONS

## PERSONNEL POLICIES AND PROCEDURES

### Introduction

The following are general operating policies and procedures that apply to all personnel. The purpose of these policies and procedures is to contribute to fair and uniform treatment of all employees. They are not a substitute for good judgment and discretion and do not set forth resolutions to all conceivable personnel situations. Ultimately, all personnel decisions must be based on the particular facts and circumstances of the individual case. Therefore, these policies and procedures are not intended to serve as a contract of employment or as the basis for any sort of agreement with employees. Rather, Community Connections reserves the right to revise these policies and procedures from time to time and to take any action deemed to be in the best interest of the agency. Based on Alaska State Law, Community Connections is an at-will agency. As such, the employee and Community Connections enter into an employment relationship based on mutual consent and either may terminate the employment relationship at any time, with or without reason. All personnel shall review a copy of these policies and procedures at the time of hire and of any revisions thereafter. Policy manuals will be available for reference at any time. Current copies will be placed at each Community Connections office site. The format of this manual is as follows:

#### Purpose Describes:

- Why the organization has this policy

#### Policy Describes:

- What the “rules” are
- How employees are expected to act under certain conditions

#### Procedure Describes:

- How policy is implemented
- Where they must go to get particular kinds of information
- What the timelines are for prescribed events

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# 1. EMPLOYMENT

## A. *Definitions of Employment*

### **Purpose:**

To provide uniformity and equity in applying personnel policies and procedures.

### **Policy:**

The organization maintains standard definitions of employment status and classifies employees for purposes of personnel administration and related payroll transactions according to the following definitions:

### **Definitions:**

*Exempt:* Employees whose positions meet certain tests established by the Fair Labor Standards Act (FLSA) and state law and who are exempt from overtime pay requirements.

*Non-exempt:* Employees whose positions do not meet FLSA exemption tests and who are eligible for overtime pay, as required by federal and state law.

*Full Time:* Employees scheduled to work 30 hours or more per week, as averaged over a month. This is calculated on a monthly basis by considering the number of work days (Mondays through Fridays) in the month and multiplying that by 6 hours. For the first month of work and last month of work, this calculation is based upon the number of work days through the date of hire/termination.

*Part Time:* Employees scheduled to work less than 30 hours per week or scheduled to work seasonally.

*Probationary:* Employees who have not completed the probationary period of employment.

*Regular:* Employees who have satisfactorily completed the probationary period of employment.

*Fully Benefited:* Employees eligible to receive all benefits, as long as they meet the hourly working requirements of those benefits. The job titles associated with fully benefited include all except CDPCA, Chore, Respite and Supported Living Staff.

*Partially Benefited:* Employees not eligible to receive health, dental and life insurance, paid leave, jury duty pay, wellness health improvement plan and holiday pay. This class of employees is eligible to receive all other benefits to the extent they meet the hourly working requirements of those benefits. The job titles associated with partially benefited include CDPCA, Chore, Respite and Supported Living Staff. With the approval of the employee and the employer, a partially benefited staff may work intermittently in a job typically classified as fully benefited and still remain in the partially benefited class of employees.

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# 1. EMPLOYMENT

## B. *Job Descriptions and Performance Standards*

### **Purpose:**

To provide clear expectations for staff performance.

### **Policy:**

Job descriptions and performance standards shall be maintained for all positions. They will reflect minimum qualifications, supervisor and position(s) supervised. Job descriptions and performance standards shall be available for review by anyone.

### **Procedure:**

Job descriptions and performance standards will be reviewed and revised as appropriate.

10/5/99 Developed  
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# 1. EMPLOYMENT

## ***C. Equal Employment Opportunity***

### **Purpose:**

To maintain an employment environment free from illegal discrimination.

### **Policy:**

No person shall be discriminated against in any employment practice because of race, color, national origin, religion, sex, marital status, pregnancy, parenthood, age, veteran status, sexual orientation or disability.

### Reference:

Section 503 and 504 Rehabilitation Act of 1973 as amended  
38 U.S.C. 4212 Viet Nam Veteran Readjustment Assessment Act  
Title VII Civil Rights Act of 1964  
Americans with Disabilities Act, 1990, as amended.

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# 1. EMPLOYMENT

## *D. Background Checks*

### **Purpose:**

To meet state and federal requirements and ensure customer safety and peace of mind.

### **Policy:**

Background checks shall be conducted on all Community Connections employees.

### **Procedure:**

The State of Alaska Background Check Unit (BCU) provides centralized background check support for programs that provide for the health, safety, and welfare of persons who are served by the programs administered by the Department of Health and Social Services (DH&SS) and subject to the statutory requirements of: [AS 47.05.300–47.05.390](#). As such, no employee may provide independent direct care to a customer until they have received a provisional clearance from the BCU.

Community Connections submits the provisional request on or within a week of the employee's date of hire. It typically takes the State approximately 1 week to return a provisional clearance. Upon a positive provisional clearance and within 30 days of the provisional being entered, the employee will be scheduled for fingerprinting and the final part of the background check process. An employee must be fingerprinted within 30 days of the date of hire.

The cost of fingerprints and other background check procedures will be paid for by Community Connections.

In the event the State finds, through provisional clearance or FBI fingerprinting background check, that an employee has committed a "barrier crime", the employee is immediately barred from working directly with customers and may be terminated.

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## **2. EMPLOYMENT CONTRACT**

### ***A. Initial Contract and Changes to Contract***

#### **Purpose:**

To document agreed upon expectations between employees and supervisors and inform the payroll office regarding rate of pay, exempt status, employee classification (fully or partially benefited) and full time or part time status.

#### **Policy:**

There shall be an employment contract between Community Connections and employee that reflects employment status and wage. The contract shall commence on the date of hire and be revised whenever status or wage changes occur.

#### **Procedure:**

All contract and contract change terms will be documented on the contract form, signed by both the employee and the supervisor, except in instances of step increases which require only a supervisor's signature. When contract changes happen and an employee signature is unable to be obtained, before the change occurs, the supervisor will clearly document communications with the employee about the contract change and the employee shall sign the contract as soon as practical.

The original of the contract and all subsequent contract changes will reside in the employee's personnel file with a copy kept in payroll records and a copy for the employee.

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### **3. CONFLICT OF INTEREST**

#### ***A. Personal Relationships Between Employees***

##### **Purpose:**

To protect the integrity of agency information, services and employee efforts, prevent supervisory and morale problems and to reduce the risk of litigation.

##### **Definitions:**

Supervisory Relationship includes primary supervision and all who have oversight and evaluative input.

A family member is defined as current spouse, children, parents, grandparents, brothers, sisters and in-laws and includes "step" relationships.

A close personal relationship is defined as one involving a consensual romantic or sexual relationship.

##### **Policy:**

It is the policy of the agency that no supervisor will be involved in a close personal relationship with an employee who is a family member or with whom the supervisor has a close personal relationship. This policy applies to all employees without regard to gender or to the sexual orientation of the individuals involved. While all employees are expected to maintain professional relationships, those with supervisory responsibilities bear the responsibility of maintaining appropriate professional relationships with those they supervise, are in the best position to appreciate the effect of relationships prohibited by this policy on the agency, and are in the best position to avoid such relationships.

When a family relationship or close personal relationship is established after employment, it is the responsibility and obligation of the supervisor involved in the relationship to immediately disclose the existence of the relationship to their immediate supervisor and the executive director. The executive director will inform the other individual of the disclosure and may take steps to verify that a close personal relationship is mutually consensual. Failure of the supervisor involved in the relationship to immediately disclose the relationship may result in disciplinary action up to and including termination of employment.

The relationships described above are discouraged. When they occur,

- 1) either or both individuals will be transferred to another available position or
- 2) the supervisory and evaluation responsibilities will be reassigned or
- 3) either or both of the employees will be terminated as determined by the executive director to be in the best interest of the agency.

In any effect, should the relationship adversely affect the job performance of either individuals, disciplinary action may be taken against the supervising employee, up to and including termination of employment.

##### **Procedure:**

When there is any question regarding this policy or what may define immediate family or a personal relationship, seek clarification from your supervisor.

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### **3. CONFLICT OF INTEREST**

#### ***B. Outside Employment***

**Purpose:**

To ensure that outside work does not adversely affect the reputation of the agency or employee's work with Community Connections' customers.

**Policy:**

Agency employees may receive compensation for outside activities as long as these activities are not incompatible or in conflict with their duties at Community Connections.

**Definition:**

Outside paid activities are incompatible with agency employment when:

1. They require time periods that interfere with the proper efficient discharge of the employees duties.
2. They entail compensation from an outside source for activities which are part of the employee's regular duties.
3. They involve using for private gain the agency's name, prestige, time, facilities, equipment, or supplies.
4. They in any way support a conflict of interest with the employee's Community Connections job responsibilities.

**Procedure:**

Prior to any outside work commencing, the employee will meet with their supervisor to discuss any concerns regarding potential outside employment, making sure to address items 1-4 above.

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## **4. PERSONNEL FILES**

### ***A. Active and Inactive Files***

#### **Purpose:**

To establish standards by which information contained in personnel records will be managed to achieve accuracy, privacy and legal compliance.

#### **Policy:**

Both active and inactive files are considered confidential. Access is restricted to persons authorized by the executive director.

#### **Procedure:**

##### ***A. Active Files***

Personnel records for current employees are confidential and shall be kept in a locked file in the immediate supervisor's office.

##### ***B. Inactive Files***

Personnel records for former employees are confidential and shall be kept in locked central office files. Personnel records for employees terminated for cause will be kept indefinitely. Personnel records for other former employees may be destroyed after seven years.

##### ***C. Employee Review***

Employees may review their personnel files twice a year under the direct supervision of their immediate supervisor. A request to review one's personnel file must be in writing. Copies of information in the file may be provided and will be paid for by staff making the request at a cost of 10 cents per copy.

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## 5. STAFF DEVELOPMENT

### A. *General Agency and Program Specific Orientations*

**Purpose:**

To familiarize new employees with agency mission, core values, policies and procedures, and general practices within the agency and program they are hired.

**Policy:**

All new hires are required to attend the general agency orientation and program specific orientations. Orientation will be documented in the employees personnel file.

**Procedure:**

Supervisors are responsible for completing the new hire checklist with new staff on the date of hire. All new staff will be signed up by business office staff for the next available general orientation session. The business office will notify supervisors when staff are signed up. All new staff are required to attend the general agency orientation at the soonest date it is offered. If there are extenuating circumstances and staff are unable to attend they must make other arrangements with their supervisor.

Supervisors are responsible for ensuring that their employees are notified and register for orientation within the required timeline.

Program directors are responsible for developing the protocol for orientation to their specific program. Program orientation will include at a minimum:

1. Job descriptions, performance standards and general expectations
2. Program mission, philosophy of services, etc.
3. Overview of services available within the program
4. Overview of performance review practices and timelines
5. Begin introductions to service partners within and outside the agency.

Supervisors are responsible for ensuring that their employees receive orientation to the program within the first week of hire.

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## **5. STAFF DEVELOPMENT**

### ***B. Training***

#### **Purpose:**

To assist staff in gaining the knowledge and skills to meet initial and ongoing responsibilities of their job.

#### **Policy:**

Training will be arranged as needed and identified in the employee's development plan or according to program need.

#### **Procedure:**

All employees will be oriented and trained to their position. As training needs are identified, the supervisor will prepare a staff development plan. This plan will be reviewed and updated annually during the performance review.

Staff may be asked to sign a training agreement that outlines expectations agreed upon with their supervisor.

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01/09 reviewed

## **5. STAFF DEVELOPMENT**

### **C. Performance Reviews**

**Purpose:**

To provide meaningful feedback to employees regarding their job performance.

**Policy:**

Performance reviews will be conducted regularly and will be documented in the employee's personnel file.

**Procedure:**

Performance reviews

- Will be conducted annually, with an initial six month review encouraged
- are based on up to date job descriptions
- include a staff pre-evaluation questionnaire
- include multi-level feedback (e.g. customers, peers, supervisor and staff) surveys will be discussed between supervisor and employee prior to the evaluation.
- include both a self-rating and supervisor rating
- include a conference between supervisor and staff being evaluated
- result in a staff development plan as appropriate

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## **6. PROBATION**

### ***A. Terms of Probation***

#### **Purpose:**

To provide a period during which both the employee and supervisor may evaluate the suitability of ongoing employment in terms of knowledge, skills, ability and interest.

#### **Policy:**

All positions shall have a probationary period of 6 months, unless otherwise documented at the time of employment. Additionally, an employee may be placed on probation as part of a disciplinary action. Termination may occur during the probationary period for any reason with or without cause.

#### **Procedure:**

Probation will be assumed to be completed after six months of employment in a particular position unless extended in writing by the supervisor.

If an employee moves from one position within the agency to another, they must complete a 6-month probationary period for the new position. The second probation will not affect benefits or ability to use accrued leave.

When an employee is placed on probation as part of a disciplinary action, the employee will be notified in writing by the supervisor.

The supervisor will notify the business office immediately upon extending or placing an employee on probation.

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## **7. WORK SCHEDULES**

### ***A. Required Work Hours***

**Purpose:**

To provide customers, other agencies, peers and supervisors with access to staff employed by the agency.

**Policy:**

Full-time, office based staff hours and days of work are during Community Connections stated office hours unless special arrangements are made with the immediate supervisor.

Direct Service staff will be scheduled to work based upon customer needs and as agreed to by the employee and supervisor.

**Procedure:**

If a flexible schedule is required for the specific position or due to personal circumstances of an in-office employee, they may discuss exceptions and an alternate plan with their supervisor. The supervisor's program director will meet with the Executive Director to discuss the potential modified work schedule.

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01/09 revised

## 8. PAYROLL

### A. Wages

**Purpose:**

To provide fair and adequate compensation for employees.

**Policy:**

Community Connections will hire employees and provide pay increases at wages based upon the agency's wage scale.

*Overtime:* All non-exempt employees who work in excess of 8 hours a day or 40 hours a week will be paid at a rate equal to one and a half times the employee's regular rate of pay.

*Customer cancelled shifts:* The employee will record a minimum one hour of time on their timesheet, or the actual time spent engaging the customer, whichever is longer.

**Procedure:**

The agency's wage scale will be reviewed and updated regularly by the executive director. Considerations will include prevailing wages for specific positions and the program/agency financial health.

Overtime must be approved in advance by the employee's supervisor.

When an employee arrives at a scheduled time and place to begin their shift and the customer is unexpectedly unwilling or unable to participate, the employee will make reasonable attempts to engage the customer in services. "Reasonable attempts" will be defined by the individual supervisor and employee. In the event that the customer continues to be unable or unwilling to participate in services, staff may record a minimum one hour of time as a "customer cancelled shift."

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## **8. PAYROLL**

### ***B. Timesheets***

#### **Purpose:**

To accurately account for hours worked in order to fairly compensate employees for their time and track employee paid and unpaid leave balances.

#### **Policy:**

All employees are required to submit signed timesheets accurately recording the month's attendance. Time in and out should be reflected accurately to the quarter hour.

#### **Procedure:**

Timesheets are to be submitted on scheduled and published dates or at an earlier time as requested by the employee's supervisor. All time worked must be reflected on the timesheet. Supervisors are responsible for verifying timesheets for the business office.

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## 8. PAYROLL

### C. Payroll Advances

**Purpose:**

To provide flexibility regarding wage payment as well as supporting staff during financial emergency situations.

**Policy:**

Regular payroll advance requests are due by 9:00am on the 16<sup>th</sup> of the month. Employees may request 75% payment for hours worked prior to the date of the request. One advance may be requested per month.

In an emergency an employee may request an “emergency” advance on a timeline other than the regularly scheduled one. This will constitute their one advance for the month.

**Procedure:**

The advance request is completed by the employee and approved by the immediate supervisor as specified on the timesheet.

Emergency requests go through a two step approval process (late timesheet submittal may not constitute an emergency). Once the supervisor has concurred with the emergency, they submit the request to the executive director for final approval.

A copy of the employee’s time sheet, signed by the supervisor, and *listing hours worked to the time of the advance* request must be submitted and constitutes an advance request.

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## **8. PAYROLL**

### ***D. Payday***

#### **Purpose:**

To inform employees regarding payment of their wages.

#### **Policy:**

Payday is on the 5<sup>th</sup> of each month following the month worked (or the preceding work day when the 5<sup>th</sup> falls on a holiday or weekend). Employees may choose to be paid either by direct deposit or paycheck. Employees electing direct deposit understand that their payment may not necessarily be deposited in bank accounts by the 5<sup>th</sup>, due to electronic processing requirements.

#### **Procedure:**

Employees electing direct deposits will fill out appropriate paperwork.

Employees electing paychecks: For all Ketchikan based employees, paychecks will be available for pickup on payday between 9:00 a.m. and 5:00 p.m. After 5:00, checks will then be mailed to the employee's home address on file. All out of Ketchikan based employees will receive their checks via mail. Any employee requested exceptions (e.g. check to be sent to an alternate address or picked up by someone other than the employee) to this must be made in writing and submitted to the business office prior to payday.

Any under or overpayment of hours worked or wages paid should be reported to the business office as soon as possible and will be corrected the next pay period.

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## **9. WORK RELATED EXPENSES**

### ***A. Vehicle Mileage***

**Purpose:**

To reimburse employees for work-related mileage expenses

**Policy:**

Reimbursement for approved work-related vehicle use will be based on mileage used. Mileage is computed for driving from the place of employment to and from any other place of employment. Mileage reimbursement rate is determined annually by the executive director.

**Procedure:**

Miles driven for work purposes must first be approved by the supervisor. Mileage requests must include information requested on the mileage reimbursement request form. They **MUST** be signed by the employee, and signed and coded by the program director or designated supervisor in order for reimbursement to occur. Mileage is paid monthly on the pay day. Reimbursement requests turned in on the last working day of the month will be processed for payment by the next payday (payroll schedule). Requests turned in later than that will be processed the following month.

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01/09 revised

## **9. WORK RELATED EXPENSES**

### ***B. Travel Expenses***

#### **Purpose:**

To reimburse employees for work-related travel expenses.

#### **Policy:**

All agency travel requires written pre-authorization by the program director or designee as documented on the travel authorization form. Trips outside the local area (Metlakatla, Prince of Wales, Wrangell, Petersburg) must also be approved by the executive director. Employees must document their trip through receipts, boarding passes and a final travel recap.

#### **Procedure:**

Employees submit a complete travel authorization form to the program director or designee that outlines anticipated expenses. If approved, a check will be distributed to the employee as a travel advance for anticipated expenses. Travel checks will include advance per diem if requested by the employee. Because per-diem is calculated at a flat rate by the business office it is unnecessary for employees to save receipts for meals. All travel advances are considered an advance on payroll until an employee has completed the travel and incurred the expenses.

The travel costs will be reconciled upon completion of the trip by submitting a travel recap within 7 days to your immediate supervisor. Any expenses not incurred shall be reimbursed to the agency by the employee. Any unexpected expenses incurred by the employee will be reimbursed to employees when receipts are submitted with the travel recap form.

Travel recaps must include the following documentation:

1. Actual departure and return times (these may be different than times projected on travel requests)
2. Original boarding passes from all segments of travel must be attached to recaps
3. Documentation of actual days and amounts paid for lodging including receipts
4. Documentation backed up by original receipts for miscellaneous expenses such as rental car, cab fare and airport ferry fee

Employees must sign recaps acknowledging that they accurately reflect travel expenses.

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4/9/02 revised  
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## **9. WORK RELATED EXPENSES**

### ***C. Miscellaneous Expenses***

#### **Purpose:**

To reimburse employees for miscellaneous work-related expenses.

#### **Policy:**

All purchases to be reimbursed require pre-authorization by the program director or designee. Any purchases over \$1,000 must also have executive director approval. It is the responsibility of the employee to present receipts for any reimbursement. Employees will be responsible for payment of expenses not documented with receipts.

#### **Procedure:**

Employees must make a request to the program director or designee prior to making a purchase. If approved a complete, accurate check request form with supporting receipt/s is signed and turned in to the program director. A reimbursement check will be distributed to the employee as payment for those expenses.

Requests for payment prior to purchase must be submitted on the "Request without Receipts" form and include a completed "Use of Funds Agreement."

Requests for reimbursement on a timeline other than the typical one established by the business office are considered emergency checks . These are considered exceptions and must be approved by both the program director or designee and executive director.

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01/09 revised

## **9. Work Related Expenses**

### ***D. Cell Phone Reimbursements***

#### **Purpose:**

To reimburse employees for the business use of their personal cell phones.

#### **Policy:**

In instances where the agency requires an employee to maintain a cell phone plan as a condition of employment or the agency recognizes the incidental business use of a personal cell phone, the employee will be reimbursed in part or full the costs of their monthly cell phone plan. Reimbursement amount will be at a level sufficient to meet the business purposes of the cell phone plan.

#### **Procedure:**

Employees required to have a cell phone as a condition of their employment or who have incidental business use will discuss the business related needs with their supervisor. A written cell phone reimbursement contract, signed by both the employee and program director and approved by the executive director will be completed. Cell phone reimbursement will be paid to the employee in their monthly paycheck.

The business office will develop guidelines for reimbursement rates. A review and update of these guidelines will occur annually.

## **10. EMPLOYEE BENEFITS**

### ***A. Health, Dental and Life Insurance***

#### **Purpose:**

To provide a competitive benefit and promote the wellness of employees.

#### **Policy:**

Fully benefited, full time staff will receive health, dental and life insurance benefits. Employees shall become eligible on the 1<sup>st</sup> of the month following 3 full time months of employment, two of which must be consecutive.

Staff who qualify for insurance through Community Connections but have proof of coverage through another source may waive health and/or dental coverage through Community Connections and receive a monthly cash payment (amount determined annually by executive director at insurance renewal time).

#### **Definitions:**

**COBRA:** According to Federal Laws, employees losing their health insurance coverage due to termination of employment or a reduction of their hours below the minimum required to be considered full time may elect to continue Community Connection's insurance and pay for health and/or dental coverage themselves.

#### **Procedure:**

The business office will provide employees with information about the above benefits and any changes as they occur.

Employees will be given an opportunity to change benefit plans, add dependants or elect the cash payment option once per year during the open enrollment period and/or at any time their status changes. Examples of allowable status change include loss of other insurance, change of married status, birth and adoption (allowable status changes are defined by the insurance carrier). For a full listing of allowable status changes, contact the business office.

When a full time, fully benefited employee falls below the minimum required hours to maintain their full time status, employees must take as much paid leave as they have available to make up full time hours. When utilization of an employee's paid leave balance does not bring their hours up to full time status, the employee will lose their benefits for the month or may elect to pay for them through COBRA. When an employee returns to full-time status, they will be eligible to reenroll in coverage according to the carrier's contract terms.

Note: This policy (10.A. Health, Dental and Life Insurance) does not apply to Partially Benefited Employees.

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## **10. EMPLOYEE BENEFITS**

### ***B. 401K***

**Purpose:**

To provide employees the opportunity to invest in their retirement and to provide a competitive employment benefit

**Policy:**

The agency will maintain a 401K plan for employee retirement contributions. The company may match the employee contributions at a rate determined annually by the executive director.

**Procedure:**

Employees are eligible to participate in the 401K plan once they've completed 1 year of work and worked at least 1000 hours in the year.

Enrollment and changes to the 401K plan are made on a quarterly basis during the "open enrollment" period. All eligible and participating employees are notified quarterly about this period of time.

## 10. EMPLOYEE BENEFITS

### *C. Liability Insurance*

**Purpose:**

To protect customers and staff in the event of an accident or lawsuit.

**Policy:**

Liability insurance shall be provided for all employees subject to the terms, conditions and exclusions of the applicable policy.

**Procedure:**

Questions regarding the agencies liability insurance should be directed to the executive director.

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## 10. EMPLOYEE BENEFITS

### D. Holidays

**Purpose:** To provide a competitive time-off benefit and to recognize traditional holidays.

**Policy:**

Fully Benefited, full time employees are eligible for holiday pay at their regular hourly rate for 8 hours per holiday. Staff shall be paid for 11 holidays. These holidays include:

<u>Holiday</u>	<u>Date Observed</u>
New Year's Day	January 1
Martin Luther King Jr. Birthday	3 <sup>rd</sup> Monday in January
President's Day	3 <sup>rd</sup> Monday in February
Seward's Day	Last Monday in March
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Alaska Day	3 <sup>rd</sup> Monday in October
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

**Procedure:**

Holiday pay will be at 8 hours for full time employees.

When an employee does not maintain their full-time status for any given month, they will not be eligible for holiday pay that month.

Note: This policy (10.D. Holidays) does not apply to Partially Benefited Employees.

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## **10. EMPLOYEE BENEFITS**

### ***E. Paid Personal Leave***

#### **Purpose:**

To provide a traditional time-off benefit that will provide for a restful break in year-round routine and support the organization's goals in attracting and retaining quality employees.

#### **Policy:**

Fully Benefited, full-time employees are eligible for paid personal leave. This leave will accrue for every full time month worked at an hourly rate of 13.3 hours per month for the first year of employment and will be increased each year by .67 hours per month for every year thereafter to a maximum of 20 hours per month.

Paid leave will not accrue during the initial six-month probationary period. Upon completion of 6 months of full-time employment and changing from a probationary employee to a regular employee, accrued leave will be calculated retroactive to date of hire.

Staff may carry over 80 hours of accrued leave each calendar year. All other leave must be used or it will be lost unless otherwise requested by the supervisor in writing and approved by the executive director.

Employees may elect to donate a portion of their paid leave time to another employee who is not working due to medical leave. This donation must be in writing and must have the approval of the executive director.

Employees who provide their supervisor with a minimum required notice prior to termination will be eligible to cash out accrued leave upon separation. Leave may not be used to satisfy two weeks notice. If termination occurs prior to the completion of probation there is no leave to cash out.

The employee's immediate supervisor must approve all leave.

Paid leave has no monetary value unless and until it is used by the employee.

#### **Procedure:**

All leave must be pre-approved by the supervisor. Any Leave of 3 days or greater must be pre-approved in writing by the employee's supervisor a minimum of two weeks prior to leave time. Leave will be granted on a "first come" basis.

In emergency situations and periods of illness, it is expected that employees will notify their supervisor as soon as they are aware that they must miss a scheduled shift for any reason.

Eligibility for accrued leave will be based on average hours worked each month. If an employee falls below the full time level, their accrued leave balance will be utilized to make

them full time. When they do not have enough accrued leave balance to make them full time, the employee will be considered part time for the month and not accrue leave for that month. Employees will be notified by the business office when their hours fall below full time.

Employees wishing to donate hours to another employee out on medical leave may seek guidance from the business office. All donated leave must be approved by the executive director.

Employees who have worked 6 months and come off probation but have not worked full time hours for all 6 of those months, will be eligible to begin utilizing paid leave once their total cumulative worked hours equates to 6 months of full time hours.

A previously terminated employee, rehired within 3 months of their last working day, will be reinstated to paid leave at the accrual rate they had prior to their termination.

Upon termination, an hourly employee who has given more than two weeks notice and a salaried employee who has given more than thirty days notice, will be eligible to receive payment for their paid leave balance at their normal wage rate. Employees being terminated by Community Connections will also be eligible to receive pay for their paid leave balance as long as they were not terminated for cause.

Note: This policy (10.E. Paid Personal Leave) does not apply to Partially Benefited Employees.

11/16/99 Developed  
10/10/00 revised  
4/9/02 revised  
06/23/04 revised  
01/09 revised

## **10. EMPLOYEE BENEFITS**

### ***F. Jury Duty Pay***

**Purpose:**

To allow employees to fulfill a civic duty without suffering loss of income.

**Policy:**

Fully Benefited, full-time employees will receive wage payment for jury duty service during their regularly scheduled work hours.

**Procedure:**

Employees will immediately notify their supervisor of receipt of jury duty notice and will keep supervisor apprised of status.

If postponement is an option the employee will discuss the best alternative dates with their supervisor.

Jury duty compensation paid by the state will be surrendered to Community Connections.

Note: This policy (10.E. Jury Duty Pay) does not apply to Partially Benefited Employees.

10/10/00 Developed  
4/9/02 revised  
06/23/04 revised  
01/09 revised

## 10. EMPLOYEE BENEFITS

### G. *Personal leaves of Absence Without Pay*

**Purpose:**

To allow employees to receive extended time away from work.

**Policy:**

Leave without pay may be authorized for a length of time depending on the employee's position and program/agency status.

**Procedure:**

Leave must be approved in writing a minimum of 30 days prior to leave start date by both the program and executive director. In the event of extenuating circumstances the program director with the concurrence of the executive director may waive the prior notice requirement. The board of directors considers all executive director leave without pay requests.

11/16/99 Developed  
10/10/00 revised  
4/16/02 revised  
06/23/04 revised  
01/09 revised

## **10. EMPLOYEE BENEFITS**

### **H. *Family and Medical Leave Act***

**Purpose:**

To comply with the Federal Family and Medical Leave Act (“FMLA”).

**Policy:**

To be eligible for FMLA leave, employees (1) must have been employed by Community Connections for at least 12 months, (2) must have worked at least 1,250 hours during the 12-month period prior to taking leave, and (3) must work at a work site within 75 miles of where Community Connections employs at least 50 people. Employees may be entitled to leave for one of the following reasons:

- Birth of a child or placement for adoption or foster care of a child;
- To care for the employee’s spouse (not domestic partner), child or parent (not parent-in-law) who has a serious health condition; or,
- The employee’s own serious health condition that prevents the employee from performing the employee’s job.

Eligible employees are limited to a total of 12 workweeks of leave during a 12-month period. At any time, eligible employees will be entitled to 12 weeks of leave, less the amount of FMLA leave taken in the immediate preceding 12 months. Employees may take leave on a continuous basis or intermittently or on a reduced leave schedule if it is medically necessary. An employee who takes intermittent or reduced schedule leave may be transferred to an alternative position temporarily if it better accommodates the leave schedule.

Employees may be required to provide medical certification or re-certifications, and leave may be denied for failure to provide medical certifications.

FMLA leave will be unpaid unless covered by paid personal leave. Employees must use available paid personal leave before using unpaid leave, and such paid personal leave will run concurrent with FMLA leave.

Group health benefits will continue during FMLA leave. Employees must continue paying the employee’s share of the costs during the leave according to the same schedule that employees normally pay such costs. Group health benefits may be terminated if any payment during the leave is more than 30 days late; benefits will be restored if the employee returns to work at the end of the leave. If the employee does not return to work at the end of the leave, Community Connections may recover the health plan costs that it paid during the leave, unless the employee did not return due to a serious health condition or

circumstance beyond the employee's control. Employee benefits other than group health benefits will generally be suspended during any period of unpaid FMLA leave.

Upon return from FMLA leave, employees will be entitled to the same job or an equivalent position unless (a) the position was otherwise eliminated during leave or (b) the employee does not provide a fitness for duty certification if Community Connections requests one or (c) the employee is considered a key employee eligible for leave but not guaranteed restoration to their position or an equivalent job.

Employees must notify their supervisor of the reason for the FMLA leave within thirty (30) days prior to the leave if it is foreseeable. If the leave is not foreseeable, employee must so notify their supervisor as soon as reasonably practical. FMLA leave may be delayed or denied if the employee does not provide notice within thirty (30) days.

**Procedure:**

The above is a summary of Community Connections' FMLA policy. Employees contemplating FMLA leave should discuss the matter with their supervisor.

Supervisors will immediately notify the business office about employee taking or requesting FMLA. All FMLA leave requests will be in writing and submitted to the business office. The business office will track all leave.

11/16/99 Developed  
06/23/04 revised  
01/09 revised

## 10. EMPLOYEE BENEFITS

### *1. Military Leave of Absence.*

**Purpose:**

To support employee service in the U.S. Armed Forces.

**Policy:**

Community Connections complies with Uniformed Services Employment & Reemployment Rights Act of 1994 (USERRA). An employee who volunteers or is called to active duty or is required to attend training or field exercises in a branch of the U.S. Armed Forces will be granted a leave of absence according to applicable state and federal law.

**Procedure:**

To receive military leave, an employee must provide advance notice of military service to their supervisor. Notice may be either written or oral.

At that time, the supervisor, in conjunction with personnel, will review return to work, reemployment requirements and rights of reemployed persons with the employee. These requirements and rights will conform with applicable state and federal laws in place at the time of leave.

Employees covered by a health plan at the time of leave will have the option to continue health coverage through COBRA and pay the full premium under the plan. A person whose health plan was terminated by reason of service in the uniformed services may not be required to complete a waiting period for reinstatement of coverage following reemployment.

## **10. EMPLOYEE BENEFITS**

### ***J. Wellness Health Improvement Plan***

#### **Purpose:**

To support employee participation in activities beneficial for their well-being.

#### **Policy:**

On a fiscal year basis, agency leadership will determine whether to offer an employee Wellness Health Improvement Plan (WHIP) financial incentive and determine the financial incentive amount. For those years that the benefit is offered, eligible employees will be in the fully benefitted class, will have completed one year of employment and be off probation. Full-time employees working an average of 30 hours or more per week will be at one level and part-time employees working an average of 20 hours or more per week at ½ the full-time level.

#### **Procedure:**

Employees complete a "Proposal for Using WHIP Funds" and submit to their program's director. After review and concurrence that the employee request satisfies the WHIP intent, the program director submits the request to the business office for final approval and processing.

The business office will process approved requests through the next payroll run. For prepayment requests, the business office will notify paid employees that they have one month to turn in receipts. After one month, if receipts have not been submitted to substantiate the WHIP funding, the funds will be deducted from the employee's next paycheck.

Note: This policy (10.J. Wellness Health Improvement Plan) does not apply to Partially Benefited Employees.

## **11. AGENCY EQUIPMENT USE**

### ***A. General Office Equipment and Furniture***

#### **Purpose:**

To guide the use of agency equipment and furniture and the employees' responsibilities for equipment maintenance.

#### **Policy:**

Office equipment and furniture is provided to aid in the performance of work-related activities. Office equipment and furniture is not for personal use unless the executive director has given written approval.

#### **Procedure:**

Employees are responsible for obtaining any training necessary to use equipment properly.

The business department will track office equipment and furniture purchasing and location information. When equipment is no longer needed or useable employees will notify the business department. The business department will either redistribute or dispose of the equipment or furniture appropriately.

11/16/99 Developed

06/23/04 revised

01/09 revised

## 11. AGENCY EQUIPMENT USE

### ***B. Information Technology Hardware and Software***

#### **Definitions:**

IT Hardware: Includes, but is not limited to Computers, cell phones, data storage devices, personal digital assistant (pda)

IT Software: Includes, but is not limited to computer programs, email servers, DVDs, CDs, audio & video files

Confidential Information: Includes, but is not limited to Customer Information and Staff records.

#### **Purpose:**

To maximize the capacity of information technology (IT) hardware and software to enhance the productivity of Community Connections employees while maintaining security of data

#### **Policy:**

IT hardware and software is maintained for Community Connections business related purposes. All information or data processed on agency owned or controlled technology equipment belongs to Community Connections.

Only authorized employees shall install or reconfigure information technology hardware and software.

#### **Procedure:**

(This section has been modified for external use. Please see internal documentation for the complete Information Technology Hardware & Software procedure.)

Employees are responsible for obtaining any computer or office equipment training necessary to use equipment properly. Training is available from your IT System Coordinator and the Admin staff.

All IT hardware and data processed by such equipment must be disposed of in an appropriate manner. As such, it must be returned to the IT System Coordinator or disposed of according to that person's directions.

Any software used on Community Connection's assets must comply with applicable licensing agreements and copyrights and must be approved by the IT System Coordinator prior to installation.

Community Connection's equipment will not be used for unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which Community Connections or the end user does not have an active license.

## 11. AGENCY EQUIPMENT USE

### **C. Internet Access and Network Use**

#### **Purpose:**

To maximize the capacity of agency purchased internet service and company networking hardware to enhance services to customers and the productivity of Community Connections employees.

#### **Policy:**

Employees are responsible for effective and ethical use of the internet and internal network. The first obligation as a user is to protect Community Connections information assets. The assets that comprise the Community Connections network are business assets and should not be considered personal assets. IT hardware, software and Internet services have been purchased for agency business use. They are not to be used for personal gain or advancement of individual views. Use of these must not interfere with employee productivity. Personal use of the Internet is acceptable as long as it remains reasonable.

#### **Procedure:**

**(This section has been modified for external use. Please see internal documentation for the complete Internet Access & Network Use procedure.)**

General principles of Network and Internet use for business purposes:

- Material that would be considered inappropriate, offensive or disrespectful to others will not be accessed or stored.
- Employees will protect the security of confidential information by keeping passwords secure and not sharing accounts with others.
- User level passwords will change on a regular basis enforced by network policy.
- Employees will not connect personal devices to the internal Community Connections network or to any Community Connections IT device without prior approval.
- As a courtesy to others, contact the IT System Coordinator before conducting large file transfers from/to the Internet or between the offices.
- Use only network services you have authorization to access
- Do not send material classified as confidential via the Internet without proper encryption & prior approval.

Specifically, the Network and Internet should not be used:

- For personal gain or profit
- To represent yourself as someone else
- To provide information about employees or customers to persons or businesses not authorized to possess that information
- When it interferes with your job or the jobs of other employees
- When it interferes with the operation of the Network or Internet for other users
- To execute any form of network monitoring which will intercept data not intended for the employee.

- Remotely access a system you are not authorized to use. Unless you have prior authorization, do not run port or vulnerability discovery programs or try to get into open ports.
- To upload, or download, large files for personal use. This includes, but is not limited to, Music files from sites like iTunes, Internet Radio, Video files from sites like YouTube, Programs, and Pictures.

Consult with your supervisor or IT System coordinator if in doubt about any use of the Network or Internet.

01/09    Developed

## 11. AGENCY EQUIPMENT USE

### D. *Inspection and Monitoring*

**Purpose:**

To ensure effective security and overall maintenance of agency equipment, software, hardware and supporting infrastructure.

**Policy:**

Community Connections may inspect and shall have access to all agency owned equipment and furnishings including computers and any information thereon and may monitor employee internet, network and e-mail usage at any time. Community Connections reserves the right to audit the networks and system on a periodic basis to ensure compliance with this policy.

## **11. Agency Equipment Use**

### ***E. E-mail Communication***

#### **Purpose:**

To maximize the capacity of email communication to enhance the productivity of Community Connections employees, to ensure security of assets and to ensure communications remain free of harassment.

#### **Policy:**

E-mail capability is provided to certain employees for the purpose of aiding in work-related communication. Personal e-mail is acceptable as long as usage remains reasonable.

#### **Procedure:**

Electronic mail or e-mail is the most commonly used form of communication on the Internet. When communicating outside Community Connections via email, remember:

- No form of chain letter will be sent using Community Connection's assets.
- Do not send e-mail so that it appears to have come from someone else
- Do not automatically forward your e-mail to a non-Community Connection's e-mail address
- Do not open email attachments from unsolicited or unknown senders
- Do not email confidential information without the proper encryption and prior approval
- Do not use Community Connections email to promote non work-related religious or political viewpoints.

If you have any questions regarding Internet usage, contact your IT System Coordinator.

## **11. Agency Equipment Use**

### ***F. Data Storage and Transfer***

#### **Purpose:**

To ensure confidentiality regarding customer and employee protected information.

#### **Policy:**

Community Connections complies with the Health Insurance Portability and Accountability Act. Confidential information will be transferred and stored in ways that protects information from unauthorized access. All Community Connections business related confidential information will be stored ONLY on Community Connections owned equipment.

#### **Procedure:**

- Do not transfer or post any confidential information via the internet without the proper encryption and prior approval. This includes, but is not limited to, email, ftp, p2p, chat programs, web forums, and blogs.
- Do not store confidential information on any portable device or media without proper encryption and prior approval. This includes, but is not limited to, CDs, DVDs, USB Jump Drives, and Laptops.
- At no time will an employee transfer company confidential information to any personal electronic device including but not limited to cell phones, pdas, memory sticks, and computers.

## 12. HEALTH AND SAFETY

### A. *Health and Safety Requirements*

#### **Purpose:**

To ensure a safe and healthy work environment for all employees and customers.

#### **Policy:**

All employees will be trained in the observance of safety and/or hazards in their respective jobs and shall be informed of the state safety codes relating to their type of work. All safety rules, regulations and procedures shall be in writing and reviewed by all agency employees.

Training reviews will be conducted as necessary.

TB test results will be furnished by the employees to the Health and Safety Coordinator within 10 days of hire and annually thereafter.

#### **Procedure:**

Within days of hiring, employees will undergo a health and safety orientation with the health and safety coordinator. The orientation will cover general work place safety and hazard issues including blood borne pathogens training, orientation to fire and disaster responses within the office and others as determined for the job.

Blood borne pathogens training and TB testing is an annual requirement that employees agree to complete in a timely manner. Employees will be notified when their training and testing is due.

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06/23/04 revised  
01/09 revised

## **13. WORKER'S COMPENSATION**

### ***A. Reporting***

#### **Purpose:**

To protect the health and safety of all employees and to comply with applicable state and federal laws.

#### **Policy:**

All work related injuries shall be reported within 24 hours to the appropriate supervisor and documented in writing by the employee.

#### **Procedure:**

As soon as possible the employee must report to their supervisor for evaluation and appropriate documentation.

Steps for filing a worker's compensation claim:

1. Employee notifies their supervisor of an on the job injury.
2. Supervisor notifies the business office within 24 hours and requests the appropriate form.
3. Supervisor, in coordination with the business director completes the bottom section of the claim form.
4. Employee filing a claim completes the top section of the claim form.
5. The business director encourages employee to seek medical treatment as warranted.

Community Connections has 10 calendar days to report an incident to the State Workers Comp Board and the Insurance Carrier after learning of the occurrence of an incident.

The business office will track all worker's compensation claims. Questions regarding a claim should be addressed to the business director.

11/16/99 Developed  
4/9/02 revised  
06/23/04 revised  
01/09 revised

## 14. COMMUNICATION

### A. *Confidentiality and Private Information*

#### **Purpose:**

To insure that staff and customer's rights to privacy are respected by employees of Community Connections.

#### **Policy:**

All employees of Community Connections assume an obligation to keep in confidence any information pertaining to customers, their families, and other agency staff. Any information gained through agency employment, whether verbal or written, will be considered private. Customers will be informed of their right to confidentiality, and information will be shared on an "as needed" basis, and only with a signed, program specific, time-limited release. Confidentiality will be maintained while an employee is active and will extend beyond termination indefinitely. The only exception to this policy would be when staff are legally required to report or release information.

#### **Procedure:**

Written staff and customer records are private and will be kept in locked file cabinets. Written information will only be released with a signed release/exchange of information form.

Verbal information regarding staff and customers will only be released with a signed release/exchange of information form. Staff will not share *any* information about a customer to individuals with whom they do not have written permission to exchange information.

Information regarding other agency staff such as salary, or other private information will not be shared.

Staff are legally required to release information (with or without a signed release) in the following situations:

1. Duty to protect--staff must report if a customer expresses their intent to seriously harm themselves.
2. Duty to warn—Staff must report threats to seriously harm another specifically identified person.
3. Staff must also report suspected abuse/neglect of a minor or protected adult with a disability.
4. Staff must release information when it is subpoenaed by court order.

**Definitions:**

*Privacy:* The right of an individual to keep information about themselves from others.

*Confidentiality:* Refers to the safeguarding, by a recipient, of information about another person.

*Release:* Refers to a person's written authorization to allow personal information to be shared based on full disclosure regarding who will receive the information and how it will be used. The person must understand that they have a clear choice regarding what information they are willing to share.

Reference: Health Insurance Portability-Accountability Act

11/16/99 Developed  
2/16/04 revised  
06/23/04 revised  
01/09 revised

## **14. COMMUNICATION**

### ***B. Conflict Resolution***

#### **Purpose:**

To provide an informal avenue to support employees in resolving conflicts in the most effective and expedient manner possible.

#### **Policy:**

When an employee has a conflict, issue or concern with a peer, or supervisor, they are expected to seek to resolve the conflict informally prior to utilizing the grievance procedure.

#### **Procedure:**

1. Employees are always encouraged to communicate directly with the person with whom they have the issue or concern.
2. When they are not comfortable communicating directly with that person they are encouraged to seek support and advice from their supervisor.
3. That supervisor will advise them regarding how they might appropriately communicate their issues and concerns directly with the person.
4. When the employee is still unable to resolve the issue, they may request that the Program Director act as a mediator and facilitate a meeting with the person/s involved in the conflict.

Prior to mediation the Program Director may choose to meet separately with individuals involved in the conflict.

When a conflict, issue or concern relates to the Executive Director in his/her supervisory role the same steps above apply with support being sought from the Board of Directors. Requests for assistance will be submitted to the Board President in writing and include a listing of the issue(s) that are unresolved and the desired outcome. The Board President or designee will meet with the Program Director who is seeking support in resolving their conflict. Written requests for assistance received by the Board President will be shared with the full Board of Directors during executive session.

At no time will this process conflict or interfere with the supervisor's advisory role.

## 14. COMMUNICATION

### C. *Employee Grievances*

**Purpose:**

To find fair and equitable solutions, at the lowest possible level, to problems which may arise from time to time affecting staff employed by this agency.

**Policy:**

Employees may utilize the agency's formal grievance procedure if they have failed to resolve the issue of concern through more informal measures. Probationary employees may only utilize the grievance procedure through Step II. Employees must exhaust this grievance procedure before seeking judicial relief.

**Definition:**

"Grievance" means any alleged violation of agency policy, federal, state or local law or regulation.

**Procedure:**

(a.) Grievances should be resolved, if possible, quickly, informally and at the lowest level possible. The employee is expected to discuss it with their immediate supervisor and attempt to resolve it informally. When it cannot be resolved informally, the following procedure shall be followed.

(b.) Step I – Program Director. The employee shall submit their grievance in writing to the Program Director to be date stamped for receipt within fourteen (14) calendar days after the employee knew or should have known that he or she had a grievance, whichever is earlier. The written grievance shall contain a description of the alleged violation, the policy or law involved, and the corrective action desired. A meeting between the Program Director and the employee shall be held within ten (10) calendar days after the grievance is received, and the Program Director shall respond in writing within ten (10) calendar days of the meeting.

(c.) Step II – Executive Director. If not satisfied with the Program Director's response, the employee may within ten (10) calendar days of receiving the response present the written grievance to the Executive Director or designee who shall meet with the employee within ten (10) calendar days for the purpose of resolving the grievance. The Executive Director or designee shall respond in writing to the grievance within ten (10) calendar days after the step II meeting.

(d.) Step III - Board Ad Hoc Resolution Committee. If not settled, the employee may submit the grievance in writing to the Board President within ten (10) calendar days of receiving the Executive Director's response. The Board President will appoint a Board Ad Hoc Resolution Committee composed of three (3) members including the Board President. This committee will convene within 30 days to present their decision.

(e.) The Board Ad Hoc Resolution Committee's function is to interpret the policies. The Board Ad Hoc Resolution Committee shall consider only the particular issues presented in

writing by the Executive Director and/or the employee. The Board Ad Hoc Resolution Committee shall have no authority or power to add to, delete from, disregard, or alter any of the provisions of the policies, but shall be authorized only to interpret the existing policies as they may apply to the specific facts of the issue in dispute. The decision of the Board Ad Hoc Resolution Committee shall be final and binding and shall be in writing and forwarded to both parties.

(f.) Time limits set forth in the preceding steps may only be extended by mutual written consent of the parties described above.

(g.) If an employee fails to process a grievance at any step within the time limits described above and the procedure is not waived by mutual written agreement, the grievance shall be considered waived and will constitute a bar to any future actions regarding the grievance. If the employer fails to respond to a grievance at any step within the time limits set forth above and the procedure is not waived by mutual agreement, the grievance shall be granted on a non-precedent-setting basis.

2/28/07 Developed

## **15. CONDUCT**

If any of the issues addressed under this section occur, appropriate disciplinary action will result, the level of which will depend on the nature and scope of the inappropriateness involved. It should be understood that the rules of conduct set forth in this section are not exclusive and do not limit Community Connections' right to terminate an employee for any other reason or without reason due to the at-will status of employment with Community Connections. Accordingly, in addition to any basis not prohibited by law, Community Connections reserves the right to discipline or discharge an employee for the types of misconduct addressed in this section.

Items addressed in this section on conduct represent only a partial list of all possible violations, as a complete list would be impossible to write.

### **A. *General Conduct***

#### **Purpose:**

To assure a safe, efficient and harmonious work environment and to fully inform all employees of their responsibility in this regard.

#### **Policy:**

All staff are expected to conduct themselves in a lawful and professional manner. Behavior must not reflect negatively on Community Connections. Everyone will be treated with respect.

#### **Procedure:**

Violation of these standards may result in disciplinary action.

11/16/99 Developed  
2/16/04 revised  
06/23/04 revised  
01/09 revised

## 15. CONDUCT

### ***B. DRUG AND ALCOHOL POLICY***

#### **Purpose:**

To assure a safe and professional work environment, ensure quality of services, maintain high safety, health, and work performance standards and to reduce work-related accidents, injuries and damage which may be caused by drug or alcohol use or impairment.

#### **Policy:**

The use of drugs and/or alcohol during work time is prohibited.

The following conduct is prohibited and may result in discipline up to and including termination of employment:

- The unauthorized use, possession, manufacture, distribution or sale of an illegal drug, controlled substance or drug paraphernalia on or in agency-owned property or while on agency business or during working hours.
- Storing any illegal drug, drug paraphernalia, or any controlled substance whose use is unauthorized, in or on agency-owned or supplied property (including vehicles).
- Reporting to work, working, or acting or appearing on behalf of the agency while under the influence of illegal drugs or a controlled substance whose use is unauthorized.
- Failing to notify the employee's supervisor before beginning work that the employee is taking medications or drugs which may interfere with the safe and effective performance of duties.
- Refusing to immediately submit to a drug or alcohol test when requested by the agency, in accordance with this policy.
- Violating any criminal drug or alcohol law or statute while working.
- Failing to notify the agency of any arrest or conviction under any criminal drug or alcohol law or statute by the next work day following the arrest or conviction.
- Testing positive for drugs or alcohol in violation of this policy.
- Tampering with, adulterating, altering, substituting or otherwise obstructing any drug or alcohol testing process required under this policy.
- Reporting to work, working, or acting or appearing on behalf of the agency while having an alcohol concentration of .02 or greater, or if the employee is otherwise impaired by or under the influence of alcohol.

- Consuming or using alcohol while on duty.

Refusal to take a required drug or alcohol test, a positive drug or alcohol test, or engaging in conduct which otherwise violates this policy may result in disciplinary action up to and including termination of employment.

## **PROCEDURE:**

The agency may test employees for drugs and/or alcohol under the following conditions:

- Post-Accident Testing - Employees whom the agency reasonably believes may have contributed to an accident in the workplace or during work-time may be required to undergo drug and/or alcohol impairment testing.
  - Such a test will be conducted as soon as practicable after the accident but not later than 32 hours after the accident for drugs and not later than 8 hours for alcohol. Community Connections will make reasonable attempts to obtain a sample from an employee after an accident, as defined below, but any injury should be treated first. An employee who is subject to post-accident testing shall not consume alcohol for 8 hours after the accident or until the employee has taken an alcohol test, whichever occurs first.
  - An employee who is subject to post-accident testing must remain readily available for such testing and may not take any action to interfere with the testing or the results of testing.
  - Employees who do not comply with the post-accident testing requirements, or who fail or refuse to provide a sample for testing, will be considered to have refused to submit to testing and will be subject to appropriate disciplinary action, including termination of employment.
- Reasonable Suspicion Testing: Upon reasonable suspicion, management may require an employee be tested for alcohol and/or drug use (controlled or illegal) when it appears that the employee's work performance or workplace behavior is being affected in any way by drugs or alcohol. Reasonable suspicion includes but is not limited to specific observations related to work performance, appearance, behavior, body odors and/or speech. Reasonable suspicion determinations will be made by program directors or executive director who have received training concerning the signs and symptoms of drug and alcohol use. The observing director shall document the event and record the behavioral signs and symptoms that support the reasonable suspicion.

### Testing Procedure

- Supervisors must receive approval from the Executive Director or designee prior to requiring an employee to undergo alcohol or substance use testing.
- All substance use tests will be conducted at a facility approved or certified by the Substance Abuse and Mental Health Services Administration, using recognized procedural safeguards and confidentiality requirements. The initial test will be paid for by Community Connections.
- Refusal by an employee to submit to a drug or alcohol test required by Community Connections, or testing positive for illegal drugs or alcohol, may result in corrective action depending on the facts and circumstances of the

situation, up to and including termination.

In instances of a positive test result:

- The employee is considered unqualified to work and is not permitted to return to work until she/he agrees to follow the recommendations requested by the executive director. The executive director may request the employee undergo an assessment from a Substance Abuse Professional.
- Upon successful completion of all or part of the recommendations, an employee may resume work, but must agree in writing to unannounced testing for not more than 24 months after returning to work. A positive test under these conditions or anytime thereafter may result in immediate discharge.

#### Notification when taking prescribed medications

If a physician prescribes medication for an employee that may impair the employee's ability to work safely or the employee is in doubt whether it will impair their work, the employee must discuss the situation with their supervisor before working under the influence of the prescribed medication. Any medical issues discussed will be kept confidential.

#### Confidentiality of Results

Community Connections complies with 42 CFR Part 2 and the Health Information Portability and Accountability Act of 1996 (HIPAA) in protecting alcohol and substance abuse related information of employees. Information is maintained in a confidential file accessible only to authorized staff.

#### DEFINITIONS.

**Accident:** may involve Loss of human life, issuance of a moving traffic citation under state or local law, Medical treatment other than first aid administered away from the scene, or significant property damage

**Alcohol concentration** means the alcohol in a volume of breath expressed in terms of grams of alcohol - per 210 liters of breath - as indicated by an evidential breath test.

**Alcohol Use** means the consumption of any beverage or mixture, including any medication or mouthwash containing alcohol (ethanol, isopropanol, or methanol).

**Drug(s)** means a substance considered unlawful under AS 11.71 or under federal law, or the metabolite of the substance.

**Drug Testing** means testing for evidence of the use of a drug.

**Failing A Drug Test** shall mean the test results show positive evidence of the presence of a drug or drug metabolite in an employee's system in amounts that exceed cutoff levels established by this policy.

#### Screening by Urine Analysis

<b>THC (Marijuana)</b>	<b>50</b>	<b>ng/ml</b>
<b>Cocaine Metab.</b>	<b>300</b>	<b>ng/ml</b>
<b>Opiates</b>	<b>2000</b>	<b>ng/ml</b>
<b>PCP (Phencyclidine)</b>	<b>25</b>	<b>ng/ml</b>

<b>Amphetamines</b>	<b>1000 ng/ml</b>
<b>Methamphetamines</b>	<b>1000 ng/ml</b>

<b>Screening by Evidential Breath Test</b>	
<b>Alcohol</b>	<b>.02</b>

**Sample** means urine or breath from the person being tested.

**Screening Test or Initial Test** means an analytic procedure to determine whether an employee may have a prohibited concentration of drugs or alcohol in a specimen.

**Refusal to submit** means failure to cooperate and provide a drug or alcohol sample, after receiving notice of the test in accordance with this policy. A refusal will be treated the same as a positive test result. A refusal to test for alcohol occurs when a covered employee fails to provide an adequate breath for testing without a valid medical explanation after receiving notice of the requirement to be tested in accordance with the provisions of this policy or engages in conduct that clearly obstructs the testing process.

11/16/99 developed  
06/23/04 revised  
03/09 revised

## 15. CONDUCT

### ***C. Staff and Customer Relationships***

#### **Purpose:**

To assure professional and ethical relationships between staff and customers.

#### **Policy:**

Relationships between staff and customers should remain at a professional level and may not hinder the staff member's effectiveness as a service provider or in any way exploit the customer's rights.

#### **Procedure:**

If a relationship becomes questionable the situation will be reviewed by the executive director to determine whether a need for corrective action exists. In situations involving the executive director or when additional guidance is recommended, the board of directors will review the situation.

11/16/99 Developed  
06/23/04 revised  
01/09 reviewed

## **15. CONDUCT**

### ***D. Discrimination***

#### **Purpose:**

To maintain an employment environment free from illegal discrimination.

#### **Policy:**

Any discriminatory conduct based on a person's race, color, religion, creed, national origin, age, disability, veteran status, marital status, sex, is not condoned or tolerated by Community Connections.

#### **Procedure:**

Violations of these standards may result in disciplinary action.

#### Reference:

Section 503 and 504 Rehabilitation Act of 1973 as amended  
38 U.S.C. 4212 Viet Nam Veteran Readjustment Assessment Act  
Title VII Civil Rights Act of 1964  
Americans with Disabilities Act, 1990, as amended.

11/16/99 Developed  
2/16/04 revised  
06/23/04 revised  
01/09 reviewed

## 15. CONDUCT

### *E. Harassment*

#### **Purpose:**

To establish the agency's position on the subject of harassment and promote a comfortable work environment.

#### **Policy:**

Sexual, racial, age or other harassment will not be tolerated at Community Connections. Any sexual references, comments about age, racial slurs or any other verbal or physical conduct relating to an individual's sex, age, race, national origin, religion or handicap constitute harassment when this conduct:

1. Has the purpose or effect of creating an intimidating, hostile, embarrassing or offensive working environment;
2. Has the purpose or effect of unreasonably interfering with an individual's work performance; or,
3. Otherwise adversely affects an individual's employment opportunities.

All employees are expected to conduct themselves in a manner which is not or will not be interpreted by another employee or group of employees to be offensive.

#### *Sexual Harassment.*

Sexual harassment is a form of discriminatory behavior. No employee shall be subjected to unwelcome verbal or physical advances, or any other conduct which could be interpreted as harassment. Harassment based on other types of unlawful discrimination, like race, religion or national origin, is also unacceptable. All supervisory level employees are expected to work actively to maintain a work place which is free from unlawful discrimination in all departments and at all levels of employee relations. Employees are expected to conduct themselves in their daily activities in such a way as to ensure that no discrimination occurs in any action with respect to compensation, benefits, privileges, transfers, layoffs, returns from layoffs, training and social programs.

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, sexually oriented physical conduct, communication or conduct of a sexual

nature which is obscene or which denigrates others, or other conduct or communication of a sexual nature, when:

- Submission to the above conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of the above such conduct is used as the basis for employment decisions affecting such individual; or
- The conduct or communication described above has the purpose or effect of unreasonably interfering with an employee's work performance, or creating an intimidating, hostile or offensive environment.
- The fact that someone did not intend to sexually harass an individual is generally not a defense to a complaint of sexual harassment. In most instances, it is the conduct and behavior of the actor, viewed objectively, which determines if the acts constitute sexual harassment.

Sexual harassment may include but is not limited to:

- Unwelcome sexual flirtations, advances or propositions, including subtle pressure toward sexual activity;
- Requests or demands that another engage in sexual activity accompanied by implied or overt promises of preferential treatment concerning an individual's employment status;
- Communications of a sexual content or connotation, in any medium or manner, which communications are abusive, offensive or degrading, for example, sexually oriented jokes, stories, remarks, or display of inappropriately suggestive objects or pictures; and,
- Any sexually motivated, unwelcome touching of another person's body, for example, pinching or patting another in a context which has sexual connotation or intentionally brushing against an employee's body.

Sexual harassment refers to sexually oriented behavior or communication which is not welcome and which is personally offensive, shocking or degrading. Sexual harassment does not include personal compliments welcomed by the recipients, or social interactions or relations freely entered into or among employees or with prospective employees.

Sexual harassment includes misconduct in a sexual context or of a sexual nature which results in discrimination for or against an employee. Such practices would also include any job related action that is based upon an individual's acceptance of, resistance to, or refusal of sexual overtures. This form of sexual harassment may be more difficult for employees to cope with when individuals offer or threaten to use the power of their position to control, influence or affect the career, salary or job of another employee in exchange for sexual favors, but is nonetheless prohibited and should be reported.

This policy against sexual harassment also prohibits sexual misconduct and all other forms of sexual discrimination. Sexual misconduct is defined as any and all misconduct of a sexual nature, which misconduct is made subject to criminal liability under Alaska or federal law or local ordinance. Other forms of sexual discrimination include any other act or conduct which constitutes a prohibited act of discrimination under Alaska or federal law.

### Reporting Harassment:

Employees who have been subjected to harassment based on sex, age, race, religion, national origin or disability, or who believe that another employee has received more favorable treatment due to such discriminatory behavior should immediately notify the employee's immediate supervisor, or other agency supervisor. The employee's concerns will be promptly investigated and, to the extent reasonably possible, confidences will be preserved. The employee will not suffer retaliation for reporting such concerns.

Community Connections recognizes the sensitive nature of sexual and other harassment concerns and charges, and is committed to receiving, processing and concluding them in strict confidence. However, in order to properly review, investigate and process any such charge, and depending upon the nature of any particular charge, disclosure of the charge must necessarily include disclosure to more people than the person receiving the charge and the person under the charge.

At the sole discretion of the complainant, he or she will be given the option of pursuing the matter using informal procedures. These informal procedures are primarily aimed at preventing or stopping offending behavior, and are less concerned with determining guilt or innocence and imposing sanctions. For this reason, disciplinary action cannot be taken using informal procedures; undertaking disciplinary action requires a formal complaint.

### **Procedure:**

Violations of these standards may result in disciplinary action.

### Reference:

The Alaska Human Rights Law (AS 18.80.220)  
Title V and VII of the Civil Rights Act of 1964

11/16/99 Developed  
2/16/04 revised  
6/23/04 revised  
01/09 reviewed

## 15. CONDUCT

### F. *Children in the Workplace*

**Purpose:**

To promote a work environment that supports maximum productivity.

**Policy:**

In instances that an employee would like their children to be present at work for a length of time, or on a regular basis, they must seek pre-approval from the program director and executive director.

Newborns may be brought to the office within 6 weeks of birth with program director and executive director approval. This is conditional upon the baby, parent and co-workers adapting to the changed work situation. When bringing the baby to work becomes disruptive, other arrangement will need to be made.

If the particular *community job site* is suited to having children present and participating and children are specifically requested by the customer, children of employees may be present with the approval of their immediate supervisor.

**Procedure:**

If there is any question regarding the appropriateness of children at a particular job site, request guidance from immediate supervisor.

11/16/99 Developed  
01/09 revised

## 15. CONDUCT

### G. *Other Rules of Conduct*

**Purpose:**

To set forth examples of conduct which could result in disciplinary action, up to and including termination of employment.

**Policy:**

Employees may be subject to discipline up to and including termination of employment for cause which includes, but is not limited to, the following:

1. Disobedience, insubordination, and/or abusive language to a supervisor or other representative of Community Connections.
2. Uncivil, disruptive, disrespectful or abusive conduct or language directed toward another employee, a customer or the public.
3. Engaging in fraudulent practices.
4. Negligence, carelessness or reckless conduct
5. Breaching customer or staff confidentiality.
6. Harassment of another employee, customer or the public on the basis of race, color, religion, national origin, disability or sex.
7. Unexcused absence or tardiness; failure to report without notice, or without sufficient advance notice; excessive absenteeism or tardiness whether excused or not.
8. Refusal to accept or carry out a work assignment.
9. Untruthfulness, dishonesty, falsification of agency records (including employment application form) or providing false reasons to explain an absence or to explain other prohibited conduct.
10. Falsification of a time sheet.
11. Any action toward a customer or supplier of the agency which could damage the agency's relationship with such customer or supplier.
12. Off-duty conduct which reflects unfavorably on the agency or the employee's suitability for agency employment.
13. Unsatisfactory, incompetent, inefficient or negligent job performance.

14. Failure to comply with applicable federal, state or local laws or regulations.

15. Failure to maintain all required licenses and certifications.

16. Failure to follow the requirements of this Personnel Policy and other policies issued by the agency.

The specific examples of misconduct cited are intended to be illustrative only and do not exclude other types of conduct or unsatisfactory performance which can be detrimental to the interests of the agency, its employees or customers. Employees may have their employment terminated at any time with or without cause.

**Procedure:**

In all cases, the extent of disciplinary action will be determined by the agency based upon the seriousness of the misconduct as well as other circumstances peculiar to each case.

11/16/99 Developed  
06/23/04 revised  
01/09 revised

## 16. DISCIPLINARY ACTION

### A. *Action Regarding General Performance*

#### **Purpose:**

To state the agency's policy for administering disciplinary action for unsatisfactory performance or conduct.

#### **Policy:**

Whenever a regular employee's performance, attitude, work habits or conduct is unacceptable to the employee's supervisor, disciplinary action shall be taken. Disciplinary action may take the following forms:

1. Verbal warning
2. Written reprimand
3. Suspension without pay
4. Disciplinary probation
5. Termination of employment

In most instances, progressive discipline will be imposed in the order set forth above. Depending on the circumstances, including the nature and seriousness of the specific incident and the employee's past performance and conduct, a specific incident may justify combining or bypassing one or more of the above forms of discipline.

#### **Procedure:**

A supervisor should seek guidance from the program director and executive director when a potential disciplinary action progresses beyond verbal warning.

Verbal Warning. A verbal warning will include a counseling session, and the supervisor will place a written record of the verbal warning in the regular employee's personnel file.

Written Reprimand. A written reprimand will explain how the regular employee's performance or conduct has been unsatisfactory and how the situation must be corrected. A copy of the written reprimand shall be given to the employee and placed in the employee's personnel file.

Suspension Without Pay. When a regular employee is suspended without pay, the employee shall be given a written statement of the action and the reason for the action at the time the employee is placed on suspension without pay or within two (2) business days thereafter. A copy of the written statement shall be placed in the employee's personnel file. During a suspension without pay, an employee may not use any earned personal leave. Holiday pay and personal leave benefits are not earned while an employee is suspended without pay. An employee on suspension without pay and whose hours fall below full-time, will not be covered by the company for health and dental insurance. No step increases will occur during this period.

Disciplinary Probation. A regular employee placed on disciplinary probation shall be given a written statement of the action taken and the reasons for the action at the time the employee is placed on disciplinary probation or within two (2) business days thereafter. A copy of this written statement shall be placed in the employee's personnel file. During the period of disciplinary probation, the employee will not accrue personal leave and may not use any earned but unused personal leave and is ineligible for leave without pay unless the employee provides a satisfactory explanation to his or her supervisor of the legitimacy of the reason(s). An employee on disciplinary probation and whose hours fall below full-time, will not be covered by Community Connection's health and dental insurance. Disciplinary probation may be for any period not to exceed six (6) months. During the disciplinary probation period, the employee must show the improvement necessary to remain employed. If the employee fails to correct his or her performance or repeats the unacceptable conduct during the disciplinary probation period, the employee may be terminated from employment. No step increases will occur during this period.

Termination of Employment. Employment with Community Connections is based on the mutual consent of the employee and Community Connections. Accordingly, either the employee or Community Connections can terminate the employment relationship at any time, with or without reason

11/16/99 Developed  
10/10/00 revised  
4/9/02 revised  
6/23/04 revised  
01/09 revised

## 17. TERMINATION OF EMPLOYMENT

### A. *Employee Separation*

#### **Purpose:**

To ensure timely and accurate processing of paperwork and final payroll payment when an employee terminates.

#### **Policy:**

Upon separation an employee voluntarily resigning will receive their pay with the next payroll run and employees involuntarily resigning will receive their pay within three business days (according to State law).

#### **Procedure:**

When an employee voluntarily resigns, the supervisor and employee complete the termination contract on the date of notification and immediately submit this to the business office. On or before the employee's last work day, the supervisor will complete the termination checklist, attaching this to the employee's final timesheet. All equipment, keys, and any other agency property is returned prior to the release of final paycheck.

When an employee is involuntarily terminated, the supervisor notifies the business office immediately. The business office will process the final paycheck in a timely manner and disable employee access to facilities and technology equipment as appropriate.

If the employee is not eligible for re-hire, reason must be documented in writing.

Employees released due to a reduction in force will be given such notice as is practical under the circumstances and may receive up to 4 weeks of severance pay based on the discretion of the program director and executive director and program's ability to pay.

#### **Definitions:**

*Resignation/Retirement:* A voluntary separation with two weeks written notice.

*Release:* A separation in which the employee is not qualified or adapted for the type of work assigned and no other type of work is available. Release usually results from no fault of the employee. Employees who are unable to perform satisfactorily for any reason during the probationary period will be considered as released.

*Reduction in Force:* An involuntary separation based on strategic or financial reasons, resulting in elimination of a specific position.

*Deceased:* The death of an active employee.

*Discharge/Termination:* A separation where the employee is removed from the payroll for violation of employee standards of conduct, unsatisfactory job performance, or any other reason deemed by the agency to warrant discharge. In any event, either Community Connections or the employee may terminate the employment relationship at any time with or without reason.

## **17. TERMINATION OF EMPLOYMENT**

### ***B. Exit Interview***

#### **Purpose:**

To determine and document the reasons employees leave the agency, to provide an opportunity to air unresolved grievances, and to solicit constructive feedback to improve the agency.

#### **Policy:**

Separated employees, whether voluntary or involuntary, will receive a questionnaire to be returned to Community Connections through the mail. The business office will make every attempt to accommodate employees requesting an exit interview.

#### **Procedure:**

The agency will use the exit interview form to cover the following points:

- Job duties and workload
- Organization policies and practices
- Quality of supervision
- Reason for leaving

11/16/99 Developed  
01/09 revised

**18. PERSONNEL POLICIES/PROCEDURES REVIEW**

The executive director will review personnel policies and procedures as appropriate and shall make any recommendations for change or additions to the board of directors.

I, \_\_\_\_\_, have read, understand and agree to follow  
(printed name)  
the personnel policies and procedures of Community Connections as contained  
in this written document.

I understand that no representative of Community Connections, other than its executive director, in a written format signed by the executive director, has any authority to enter into any agreement contrary to the personnel policies and procedures. I also understand that the personnel policies and procedures are not a contract of employment and that Community Connections can modify the policies and procedures at any time. I also understand that I am employed on an at-will basis. My employment may be terminated at any time, either by me or by Community Connections, with or without cause.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

***Updates/ Revisions:***

I have read, understand and agree to follow revisions to Community Connections' policies and procedures as documented by my initials and date below:

Initials	Date
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

11/16/99 Developed  
4/9/02 revised  
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