



# **STAFF MEMBER** **HANDBOOK**

3600 S. Dort Highway, Suite 54  
Flint, MI 48507  
Phone: (810) 742-1800  
Fax: (810) 742-2400  
Caption Call: (810) 742-7647  
E-mail: [tdn@disnetwork.org](mailto:tdn@disnetwork.org)

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**This handbook is not a contract.** The policies and procedures in this handbook are not intended to be contractual commitments (expressed or implied) by The Disability Network, and staff members should not construe them as such.

Please read this handbook carefully and understand that this handbook contains only general information and guidelines. It is not intended to be comprehensive or to address all possible applications of, or exceptions to, the general policies and procedures described. If you have questions concerning eligibility for a particular benefit or the applicability of a policy or practice, you should address your specific questions with your Supervisor or designee. Neither this handbook nor any other organization document confers any contractual right, either expressed or implied, to remain in the organization's employ. Nor does it guarantee any fixed terms and conditions of employment.

The policies and procedures are intended to be guides to management and are merely descriptive of suggested procedures to be followed. The Disability Network management reserves the right to revoke, change, or supplement guidelines at any time with or without notice. No provisions in this handbook can be modified except in writing and as approved by the President/CEO.

The relationship between you and The Disability Network is referred to as "employment at-will". This means that your employment can be terminated at any time for any reason, with or without cause, with or without notice, by you or by The Disability Network. No representative of the Organization has authority to enter into any agreement contrary to the foregoing "employment at-will relationship."

The direction and control of all work for all staff members is at the sole discretion of The Disability Network management and includes by way of illustration and not limitation, the right to hire, layoff, transfer, reassign, demote or discharge.

Some subjects described in this handbook are covered in detail in official policy/procedure documents. Refer to these documents for specific information because the handbook only briefly summarizes those guidelines and benefits. Please note that the terms of the written insurance policies are controlling and override any statements made in this or other documents.

No policy is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied from any statements in this handbook. There is no guarantee of hours or specific positions.

*This handbook supersedes any and all previous handbooks, agreements, etc.*

# Welcome to The Disability Network (TDN)!

Welcome to TDN! You are part of a passionate and valued team. We, at TDN, are excited that you made the decision to join us and hope that you find your new job to be rewarding and challenging. TDN is a growing organization, and we feel that all of us have the opportunity to grow, succeed and be our best together.

We believe that the world is a better place when *all people are valued*.

TDN's mission is to *Open minds and connect you with a world where everyone is valued!*

Our core Values are:

1. Passion
2. Trust
3. Excellence

Our Goals are:

1. Change peoples' mindsets on disabilities
2. Increase talent pool of people with disabilities
3. Increase businesses actively hiring people with disabilities
4. Promote policies to advance employment of people with disabilities
5. Ensure organizational capacity and infrastructure to fulfill the mission

Our 5 core Services are:

1. Information & Referral
2. Peer Support
3. Independent Living Skills training
4. Individual & Systems Advocacy
5. Transition

Ultimately we exist to serve and empower people with disabilities and our community. Our team members are our most valued resource. TDN strives to create an exciting, challenging and rewarding work culture that empowers you to be your best for the people and community we serve. TDN is at our best when our team members are at their best. We value every team members' success and advancement both inside and outside of TDN. We want to build a long and successful relationship with you.

Thank you for joining our team on this important mission and journey!

Sincerely,  
Luke Zelle, President/CEO

## **Business Ethics and Conduct**

The successful business operation and reputation of The Disability Network (TDN) is built upon the principles of fair dealing and ethical conduct of our staff members. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. The continued success of The Disability Network is dependent upon our customers' trust and we are dedicated to preserving that trust. Staff members owe a duty to TDN, its customers, the public, visitors, etc., to act in a way that will merit the continued trust and confidence of the public.

TDN will comply with all applicable laws and regulations and expects its management team and staff members to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your supervisor and, if necessary, with the President/CEO for advice and consultation. Compliance with this policy of business ethics and conduct is the responsibility of every Disability Network staff member. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

# **1.0 Diversity**

## **1.1 Equal Employment Opportunity Statement**

**TDN is an Equal Opportunity employer.**

No staff member of TDN will discriminate against an applicant for employment, customer, or a fellow staff member because of race, creed, color, religion, sex, national origin, sexual orientation, pregnancy, genetic information, ancestry, age or any physical, mental disability or other protected characteristic as established by law. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, overtime and/or training. No staff member of the organization will discriminate against any applicant, caller, safety representative, or fellow staff member because of the person's veteran status.

TDN expressly prohibits any form of unlawful staff member harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability, veteran status, or other protected class. Improper interference with the ability of TDN's staff members to perform their expected job duties is absolutely not tolerated.



## 1.2 Commitment to Diversity

TDN is committed to creating and maintaining a workplace in which all staff members have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in organization policy and the way we do business at TDN and is an important principle of sound business management.

## 1.3 Anti-Harassment and Discrimination Prevention

TDN is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations
- Physical conduct that includes touching, assaulting, or impeding, or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of employment,
2. Submission or rejection of the conduct is used as a basis for making employment decisions; or
3. The conduct has the purpose or effect of interfering or creating an intimidating, hostile, or offensive work environment.

## **Individuals and Conduct Covered**

These policies apply to all applicants and staff members, whether related to conduct engaged in by fellow staff members or someone not directly connected to TDN (e.g., an outside vendor, consultant or customer). Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

If you experience or witness sexual or other unlawful harassment in the workplace or discrimination, report immediately to your Supervisor, and/or any member of Management of the organization. You can raise concerns and make complaints without fear of reprisal or retaliation. All allegations of harassment will be quickly and discretely investigated. Staff members are required to participate in in-house investigations. Failure to cooperate could lead to discipline, up to and including termination. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any member of Management who becomes aware of possible sexual or other unlawful harassment must immediately advise the President/CEO, so it can be investigated in a timely confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

## **1.4 Retaliation Is Prohibited**

TDN prohibits taking negative action against any staff member for reporting a possible deviation of organization policy or for cooperating in an investigation. This policy is designed to protect staff members and address TDN commitment to integrity and ethical behavior. In accordance with Whistleblower Protection regulations, TDN will not tolerate harassment, retaliation, or any type of discrimination against a staff member who:

- Makes a good faith complaint regarding suspected violations of the law
- Makes a good faith complaint regarding accounting, internal accounting controls, or auditing matters that may lead to incorrect, or misrepresentations in, financial accounting
- Provides information to assist in an investigation regarding violations of the law; or policy
- Files, testifies, or participates in a proceeding in relation to alleged violations of the law.

Negative employment sanctions, such as demotion or termination, as a result of a staff member's decision to provide good-faith information regarding violations of the law, will not be tolerated. In addition, discrimination, threats, and harassment are prohibited.

Any staff member, who violates this policy and/or retaliates against another staff member for reporting a possible deviation from TDN policy, or for cooperating in an investigation, will be subject to disciplinary action, up to and including termination.

## **1.5 Complaint Procedure**

TDN recognizes the value of a complaint procedure that provides for the timely review of staff member complaints in a fair yet workable manner. A complaint is considered to be any dispute between a staff member and the organization, which impacts on an staff member's ability to perform his or her job.

Although purely personal matters between staff members would not ordinarily give rise to a complaint subject to this complaint procedure, any matter that adversely affects an staff member's ability to perform his or her job could be the subject of a complaint.

A staff member may express a verbal complaint to his or her Supervisor and/or designee. If the staff member does not feel comfortable discussing the complaint with his or her Supervisor, or the concern is not resolved to the staff member's satisfaction within one week; the staff member may put in writing the details of his or her complaint and submit the complaint to the President/CEO. The President/CEO will review the written statement. The problem will be discussed with the staff member. The President/CEO will make the final determination/resolution of the complaint. The decision will be reduced to writing, with a copy given to the staff member, a copy given to the Supervisor, if applicable, and the original kept in the staff member's personnel file.

## **1.6 Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA)**

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more staff members from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and staff members who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of TDN to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our organization policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The organization will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to TDN. Contact your Supervisor or Manager with any questions or requests for accommodation.

## 2.0 Employment

### 2.1 Employment At-Will

The relationship between you and TDN is referred to as “employment at-will.” This means that you or TDN can terminate your employment at any time for any reason, with or without cause, with or without notice. No representative of TDN has authority to enter into any agreement contrary to the foregoing “employment at-will relationship.” Only the President/CEO of TDN or his or her authorized designee has authority to enter into any contrary agreement. Nothing contained in this handbook creates an express or implied contract of employment.

### 2.2 Employment Classification Categories

All staff members are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help staff members understand employment classifications and staff members’ employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the staff member and TDN.

**Nonexempt staff members** are staff members whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law’s requirements concerning minimum wage and overtime.

**Exempt staff members** are generally managers or professional, administrative or technical staff who are exempt from the minimum wage and overtime provisions of the FLSA. Exempt staff members hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

The Disability Network has established the following categories for both nonexempt and exempt staff members:

- **Regular, full time:** Staff members who are not in a temporary status and who are regularly scheduled to work the organization’s full-time schedule of at least 35 hours per week. Generally, these staff members are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program.
- **Regular, part time:** Staff members who are not in a temporary status and who are regularly scheduled to work less than the full-time schedule.
- **Temporary/Per Diem/Contingent** staff members are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and are temporarily scheduled to work for a limited duration in a full-time or part-time basis. Employment beyond any initially stated period does not in any way imply a change in employment status. Staff members in this classification are not eligible for any organization benefits unless otherwise required under state or federal law.

Temporary workers are not eligible for organization benefits unless specifically stated otherwise in organization policy or are deemed eligible according to plan documents.

## **2.3 Immigration Law Applicable to All Staff members**

TDN complies with the Immigration Reform and Control Act by employing only United States citizens and non-citizens who are authorized to work in the United States. All staff members are requested to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (Form I-9). If staff members are unable to verify their right to work in the United States within three (3) days of hire, TDN is required by law to terminate his or her employment.

## **2.4 Personnel Records**

### *Collection & Retention of Staff member Records*

Maintaining the privacy of staff member personal information is of the utmost concern to TDN. Current personal information on all staff members is necessary for payroll processing and maintaining accurate Personnel Files. TDN will collect, use, and retain only that personal information required for business and legal compliance. The Organization will do its best to balance staff member privacy with the need of the Organization to assemble and maintain this information.

Due to the confidential nature of such information, TDN strictly limits access to staff member records and/or the disclosure of information contained in these records to those individuals with a business need to know. Staff members are responsible for providing changes to your personal information to Human Resources in order that current information is contained in your records. This includes changes to marital status, name, address (mail and residence), phone number(s), emergency contact(s), and dependent information.

### *Access & Disclosure of Staff member Records*

Subject to and in compliance with applicable law, TDN strictly limits access and disclosure of staff member records due to the confidential nature of such information. Staff members may see their own Personnel File at reasonable times, at a reasonable place, and on reasonable notice, generally not more than two (2) times in a calendar year. Staff members should provide notice to Human Resources, in writing, if they would like to review their own Personnel File.

### *Staff member Information*

TDN maintains personnel records on all staff members and it is the responsibility of every staff member to ensure that the information provided to the organization is accurate and to notify TDN of the following items as soon as possible:

1. Change of address or telephone number of the staff member.
2. Change of name, address, or telephone number of the person to be notified in case of emergency.
3. Changes in the number of dependents to be declared on tax forms.
4. Changes in name and/or marital status.

## 2.5 Recruitment

TDN aggressively recruits to attract top caliber individuals to all levels of the organization. It is TDN's goal to conduct all recruitments in an ethical, professional and non-discriminatory manner.

### 2.51 Announcement of New Positions

The availability of all job openings will be posted internally. All present staff members are encouraged to review the requirements for each position and apply for those positions in which they are interested and qualified. All applications will be given the same consideration as outlined in the organization recruitment policy.

### 2.52 Staff member Selection and Development

TDN provides equal opportunity to all applicants on the basis of demonstrated ability, experience, training, and potential. Qualified persons are selected without prejudice or discrimination as stated in the organization's Equal Opportunity Policy.

The employment requisitions, initiated by TDN management, will define the job-related tasks and qualifications necessary to assume the position. The defined tasks and stated qualifications will be the basis for screening applications. TDN management will conduct structured initial interviews to assess each candidate's experience, demonstrated ability and training. The telephone may be used for these initial interviews.

### 2.53 Hiring

**2.54 Background and Reference Checks** — Once TDN management has made a hiring decision, after candidate interviews, to ensure that individuals who join TDN are well qualified and to ensure TDN maintains a safe and productive work environment; it is TDN's policy to verify employment history, reference inquiries and conduct background checks. All offers of employment are conditioned on receipt of a background check that is acceptable to TDN. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead TDN to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report's accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

Additional checks such as a driving record or credit report may be made on applicants for particular job categories if appropriate and job related. TDN also reserves the right to conduct a background check for current staff members to determine eligibility for promotion or reassignment in the same manner as described above.

**2.55 Orientation** — New staff members will receive a general orientation during their first few days of employment in which they will be familiarized with policies, procedures, job responsibilities, safety, and other matters as appropriate. During your orientation period, Human Resource or TDN designee's goal is to review the staff member's performance requirements with him or her to make sure he or she is aware of the standards and expectations of employment with TDN. Depending on the position and its normal learning curve, staff members must demonstrate that they can adequately perform the functions of the position for which they were hired. Failure to demonstrate adequate performance of the job functions may result in dismissal.

Staff members may be required to participate in a CPR, OSHA and Anti-harassment training program on an annual basis.

**2.56 Internal Transfers/Promotions** – TDN offers staff members promotions to higher-level positions when appropriate. Management prefers to promote from within and may first consider current staff members with the necessary qualifications and skills to fill vacancies above the entry level, unless outside recruitment is considered to be in the organization's best interest.

To be considered, staff members must have held their current position for at least 12 months, have a satisfactory performance record and have no disciplinary actions during the last 12 months. Management retains the discretion to make exceptions to the policy.

**2.57 Performance Reviews/Evaluations** – Performance reviews/evaluations are intended to provide feedback to staff members on their performance and to offer an opportunity to discuss ways of improving performance and establish future employment goals. TDN's goal is to have annual performance reviews/evaluations. A positive evaluation does not guarantee promotions or increases in pay; however, it may be used along with other factors to make those decisions. Recommendations for pay increases are the responsibility of senior management.

Giving constructive feedback at various times during the employment relationship is the final stage of the employment development process. New and existing staff members may be provided with feedback at different times during the year.

TDN management will strive to provide annual evaluations for existing staff members.

## **2.6 Anniversary Date**

The first day a staff member reports to work is his or her "official" anniversary date. The anniversary date is used to compute various employment conditions, including vacation and sick time.

## **2.7 Dress Code and Personal Appearance**

It is important for all staff members to project a professional image while at work by being appropriately attired. TDN staff members are expected to be neat, clean and well groomed while on the job. Clothing must be consistent with the standards for a business environment and must be appropriate to the type of work being performed.



TDN is confident that staff members will use their best judgment regarding attire and appearance. Management reserves the right to determine appropriateness. Any staff member who is improperly dressed will be counseled or in severe cases may be sent home to change clothes. Continued disregard of this policy may be cause for disciplinary action, which may result in termination.

***TDN Management reserves the right to make all final decisions and interpretations as to what is appropriate work attire.***

## **2.8 Business Hours**

Normal business hours of TDN are 9:00 a.m. to 4:00 p.m., Monday through Friday, unless alternate hours have been approved ahead of time by a staff member's supervisor. Flexible schedules must be approved by the supervisor and noted in staff outlook calendar on daily basis.

## **2.9 Work Schedules**

Unless otherwise prohibited by law, hourly staff members are expected to be at their workstation, ready to work at the start of their shifts. Personal hygiene (combing hair, shaving, makeup, etc.) should be completed prior to arriving to work. Hourly staff members coming to work at any time other than scheduled will not be paid for time earlier than scheduled or after scheduled quitting time unless the Supervisor or designee authorizes the change in advance. Hourly staff members are prohibited from performing unauthorized or unnecessary work. Exempt staff members may be required to work beyond the designated work schedule in order to adequately fulfill their duties.

Due to the nature of the business, there are occasions when staff member schedules are changed to accommodate organization needs. In these cases, staff members may be required to alter their schedules. Staff members will be notified by management and expected to stay when situations arise making it necessary for the staff member(s) to work beyond their regularly scheduled hours. Changes, including the requirements to work overtime, will be announced as far in advance as possible.

*TDN management reserves the right to change the work schedule when necessary.*

## **2.10 Recording Work Times**

Accurately recording time worked is the responsibility of every staff member. Federal and state laws require TDN to keep an accurate record of time worked in order to calculate staff member pay and benefits. To insure that all employees are compensated for time worked and accurately, employees must use NetCIL computer activity reporting for recording their time and activities. Time worked is all the time actually spent on the job performing assigned duties.

Time sheets need to be correctly filled out by the employee to record hours worked. Illegible or inaccurately recorded time could result in errors on the employees' paycheck. The time sheet must be signed by both the employee and their supervisor and submitted in timely manner. Staff with late timecards will be subject to disciplinary action.



**Overtime work must always be approved by the Supervisor or designee before it is performed.** If hours are omitted in error or not reported, staff members must report those hours, as soon as possible, with an explanation as to why they were not reported previously. Additional detailed documentation may be required to verify hours worked.

**Altering, falsifying, tampering with your time sheet or another staff members' timesheet may result in disciplinary action, up to and including termination of employment.**

## **2.11 Lunch Periods and Breaks**

All staff members are required to take a one (1) hour unpaid lunch period when working a seven (7) hour day or more, unless otherwise approved by supervisor. Lunch periods may not be taken the first hour of the day or the last hour of the day in order to shorten the workday, without prior approval of the staff member's supervisor.

## **2.12 Attendance, Absenteeism, and Punctuality Policy**

Attendance and promptness are very important to TDN and to its staff members. Unless otherwise prohibited by law, regular attendance is required of all staff members as a condition of employment. Unsatisfactory attendance, including tardiness or leaving early, will not be tolerated. Violations of this policy cause problems and place a hardship on fellow workers and the organization as well as disrupt the ability to properly serve our customers. Staff members are responsible for their own transportation. Staff members are expected to remain at work through the end of his or her work schedule, except for scheduled breaks or authorized leaves. TDN requires use of available sick/personal time to make up time missed due to an unexcused absence or tardy exceeding 30 minutes.

“Absence” is defined as the failure of a staff member to report for work when the staff member is scheduled to work. The two types of absences are defined below:

1. Excused absence occurs when the staff member provides sufficient notice to his or her Supervisor. If it is necessary for a staff member to be absent or late for work because of illness or an emergency, the staff member must notify his or her Supervisor and call into TDN's main phone line and leave a message no later than one (1) hour before the staff member's scheduled starting time on that same day. If the staff member is unable to call, he or she must have someone make the call for the staff member.
2. Unexcused absence occurs when the condition above is not met.

If you are unable to work or going to be tardy, you must directly notify your Supervisor or designee by phone, text or e-mail and call into TDN's main phone line and leave a message at least one (1) hour prior to your scheduled start time. Staff members should provide TDN with reasons for their absence or tardiness and an estimate of when they will return. Scheduled tardiness or leaving early must be approved in advance. If a staff member becomes ill on the job, the staff member should report to their Supervisor or designee before leaving.

Staff members should also notify TDN of any unfinished work assignments that need to be completed during his or her absence or tardiness. A no-call/no show may result in discipline up to and including termination. TDN reserves the right to request written verifications, including

statements from physicians, of the reasons for a staff member's absence or tardiness and/or the ability to return to work, with or without reasonable accommodation, for absences exceeding four (4) days.

Please note: Tardiness, absenteeism, and failure to report a tardy or absence is a violation of policy and will be dealt with via the disciplinary process, up to and including termination. All absences or tardiness will be recorded and retained as part of your personnel file. Staff members may examine these records by making a request to his or her Supervisor or designee. Absenteeism or tardiness that is excessive is in the sole discretion and judgment of management and determined on a case-by-case basis. Excessive absenteeism may result in discipline, up to and including discharge. This policy does not apply to any time off in connection with authorized leaves of absence or other authorized time off for vacations.

Staff members must take earned sick/vacation time for every absence unless otherwise allowed by organization policy (e.g., Leave of Absence policy, Bereavement policy, Jury Duty). TDN uses a calendar year when determining an excessive amount of unexcused absences.

**If an staff member fails to report to work and notify his/her Supervisor or designee for three (3) consecutive scheduled workdays, the staff member may be considered as having abandoned his or her job and voluntarily quit/resigned from his or her employment.**

## 2.13 Call-In Procedure

All full-time, part-time, and temporary staff members of TDN are required to notify their Supervisor, or designee, when an illness or other circumstances will prevent the staff member from coming to work, from reporting to work on time, or leaving work early.

Staff members are required to notify their Supervisor, or designee, by phone or text message and call into TDN's main phone linen at least one (1) hour before their assigned starting time with the following information:

1. The reason for the absence or tardiness, and
2. When they expect to report to work.

It is the staff member's responsibility to notify his or her Supervisor, or designee, directly as early as possible by phone, text or email. If the staff member is physically incapacitated, a family member may call for the staff member. Leaving a message with another co-worker is not acceptable and the absence or tardy may be considered unexcused. If a staff member does not call in, he or she will not be paid for the absence and may be subject to disciplinary action, up to and including termination. Unless otherwise arranged with the Supervisor, or designee, the staff member is required to call in on each successive day of absence. For absences exceeding four (4) or more days due to illness or injury, a physician's statement may be required.

The staff member is required to notify his or her Supervisor, or designee, each day of an absence, unless the staff member falls under other approved leave categories. In this latter case, staff members must follow the leave guidelines in this Handbook. A staff member who fails to call in, per the procedure, may receive disciplinary action up to and including termination.

## 3.0 Compensation

### 3.1 Equal Pay

TDN will not pay wages to any staff member at a rate less than the organization pays staff members of the opposite sex for work that is substantially equivalent requiring comparable skills. This policy is to be construed in accordance with applicable federal and state laws and regulations.

### 3.2 Job Descriptions

Job descriptions are available. Position descriptions are used to determine staff member selection, job requirements, performance criteria, organizational structure, and the relative worth of jobs in relation to each other. Staff members are responsible for performing their job duties satisfactorily and appropriately. Job descriptions are not inclusive of all duties and may be changed with or without notice at Management's sole discretion.

### 3.3 Payday

The pay period is on a bi-weekly basis, which ends on Sunday. Paydays will take place **bi-weekly on Thursday** for the previous two-week payroll period, unless a Holiday falls within the processing days of payroll or in case of technical breakdown. If payday falls on a holiday or day when the organization is closed, the paycheck will be issued the day before.

Every effort is made to avoid errors in paychecks. If you believe an error has been made, advise your Supervisor, or designee, immediately. The problem will be researched to assure that any necessary corrections are made properly and promptly.

**3.31 Lost Paychecks** - Staff members are responsible for their paychecks after they have been issued. Checks lost or otherwise missing should be reported to the financial department immediately so that a stop payment order may be initiated and a replacement check issued. The staff member will be responsible for the stop payment charge, if applicable.

### 3.4 Direct Deposit of Paychecks

Staff members may have their pay directly deposited into their bank accounts if they provide advance written authorization to the financial department and necessary documentation to verify the account number. Staff members who do this will receive an itemized statement of wages when the organization makes direct deposits.

### 3.5 Pay Advances

It is our policy to decline all requests for early paychecks or pay advances.

### 3.6 Overtime Compensation

Nonexempt salaried (hourly) staff members will be paid at the rate of one and one-half times their regular hourly rate of pay for all time worked in excess of 35 hours in any one workweek.

Overtime is never at the staff member's discretion. **Overtime should be approved by Management in advance of working overtime.** It shall only be incurred and paid at the request of the organization through the staff member's Supervisor, or designee.

### 3.7 Payroll Deductions

The following mandatory deductions will be made from every staff member's gross wages: federal income tax, Social Security FICA tax and applicable state taxes. Every staff member must fill out and sign a federal withholding allowance certificate, IRS Form W-4, on or before his or her first day on the job. This form must be completed in accordance with federal regulations. The staff member may fill out a new W-4 at anytime when his or her circumstances change. Staff members who paid no federal income tax for the preceding year and who expect to pay no income tax for the current year may fill out an Exemption from Withholding Certificate, IRS Form W-4E. Staff members are expected to comply with the instructions on Form W-4. Questions regarding the propriety of claimed deductions may be referred to the IRS in certain circumstances.

Other optional deductions include the portion of group health insurance, not paid by the organization, which is deducted from each payroll check. Other voluntary contributions (if applicable), such as (401k) plan, are also deducted each pay period. Every staff member will receive an annual Wage and Tax Statement, IRS Form W-2, for the preceding year on or before January 31. Any staff member, who believes that his or her deductions are incorrect for any pay period, or on Form W-2, should check with TDN Finance Department or designee immediately.

**3.71 Garnishments** – Court ordered garnishments legally require TDN to withhold wages due when a garnishment has been served. Garnishments are attachments on a staff member's pay for an unpaid debt. Such garnished wages can be released to the staff member only upon receipt of documentation from the court that issued the garnishment.

### 3.8 W-2 Forms

By January 31 of each year, staff members will receive a W-2 form. This is a record of your total wages paid and tax deductions for the previous year. This should be used when filing your income tax return. For employees who are no longer employed by the organization, the W-2 will be mailed to his or her last known address. Former staff members are responsible to keep the organization informed of their current address.

### **3.9 Performance Review**

TDN strives to develop and maintain a work environment in which staff members can openly discuss performance. The staff member will be notified of the performance review date.

The Supervisor's (or designee) goal is to verify that the staff member is familiar with his or her job duties, previous goals, and the appraisal criteria or factors. At the conclusion of the performance appraisal, the staff member should acknowledge receipt by signing the performance review. If the staff member should refuse to sign, the Supervisor, and/or designee may sign attesting that it was delivered to the staff member as well as identify the date of delivery.

Factors for the performance review will include how well the staff member has met the objectives agreed upon in the last review, and the staff member's level of contribution to the success of the organization.

Any staff member receiving an unsatisfactory performance review may be put on warning with a corrective action plan to address the issues identified, or may be discharged.

**Performance reviews do not suggest or guarantee wage increases.**

### **3.10 Employee Wages/Salary Increases**

Each staff member's salary is reviewed annually. These reviews take into account the staff member's performance, community conditions, comparisons between similar types of positions, national trends and the nonprofit's financial position.

Salary increases are based on merit and performance as indicated in the written evaluation. The fulfillment of a certain period of time in a position does not, in itself, justify a salary increase. The provisions of this section do not apply to temporary staff members. The President/CEO individually determines the salaries of such staff members. Salary increases are not guaranteed.

## 4.0 Conduct, Corrective Action, and Separation of Employment

### 4.1 Performance Improvement and Misconduct

Performance and/or behavior improvement may be suggested whenever TDN management believes that a staff member's performance is less than satisfactory and/or misconduct has occurred. The purpose of this policy is to outline TDN's position on administering fair and consistent discipline for unsatisfactory conduct, behavior, and/or performance in the workplace. We strongly believe that the most effective approach to performance management involves setting clear expectations for behavior, thus preventing disciplinary issues.

Corrective counseling is optional and completely at the discretion of TDN management. TDN desires to protect its investment of time and expense devoted to staff member orientation and training whenever that goal is in TDN's best interests. Even if corrective counseling and/or discipline are implemented, employment may be terminated at any step at the discretion of management. Management, in its sole discretion, may warn, reassign, suspend or discharge any staff member at will, whichever it chooses and at any time.

Workplace rules and standards of conduct observed by TDN are essential to a healthful and productive workplace. All staff members are urged to familiarize themselves with these rules and standards, as they will be held accountable for upholding them. Please be aware that any staff member who disregards, or deviates, from any of these rules or standards may be subject to disciplinary action, up to and including termination of employment.

TDN management will determine the course of action best suited to the circumstances. The staff member will be asked to sign that he or she understands the information discussed during the disciplinary counseling (signature does not constitute agreement, it means the staff member acknowledges that he or she was issued a disciplinary action and that it was reviewed with him or her).

The disciplinary steps listed below are merely guides, actual steps taken shall be considered on a case-by-case basis. The steps in performance improvement and/or misconduct may be as follows:

- **Verbal discipline/counseling** – a verbal warning may be issued for unacceptable performance or misconduct dependent upon the seriousness, as well as the discretion of management. Certain violations may justify a written, suspension without pay, or discipline up to and including termination without first administering verbal counseling. TDN management or designee should document the verbal discipline and place a copy in the staff member's file.
- **Written warning/discipline** — If the unacceptable performance or misconduct continues, the staff member may be issued a written warning. Certain violations may justify a written warning without first administering verbal counseling or may justify

suspension without pay or discipline, up to and including termination, without a verbal and/or written warning. TDN management or designee should document the written discipline and place a copy in the staff member's file.

- **Suspension without pay (optional)** — If the unacceptable performance or misconduct continues, the staff member may be issued a suspension without pay (optional). Certain violations, dependent upon the seriousness, such as violation of a widely known policy or safety requirement, may justify a suspension without pay without first administering verbal and/or written counseling or may justify discipline, up to and including termination. TDN management shall determine the length of suspension without pay. TDN management or designee should document the suspension without pay and place a copy in the staff member's file.
- **Involuntary Termination** — If the unacceptable performance or misconduct continues, the staff member may be involuntarily terminated. Certain violations may justify termination without first administering a verbal counseling, written warning, or suspension discipline. TDN management will notify the staff member of the termination and will prepare the termination notice. The staff member will receive written documentation at that time, unless the staff member is unavailable (due to safety reasons, etc.), thereby the documentation will then be mailed to the staff member.

**4.12 Work Rules/Violations** — violations affect the continuity, efficiency of work, safety, and harmony within TDN. The list below is not intended to be inclusive of all violations; it is for illustrative purposes only; other types of conduct that may jeopardize the personal safety, security, welfare, etc. of TDN or its staff members, customers, visitors, etc., may also be prohibited. **This list is not inclusive:**

1. Negative attitude.
2. Rude and/or unprofessional behavior and/or use of abusive, offensive, and inappropriate language towards management, coworkers, customers, visitors, etc.
3. Negligent and/or willful inattention to management, co-workers, customers, visitors, etc.
4. Excessive tardiness.
5. Excessive absenteeism.
6. Unsatisfactory job performance.
7. Insubordination, which includes refusal to do work assigned, refusal to follow a direct order and/or published rules, regulations of TDN, or refusal to follow any written or verbal organization policy.
8. Reporting to work under the influence of liquor or drugs or the unauthorized introduction, possession or use of liquor or drugs on organization premises is prohibited.
9. Possession, distribution, sale, transfer, or use of illicit drugs on TDN premises.
10. Gambling of any kind.
11. Failure to comply with safety regulations and procedures of TDN.
12. Defacing and/or destroying TDN property.



13. Interfering with another staff member's job performance.
14. Failure to observe working hours, such as the schedule of starting time, quitting time, rest and lunch periods.
15. Performing unauthorized personal work on organization time.
16. Sleeping or loafing on duty.
17. Provoking a fight, or fighting during working hours or at any time on organization property.
18. Repeated occurrences of related or unrelated violations.
19. Any act which might endanger the safety or lives of others.
20. Departing organization premises during working hours for personal reasons without the permission of TDN management.
21. Bringing firearms or weapons onto TDN premises.
22. Deliberately stealing, destroying, abusing, or damaging TDN property, tools, vehicles, or equipment or the property of another staff member or customer.
23. Disclosure of confidential TDN information, processes, trade secrets, etc. to unauthorized persons.
24. Willfully falsifying any TDN organization records.
25. Staff member's conviction for or confession to fraud, misappropriation, embezzlement, theft or the like against TDN.
26. Staff member's conviction of a felony or a crime involving moral turpitude.
27. Staff member's involvement with sexual harassment in any form towards staff members of TDN or anyone affiliated with TDN.
28. Disclosure of customer's or other staff member's confidential information
29. Submitting false or misleading information on an application for employment or other employment forms.

TDN reserves the right to make inspections of personal property, including desks, file cabinets, etc., located on organization premises, when there is a reason to believe that they contain evidence of a violation of the above regulations. Any refusal to cooperate fully in such inspections or searches will be considered insubordination.



## 4.3 Separation of Employment

Separation/termination of employment is an inevitable part of personnel activity within any organization. Employment with TDN is generally terminated through one of the following actions:

Separation of employment within an organization can occur for several different reasons.

- **Resignation:** Varying circumstances cause staff members to voluntarily resign employment. Resigning staff members are encouraged to provide at least two weeks' notice, in writing, to facilitate a smooth transition out of TDN. Management reserves the right to decline advance notice in situations where job or business needs warrant such action. If a staff member provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice given and may forfeit any unused vacation and sick/personal time.

If a staff member decides to resign, they should provide in writing:

- Date of last day the staff member will work.
- Reason for the resignation.
- A forwarding address, if different from the address on file.

An staff member shall be paid wages, based on work, up to and including the last day worked on the next normal pay cycle. TDN reserves the right to issue payable vacation at the next regularly scheduled pay date.

- **Retirement:** Staff members who wish to retire are required to notify their department Supervisor and Human Resource, in writing, at least one (1) month before the planned retirement date.
- **Job abandonment:** Staff members who fail to report to work or contact their Supervisor for three (3) consecutive workdays shall be considered to have abandoned his or her job without notice, effective at the end of their normal shift on the second day. The Supervisor shall notify the President/CEO and/or Human Resources at the expiration of the second workday and initiate the paperwork to terminate the staff member.
- **Layoff:** Termination due to business necessities, reduction of the work force and/or elimination of positions. When a reduction in force is necessary, or if one or more positions are eliminated, staff members will be identified for layoff after evaluating the following factors:
  - TDN's work requirements.
  - Staff member's abilities, experience, and skill.
  - Staff member's potential for reassignment within TDN.

Management will strive to notify staff members of a layoff. The staff member may receive a letter describing the conditions of the layoff. It is the sole discretion of management to decide which staff members are laid off and if the staff members are entitled to be recalled from layoff.

**4.31 Termination Processing Procedures** — Upon termination, a staff member must return all information, business methods, technical information, business information, customer names, customer addresses, contact information, pricing data, sources of supply of goods, supply service information, marketing information plans, vendor information, notes, forms, agreements, customer lists, staff member lists, staff member information, pricing books, catalogues, confidential information, letters, envelopes, stationery, literature, and all copies of the above information received during your employment at TDN.

Staff members are also required to return keys, phones, office supplies, material and equipment that you received as a result of your employment at TDN.

TDN may not make final settlement of staff member pay until all items are returned in acceptable condition. The cost of replacing items, which are not returned, may be deducted from the staff member's final paycheck. Furthermore, any outstanding financial obligations owed to TDN may also be deducted from the staff member's final paycheck.

Voluntary separating staff members should contact Human Resources as soon as notice is given to schedule an exit interview. The interview will be held on a mutually agreed upon time.

Eligible staff members may be paid for accrued unused vacation time on the last paycheck, unless the staff member resigned and did not give two (2) full weeks notice. Health insurance terminates at the end of the month of the last day of work of staff member's separation of service. Consult with Human Resources for more information.

Rehire of separated staff members will be at management's discretion and handled on a case-by-case basis, with the final decision for rehire decided by the President/CEO.

**4.32 Exit Interviews** – Staff members are encouraged to participate in a formal exit interview before leaving TDN's employment. The feedback may assist with TDN future planning and strategies. Documentation of all staff member separations will be made part of the personnel file.

## 5.0 Benefits

In addition to receiving an equitable salary and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits, which will enhance your job satisfaction. We are certain that you will agree that the benefits program described in this staff member handbook represents a very large investment by TDN.

### 5.1 Vacation

We feel it is necessary to the welfare of your health and families to “take a break,” when possible, from your day-to-day duties at the workplace; therefore, TDN provides paid vacation to staff members. Full-time staff members are eligible for vacation days and vacation time is granted annually. Earned vacation time is awarded on October 1<sup>st</sup>. Vacation time must be approved in advance by the staff member’s Supervisor or designee. Time off will be approved based on needs of the organization, as well as, first come first served basis.

**Full-time staff members** are eligible immediately for Vacation time. Staff members must give 30 days notice for three (3) days off or more and must give at least 24 hours notice for less than three (3) days off work. Staff members must request Vacation on a Request for Leave of Absence form.

The amount of paid vacation time staff members receive each year increases with the length of their employment service as shown in the following schedule:

Vacation time is granted to full-time employees according to the following chart:

| Years of Service                                   | Amount of Vacation Time |
|--|-------------------------|
| 1 <sup>st</sup> Year                               | 5 days (1 week)         |
| 2 <sup>nd</sup> year through 4 <sup>th</sup> year  | 10 days (2 weeks)       |
| 5 <sup>th</sup> year through 10 <sup>th</sup> year | 15 days (3 weeks)       |
| 11 <sup>th</sup> year or more                      | 20 days (4 weeks)       |

Vacation time off is paid at the staff member’s base pay rate at the time of vacation. It does not include overtime or any special forms of compensation such as incentives, commissions or bonuses. Vacation time will not be calculated in any overtime pay. Vacation time granted must be used in the current year.

Request for vacation must be submitted on TDN Form. Vacation time is granted to part-time employees on a prorated basis according to the number of hours budgeted. All annual vacation must be used by September 30<sup>th</sup> of each calendar year or any remaining balance will be forfeited.

## 5.2 Sick Leave

Full-time staff members are eligible for up to one (1) paid sick day per month. Sick leave time is available to staff beginning the first day of the following month. Sick leave provides time off with pay for periods of illness, incapacity resulting from injury, medical appointments and mental health.

Sick leave for full-time staff members is accrued at the rate of one (1) day per month for a total of twelve (12) days per year. Sick leave may be carried over from one year to the next, but the accrual total may not exceed 90 days or 420 hours. Sick leave begins accruing from the first day of the following month of employment. Sick time is granted to part time employees on a prorated basis according to the number of hours agreed upon. No payment is made for unused accrued sick leave upon separation.

In the case of medical appointments or other scheduled events where sick time is to be used, the staff member should notify his or her supervisor as far in advance as possible for approval. See Call-In Procedure Policy.

Staff members, at their discretion, may use sick leave to care for ill family members, significant others, and life partners. A signed note from a physician must be obtained for absences exceeding 4 consecutive days.

## 5.3 Holidays

Eligible full-time staff members will receive seven (7) hours of pay for each of the below holidays and may have those days off. Part-time staff members will be given the holidays, listed below, off and will receive a prorated amount of holiday pay for normal scheduled hours.

Holidays include the following:

|   |  |
|---|--|
| <b>January</b>  | New Year's Day<br>Martin Luther King Day                     |
| <b>February</b>   | President's Day  |
| <b>May</b>  | Memorial Day   |
| <b>July</b>   | Independence Day (4 <sup>th</sup> of July)                   |
| <b>September</b>  | Labor Day  |
| <b>November</b>   | Thanksgiving Day<br>Friday after Thanksgiving                |
| <b>December</b>   | Weekdays between and including December 24 through January 1 |
| Americans with Disabilities Act (ADA) Anniversary (The specific day observed will be designated by the President/CEO) |  |

Being on authorized pre-approved time off does not disqualify a staff member from Holiday Pay.

TDN reserves the right, at its sole discretion, to recognize other days as optional holidays or days closed for business, which may or may not be paid. TDN reserves the right, at its sole discretion, to modify benefits.

## 5.4 Unpaid Religious Holidays

TDN respects the right of each employee to worship as his or her faith dictates. It recognizes that there are religious holidays where the tenets of a particular religion dictate that no work be performed, but which fall on a scheduled workday. Employees who desire time off from work to observe a religious holiday, should discuss the situation with his or her supervisor as far in advance as possible to determine whether leave can be granted without undue hardship to the organization. If granted, such leave will be without pay. Employees may, however, apply accumulated leave days toward this time.

## 5.5 Bereavement

Regular full-time staff members may be eligible for up to five (5) days of paid bereavement leave to attend the funeral of an immediate family member, provided such bereavement days fall on a normal workday. The bereavement pay shall be based upon the staff member's regular straight-time hourly pay for the particular day of the workweek in which the staff member is absent. In no event shall a staff member receive more compensation due to bereavement than he or she would have received for working his or her normal work schedule. Staff members may take additional vacation time off as authorization by Management. Part-time staff members may be allowed to take paid time off from work for bereavement in accordance with their current scheduled hours. Bereavement leave must be used at the time of death.

Immediate family shall be defined as the staff member's current spouse, partner, parents, step-parents, siblings, children, step-children, grandparents, parents-in-law, children-in-laws, and grandchildren. TDN reserves the right to request verification of the death.

Full-time and part-time staff members may take up to (1) day off with pay (or may use vacation and/or personal time with approval) to attend the funeral of other relatives and close non-family members. The time off must be approved by the staff member's Supervisor, or designee on a case-by-case basis.

## 5.6 Jury Duty

TDN encourages staff members to fulfill their civic duties. To that end, staff members will be allowed leave to serve on a jury, if summoned. We request that you notify the Supervisor or designee and bring in a copy of your summons notice as soon as you receive it.

Full-time staff members will be paid the difference between the amount received for jury duty and their regular straight time wage or salary for up to 30 days per year (excluding pay for travel and/or expenses). Staff members are required to provide TDN with a copy of receipts for any compensation received from the court. Must be supervisor approved.

Staff members are required to report back to work on any day in which they have been excused early or are not required to report for jury duty service. No adverse employment action will be taken against staff members or applicants due to their service as a juror in state or federal courts.

## **5.7 Time-Off Request**

Unless otherwise prohibited by law, staff members are expected to work their designated hours. If an employee requires time off, a Request for Time Off form is to be completed. The immediate supervisor of the employee requesting time off shall review the “Request for Time Off” form and determine whether time off is appropriate according to job tasks. If there are no scheduling conflicts, or other issues, the team leader may approve by signing the form and submit it to Finance Department

The Finance Department shall maintain a database for each employee of their vacation and sick time accrued and used.

## **5.8 Medical Insurance Benefits**

Subject to provision of the policy or plan, actively working, full-time staff members that work 30 or more hours per week, who have completed 30-days of work, are eligible for the health care coverage provided by TDN. Details regarding this benefit are available from Human Resources.

It is the staff member’s responsibility to keep his or her information current, to add spouses, newborns and adopted children, as needed, to applicable contracts within 30 days of the event, and to identify other dependents who are eligible for coverage. TDN will require documentation for continued coverage for all eligible dependents.

## **5.9 Dental and Vision Insurance**

Subject to provision of the policy or plan, actively working staff members who work 21 or more hours per week, who have completed 30-days of work, are eligible for the health care coverage provided by TDN. Dependents are eligible to be added to Dental and Vision Insurance.

Employees are responsible for the full cost of their dental and vision coverage. Details regarding this benefit are available from Human Resources.

It is the staff member’s responsibility to keep his or her information current, to add spouses, newborns and adopted children, as needed, to applicable contracts within 30 days of the event, and to identify other dependents who are eligible for coverage. TDN will require documentation for continued coverage for all eligible dependents.

## **5.10 Life Insurance**

Full-time staff members are eligible for life insurance protection according to the current benefits plan. This insurance becomes effective the first day of the month, after thirty (30) days of employment. Currently, TDN pays the cost of the insurance.

## **5.11 Long-Term Disability**

TDN provides insurance for continuance of a portion of salary in case of severe illness or injury requiring absences from work for periods exceeding 90 days. This type of leave must be supported by a doctor’s statement indicating the type of illness or injury and the expected duration, and by determination of the insurance company. Coverage under this plan is effective the first day of the month after thirty (30) days of employment.

## **5.12 403 (b) Plans**

All employees are eligible to participate in TDN's Employee Contribution Tax Deferred Annuity Plan 403(b) program. All TDN staff are eligible to contribute to the plan with no matching funds from the company.

Employees who have completed 1 year (12 months) of employment are eligible for TDN matching benefit. Part time employees must have 1000 hours or more to be eligible for the plan.

Staff members may enroll in the employer matching benefit plan on the first day of the month following the eligibility period and may elect to have the maximum of their salary deducted from their gross pay bi-weekly. The staff members' portion is federal withholding tax deferred. Staff members invest their funds in the various investment vehicles available under the plan.

More detailed information may be received from Human Resources.

## **5.13 Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)**

COBRA provides eligible individuals with the option to continue medical insurance coverage under TDN's policy, at their own expense for a certain period of time, upon the termination of employment as well as in other circumstances. Your eligible dependents may also have the right to elect and pay for continuation coverage for a temporary period in certain circumstances where their coverage would otherwise end. If you have questions concerning your rights to continued health insurance coverage, please contact Human Resources.

In the event of the staff member's termination of employment, or in the case of the staff member's death or divorce (for dependents), the staff member or dependent is responsible for payment of the medical insurance premium. The staff member is also responsible for notifying TDN of the name and address of the affected dependents in cases of divorce. It is TDN's responsibility to notify departing staff members of their eligibility to receive COBRA benefits. It is the staff member's responsibility to inform TDN of other qualifying COBRA events. Staff members who refuse COBRA benefits will be requested to sign the appropriate form.

## **5.14 Worker's Compensation**

It is the policy of TDN to provide a workers' compensation program at no cost to staff members. This program covers any injury or illness sustained in the course of employment. Following an accident at work or upon learning of a medical condition arising out of your employment with the employer, you must notify your Supervisor, or designee, so that a report may be filed with TDN insurance provider.

TDN may require a medical release prior to allowing an staff member to return to work. The organization may require that the staff member submit to necessary medical evaluations by a doctor(s) selected by the organization or insurance carrier. Additional details regarding accident procedures may be posted in the work place. Any questions concerning accidents or workers'



compensation should be addressed to your Supervisor, or designee.

### **Report injuries promptly**

Any staff member who sustains a work-related injury or illness should inform his or her Supervisor or designee immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately

### **Return-to-work program**

It is the policy of TDN to support the practice of bringing injured staff members back to work, as soon as they are medically able, to a position within the organization compatible with any physical restrictions they may have. Current positions can be modified to fit an injured staff member's medical restrictions by modifying workstations, altering specific tasks or reducing hours. If this is not possible, temporary transitional jobs may be made available either with the staff member's department or through a temporary assignment with another department.

### **Zero tolerance for fraud**

Workers' compensation fraud is a punishable crime. TDN and our insurer have a "zero tolerance" policy for fraud. Offenders may be prosecuted. If you think you see fraud happening, tell your Supervisor, and/or any member of management right away. Your tip will be investigated and kept strictly confidential, to the extent possible.

## **5.15 Medical Leave**

Sick-related absences of more than ten (10) consecutive working days will be considered a leave of absence, requiring approval from TDN management. Up to three months 90-days may be granted for prolonged illness, maternity-related matters, hospitalization, or the care of immediate family members. The length of time will be determined on a case-by-case basis.

The process to take a Medical leave includes:

- The staff member must have one year (at least 2,000 hours) of continuous employment with TDN.
- The staff member must complete a Request for Leave of Absence Form, which must include a Doctor's statement and/or proof for requested leave, and a proposed starting and ending date for the leave period.
- A request for an extension of the leave of absence must be made in writing, via a Doctor's note, and requested at least ten (10) calendar days before the end of the approved medical-leave period. A new Request for Leave of Absence should be completed for all extensions.
- An staff member who subscribes to TDN's health insurance benefits is responsible for the total monthly health insurance premium after 90-days, unless otherwise provided by law. The staff member will not accrue benefits while on leave of absence.
- Staff members are not guaranteed reinstatement to his or her job upon return from leave.

Accumulated vacation time, sick/personal time, or a combination thereof, may be used as compensation during this period, not exceeding 70% of the staff member's pay. Thereafter, the



staff member may continue health insurance in accordance with COBRA.

## **5.16 Leave of Absence and Military Leave**

**Military** – A military leave of absence will be granted to staff members who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable. The leave will be unpaid.

Staff members on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Staff members on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Staff members returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

**Return to Work** Staff members who do not return to work after any leave of absence will be terminated effective on the last day of work or paid leave, whichever is later.

## **5.17 Temporary Leave of Absence**

Temporary leaves of absence may be granted to staff members having special personal needs for an extended period of absence. Each case will be evaluated on its own merits, and the following will be taken into consideration:

1. The reason for the request;
2. The amount of time required; and
3. The staff member's length of service and past record.

**Normally personal leaves are discouraged and only considered in emergent situations for 30 days or less.**

Health care benefits may be terminated during personal leaves.

**Return to Work** Staff members who do not return to work after any leave of absence will be considered to have abandoned his or her jobs and terminated effective on the last day of work or paid leave, whichever is later.

## **5.18 Wages/Benefits During Leave of Absences**

Staff member wages are suspended during a leave of absence; however, earned vacation and sick/personal time may be taken. Unless otherwise prohibited by law, no benefit time, including holidays, vacation, and sick/personal, will accrue during a leave of absence.

## **5.19 Return to Work After Serious Injury or Illness**

As a joint protection to the staff member and the organization, staff members who have been absent from work because of serious illness or injury are required to obtain a doctor's release specifically stating that the staff member is capable of performing his or her normal duties or assignments. A serious injury or illness is defined as one that results in the staff member being absent from work for more than two (2) consecutive weeks or one which may limit the staff member's future performance of regular duties or assignments.

TDN management shall strive to ensure that staff members who return to work after a serious injury or illness are physically capable of performing their duties or assignments without risk of re-injury or relapse.

If the cause of the staff member's illness or injury was job-related, TDN management will make every reasonable effort to assign the returning staff member to assignments consistent with the instructions of the staff member's doctor until the staff member is fully recovered. A doctor's written release is required before recovery can be assumed.

At least two weeks before the end of the LOA, the staff member must contact Human Resources, his or her Supervisor or designee to give a return to work date. A physician's statement with medical clearance is required.

Unless otherwise required by law, an approved leave of absence does not ensure that the same job, or any job, will be available to the staff member at the time he/she is ready to return to work. If TDN has had to fill the position and there are no suitable job openings at the time of return from a leave, the staff member will be placed on layoff status for a ninety (90) day period and, during that period, afforded the opportunity to fill the first available vacancy for which they are qualified.

# **6.0 Organization Policies**

## **6.1 Use of TDN Property and Supplies**

TDN may provide all necessary equipment, supplies and tools to staff members to use on the job. The tools and equipment are the property of TDN and should not be used for personal projects without specific permission from TDN management or designee. The staff member is responsible for the loss or damage of organization property due to the staff member's carelessness or negligence. If property is worn or damaged through normal use, you should return it to the Supervisor, or designee for replacement. If your employment with the employer terminates, you are responsible for returning the property at the time of termination.

## **6.2 Use of TDN Letterhead**

Staff members must receive prior approval before using official TDN stationery, especially when the organization's influence could be misinterpreted either as direct solicitation for funds or as expressing personal opinions that could be interpreted as a position or statement of the organization.

### **6.3 TDN Issued Credit Cards**

TDN may issue credit cards to certain staff members who may require credit card in the course of TDN business. Credit cards will be issued at the discretion of the President/CEO.

Credit cards issued by TDN are to be used for TDN business only and not for personal expenses. Receipts for all expenditures involving TDN issued credits must be submitted on Charge Slip TDN Form #3.29 to the financial department as soon as possible after expenditures are incurred.

Staff members who have been issued credit cards must return them at the time of their separation from employment.

### **6.4 Return of TDN Property Agreement**

Separating staff members must return all organization property at the time of separation, including keys, cell phones, passwords, computers, and identification cards. Failure to return some items may result in deductions from the final paycheck. An staff member will be required to sign the Wage Deduction Authorization Agreement to deduct the costs of such items from the final paycheck.

The separating staff member shall contact Human Resource or designee, as soon as notice is given, to schedule an exit interview. The interview will be on the staff member's last day of work or another day, as mutually agreed on.

### **6.5 Use of Personal Vehicles**

When staff members are required to travel on official business in their own vehicles, the following guidelines have been established for the safety and protection of both staff and TDN:

- All staff members and their passengers shall adhere to the laws of this state including the use of seat belts and established speed limits. A valid driver's license and insurance are required for positions where travel for TDN is required as indicated in position job descriptions.
- Mileage on personal vehicles should be reported by using reimbursement forms (TDN Form #1.30). Mileage will be reimbursed at a rate established by TDN. No mileage reimbursement can be approved without proof of valid driver's license and insurance.
- Accidents while using personal vehicles for TDN business must be immediately reported to the staff member's supervisor or the President/CEO.

Reimbursement forms are to be submitted to the financial department within one month (30 days) of the date that mileage for TDN business was incurred.

### **6.6 Continuing Education**

Staff members are encouraged to attend trainings, workshops, seminars, conferences, etc. in order to increase their job knowledge and performance, and for personal growth. Staff members may be paid for attending these programs if the staff member has obtained prior approval from his or her supervisor.

## **6.7 Professional Memberships**

The Disability Network may pay the annual cost of staff members to join professional organizations. The amount of membership and organization being joined must be approved by the President/CEO in writing. Staff members, in turn, are expected to participate in organization activities and share information and literature with fellow staff members.

## **6.8 Travel Advances**

In anticipation of travel expenses, meeting registration and lodging, advance reimbursement to staff members is authorized when needed. Requests for advance payment must be submitted, using TDN Form 1.17, to the Finance department at least seven (7) days prior to the due date for registration or seven (7) days prior to the expended date of departure. Upon returning, staff members must show receipts for all expenses incurred and return any excess funds advanced.

## **6.9 Petty Cash Policy**

Petty cash is maintained at TDN to enable payment of small unplanned non-routine expenditures requiring immediate payment.

## **6.10 Keys**

For security reasons, certain areas of TDN are locked. Keys are issued to those staff members who need access to these areas. Keys are not to be lent or given to any person other than those designated to have them. Requests for keys, as well as lost or stolen keys, should be directed to the supervisor.

## **6.11 Lost and Found**

All items such as drivers licenses, credit cards, wallets, etc. that are found on the premises should be turned over to the Supervisor, or designee immediately. No exceptions.

## **6.12 Bulletin Boards**

There shall be a bulletin board placed in the staff member break room for the use of the staff members. The bulletin board shall not be used to disseminate propaganda of any kind, or shall have posted thereon any pamphlets of a political nature. TDN maintains the right to remove any inappropriate or outdated material from the bulletin board.

## **6.13 Housekeeping and Cleanup**

Housekeeping is everyone's responsibility. Staff members are expected to work as a team to keep the facility clean and free of obstructions. Staff members must keep their work area clean and free of obstructions. Staff members must clean their work area after completion of a task. Everyone is expected to leave his or her work area clean and free from hazards at the end of the day. This practice will contribute to safer working conditions and greater productivity.

## **6.14 Inventions and Patents**

All inventions conceived or developed by any staff member of TDN during the term of his or her employment shall remain the sole property of the organization. TDN shall be free to use any such discoveries, inventions or ideas without obligation of any sort to the staff member. If patents or other intangible rights should result there from, the staff member agrees that all such rights shall be the sole property of TDN. The staff member will cooperate fully in signing documents to transfer and perfect full rights, title, and interest to and for TDN. This policy only applies to discoveries, inventions, and improvements conceived or developed during staff member's working hours or at any time while the staff member is using the organization's facilities, equipment, supplies or trade secret information or data.

## **6.15 Telephone and Cell Phones**

Emergency personal calls of short duration may be received. Personal telephone calls are not to be conducted on business phones at any time.

Staff members may reasonably use their cell phones as long as it does not interfere with their work. If an staff member's cell phone usage interferes with his or her work, his or her cell phone privilege may be terminated until further notice.

## **6.16 Staff member-Incurred Expenses and Reimbursement**

TDN will pay all actual and reasonable business-related expenses incurred by staff members in the performance of their job responsibilities. All items purchased or charged by the staff member are to be itemized on the approved organization expense report. The Supervisor or designee must pre-approve all such expenses incurred by an staff member before TDN will make payment. Expense reports are to be submitted to the Supervisor or designee and supported by evidence of proof of purchase, e.g., receipts. Expense reimbursement forms are available from any Supervisor.

## **6.17 Certifications, Licensing, and Other Requirements**

Staff members are required to maintain their certifications, licensing, and other job related requirements, i.e., Drivers licenses, educational certifications, etc. Failure to comply could lead to discipline, up to and including termination. Staff members are responsible for maintaining active licenses and certifications and providing organization with valid copies.

## **6.18 Staff Meetings**

TDN holds routine all-staff meetings during the year. These meetings are mandatory for all-staff scheduled to work the day of the meeting. Staff are encouraged to attend scheduled meetings if not scheduled to work the day of the meeting. Staff members are compensated for attending these meetings. Staff members should work with their Supervisor, or designee, as scheduled modifications may be made during the week so as to avoid overtime. In some instances, overtime may not be avoidable and can be approved by your Supervisor, or designee.

Meeting attendance is part of staff member's overall performance. Attendance is documented in staff member's personnel file and shall be reviewed during performance evaluations.

## **6.19 Parking**

Parking areas are provided for all TDN staff members and visitors. Staff members are expected to drive safely and follow the normal rules of safe driving. Staff members are required to respect the handicapped and visitor reserved parking areas. TDN is not liable for theft or damages involving staff members' vehicles. Unauthorized vehicles may be towed at owner's expense. Staff members must let a Manager or Supervisor know if he or she will be leaving a vehicle in the parking lot longer than one (1) day. Staff members should make sure it is safe to go to their cars and ask for assistance from management in unsafe situations/conditions.

## **6.20 Smoke Free Workplace**

It is the policy of TDN to prohibit smoking on organization premises in order to provide and maintain a safe and healthy work environment for all staff members. Smoking is allowed in designated areas. The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind." The smoke-free workplace policy includes e-cigarettes and applies to all areas inside organization buildings and property

## **6.21 Open Door Policy/Dispute Resolution**

From time to time, problems may occur. The purpose of this policy is to make sure you have an open channel of communication to your Supervisor, and/or Human Resources at TDN when you have a question, concern, or complaint about any aspect of your employment. Although the focus is on resolving problems, the process is based on the idea that the "doors" of management are open to you for any reasonable purpose. The guidelines are:

1. Talk to your Supervisor, or designee, as soon as a concern or question arises. In most instances, open and direct communication between you and your Supervisor is the quickest most effective way to resolve questions, concerns, and misunderstandings.
2. If you are unable to resolve your concern through your Supervisor, or if the nature of your concern is such that you would prefer to bypass this avenue, you may contact Human Resources or the manager for assistance.
3. Finally, if the problem or concern is not satisfactorily addressed at the previous two steps, it may be advanced to the President/CEO for review and resolution. All such requests may be coordinated by the Supervisor.

While you may not always get the answer you want, every effort will be made to address the concern or resolve the problem through open and honest discussion.

## **6.22 Conflicts of Interest**

Staff members must avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their jobs. At times, an staff member may be faced with situations in which business actions taken on behalf of TDN may conflict with the staff member's own personal interests. Organization property, information, or business opportunities may not be used for personal gain.

TDN expects the primary interest of staff members to be the people we support. A conflict of



interest occurs when the interests of a staff person or another outside party actually or potentially affect TDN in a negative way.

- **OUTSIDE BUSINESS INTERESTS** - Staff members may have outside business interests and outside employment so long as these do not interfere with job performance. Staff members may not earn profit from outside employment or business interests which directly results from or conflicts with affiliation with TDN. In addition, staff may not use their employment at TDN for their personal profit or advantage of their family members.
- **GIFTS AND GRATUITIES** - Staff members may not to accept gifts, gratuities, free trips, personal property or other items of value from an outside person or organization as an inducement to provide services.
- **PERSONAL BELIEFS** - The nonprofit recognizes that its staff members may hold a wide range of personal beliefs, values and commitments. These beliefs, values and commitments are a conflict of interest only when they prevent staff members from fulfilling their job responsibilities, if staff members attempt to use TDN time and facilities for furthering them, or if staff members continue attempting to convince others of their personal beliefs after they have been asked to stop.

Upon employment, and annually, each director, board officer, staff member and volunteer shall complete a disclosure form identifying any relationships, positions or circumstances in which she or he is involved that he or she believes could contribute to a Conflict of Interest. Such relationships, positions or circumstances might include service as a director or consultant to another nonprofit organization, or ownership of a business that might provide goods or services to TDN. Any such information regarding the business interests of a director, officer, staff member or volunteer, or a Family Member thereof, shall be treated as confidential and shall generally be made available only to the Chair, the Executive Director, and any committee appointed to address Conflicts of Interest, except to the extent additional disclosure is necessary in connection with the implementation of this Policy.

Staff members with a conflict-of-interest question should seek advice from their Supervisor or Human Resources. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, staff members must seek review from Human Resources and senior management.

This policy shall be reviewed annually by each member of the Board of Directors. Any changes to the policy shall be communicated to all staff and volunteers.

## **6.23 Outside Consulting Employment**

Outside consulting by any staff member during normal working hours requires prior approval of the President/CEO. Outside consulting includes paid teaching, coaching, private practice, and consultation with outside organizations.

No use of TDN's facilities will be allowed for private consultation by TDN staff members engaged in private practice. It is prohibited for TDN and any of its staff members to make or

receive payment to, or from, another agency or individual for the referral of consumers to any of its programs.

## **6.24 Outside Employment**

Staff members are permitted to engage in outside work or to hold other jobs, subject to certain restrictions as outlined below.

Activities and conduct away from the job must not compete with, conflict with, or compromise the organization interests or adversely affect job performance and the ability to fulfill all job responsibilities. Staff members are prohibited from performing any services for customers on nonworking time that are normally performed by TDN. This prohibition also extends to the unauthorized use of any organization tools or equipment and the unauthorized use or application of any confidential information. In addition, staff members are not to solicit or conduct any outside business during paid working time.

Staff members are cautioned to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel or refusal to work overtime or different hours. If TDN determines that an staff member's outside work interferes with performance, the staff member may be asked to terminate the outside employment.

## **6.25 Government and Political Activity**

TDN, a nonprofit organization, encourages staff members to take an active interest in government and to participate in political affairs. All staff members have the right to express their opinions on political issues and candidates, and are also encouraged to exercise these rights. However, such staff member activity is subject to these conditions:

- Non-partisan position of the nonprofit: Staff members are not allowed to infringe upon the rights of any staff member to decide which candidates or positions to support. The nonprofit will not endorse or contribute to any political candidate or party.
- Individual actions: Staff members are not allowed to indicate that any political action or position represents the nonprofit. All partisan political activities are to be conducted as the actions of individuals, on their own time, away from TDN facilities.
- Staff members are not to directly or indirectly coerce, attempt to coerce, command or advise other staff members to pay, lend or contribute anything of value to a party, committee, organization, agency or person for political purpose.
- Staff members seeking elective office: Staff members who wish to seek elective office should inform their supervisor and the President/CEO.
- Subject to the requirements of law, TDN grants unpaid personal leave to staff members who are seeking elective office, for the purposes of campaigning for and fulfilling the responsibilities of office, if elected. Staff members who are granted leave under this policy must comply with TDN policy for unpaid personal leave in its entirety.



## 7.0 Miscellaneous Policies

### 7.1 Alcohol and Drug-Free Workplace

In keeping with the spirit and intent of the Drug-Free Workplace Act of 1988, it is the policy of TDN to create an alcohol and drug-free work environment. The use of such substances, including the abuse of prescription drugs and medical marijuana, is inconsistent with the behavior expected of staff members, and subjects other staff members, customers, vendors, and persons who visit or do business with TDN to unacceptable safety risks. It also undermines TDN's ability to operate effectively and efficiently. In this connection, the unlawful manufacture, distribution, possession, sale, or use of alcohol or illegal drugs, including the abuse of prescription drugs and medical marijuana, is strictly prohibited in the workplace or while engaged in TDN business. Such conduct is also prohibited during non-working time to the extent that, in the opinion of TDN, it impairs a staff member's ability to perform on the job or threatens the reputation or integrity of TDN.

As part of this policy, you are required to inform your Supervisor or Human Resources of any use or non-use of a prescription drug that could affect your performance or judgment in any way that may result in unacceptable safety risks to yourself or others or otherwise undermine TDN ability to operate effectively and efficiently.

In addition, staff members who are convicted of controlled substance-related violations (including pleas of nolo contendere, i.e., no contest) while employed at TDN must inform the Organization within five (5) days of such conviction or pleas.

To ensure an alcohol and drug-free work environment, TDN, at its sole discretion, reserves the right to require a staff member to undergo testing for drug or alcohol impairment, based upon a reasonable suspicion, that the staff member is impaired. TDN may also require staff members who violate this policy to successfully complete an alcohol or drug abuse assistance or rehabilitation program at a facility designated by the Organization, as a condition of continued employment.

Generally, employers may test applicants and staff members in the following circumstances (subject to state and local laws):

- During a yearly physical
- Prior to transfers or promotions
- Prior to being placed in positions involving security, safety, or money
- After an accident
- Where used drugs are present
- After treatment
- Based on reasonable suspicion
- On a random basis
- Pre-hire screening (after conditional offer of employment)

“Impairment” or “being impaired” means that an staff member’s normal physical or mental

abilities or faculties while at work have been detrimentally affected by the use of illegal drugs (including medical marijuana) or alcohol. The staff member who begins work while impaired or who becomes impaired while at work is guilty of a major violation of organization rules and is subject to severe disciplinary action. Severe disciplinary action can include suspension, dismissal or any other penalty appropriate under the circumstances. Likewise the use, possession, transfer or sale of any illegal drugs (including medical marijuana) on organization premises or in any TDN storage area or job site is prohibited. Staff members who violate this rule are subject to severe disciplinary action. In all instances, disciplinary action to be administered shall be at the sole discretion and determination of TDN Management.

When an staff member is involved in the use, possession, transfer or sale of illegal drugs (including medical marijuana) in violation of this policy, the organization may notify appropriate authorities. Such notice will be given only after such an incident has been investigated and reviewed by Management. TDN is aware that illegal drug abuse is a complex health problem that has both physical impact and an emotional impact on the staff member, his or her family, and social relationships. A drug abuser is a person who uses illegal drugs, as defined above, for non-medical reasons, and this use affects job performance detrimentally or interferes with normal social intercourse at work.

Inspections – For purposes of assuring compliance with the prohibition of possession of drugs, staff members may be subject to inspection for drugs. Any refusal by the staff member to submit to an inspection is an act of insubordination subject to disciplinary action, up to and including termination.

An staff member's person, work area, desk, files, organization motor vehicles, and similar areas are subject to inspection for drugs at any time on a random or any other nondiscriminatory basis for purposes of complying with this policy. Similarly, an staff member's own car, lunch box, personal computer, etc., may be inspected for drugs when brought onto any worksite.

Any one who suspects a drug or alcohol abuse case should discuss the situation immediately with his or her Supervisor, Human Resources, or any member of Management. Because each case is usually different, the handling and referral of the case must be coordinated by Management and handled on a case-by-case basis.

The organization is concerned with its staff member's privacy, especially when matters regarding medical and personal information are involved. As long as the information is not needed for police or security purposes, the organization shall maintain staff member medical and personal information in confidence and release this information to authorized organization personnel on a "need to know" basis. An exception to this policy is when the staff member signs a release for the transfer of such information on forms acceptable to the organization to designated persons or agencies.

Nothing contained in this section shall eliminate or modify the organization's right to terminate any staff member at any time for any reason. *Staff members who violate any aspect of this policy may be subject to disciplinary action, up to and including termination.*

## 7.2 Issuing Public Statements

Staff members shall not make any public statements or take any action, which could be construed as official work or official policy of TDN without prior authorization from the President/CEO of TDN. It is also prohibited to issue TDN information or its activities to any outside sources including, but not limited to, Dun and Bradstreet, newspapers, and other media. Any requests for information about current and/or past staff members are to be referred to the President/CEO. The issuing of any customer information and/or customer's business activities is not permitted unless authorized by the President/CEO of TDN.

## 7.3 Confidentiality of Organization Information

Information entrusted to staff members regarding customers, fellow staff members, or other office matters must be treated as completely confidential. Care must be taken to ensure that office conversations are not overheard by customers, vendors, visitors, and other non- TDN personnel. Staff members are legally responsible for guarding privileged information. Internal procedures to ensure the confidentiality of faxed materials must be followed. Failure to adhere to any part of this privacy or confidentiality policy may result in disciplinary action, up to and including termination.

It is the responsibility of all TDN staff members to safeguard sensitive organization information. All staff members sign nondisclosure and Confidentiality agreements upon accepting employment with the organization. In cases of conflict, these agreements supersede the Policy Manual guidelines that follow.

The nature of our business and the economic well being of our organization are dependent upon protecting and maintaining proprietary organization information. Continued employment with the organization is contingent upon compliance with this policy. TDN management will provide new hire orientation and training of his or her staff members to ensure enforcement of organization confidentiality. Sensitive organization information is defined as trade secrets or confidential information relating to customer information, credit cards, products, processes, know-how, customers, designs, drawings, formulas, test data, marketing data, accounting, pricing or salary information, business plans and strategies, negotiations and contracts, inventions and discoveries.

In consideration of their employment with TDN, staff members will be exposed to information, i.e., customer information, and materials that are confidential and proprietary and of vital importance to the economic well being of the organization. Staff members must not at any time disclose or use, either during or subsequent to their employment, any information, knowledge or data which they receive or develop during their employment which is considered proprietary by TDN or which relates to the trade secrets of the organization. Such information, knowledge or data includes the following which is by example only: customer information, credit cards, processes, know-how, designs, drawings, diagrams, formulas, test data, accounting or financial data, pricing or salary data, marketing data, business plans and strategies, negotiations and contracts, research, customer or vendor lists, inventions and discoveries.

Additionally, please note the following:

- No information requested by someone outside TDN should be distributed unless there is a signed release on file.
- Release-of-information forms will be explained and completed in the presence of the person about whom any information may be released, before it is released.
- No information about individuals or records will be released to state, federal or other agencies that enable the identification of any person by name, address, Social Security number or other coding procedures.
- If records are inspected by an outside agency, the individual(s) who inspect the records must be specifically authorized to do so by the President/CEO. Copying of records or removal of records is specifically prohibited. Only TDN and consumer data required by federal regulations or agreed to in writing shall be released to any person or organization outside of TDN.
- Staff must not discuss any individual's record with unauthorized individuals, whether on or off duty. All staff members are required to sign a confidentiality acknowledgment stating their responsibility and commitment in regard to individuals who receive TDN supports.
- All documentation with identifying information must be shredded.
- Staff member sensitive documentation must be stored in locked cabinet.
- Staff members should take all precautions to secure sensitive information in their work area, including closing computer monitors and securing consumer files when leaving the area.

Upon termination of their employment with TDN, staff members must promptly return any and all documents containing the above information, knowledge or data, or anything relating thereto, to the organization.

## 8.0 Safety

### 8.1 Employee Safety

TDN is committed to providing its staff members with a safe, clean, hazard free and healthy workplace environment in accordance with the Michigan Occupational Safety and health Act (MIOSHA). To accomplish this goal, both management and staff members must diligently undertake efforts to promote safety. Staff members must observe all posted safety rules, adhere to safety instructions, and properly use safety equipment, when required. All job-related injuries or illnesses must be reported to TDN management immediately, no later than two (2) business days, regardless of severity. Any staff member may report safety violations or injuries anonymously, even if he or she is not the injured or violating party. No staff member will be punished or reprimanded for reporting safety violations or hazards.

It is the responsibility of staff members to familiarize themselves with the rules of their worksite and location of all safety and emergency equipment, as well as safety contact phone numbers.

TDN provides safety equipment; staff members are responsible for the reasonable upkeep of this equipment. Any problems with, or defects in, equipment should be reported immediately to Management.

Each staff member is required to comply with all safety rules observed by TDN, assist in maintaining a hazard-free environment, immediately inform Management of any accidents or injuries, and report any unsafe equipment, working conditions, processes, procedures, or potential breach of safety to Management. Staff members must follow all safety rules and policies designed to prevent illness and injury, and protect TDN property. This includes OSHA policies on hazardous waste management, handling of chemicals, lifting, fire policies, etc.

With your willingness and cooperation, accidents can be prevented. By following basic safety rules, including the rules below, we can minimize accidents. Good safety practices reduce the frequency of accidents.

Please adhere to the following safety rules (this list is not inclusive):

- Obey all safety rules.
- Follow all instructions pertaining to the correct use of equipment.
- Report any unsafe conditions, i.e., wet floors, spills, etc. to management immediately.
- Become familiar with the locations of the fire extinguishers and emergency exits.
- Keep work areas clean and orderly without obstructions.
- Only qualified staff members are to use, adjust, and repair machines and equipment.
- Do not operate any equipment unless you have been trained.
- Report any injury or accident incurred while on duty, regardless of the extent, to the Manager immediately!
- Walk, don't run.
- Get help with lifting heavy objects and lift heavy objects by keeping a straight back, bending your knees, and using your legs.
- Do not climb on tables or chairs to perform any maintenance.
- Alert management to all unsafe conditions, such as electrical problems, water leaks, broken chairs/tables, torn carpeting, etc.
- Never bring defensive and/or dangerous devices to the work place (guns, knives, etc.)
- Notify the Manager and/or Supervisor, before the beginning of the workday, of any medication you are taking that may cause drowsiness or other side effects that could lead to injury to yourself or others.
- Submit any physician restrictions for work duties in writing to your Supervisor, Human Resources or designee as soon as possible.
- Keep aisles, stairs, and passageways, clear of obstructions.
- Horseplay and practical jokes are prohibited.

Safety can only be achieved through teamwork. Each staff member must practice safety awareness by thinking defensively, anticipating unsafe conditions and reporting these immediately to management. Please remember:

***THINK SAFETY FIRST!***

## **8.2 First Aid and Injury Reporting**

Staff members should familiarize themselves with the location of first aid supplies. For purposes of Workers Compensation and TDN policy, all injuries should be reported to your supervisor immediately and an Injury Report Form filled out.

## **8.3 Firearm and Other Concealed Weapons**

TDN strictly prohibits weapons of any type on TDN property or at any site where TDN sponsors an event. This includes visible and concealed weapons and weapons for which the owner has obtained any necessary permits.

While this list is not inclusive, weapons include firearms, knives (other than small pocket knives), any explosive materials, or any other objects of a potentially threatening nature that could be used to harass, intimidate, or injure another individual. Anyone who has reason to believe that this policy is being violated must immediately report the matter to his or her immediate Supervisor and Board of Directors. Staff members who either violate this policy or fail to report reasonable suspicion of violations shall be subject to disciplinary action, up to and including termination.

## **8.4 Violence in the Workplace**

All staff members, customers, vendors, visitors, business associates, etc. must be treated with courtesy and respect at all times. Staff members are expected to refrain from conduct that may be dangerous to others. Violence in the workplace is responsible for numerous deaths and injuries every year. If an staff member is concerned about the potentially violent behavior of a customer or co-worker, he or she must alert Management to the situation immediately. Staff members should refrain from provoking the person and, if necessary, call security/police.

Conduct that threatens, intimidates or coerces another staff member, customer, visitor, vendor, business associate, etc. will not be tolerated. TDN resources may not be used to threaten, stalk or harass anyone at the workplace or outside the workplace. TDN treats threats coming from an abusive personal relationship as it does other forms of violence.

Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to Management. When reporting a threat or incident of violence, the staff member should be as specific and detailed as possible. Staff members should not place themselves in peril, nor should they attempt to intercede during an incident.

Staff members should promptly inform his or her Supervisor or designee of any protective or restraining order that they have obtained that lists the workplace as a protected area. Staff members are encouraged to report safety concerns with regard to intimate partner violence. TDN will not retaliate against staff members making good-faith reports.



TDN will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. TDN will not retaliate against staff members making good-faith reports of violence, threats or suspicious individuals or activities. In order to maintain workplace safety and the integrity of its investigation, TDN may suspend staff members suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

TDN encourages staff members to bring their disputes to the attention of Management before the situation escalates. TDN will not discipline staff members for raising such concerns. Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines may be subject to prompt disciplinary action up to and including termination of employment.

## 8.5 Workplace Bullying

TDN defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates the organization Code of Ethics, which clearly states that all staff members will be treated with dignity and respect.

The purpose of this policy is to communicate to all staff members, including Supervisors, managers and executives, that the organization will not tolerate bullying behavior. Staff members found in violation of this policy may be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when doling out discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. TDN considers the following types of behavior examples of bullying:

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



## 9.0 Technology

### 9.1 Electronic Communication and Internet Use

Computer resources, including electronic mail and Internet access, are organization assets and are to be used for organization business only. TDN reserves the right to monitor, open and review any file or data in the organization's computer system or on any computer equipment used in connection with organization business at any time. All staff members are expected to comply with the following rules.

#### 9.12 Internet Access:

Internet access will be discretionary based on the benefit to the project. The use of the Internet to view pornographic or other objectionable materials will not be tolerated. Non-business related information should not be copied or printed from the Internet. Staff members should not download applications without permission. Permission to download can be obtained by the staff member's Supervisor or designee. All Internet traffic may be tracked and monitored for policy compliance.

The following guidelines have been established for using the Internet, organization-provided cell phones and e-mail in an appropriate, ethical and professional manner:

- All E-mails sent on TDN system is considered TDN records and can be used just like paper records.
- TDN prohibits installing software, playing games, etc.
- Staff member's e-mails may be accessed by TDN, both existing and deleted, at any time, without notification.
- Staff members should remember that for any E-mail/Internet transaction, they are a representative of TDN, and should act accordingly. E-mail may not be privileged or protected by privacy laws. Accordingly, the following rules should be followed when preparing an E-mail: 1) state only the facts and the conclusions that flow out of the facts; 2) state only what you can prove; 3) speak only for yourself, let others state their positions; 4) don't bad mouth, accuse or otherwise impugn a person or organization's reputation; and 5) remember that under certain circumstances, your e-mail may be reviewed by outsiders and third parties. Do not use language or make statements that are offensive or could potentially subject you or TDN to any liability.
- E-mails containing offensive jokes or stories sent or forwarded on TDN's system are prohibited.
- It is inappropriate to read another staff member's E-mail messages without his or her permission.
- Internet, organization provided equipment (e.g., cell phone, laptops, computers) and services may not be used for transmitting, retrieving or storing any communications of a defamatory, discriminatory, harassing or pornographic nature.
- The following actions are forbidden: using disparaging, abusive, profane or offensive language; creating, viewing or displaying materials that might adversely or negatively

reflect upon TDN or be contrary to TDN best interests; and engaging in any illegal activities, including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access of any computers and organization-provided equipment such as cell phones and laptops.

- Staff members may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only.
- Staff members must not use the system in a way that disrupts its use by others. Staff members must not send or receive large files that could be saved/transferred via thumb drives. Staff members are prohibited from sending or receiving files that are not related to work.
- Staff members should not open suspicious e-mails, pop-ups or downloads. Contact TDN management with any questions or concerns to reduce the release of viruses or to contain viruses immediately.
- Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside TDN.

### **9.13 Right to Monitor**

All organization-supplied technology and organization-related work records belong to TDN and not to staff members. TDN routinely monitors use of organization-supplied technology.

Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination of employment.

## **9.2 Social Media Acceptable Use**

TDN encourages staff members to share information with co-workers and with those outside the organization for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public and, therefore, the organization has established the following guidelines for staff member participation in social media.

**Note:** As used in this policy, “social media” refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram, and MySpace, among others.

**Off-duty use of social media.** Staff members may maintain personal websites or web logs on their own time using their own facilities. Staff members must ensure that social media activity does not interfere with their work. In general, the organization considers social media activities to be personal endeavors, and staff members may use them to express their thoughts or promote their ideas.

**On-duty use of social media.** Staff members may engage in social media activity during work time provided it is directly related to their work, approved by their Supervisor, and does not identify or reference TDN customers, staff members, visitors, etc., without express permission. The organization monitors staff member use of company computers and the Internet, including

staff member blogging and social networking activity.

**Respect.** Demonstrate respect for the dignity of TDN, its customers, visitors, staff members, etc. A social media site is a public place, and staff members should avoid inappropriate comments. For example, do not use ethnic slurs, personal insults, or obscenity, or use language that may be considered inflammatory. Even if a message is posted anonymously, it may be possible to trace it back to the sender.

**Post disclaimers.** If an staff member identifies himself or herself as a TDN staff member or discusses matters related to TDN on a social media site, the site must include a disclaimer on the front page stating that it does not express the views of TDN and that the staff member is expressing only his or her personal views. For example: “The views expressed on this website/Web log are mine alone and do not necessarily reflect the views of my employer.” Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to the organization or the organization’s business. Staff members must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action, up to and including termination.

**Competition.** Staff members should not use social media to criticize TDN’s competition and should not use it to compete with TDN.

**Confidentiality.** Do not identify or reference TDN’s customers, visitors, or staff members without express permission. Staff members may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, please refer to the confidentiality policy. When in doubt, staff members should ask their immediate Supervisor and/or designee before publishing.

**New ideas.** Please remember that new ideas related to work or TDN business belongs to the organization. Do not post them on a social media site without TDN’s permission.

**Trademarks and copyrights.** Do not use TDN’s trademarks or logo on a social media site, or reproduce TDN’s material without first obtaining permission.

**Legal.** Staff members are expected to comply with all applicable laws, including but not limited to, Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.

**Discipline.** Violations of this policy may result in discipline up to and including termination of employment.

*Note:* Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the National Labor Relations Act to engage in protected concerted activities with other staff members to improve terms and conditions of employment, such as wages and benefits.

### 9.3 Confidentiality of Organization Information — E-Mail

TDN computers and e-mail system are organization property and may be inspected at any time. Staff members are prohibited from using TDN e-mail and computers for personal use without **prior** permission from the Supervisor and/or designee. Staff members should not send obscene, explicit, profane, sexual, intimidating, hostile, inappropriate e-mails. E-mail messages should be used for business and not for soliciting outside business ventures or other matters unrelated to the organization's affairs.

The following websites are prohibited, unless with prior authorization of the Supervisor, Human Resources, or designee (this list is not inclusive):

- Facebook
- My Space
- Twitter
- Pornography websites
- Online games
- Online gambling
- Shopping websites
- Personal entertainment

E-mail passwords belong to the organization and will remain with the organization upon staff member's separation from TDN.

**9.31 Waiver of Privilege** - If staff members use TDN computer system to communicate with lawyers, spouses, physicians, etc. it is a waiver of attorney/client, physician/customer, spouse/spouse, etc., privileges.

## 10.0 Emergency Closings

**10.1 Inclement Weather** – TDN is open for business five days per week, and typically does not close due to inclement weather. If the President/CEO determines to close the office, TDN may utilize an all-staff text message and/or telephone to notify staff and via ABC-TV12 and WNEM-TV5. Unless otherwise requested, staff members are not expected to work during an emergency closing.

When the organization is open for business during times of extreme or wintry weather, staff members should make a reasonable attempt to report to work, keeping in mind that **safety** is the primary concern. Each staff member is to use his/her own discretion in determining travel safety to and from work during inclement weather. If you do not think you cannot safely travel to and from work due to weather conditions, you must notify your Supervisor or designee immediately so other arrangements can be made.

Emergency closings will be considered paid time for those staff members who are scheduled

normal work hours that day and will not be charged to earned leave time.

## **10.2 Evacuation Procedures**

### **10.21 Fire and Evacuation**

Call 911 from a safe location. If safe, inform all staff and customers to exit the building immediately. Staff is to meet in the front parking lot or across the street at a safe distance from the building. Fire extinguishers are available. Do not use fire extinguishers unless trained in fire safety/handling fire extinguishers. If there is smoke, stay as low as possible. Move as far away from the building as possible for your safety and make room for emergency vehicles.

### **10.22 Tornado**

When you receive communication that there is a Tornado Warning, inform staff and customers of the dangers immediately. The Supervisor and/or designee will direct staff and customers to a designated area, away from windows. The Supervisor, and/or designee shall monitor the radio for an all clear.

### **10.23 Power Outages**

In the event of a power outage, Management shall:

- Determine the length of the power outage, i.e., call Consumers Energy, etc.
- If the outage is expected to last more than one (1) hour, staff members should check with the Supervisor and/or designee for further information