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# EMPLOYEE HANDBOOK

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August 2021

1803 GLACIER HWY  
JUNEAU, AK 99801  
907-463-6100

# Employee Handbook

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## **Welcome to Catholic Community Service,**

I wish to welcome you to the Catholic Community Service team of dedicated employees who strive to live out our mission of service throughout Southeast Alaska.

Catholic Community Service (CCS) is about caring and community. We believe every person is valuable and deserves to live with dignity. Every service CCS provides (meals and transportation for elders, support children in response to abuse allegations, home health care and hospice for those who are ill or at the end of their life) are intended to help people be healthy, independent, and become a vital part of their community. Our focus is on ensuring that CCS, as a non-profit social service and health care agency, is part of a network of community services extending across all of Southeast Alaska.

Our mission at CCS is a team effort, and requires the commitment and dedication of our staff. We believe that each employee contributes directly to the growth and success of Catholic Community Service.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, procedures, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the Employee Handbook as soon as possible, for it will answer many questions about your employment with CCS. We hope that your experience here will be challenging, enjoyable, and rewarding.

Thank you for joining us!

Erin Walker-Tolles  
Executive Director

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## **INTRODUCTORY STATEMENT**

This handbook is designed to acquaint you with Catholic Community Service (CCS), to provide you information about working conditions and employee benefits, and to highlight some of the policies and procedures affecting your employment. All employees must read, understand, and comply with all provisions of this handbook. It describes many of your responsibilities as an employee and outlines the programs developed by CCS to benefit you.

Employees are also required to read, understand, and comply with all CCS Policies and Procedures. Policies in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between CCS and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment at will, CCS reserves the exclusive right to revise, supplement, or rescind any policy or portion of the handbook, with or without notice to the employees.

If a provision of this handbook conflicts with a collective bargaining agreement to which an employee is subject, the terms of the collective bargaining agreement will apply.

## **AGENCY MISSION**

**Strengthening and supporting the most vulnerable families and individuals in Southeast Alaska with dignity, care, and compassion.**

Many people ask if CCS provides services only to members of the Catholic faith. We provide services regardless of faith and/or beliefs.

While some of our employees are Catholic, many are not. We do not require that employees be Catholic, but all are asked to respect and support the mission of the agency. This comes easily for us; it is our mission to serve anyone regardless of affiliation. While we are a Catholic agency, we welcome and respect the dignity of all.

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## **EMPLOYMENT**

### **EQUAL EMPLOYMENT OPPORTUNITY**

Catholic Community Service provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, gender identity and expression, marital status or change in marital status, or status as a covered veteran in accordance with applicable federal and state laws. Catholic Community Service complies with applicable state and federal laws in governing non-discrimination in employment in every location in which the agency provides services. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, transfers, leave of absence, compensation, and training.

### **EMPLOYMENT AT WILL**

Employment with CCS is at will. This means employment is for an indefinite period and it is subject to termination by the employee or CCS, with or without notice, and at any time. Nothing in this policy, employment, manual or any other CCS policy shall be interpreted to be in conflict with or to eliminate or modify in any way, the at-will employment status of CCS employees. The at-will employment status of a CCS employee may only be modified in a written employment agreement with that employee signed by the Executive Director, or President of the Board of Directors of CCS.

### **BACKGROUND CHECKS**

CCS requires all prospective employees to complete a pre-employment Application for Background Check. No prospective employee will be hired without a Provisional Background Check from the State of Alaska Background Check Unit (BCU). All CCS employees will be subject to background checks every five years. The results of background checks and investigations are confidential.

CCS programs are governed by local, state and/or federal requirements for employment. The agency complies with decisions regarding barrier crimes as defined by the State of Alaska BCU.

### **PROOF OF ELIGIBILITY TO WORK**

In compliance with the Immigration Reform and Control Act of 1986, all new employees must complete the Form I-9, Employment Eligibility Verification, and provide CCS with acceptable identification documents as stated on the I-9 Lists of Acceptable Documents no later than the third day of employment. The I-9 form is for the purpose of verifying eligibility of the employee to work in the United States.

As a condition of employment, each new employee must properly complete, sign, date and present documentation required in the first section of the Form I-9. CCS provides the complete instructions to the form and the List of Acceptable Documents available to newly hired employees.

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## HIRING OF RELATIVES

If employees begin a dating relationship or become relatives, partners, or members of the same household, and one party is in a supervisory position, that person is required to inform management and Human Resources of the relationship. Employees who marry or become members of the same household may continue employment as long as there is not a) a direct or indirect supervisor/subordinate relationship between the employees; or b) an actual conflict of interest or the appearance of a conflict of interest.

Married staff and staff engaged in an intimate or sexual relationship outside of marriage will not be, or remain in, a supervisor/supervisee relationship, unless exempted by the Catholic Community Service Executive Director.

Should there be a direct or indirect supervisor/subordinate relationship or a conflict of interest or appearance of such, Catholic Community Service will attempt to find a suitable position within the company to which one of the affected employees may transfer. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign.

## REASONABLE ACCOMMODATION

CCS does not discriminate against a qualified individual with a disability in job application procedures, hiring, advancement, discharge, Workers' Compensation, training, or other terms, conditions, and privileges of employment. CCS provides reasonable accommodations to protect the rights of individuals with disabilities, in all aspects of employment.

An employee or applicant who believes a reasonable accommodation may be needed in order to attain full access to an aspect of employment should raise the matter with Human Resources, which will proceed in keeping with state and federal law.

## JOB DESCRIPTIONS

CCS provides a job description at the time of hire and when the employee changes and/or adds positions. Each employee must sign a current job description, which may be revised at any time due to organizational needs to reflect changes and/or additions to duties and responsibilities.

## ORIENTATION

Human Resources staff will provide general agency orientation to Juneau-based employees monthly or as needed; new employees will be scheduled for orientation when hired. Employees outside Juneau will receive orientation materials upon hire. The immediate supervisor or designee will be responsible for providing a program orientation for new and transferred or promoted staff members. The employee's immediate supervisor will delineate job duties and responsibilities in accordance with the position(s) assigned to the employee, introduce the employee to staff members, and review all program-specific policies and procedures with the employee. CCS may train employees as appropriate throughout their employment.

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## PERSONNEL DEVELOPMENT AND TRAINING

CCS supports personnel training to allow employees to maintain and improve job-related skills. On-the-job training is provided by the supervisor or designee regularly. CCS will pay costs associated with attendance-required training. Optional training may be approved if it contributes to the purpose and objectives of the agency. Employees may be reimbursed for tuition costs for courses that contribute to career development and performance in the agency. Such optional training is provided at the supervisor's discretion, contingent upon staffing requirements and the availability of funds.

## EMPLOYMENT CATEGORIES/DEFINITIONS

**Introductory:** An Introductory employee is in the first six months of employment with CCS, or in a position new to the employee.

**Full-Time:** A Full-Time employee is any employee regularly scheduled to work 30-37.5 hours or more per week. This category of employee is eligible for all benefits as described in this handbook.

**Part-Time:** A Part-Time employee is any employee regularly scheduled to work less than 30 hours per week. This category of employee may be eligible for some benefits as described in this handbook.

**Regular:** A Regular employee is a Full-Time or Part-Time employee, either exempt or non-exempt (not otherwise classified as Substitute, On-Call, Temporary, or Contract).

**Substitute:** A Substitute employee works an irregular, as-needed schedule. Substitute employees are generally called in to work for employees on leave or when a program is experiencing an increased workload.

**On-Call:** On-Call employees (primarily nursing staff) are called in to perform specific services as needed. Hospice and Home Care nursing staff may also be required to provide on-call coverage after regular business hours.

**Temporary:** A Temporary employee is scheduled to work any number of hours in a week on a project or other short-term appointment. Temporary employees are not eligible for benefits, except holiday pay and, in some cases, 403(B) participation.

**Non-Exempt/Exempt Employee:** At the time of hire, all employees are classified as either non-exempt or exempt. This is in compliance with the Fair Labor Standards Act (FLSA) and Alaska wage and hour laws. Non-exempt employees are paid overtime for hours worked in excess of 8 hours per day and/or 40 hours per work week. An exempt employee is not eligible for overtime, and exempt employees will be advised of their exempt status in writing at the time of hire, transfer, or promotion.

### Fair Labor Standards Act Job Classification

All employees are designated as either non-exempt or exempt under state and federal wage and hour laws:

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**Non-exempt employees** are employees 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 employees** are generally executives, managers, professional, administrative, or outside sales staff who are exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs that meet the standard and criteria established under the FLSA by the U.S. Department of Labor.

## MINORS

Employees under age 18 must complete a State of Alaska Work Permit through Human Resources, to be approved by the State of Alaska before employment.

## VOLUNTEERING

Employees are welcome to volunteer for CCS fundraising events or other one-time or annual events as well as other community events, providing the volunteering does not interfere with their regular position. Employees may not volunteer time for their regular positions (e.g., a driver may not drive a regular shift and then return to volunteer additional time) or for any other work for CCS that is normally paid. Contact your supervisor and Human Resources before volunteering your services at CCS to determine eligibility and remuneration status.

## OUTSIDE EMPLOYMENT

An employee may pursue outside employment that does not interfere with the employee's CCS work schedule or duties or create a conflict of interest or incompatibility with CCS employment. Contact your supervisor and Human Resources for approval before taking outside employment.

## TUBERCULOSIS SCREENING

CCS employees receive education regarding tuberculosis if it is relevant to their occupational group and will be screened for TB as available. TB screening will be administered and interpreted annually in accordance with current guidelines. Employees will be informed about the interpretation of positive and negative TB screening results, all of which will be recorded confidentially.

## HEPATITIS B VACCINATIONS

CCS will educate employees about exposure to blood-borne pathogens.

CCS will provide hepatitis B vaccinations free of charge to all employees upon request. Additionally, CCS will ensure medical care and follow-up for any employee who may have been exposed on the job.

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## EMPLOYEE CONDUCT

### CODE OF ETHICS

All CCS employees must read and sign an acknowledgment of receipt and understanding of CCS' Code of Ethics upon hire. This Code of Ethics defines the employee's responsibility to clients, fellow staff and volunteers, and organizational relationships in critical areas such as Client Rights, Personal Relationships with current or past clients, confidentiality, duty to warn/protect, and duty to report.

**Adherence to the CCS Code of Ethics is a condition of employment.** The Code of Ethics is available in the Employee Resource section of the CCS Website, and a copy may be requested at any time from Human Resources. Employees and volunteers are encouraged to contact their supervisor, Program Director, or Human Resources with any questions regarding anything pertaining to the Code of Ethics.

### CONFIDENTIALITY

CCS employees must sign and read the CCS Confidentiality Agreement upon hire. The confidentiality agreement provides direction on what information is considered confidential and may not be shared. This agreement covers both confidential client information including protected health information (PHI) and confidential business information.

Employees must acknowledge their legal and ethical responsibility to preserve and protect the privacy, confidentiality, and security of all confidential information related to CCS and its affiliates including business, employment and medical information relating to CCS clients and employees in accordance with applicable laws, rules, regulations, standards, and policies.

A copy of an employee's signed agreement may be requested from Human Resources.

### CONFLICT OF INTEREST

A Catholic Community Service employee must fully disclose any personal interest when it presents actual or potential conflicts of interest to the organization, or the objectivity and integrity of professional roles and responsibilities.

No employee of CCS may:

1. Exploit a relationship with any recipient of service for personal or business benefit;
2. Engage in or allow any financial transactions with, or on the behalf of, any recipient if that transaction could result in a personal or financial benefit to anyone other than the recipient of services;
3. Solicit as clients any recipients known to be receiving services from another provider;
4. Seek to influence the eligibility determination process by providing false or misleading information about an applicant or recipient of services;
5. Represent a recipient during any hearing or appeal process.

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The following is specific to direct service staff (including care coordinators).

1. Direct service staff must:
  - a. Afford to the recipient the right to choose to receive services from any certified provider;
  - b. Inform the recipient, documenting the occasion in writing of any employment relationship or any other relationship with other provider personnel or owners who could be selected by the recipient to provide services; and
  - c. Facilitate the transfer process when the recipient choose to receive services from another provider (e.g. alternate care coordinator or hospice provider).
2. The direct service staff may not:
  - a. Solicit as clients any recipients known to be receiving services from another care coordinator or provider agency;
  - b. After deciding to leave a provider agency for employment at another agency attempt to influence any recipient to retain him/her as service provider or to initiate the process of transferring any recipient to the hiring agency for services; or
  - c. Offer, promote, or sell products or non-program services to, or engage in any commercial transactions with, recipients, the families, or their representatives.
3. The provider must develop a process for resolution of conflicts that might arise between the direct service staff and the recipient, family, or informal supports, regarding needs, goals, or appropriate services.

All agency contracts, Memorandums of Agreement or Understanding, and business arrangements must serve the best interest of CCS and its service recipients, not private interests.

CCS prohibits preferential treatment of organization members, community partners, members of the organization's governing body, advisory groups, personnel, or consultant applying for and receiving the organization's services.

The President of the Board of Directors through the assistance of the Compliance Officer is responsible for ensuring compliance with this policy.

CCS will review this policy annually with all staff. Certain employees may need to sign a Conflict of Interest form annually based on their position.

In addition to the formal policy, an employee must never solicit gratuities, favors, or anything of monetary value from contractors or vendors. Employees may accept unsolicited gifts from vendors and/or clients not exceeding a value of \$50 per calendar year.

## DRUG AND ALCOHOL USE POLICY

Employees must report to work in appropriate mental and physical condition to perform their jobs in a satisfactory and safe manner.

No employee may be under the influence of any non-prescribed medication or illegal drug, alcohol or marijuana while in the workplace, while on duty, or while operating a vehicle or equipment. While on CCS premises and while conducting business related activities off

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CCS premises, no employee may use, possess, distribute, sell, manufacture or be under the influence of alcohol, marijuana, or any non-prescribed medication or illegal drug.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner. All employees should report to their supervisor if they are taking prescription or over-the-counter medication that may impair work performance due to side effects. Job modifications may be required until the employee is no longer taking the medication.

Employees with questions on this issue or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or Human Resources without fear of reprisal.

An employee who self-identifies and is confirmed by an assessment to have a substance abuse problem before testing is requested may be placed on leave (subject to CCS Leave Policy and covered by FMLA, if eligible) while treatment is sought. Once a treatment program has been successfully completed, the employee may return to work with a written release by the program or a medical doctor and drug screening results.

## DRUG TESTING

All employees are subject to drug testing. CCS will test for alcohol and may test for one or more of the following controlled substances:

- THC (Marijuana)
- Cocaine Metab.
- Opiates (revised 1.1.2018)
- PCP (Phencyclidine)
- Amphetamines
- Methamphetamines

Test results at or above confirmation levels will be considered a positive test.

**Pre-Employment Testing:** All prospective drivers/dispatchers in Juneau, Sitka, and Ketchikan (Paratransit Services) and any employee (driver/dispatcher) whose job duties include transporting clients, in agency or personal vehicles will be required to pass a drug test before beginning employment with CCS. Providers of care for Hospice & Home Care of Juneau will also be required to pass a pre-employment drug test prior to their start date.

**Random Testing:** Per Department of Transportation requirements, random drug testing of drivers and dispatchers is conducted in Juneau, Sitka, and Ketchikan. Random drug and alcohol testing may be required for employees (drivers/dispatchers) whose job duties include transporting clients in agency or personal vehicles.

**Post-Accident Testing:** Employees CCS reasonably believes may have contributed to an accident in the workplace or during work time may be required to undergo drug and/or alcohol impairment testing. CCS will use a decision tree in accordance with federal DOT regulations for all workplace accidents to determine if a test is required. Such a test will be conducted as soon as practicable after the accident. CCS will make reasonable

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attempts to obtain a drug and alcohol test from an employee after an accident, as defined below, but any injury should be treated first.

An accident may involve any of the following: (1) loss of human life; (2) issuance of a moving traffic citation under state or local law; (3) medical treatment; or (4) significant property damage.

Employees are expected to cooperate fully with all drug testing.

**Reasonable Suspicion Testing:** An employee CCS reasonably suspects may be affected by the use of drugs or alcohol, which may adversely affect job performance, safety or the work environment, may be required to submit to a drug and/or alcohol test.

Reasonable suspicion testing is done to identify drug- and alcohol-affected employees who may pose a danger to themselves or others on the job.

Trained supervisors will make the decision whether there is reasonable suspicion to believe an employee is impaired by, or under the influence of, a drug or alcohol while on duty in violation of this procedure.

The decision to test must be based on a reasonable suspicion or belief that the employee is under the influence of an unauthorized drug or alcohol. Reasonable suspicion is a belief based on contemporaneous observations concerning the employee's appearance, behavior, speech or body odors, or other reliable evidence or information that the employee is under the influence of or impaired by drugs or alcohol. For example, any of the following, either alone or in combination, may constitute reasonable suspicion:

- Slurred speech;
- Irregular or unusual speech patterns;
- Impaired judgment;
- Alcohol odor on breath;
- Uncoordinated walking or movement;
- Unusual or irregular behavior such as inattentiveness, listlessness, hyperactivity;
- Hostility or aggressiveness;
- Possession of drugs or alcohol;
- Observation of drug or alcohol use prior to reporting to work or during work hours.

Reasonable suspicion determinations will be made by supervisory personnel who have received training concerning the signs and symptoms of drug and alcohol use.

The observing supervisor shall document the events and record the behavioral signs and symptoms that support the reasonable suspicion. If possible, a second supervisor should also observe the employee to verify that there is a reasonable basis to believe that a drug or alcohol violation has occurred.

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The observing supervisor shall immediately notify the Program Director or Human Resources if reasonable suspicion is found to exist. Upon review, the Program Director or Human Resources will direct or authorize that the employee in question immediately submit to a drug and/or alcohol test.

When a determination is made that reasonable suspicion exists that an employee is under the influence of drugs or alcohol in violation of this policy, the employee shall be immediately relieved of his or her duties and placed on unpaid administrative leave, pending results of a drug test. Should the results be negative, the employee will be paid for any scheduled work time that was missed. Transportation to the drug testing site will be arranged.

If non-supervisory employees have reason to believe that a supervisor subject to this policy is under the influence of drugs or alcohol at work in violation of this policy, then they shall report such potential violation to Human Resources or the Executive Director, who will thereafter take appropriate action. A good-faith report will not subject any employee to reprisal.

**Post-Rehabilitation Testing:** CCS will conduct unannounced drug tests for any employee returning to work post-treatment.

## ANTI-HARASSMENT & ANTI-DISCRIMINATION

CCS intends to provide a working environment free of harassment & discrimination based on race, color, religion, gender, sexual orientation, national origin, age, disability, gender identity and expression, marital status, or status as a covered veteran, in accordance with applicable federal and state and local laws. Therefore, CCS prohibits harassment, discrimination, and retaliation by any employee towards any other employee. Employees are also prohibited from harassing, discriminating, or retaliating against patients, clients, vendors and visitors to the workplace. CCS also prohibits clients, patients and business partners from harassing or discriminating against CCS employees and volunteers.

Harassment is conduct relating to a person's race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, or status as a covered veteran, which has the purpose or effect of:

- Creating an intimidating, hostile or offensive work environment;
- Unreasonably interfering with an individual's work performance; or
- Adversely affecting an individual's employment opportunities.

Examples of prohibited conduct include, but are not limited to:

- Epithets, slurs, negative stereotyping or threatening, intimidating or hostile acts that relate to any legally protected characteristics or activity.
- Written or graphic material, including emails or text messages, displayed or circulated in the workplace that denigrates or shows hostility or aversion toward an individual or group because of any legally protected characteristic or activity.

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Harassment, including sexual harassment, is a form of unlawful discriminatory behavior. No employees shall be subject to unwelcome verbal or physical advances, or any other on-the-job conduct that could be construed a harassment.

Sexual harassment is another form of unlawful discriminatory behavior. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct constitutes sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

While many types of harassment in the workplace are obvious, supervisors and managers should be alert to more subtle forms of harassment that have a negative impact on the work environment. Employees who observe or are subject to harassment or discrimination are expected to bring it to the attention of their supervisor and Human Resources by following the reporting complaints procedure below.

## SEXUAL MISCONDUCT

Any time employees or volunteers use the influence of their role to pressure or coerce employees, non-employees, or clients to engage in sexual activity, they involve themselves in irresponsible and unethical acts that take advantage of vulnerable persons and reflect ill on CCS. This can also include verbal suggestions for sexual favors or activity. As with harassment and discrimination, CCS will not tolerate sexual misconduct by a client, patient, or business partner towards a CCS employee or volunteer.

Every employee or volunteer must report every incident of sexual misconduct promptly to their supervisor. If the supervisor is unavailable or the employee or volunteer believes it would be inappropriate to contact that person, the employee or volunteer should immediately contact Human Resources or the Executive Director.

Employees and volunteers can raise concerns and make reports without fear of reprisal. Any supervisor or manager who becomes aware of possible sexual misconduct must promptly advise Human Resources or the Executive Director, who will handle the matter in a timely and confidential manner.

This policy specifically addresses conduct involving staff and volunteers with one another. Conduct involving staff or volunteer misconduct with clients is addressed separately in the Code of Ethics.

## REPORTING COMPLAINTS

All employees and volunteers are highly encouraged to report instances of harassment and discrimination in the workplace. Supervisors have increased responsibility for the prompt identification and resolution of problems of harassment and discrimination. The

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agency and its supervisors may be held strictly accountable for their own conduct as well as that of their subordinates.

Any employee who believes he or she is being discriminated against or harassed based on any grounds stated above, or for any other reason, must report it immediately to his or her direct supervisor or to the Human Resource department. Employees can raise concerns and make reports without fear of reprisal. CCS will investigate the complaint, take appropriate corrective action when it is determined that harassment has occurred, make a written determination of its conclusion and when appropriate, prepare a plan of action to correct the problem and prevent reoccurrence. CCS will make every effort to protect the confidentiality of harassment complaints to the extent possible. CCS shall inform the complaining employee of its determination after investigation.

All contractors and volunteers must be informed of the agency's policy against harassment and will be held accountable for any improper actions.

## NON-RETALIATION

Under no circumstances will an employee be penalized for reporting what the employee believes in good faith to be harassment or discrimination under this policy. CCS prohibits any form of retaliatory action. Any employee found, after a reasonable investigation, to have engaged in any form of retaliatory action in violation of these policies will be subject to appropriate corrective action, up to and including termination.

## WHISTLEBLOWER

An employee who becomes aware of any accounting matter, violation of personnel policies and procedures, or violation of Federal, State, or Local laws shall report the concern as soon as practical after becoming aware of the conduct. An employee may report the concerned conduct to his/her supervisor, the Human Resources Director, or the Executive Director. The Human Resource Director will investigate the allegations and, in cooperation with the appropriate management officials, will take any necessary corrective action that is deemed appropriate. A detailed copy of the CCS Whistleblower Policy is available by request through Human Resources or available on the shared CCS common network directory.

## EMPLOYEE SOCIAL MEDIA POLICY

CCS understand that social media can be a fun way to share your life with family, friends and others. However, with the use of social media also presents certain risks and carries with it certain responsibilities. The following policy establishes guidelines for appropriate use of social media and applied to all CCS employees. This policy covers social media activity, whether associated or affiliated with CCS and whether the employee's social media activity takes place during work time. Social media includes all means of communicating and posting information or content of any sort on the Internet, including to the employee's own or someone else's internet forum, blogs and microblogs, online profiles, wikis, podcasts, pictures and videos, email, instant messaging, music-sharing, and voice over IP, as well as any other form of electronic communication. Examples

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include but are not limited to LinkedIn, Facebook, TikTok, Instagram, Wikipedia, YouTube, Twitter, Yelp, Flickr, Yahoo groups, and WordPress.

The same principles and guidelines found in CCS' policies and Code of Ethics apply to online activities. The employee is solely responsible for what they post online. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated. Employee social media conduct that adversely affects clients, staff, and volunteers or otherwise violates policies such as the *Anti-Harassment and Anti-Discrimination Policy*, *Sexual Misconduct Policy*, *Preventing Workplace Violence Policy*, or the Code of Ethics may result in disciplinary action up to and including termination.

- Posting any information to include photos, videos, PHI, or any information that could potentially identify a client is strict prohibited.
- Do not post any financial, confidential, sensitive, or proprietary information about CCS or any part of employees or volunteers.
- Refrain from using social media while on work time or on CCS equipment unless it is work-related as authorized by your supervisor or consistent with the *Office Equipment Usage* policies. Do not use CCS email address to register on social networks, blogs or other online tools utilized for personal use.
- If employees post to personal networking sites and are speaking about job related content or CCS, they must identify themselves as a CCS employee and use a disclaimer to make it clear that these views are not reflective of the views of CCS such as *"The opinions expressed on this site are my own and do not necessarily represent the views of Catholic Community Service."*
- If contacted by the media, refer them to the Executive Director.

## **Retaliation is prohibited**

CCS prohibits taking negative action against any employee or volunteer for reporting a possible deviation from this policy or for cooperating in an investigation. An employee or volunteer who retaliates against another employee or volunteer for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

CCS may monitor content on the web and reserves the right to remove posts that violates this policy. Employee and volunteers are encouraged to address any questions about this policy or a specific posting out on the web to a supervisor, Program Director, or Human Resources.

## **ATTENDANCE AND PUNCTUALITY**

Attendance and punctuality are important in creating harmonious working relationships among supervisors, employees and co-workers, and in serving CCS's mission. Repeated tardiness and absenteeism will be addressed by the employee's immediate supervisor.

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An employee who contemplates an absence or change in schedule must discuss the possible change or absence with, and obtain approval from, the supervisor in advance. Employees should ask for schedule accommodation or time off as soon as they become aware of the need. The supervisor has discretion to deny any such request.

An employee who is unable to begin work at the scheduled time is to contact his/her supervisor or designee as soon as possible, but no later than 1 hour before the scheduled start time. An employee who is unable to reach the supervisor by phone or text message must leave a timely voice mail message with the supervisor or designee.

## PERSONAL APPEARANCE AND HYGIENE

CCS employees are expected to dress appropriately for their positions.

All employees are expected to observe basic principles of personal hygiene (e.g., clean clothing, skin and hair). Clothes should be neat and in good taste at all times. Clothing items with inappropriate advertising (e.g., alcohol, tobacco, guns) or statements that are sexually suggestive, offensive or inflammatory may not be worn. Clothes should be free of holes and in good repair.

CCS permits fragrances, but cautions employees to be conscientious about the scented products they use (grooming products, air fresheners, cleaning supplies, etc.). The scent of some products may be irritating or allergenic to colleagues or clients. An employee may be asked to discontinue the use of a product that irritates others.

There may be differences of opinion as to the appropriateness of dress, grooming, and hygiene; when in doubt, ask your supervisor, who will make the final determination.

## SOLICITATION

Employees may not solicit or distribute literature concerning outside events and interests during working time (working time does not include lunch periods, work breaks, or any other period when employees are not on duty). No such solicitation or distribution may interrupt other employees' work.

Employees may bring in goods and services of nonprofits to sell to colleagues on their own behalf or on behalf of family members (e.g., Girl Scout cookies, Camp Fire candy, popcorn, crafts, etc.). Employees may leave information in a common area where other employees may see, but are not pressured, harassed, or teased into purchasing said goods and services.

Employees may not use CCS property or resources (e.g., copiers, email, etc.) for personal solicitation purposes.

Solicitation for CCS-sponsored events is permissible during work hours.

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## RESPONSIBILITIES TO CLIENTS

### MANDATORY REPORTING

The agency uses reasonable care to protect program participants from harm to self or others. All employees are oriented to Mandatory Reporting obligations and processes at hire and are encouraged to reference the training and guides located on the CCS Website Employee Page. Program supervisors will provide guidance regarding reporting procedures and are available to answer any questions employees or volunteers may have about this issue.

### PROTECTED HEALTH INFORMATION

CCS is a covered entity under the Health Insurance Portability and Accountability Act (HIPAA) and complies with all federal regulations and required training.

CCS and its programs adhere to the highest ethical standards in maintaining confidentiality of client information, including client information entered in databases. CCS follows all state and federal laws regulating Personal Health Information (PHI) of any client, past or present. Any violation of HIPAA, Alaska Statute, HITECH, and 42 CFR Part 2 regulation will be reviewed on a case-by-case basis, and discussed with the immediate supervisor, the Privacy Officer, the Compliance Officer, and the Executive Director.

### CLIENT RELEASE OF INFORMATION

It is the practice of the agency and its representatives that when an individual or family becomes a client of a program, information about the client must be kept confidential and not be shared outside the agency without a written and signed Release of Information by the client or guardian, or a subpoena from the court. Programs within CCS may share information internally without a release among each other. CCS authorized release forms must be signed by the client for each outside agency to which the information is to be released.

Client information subpoenaed by authorized representatives of law enforcement (e.g., local police departments, Alaska State Troopers, Office of Children's Services, and the FBI) may be released without a release from the client.

### STATEMENT OF CONFIDENTIALITY

The agency places confidence in the professional and ethical integrity of each employee and volunteer to ensure the rights and privacy of each client are maintained.

All CCS employees are required to sign a Confidentiality Agreement upon hire as discussed earlier in this handbook. As a condition of employment, all staff must protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons, such as to prevent serious, foreseeable, and imminent harm to a client or other identifiable person or when laws or regulations require disclosure without a client's consent.

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Staff understands that the client's privacy may be protected by federal, state, and local regulations, and that maintaining the confidentiality of every client is essential for the protection of both staff members and clients.

## PROFESSIONAL BOUNDARIES

All employees are expected to treat all clients with dignity and respect.

Employees are encouraged to establish rapport with clients consistent with a professional client-employee relationship. Employees are responsible to know and adhere to the code of ethics for their individual profession in relation to appropriate professional boundaries.

## EMPLOYEE SUPERVISION AND APPRAISALS

### INTRODUCTORY PERIOD

New employees and employees who have changed positions will spend six months in introductory status, beginning on the first day of employment or position change. During this period, employees will be introduced to the expectations and position responsibilities as well as will receive appropriate training. At the end the introductory period, a performance evaluation will be completed.

### SUPERVISION

1. Supervisors are responsible for ensuring that staff members perform their jobs effectively and for providing opportunities for professional development.
2. Supervisors conduct performance appraisals at the end of the introductory period, at the employee's one-year anniversary, and annually thereafter.
3. Supervisors are responsible for scheduling and documenting regular supervision with each individual supervisee.
4. Supervisors are responsible for holding regular staff meetings to ensure effective communication between agency administration and program/support staff.

### PERFORMANCE APPRAISALS

**Introductory Period Appraisal:** A supervisor will prepare a written performance appraisal at the end of the introductory period and will meet with the employee to discuss the appraisal. The employee will receive a copy of the written appraisal, and a copy will be placed in the employee's personnel file.

**Annual Performance Appraisal:** A supervisor will conduct an annual performance appraisal for each employee under supervision and will meet with the employee to discuss the appraisal. The employee will receive a copy of the written appraisal, and a copy will be placed in the employee's personnel file.

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## WORK CONDITIONS

### SAFETY

CCS is committed to providing a safe work environment for all staff. Safety depends primarily upon the actions or inactions of employees. CCS will attempt to do everything within its control to assure a safe environment and compliance with federal, state, and local safety regulations. An employee who observes conditions that appear unsafe must inform a supervisor immediately. Employees are expected to use caution and comply with all state and federal safety laws.

All on-the-job injuries and illnesses must be reported to an immediate supervisor no matter how minor they may seem (see the Workers' Compensation section).

### PREVENTING WORKPLACE VIOLENCE

CCS is committed to preventing workplace violence and to maintaining a safe work environment. CCS has a policy of "zero tolerance for violence" in the work environment.

Conduct that threatens, intimidates or coerces another employee, volunteer, client or member of the public will not be tolerated. This includes any unnecessary talk of violence or joking about violence.

Firearms and other dangerous or hazardous devices or substances, including but not limited to knives, explosives, and all other potential weapons are prohibited from any CCS worksite, including employee vehicles in the CCS parking areas. In addition, when conducting CCS business away from a CCS worksite, no employee may carry or transport any weapon. Further, no employee may carry a concealed weapon on CCS property or on CCS business, even if the employee has a valid permit to carry a concealed weapon.

Employees and volunteers must immediately report, with specificity, all acts, or threats of violence to an immediate supervisor or another member of management. Reportable acts or threats include those committed by anyone: employees, clients, volunteers, vendors, solicitors, or any other member of the public.

CCS will promptly and thoroughly investigate all reports of acts or threats of violence and of suspicious individuals or activities. The identity of the reporter will be protected as much as is practical.

Anyone found to responsible for acts or threats of violence may be subject to criminal prosecution.

### SMOKING

Smoking – to include cigarettes, cigars, pipes, and E-cigarettes, as well as chewing tobacco – is not allowed in CCS facilities or worksites. Staff may not have such products visible and are to avoid the scent of tobacco products and E-cigarettes on their person. CCS complies with local code provisions regarding permitted smoking areas in CCS worksites.

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## PETS IN THE WORKPLACE

Pets, defined as any animal, are not allowed in the CCS workplace. Service animal exceptions may be made on a case-by-case basis with approved by the Human Resources Director.

Guest animals may attend animal related senior center activities on a case-by-case basis as approved by the SESS Director.

## GRIEVANCE PROCEDURE

These guidelines apply to the systematic, unbiased review and timely resolution of general employee workplace concerns. Harassment, discrimination or retaliation for harassment or discrimination complaints are covered under the *Anti-Discrimination Policy*, workplace violence complaints under the *Preventing Workplace Violence Policy*, and mandatory reporting policies and procedures per the *Mandatory Reporting Policy*.

CCS recognizes that there are times when employees want to express concerns or complaints in a formal manner. The following procedures provides employees with a mechanism to resolve issues of concern.

- A. Discussion of the problem with the employee's immediate supervisor is encouraged. If the problem is not resolved after discussion with the supervisor or the employee does not believe a discussion with the supervisor is appropriate, the employee should proceed directly to Step B.
- B. If the problem is not resolved after discussion with the supervisor, or if the employee thinks a discussion with the supervisor is inappropriate, the employee should request a meeting with his/her supervisor's supervisor. Again, if the issue is not resolved or discussion with the supervisor's supervisor is not appropriate the employee should request a meeting with the Human Resources Director or, finally, the Executive Director. Each person with whom the employee meets will conduct an investigation as appropriate and consider the facts. The employee will receive a written response regarding the problem within five working days of each meeting. The written response will be placed in the employee's personnel file.
- C. In the event the Executive Director is the subject of the grievance, the Human Resource Director shall notify the Board of Directors through the Board President or Vice-President.
- D. If the employee is not satisfied with the decision of the Executive Director and wishes to pursue the matter further, he/she may prepare a written summary of the concerns and request that a Board Committee review the matter. This request should be made through the Human Resources Director, who will notify the Executive Director and the Board President or Vice-President. The Board may accept or decline the request. The Committee, after a full review of the facts (which may include a review of the written summary of the problem, interviews with the people involved, and further investigation if necessary), will inform the employee of its decision in writing within 15 working days.

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The written response will be placed in the employee's personnel file. The decision of the Committee will be final.

Catholic Community Service prohibits any form of retaliation against any employee for filing a good-faith complaint under this policy or for assisting in the complaint investigation. However, if, after investigating any grievance Catholic Community Service determines that any employee intentionally provided false information regarding the grievance Catholic Community Service will take appropriate disciplinary action against the individual who gave false information.

## OPEN-DOOR PRACTICE

CCS welcomes comments and questions from employees. If, at any time, you wish to raise a concern or idea for improvement with a Program Director or other member of management, please feel free to do so.

## COMPENSATION/TIMEKEEPING/PAYROLL

### DESIGNATED WORK WEEK

The basic CCS work week is 37.5 hours. The work week begins at 12:01 a.m. Sunday and ends at 12:00 midnight Saturday. Employees may be required to work more than 8 hours in a day or 40 hours in a week.

### TIMEKEEPING

Employees are required to clock in and out, or record time, using the current payroll system. Employees are encouraged to log in at the end of each pay period to review and approve their electronic timecard. Supervisors must review each employee's timecard at the end of the pay period to ensure all time is recorded including PTO. Electronic timecards are then reviewed by a member of the Human Resource or Finance team for accuracy and completion prior to payroll being processed.

### PAY DAYS

CCS pays employees every other Friday and mails paychecks to employees. Paystubs are not printed & mailed. CCS employees may view their paystubs via the payroll system. Direct deposit is available and encouraged; employees should contact Human Resources for questions regarding direct deposit.

### OVERTIME

Non-exempt employees are eligible for overtime pay. Overtime is defined as any hours worked over 8 hours in one day or over 40 hours in one work week. Overtime pay is computed as time and one-half for all hours worked in excess of 8 straight time hours per day and/or 40 straight time hours per week, unless an employee is scheduled on a State of Alaska-approved flexible work plan.

Overtime must be pre-approved by the immediate supervisor or designee prior to being worked. In emergent circumstances when preapproval cannot be sought, the employee must contact the supervisor at the first opportunity to notify them that the overtime was

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worked and explain the circumstances that gave rise to that unapproved overtime. Working unapproved overtime can result in disciplinary action up to and including termination. Personal leave, paid holidays, and other non-working time do not count toward overtime.

## GARNISHMENT, TAX LEVIES AND CHILD SUPPORT

A garnishment is a legal action by a creditor requiring the agency to withhold an amount from an employee's earnings. The agency is required to forward the requested amount to the creditor each payday until notification to cease withholding funds is received.

A tax levy is an action brought by a governmental tax agency to satisfy an employee's tax debt. CCS must forward the requested amount to the tax agency each payday until notification to cease withholding funds is received.

When a child support order is received, CCS must withhold the requested amount each payday until notification to cease withholding funds is received.

When a garnishment, tax levy, or child support order is served on the agency, the employee will be contacted by HR or payroll.

## TRAINING TIME

Time spent in any training required for a non-exempt employee's job will be compensated. Training time will be paid if CCS, or the employee's program, requires the training.

Should you have any questions about individual training, please consult your supervisor or Human Resources.

## EMPLOYEE BENEFIT PROGRAMS

### BENEFIT PROGRAM DISCLAIMER

The statements in this section are general and simplified. Should there be any conflict, existing laws, regulations and policies applicable to a specific situation will take precedence. An employee who declines or waives any coverage or benefit will not receive substitute compensation.

CCS reserves the right to change all employee benefits it offers, at any time, with or without notice. Nothing in this Handbook limits this right in any way.

### BENEFIT ELIGIBILITY

All employees who are regularly scheduled to work 30 or more hours per week (excluding Temporary employees) are "benefit-eligible employees."

### HEALTH INSURANCE

**Medical:** Benefit-eligible employees pay a co-insurance premium payment through payroll deduction. This premium payment is subject to change. Dependent coverage is available

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at cost to the benefit-eligible employee. Eligibility for benefits begins the first of the month following 30 days of employment.

**Dental and Vision:** CCS purchases dental and vision coverage for benefit-eligible employees. Dependent coverage is available at cost to the employee. Eligibility for these benefits begins on the first of the month following 30 days of employment.

CCS offers an open enrollment period annually for employees to make eligible changes to insurance benefits. Other changes in medical coverage can be made for qualifying events. Contact HR for more information.

Benefit information, as well as claim forms, can be obtained from Human Resources.

Employees may waive some or all coverage for themselves and/or their dependents.

## LIFE INSURANCE & LONG-TERM DISABILITY

CCS provides life insurance and long-term disability insurance for each benefit-eligible employee, regardless of a waiver of health benefits. Eligibility begins on the first of the month following 30 days of employment.

## SUPPLEMENTAL INSURANCE

Supplemental health insurance is available to employees through Colonial Life. Supplemental insurance payment is the responsibility of the employee and is done through a payroll deduction. Contact Human Resources for additional information..

## EXTENSION OF BENEFITS

Employees and their qualified beneficiaries may continue health insurance coverage under CCS' health plan when a "qualifying event" would normally result in the loss of eligibility.

Some common qualifying events are:

- resignation;
- termination of employment;
- death of an employee;
- reduction in an employee's hours;
- leave of absence;
- divorce or legal separation;
- a dependent child who no longer meets eligibility requirements.

Qualifying events must be reported within 31 days after the event, or the change will not be allowed until the annual open enrollment period. The employee or beneficiary pays the full cost of extended benefits coverage based on CCS' group rates.

## PERSONAL LEAVE

All Full-Time and part-time employees (who are scheduled for 20 or more hours per week) accrue Personal Leave. Part-Time employees accrue leave at a pro-rated rate. Employees

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who are scheduled for 19 or less hours per week, temporary, On-Call, and Substitute employees do not accrue leave.

Personal Leave accrues from the first day of eligible employment. Employees may not take Personal Leave during the first 30 days of employment unless previous arrangements have been made.

	Scheduled Hours			Hours	Hours	Hours	Days	Days	Days		
	Hours	Hours	Hours								
	37.5 +	30-37	20-29	per year							
Years of Service	hrs/pay period	hrs/pay period	hrs/pay period	Hours	37.5+	30-37	20-29	Hours	37.5+	30-37	20-29
0 through end of 2nd year	5.19	4.64	3.39		135	121	88		18.0	16.1	11.8
3 through end of 5th year	6.92	5.67	4.15		180	147	108		24.0	19.7	14.4
6 through end of 8th year	7.51	6.18	4.52		195	161	118		26.0	21.4	15.7
9 through end of 11th year	8.65	7.73	5.65		225	201	147		30.0	26.8	19.6
12 through end of 14th year	9.81	8.76	6.41		255	228	167		34.0	30.4	22.2
15 +	10.38	9.28	6.78		270	241	176		36.0	32.2	23.5

Personal Leave continues to accrue while an employee is on Personal Leave. Personal Leave does not accrue during leave without pay. If there is a break in service of over 6 months, an employee's leave accrual rate changes to the beginning rate; the Executive Director may make exceptions. An employee who moves to Temporary, On-Call, or Substitute status becomes ineligible for Personal Leave accrual, and all accrued and unused Personal Leave will be paid out in the next payroll cycle.

## HOLIDAYS

Part-Time and Full-Time employees, other than unionized Care-A-Van employees, receive pay for 12 holidays each calendar year. These holidays are:

- New Year's Day (first of January)
- Martin Luther King Day (third Monday of January)
- Elizabeth Peratrovich Day (February 16)
- Seward's Day (last Monday in March)
- Memorial Day (last Monday in May)
- Independence Day (4th of July)
- Labor Day (first Monday in September)
- Alaska Day (October 18)
- Veteran's Day (November 11)
- Thanksgiving Day (fourth Thursday in November)
- Christmas Eve (December 24)
- Christmas (December 25)

If a holiday falls on a Saturday, the preceding Friday will be the observed holiday. If a holiday falls on a Sunday, the following Monday will be the observed holiday. When a holiday falls on a Sunday and the following Monday is also an observed holiday (i.e.

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Christmas Eve, Christmas Day), the preceding Friday will be the observed Sunday holiday closure.

Juneau Care-A-Van employees, under their labor agreement, have the following paid holidays:

- New Year's Day (first of January)
- Memorial Day (last Monday in May)
- Independence Day (4<sup>th</sup> of July)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- Christmas Day (25<sup>th</sup> day of December)

Non-union Care-A-Van employees follow the general CCS Holiday schedule.

If an employee works on a holiday, and his or her supervisor provides advance approval, the employee may take an alternate day as a holiday within the same month. The pre-approved written request must be attached to the employee's timesheet when processed.

## HOLIDAY COMPENSATION

Part-Time, Full-Time, and Temporary employees are eligible for holiday pay 1) if they work or are on approved leave their scheduled day before and their scheduled day after the holiday and 2) if their regularly scheduled workday & hours falls on a CCS observed holiday. Employees are paid their regular scheduled hours for the day the holiday falls on.

Employees who are required to work on a holiday will be paid at their regular rate for hours worked plus holiday pay. Employees on unpaid leave will not receive holiday pay.

Holiday pay is paid for the employee's scheduled hours. If an employee is required to work a holiday due to a business need and with the prior approval of the employee's supervisor, the employee may either:

1. receive holiday pay in addition to the hours worked; or
2. may take the holiday on an alternate day within in the same month (exceptions may be made with approval by the Executive Director).

The employee must fill out, a Holiday Worked Request form in advance of the holiday. The form must be signed by the employee's immediate supervisor and submitted to the Payroll team during the pay period of the recognized holiday.

## WORKERS' COMPENSATION

Workers' Compensation Insurance is provided to offset the cost of work-related injuries or illness. All employees, regardless of employment category, are covered at no cost to the employee. All injuries and illness, no matter how slight, if sustained on the job, must be reported to the employee's supervisor or Human Resources (if supervisor is not available) as soon as possible after the injury or illness occurs. The employee must fill out the Report of Occupational Injury or Illness Form within 24 hours of the injury or illness, or within a reasonable amount of time. The employee's supervisor must forward the Report to Human Resources within 3 working days. These reports are necessary to comply with state and

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federal laws, and start insurance and workers' compensation procedures that could protect the employee from costly medical charges.

An employee who requires treatment must seek and obtain the necessary treatment. If any workdays are to be missed, the immediate supervisor is to be notified. Long-term injuries will be considered for payment as determined by the industrial insurance carrier beginning the fourth consecutive day of absence. Employees must provide a signed document from their medical provider authorizing return to work, including any restrictions, and must cooperate with the Workers' Compensation carrier.

## PERSONAL LEAVE/WORKERS' COMPENSATION OVERLAP

If an employee suffers a work-related injury or illness, Worker's Compensation Insurance may begin paying the employee after three full days of absence from work. During that three-day period, the employee must use Personal Leave to receive his or her full pay. An employee who has no unused Personal Leave, or elects not to use it, will be granted unpaid leave for this three-day period. CCS pays the employee for the entire shift scheduled on the day of the injury, no matter when the injury takes place. (For example, an employee is scheduled to work from noon until 4 p.m. He or she is injured at 1:30 p.m., and misses the rest of the shift while at the doctor's office. Total hours paid for that date are from noon until 4 p.m.)

## 403(B) THRIFT SAVINGS PLAN

All CCS employees (excluding Temporary employees hired for less than 30 days) are eligible to participate in the 403(b)-thrift savings plan by making voluntary contributions through a payroll deduction.

To be eligible for the CCS base and matching contributions, an employee must be at least 19 years of age, have one year of service (and at least 1,000 hours worked during the first 12 months of employment), or meet previous non-profit work experience requirements. If the employee does not work 1,000 hours in that first year, eligibility is reached the year in which he or she does work 1,000 hours. An employee is 100% vested after five years. See Summary Plan Document for details, which can be provided by Human Resources.

## JURY DUTY

Full-Time and Part-Time employees who are called for jury duty and are required to serve will be paid their regular wages for time spent on jury duty. Employees must sign over any earnings from the court to CCS.

## TIME OFF TO VOTE

CCS encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees can find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during nonworking hours, CCS will grant up to a half hour of paid time off to vote.

Employees should request time off to vote from their supervisor at least two working days before Election Day. Advance notice is required so that the necessary time off can be

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scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

## TYPES OF LEAVE

### PERSONAL LEAVE

Full-Time and Part-Time employees (that are scheduled for 20 or more hours) accrue personal leave, which may be used for vacation, sick leave, and personal time off. Employees who are scheduled for less than 20 hours, temporary, On-Call, and Substitute employees do not accrue Personal Leave.

### PERSONAL LEAVE USAGE

Personal Leave may be used when an employee does not work his or her regularly scheduled hours, with the exception of time off after an accident or injury before Workers' Compensation pay begins, or military leave. Personal Leave may be charged in 15-minute increments. Non-exempt employees must replace a partial day of lost work with personal leave; however, the total hours paid (hours worked plus hours of leave) cannot exceed the total number of hours the employee normally works on that particular day. Except in cases of illness, injury, or emergency, prior approval of time off through CCS's payroll software by the employee's supervisor is required for Personal Leave usage.

Personal Leave may be used for vacation, to take care of personal business, medical and dental appointments, etc. Unplanned absences for illness of more than 3 consecutive days **may** require verification of medical care.

Non-exempt employees must replace a partial day of lost work with personal leave unless the employee works within 1 hour of their weekly scheduled hours, then the employee may choose to use PTO or not to be paid for that time. The total regular hours paid (regular hours worked plus hours of leave) cannot exceed the total number of hours the employee is scheduled to work during the work week. No employee may carry a negative Personal Leave balance.

Note: Exempt employees that work less than 10 days in a pay period must replace the missed day(s) with personal leave. When appropriate and at the discretion of the supervisor alternate work schedules may be approved for exempt employees.

### PERSONAL LEAVE CARRY-OVER

On December 31 of each year, employees are permitted to roll over a maximum of 200 hours in their personal into the following year. All unused personal leave hours in an employee's account that are in excess of 200 hours will be forfeited without compensation to the employee if they have not been used prior to December 31.

Because personal leave hours that are in excess of 200 hours will be forfeited, employees that do not wish to forfeit personal leave hours must diligently work with their supervisors

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to periodically schedule time off so that they will have no more than 200 hours in their personal leave account as of December 31 of each year.

Note: The Agency recognizes there are times when (due to short staffing or critical program needs), scheduling employee leave might negatively impact client services or program operations. If a supervisor asks an employee to postpone taking leave, and the employee does not have the opportunity to use (or cash out) leave in excess of 200 hours prior to December 31, then the Executive Director will allow a higher leave rollover in these cases to allow the employee to retain and use the excess accrued leave in the coming year.

## LEAVE CASH OUT

Employees who will have at least 2 weeks of accrued leave (after cash out) may request a personal leave payout two times a year, once in Quarter 2 and once in Quarter 4. A maximum of 100 hours of personal leave allotment may be cashed out each time leave payout is requested (for a maximum of 200 hours per year). Employees must complete a personal Leave Payout Request Form and obtain the appropriate authorization signatures as per the form.

Requests for leave cash out must be provided to payroll two weeks prior to the payout date. Leave payouts will be paid with the next available payroll cycle.

## PERSONAL LEAVE PAY-OUT FOR TERMINATED EMPLOYEES

When an employee separates from CCS, accrued and unused Personal Leave will be paid out. Employees who separate from employment within their first 30 days will not be paid for any accrued leave. Employees will forfeit leave in excess of 200 hours when leaving the company. An employee who moves to temporary, on-call, substitute status or his/her scheduled hours drop below 20 hours per week, becomes ineligible for personal leave accrual, and all accrued personal leave will be paid out in the next payroll cycle.

## LEAVE DONATIONS

Personal Leave may be donated to another employee in emergency situations. A donation form must be signed by the employee donating leave. The person receiving donated leave must have exhausted all accrued Personal Leave before becoming eligible for donated leave. Should donated Personal Leave not be needed, it will be returned to the donor. No employee may directly solicit other employees to donate leave. Requests for leave donations must be submitted through Human Resources.

## FAMILY MEDICAL LEAVE

A Juneau-based employee who 1) has been employed with CCS for at least 12 months and 2) has worked at least 1,250 hours may be eligible for FMLA leave. CCS, as a courtesy and in its sole discretion, may extend the benefits of FMLA to the workforce based geographically outside of Juneau if business needs allow. However, CCS is not required to provide this coverage.

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CCS uses a “rolling year” approach for FMLA. An employee first becomes eligible after 12 months with 1250 hours. Once that employee has used up their 12 weeks of FMLA leave, he or she must work another 1250 hours over the next 12 months before being able to take leave again.

Employees that meet the eligibility requirement are allowed to take up to 12 weeks of FMLA leave for the following reasons:

1. His or her own serious health condition that makes the employee unable to perform his or her job;
2. Incapacity due to pregnancy, prenatal medical care or childbirth;
3. To care for the employee’s child after birth or placement for adoption or foster care;
4. To care for the employee’s spouse, child, or parent who has a serious health condition;
5. For employees with spouses, children, or parents who are now serving o (or who have been called up for) active duty in the military, up to 12 weeks of unpaid leave for a qualified emergency arising from a family member’s active military duty; or
6. To care for family member or next of kin who become seriously ill or injured while on active duty. Coverage may be extended up to 26 weeks of unpaid leave each 12 months.

Employees must use all Personal Leave concurrently with Family Medical Leave. Personal Leave will not be accrued during any unpaid portion of the leave and will resume upon return to active employment.

An employee must give notice of the need to use FMLA leave as soon as possible or practical after you learn of your need for such leave. CCS expects reasonable advance notice of the employee’s need for FMLA except in unforeseen circumstances. In the case of an unforeseen circumstance, the employee or a representative for the employee should provide notice as soon as possible and practical. A request for FMLA should go through the Human Resources, which will assist the employee in documenting the need for FMLA leave.

An employee must provide sufficient information to determine if the leave qualifies for FMLA protection and notify us of the anticipated timing and length of leave. CCS may require a Certification of Health Care Provider for a serious health condition. Upon approval, the employee will receive a written notice that he or she has been placed on FMLA leave. In addition information required prior to approval, CCS has the right to request follow-up information about the employee or employee’s family.

During FMLA leave, CCS will maintain health coverage for employees who take FMLA leave. The group policy will remain in force with both the employee and employer paying their respective portions of premiums. The employee will not lose any benefits accrued to them prior to taking leave. The employee will be treated as though continuously employed for purposes of determining benefits based on length of service, such as the rate of personal leave accrual.

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Employees returning from FMLA leave taken to address their own medical needs may return to work only upon providing a physician's verification of their fitness to return to work upon request, with the exception of leave for birth or adoption.

CCS will place returning employees in the same position or an equivalent one, with equivalent pay, benefits, and terms of employment. CCS may deny reinstatement under certain circumstances as allowed by law. CCS reserves the right to deny reinstatement to certain key employees, as defined by law.

An employee who fails to report to work promptly at the end of the leave is considered to have resigned.

CCS shall maintain coverage under any group health plan for the duration of such leave at the same level and under the same conditions that coverage would have been provided if the employee had continued in employment for the duration of such leave. An employee on unpaid FMLA leave will be responsible for paying his or her share of the group health plan premium.

## BEREAVEMENT LEAVE

To address a death in the immediate family, Part-Time and Full-Time employees who have been employed at CCS for at least one year will be given up to 5 days' leave with pay per year. Immediate family includes spouse, child, parent, grandparent, grandchild, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, step relationships, and another person in the immediate household. Leave will be granted for the purpose of attending services or for making arrangements. Leave may be granted for the death of other individuals based on approval of the Executive Director. Additional time off may be taken as Personal Leave.

## ADMINISTRATIVE LEAVE

Administrative Leave may be authorized by Human Resources, the Executive Director, or their designees, in situations when it is in the best interest of the employee and the organization to remove the employee from the workplace in order to investigate grievances, disciplinary problems, or other employment-related matters. Administrative Leave may be paid or unpaid, as directed by the Executive Director and/or Human Resources.

## LEAVE WITHOUT PAY (LWOP)

Regular employees may be eligible for leave without pay (LWOP). CCS, in its sole discretion, may provide a leave of absence without pay to an eligible employee who wishes to take time off from work duties to fulfill personal obligations that do not qualify for Family and Medical Leave Act leave, and who has used all accrued Personal Leave. LWOP may be granted for a period to be determined at management's discretion. Requests for LWOP will be evaluated based on a number of factors, including anticipated workloads and staffing considerations during the proposed period of absence. Approval from the supervisor and Executive Director is required.

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An eligible employee who becomes aware of a need for LWOP should request leave from their supervisor via a CCS Leave Request Form. Subject to the terms, conditions, and limitations of the applicable plans, CCS will provide health insurance until the end of the first month of approved LWOP, after which the employee will become responsible for the full costs of these benefits if wanted. Additionally, an employee on LWOP is responsible, during the LWOP, for paying supplemental insurance, garnishments and child support.

Benefit accruals, such as Personal Leave, will be suspended during LWOP and will resume upon return to active employment.

When a leave without pay ends, CCS will make every reasonable effort to return the employee to the same position, if it is available, or to a similar position for which the employee is qualified. Except when legally required, CCS cannot guarantee reinstatement. An employee who fails to report to work promptly at the end of the leave is considered to have resigned.

## MILITARY LEAVE

CCS is committed to protecting the job rights of employees absent on military leave. In accordance with federal and state law, it is CCS' policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person's membership in or obligation to perform service for any of the Uniformed Services of the United States.

### **Procedures for Military Leave**

An employee should provide CCS with notice of the need for leave as far in advance as possible. Written notice is preferred, but not required under the law or this policy. Employees on military leave may use any accrued paid personal leave during their absence.

When the employee intends to return to work, he or she must make application for reemployment to HR within the application period set forth below. If they do not return to work, they are considered to have resigned employment.

### **Benefits**

If an employee is absent from work due to military service, they may elect to continue group health insurance coverage as outlined in the Extension of Benefits Policy.

Employees do not accrue personal leave while on military leave of absence status.

### **Reemployment**

Upon an employee's prompt application for reemployment (as defined below), an employee will be reinstated to employment in the following manner depending upon the employee's period of military service:

*Less than 91 days of military service* - reinstated to a position that the employee would have attained if employment had not been interrupted by military service; or, if found not qualified for such position after reasonable efforts by CCS, in the position in which the employee had been employed prior to military service.

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*More than 90 days and less than 5 years of military service* – reinstated to a position that the employee would have attained if employment had not been interrupted by military service or a position of like seniority, status and pay, the duties of which the employee is qualified to perform; or, if proved not qualified after reasonable efforts by CCS, in the position the employee left, or a position of like seniority, status and pay, the duties of which the employee is qualified to perform.

*Employee with service-connected disability* – if after reasonable accommodation efforts by the employer, an employee with a service-connected disability is not qualified for employment in the position he or she would have attained or in the position that he or she left, the employee will be employed in another position of similar seniority, status and pay for which the employee is qualified or could become qualified with reasonable efforts by CCS, or, if no such position exists, in the nearest approximation consistent with the circumstances of the employee's situation.

## **Application for Reemployment**

An employee who has engaged in military service must apply for reemployment to HR according to the following schedule:

*Absence of less than 31 days* - the employee must report for reemployment at the beginning of the first full regularly scheduled working period on the first calendar day following the completion of service.

*Absence of 31 days or more but less than 181 days* – the employee must apply for reemployment to HR no later than 14 days following completion of service.

*Absence of over 180 days* – the employee must apply for reemployment to HR no later than 90 days following completion of service.

## **Exceptions to Reemployment**

In addition to the employee's failure to apply for reemployment in a timely manner, an employee is not entitled to reinstatement as described above if any of the following conditions exist:

- CCS's circumstances have so changed as to make reemployment impossible or unreasonable.
- Reemployment would pose an undue hardship upon CCS.
- The employee's employment prior to the military service was merely for a brief, non-recurrent period and there was no reasonable expectation that the employment would have continued indefinitely or for a significant period.
- The employee did not receive an honorable discharge from military service.

## **General Benefits Upon Reemployment**

Employee reemployment following military leave will receive seniority and other benefits determined by seniority that the employee had at the beginning of the military leave, plus any additional seniority and benefits the employee would have attained, with reasonable certainty, had the individual remained continuously employed.

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## PERSONNEL RECORDS AND PRIVACY

### GENERAL

CCS maintains accurate and complete personnel files and other personnel information on all employees. The personnel file contains the complete history of employment. Information contained within the personnel file and files of other personnel information includes, but is not limited to, application for employment, position assignments, job descriptions, job performance evaluations, compensation, certifications, and employee benefit enrollment forms. All health-related information (Workers' Compensation, FMLA, etc.) will be kept in separate files to maintain confidentiality. CCS stores I-9 documents separately from personnel files in accordance with federal regulations. Personnel files are considered confidential files and are the property of CCS.

### EMPLOYEE FILE REVIEW

Both current and former employees have the right to review their personnel file and other personnel information. A written request to review the file(s) must be made to the Human Resource Department, which will accommodate the request in a reasonable period of time. Any review of the file(s) will be monitored. The file must remain in the Human Resource Department while the employee is reviewing it. After making a written request for copies of the personnel file and other personnel information, current and former employees will be provided with a copy of such records within a reasonable amount of time.

### ACCESS TO RECORDS

Access to the personnel file is restricted to the employee, Human Resource Department, the Executive Director, the employee's supervisor, and any government agency to the extent necessary to comply with the terms and conditions of grants and licensure. Supervisors' access is limited to their subordinates' personnel files and those of an employee who has applied for a position in his or her department/program. Access to the file of health-related information maintained for each employee will be strictly limited to the Human Resource Department and the Executive Director, except in the case of a bona fide necessity. For instance, health-related information may be released to an insurance company upon proper request. The Finance Department has access to, and maintains, separate payroll files.

To ensure privacy, personnel files and other personnel information are considered strictly confidential. Unless a form authorizing release of job-related information has been signed by an employee or former employee, CCS will provide only the dates of employment, position title, and eligibility for re-hire in response to an inquiry by a bona fide organization. CCS will cooperate with government agencies as required for grants and licensure.

No personal information, such as address or telephone number, will be given to other employees or individuals not employed by CCS unless the employee has given written consent to the release of such information. Exceptions may apply in emergencies.

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## PERSONNEL DATA CHANGES

Employees must report any address, phone number, nickname, gender, or name change to Human Resources. Employees may make changes to their contact information via CCS's payroll system or by providing the change in writing. Legal name changes must include supporting court documents.

## VOLUNTARY/INVOLUNTARY SEPARATION FROM EMPLOYMENT

### RESIGNATION/TERMINATIONS

Resignation is a voluntary separation on the part of the employee. CCS requests exempt employees to provide a written resignation at least one month before the effective date, and non-exempt employees to provide two weeks' written notice.

Termination is involuntary separation and may occur for any reason deemed appropriate by CCS. Employment with CCS is "at-will." A terminated employee is not entitled to advance notice of termination or pay in lieu of notice.

### FINAL PAYCHECK

For voluntary separations, the final paycheck will be issued on the next regular payday. For involuntary separations, the employee will be paid within three working days.

### EMPLOYEE REFERENCE CHECKS

Employers conducting reference checks on former CCS employees will be referred to the Human Resource Department. Employee data, other than dates of employment and position(s) held will not be released without written authorization.

### RETURN OF PROPERTY

Employees are responsible for all CCS property, materials, or written information issued to them or in their possession or control, including keys, key cards, cellular phones, etc. Employees must return all CCS keys, business cards, documents, technology, and other property on or before their last day of work. Employees may be held responsible for damages resulting from non-official or non-approved purposes, improper use, and carelessness or neglect.

### EXIT INTERVIEWS

CCS employees who voluntarily separate from employment will be given the opportunity for an exit interview with the Human Resource Director in order to provide information to CCS to help better the organization in its employment and business practices.

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## OFFICE EQUIPMENT USAGE

### GENERAL

Computers, computer equipment, e-mail, Internet, software, phone, facsimiles, and copiers are property of CCS, and are intended to be used for business, in a manner consistent with the agency's standards.

Employees are expected to exercise good judgment and restraint in their personal use, especially of the Internet. Supervisors may, with authorization, prohibit any or all personal use of agency property.

CCS strives to maintain a workplace free of harassment and to be sensitive to the diversity of its employees. Therefore, CCS prohibits the use of computers and the e-mail system, the Internet, copiers, phones and facsimiles in ways that are disruptive, offensive to others, or harmful to morale.

### COMPUTER AND E-MAIL USAGE

Computers, computer files, the e-mail system, and software furnished to employees are CCS' property and are intended for business use only. Employees have no right of privacy in any computer or in any information stored on a computer provided by CCS. All computer equipment and software is provided for the sole purpose of accomplishing CCS' business. CCS has the right and authority to full and complete access to its own equipment and premises, including information stored on a computer workstation or network that it supplies, and may take actions to monitor use of the equipment when deemed necessary to the efficient management and operation of CCS. Employees should not use a computer or a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored at any time and e-mail and all other electronic data are subject to search at any time.

The following behaviors are examples of previously stated or additional actions and activities that are prohibited:

- Sending or posting discriminatory, harassing, or threatening messages or images;
- Using CCS' time and resources for personal gain;
- Sharing passwords with another employee without authorization;
- Copying, or downloading software and electronic files without permission;
- Sending or posting confidential material, trade secrets, or proprietary information outside of CCS;
- Violating copyright law;
- Engaging in unauthorized transactions that may incur a cost to CCS or initiate unwanted Internet services and transmissions;
- Sending or posting messages or material that could damage CCS' image or reputation;
- Participating in the viewing or exchange of pornography or obscene materials;
- Sending or posting messages that defame or slander other individuals;

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- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities;
- Using the Internet for political causes or activities, religious activities, or gambling;
- Sending or posting messages that disparage another organization's products or services;
- Passing off personal views as representing those of the organization;
- Sending anonymous e-mail messages; or
- Engaging in any other illegal activities.

Employees should notify their immediate supervisor or Human Resources upon learning of violations of this practice.

## INTERNET USAGE

The following guidelines have been established to help ensure responsible and productive Internet usage.

All Internet data that is composed, transmitted, or received via CCS computer communications systems is considered to be part of the official records of CCS and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of CCS. As such, CCS reserves the right to monitor Internet traffic, and to retrieve and to read any data composed, sent, or received through our online connections and stored in our computer systems. Employees are allowed minimal personal use of the Internet. However, there is no expectation of privacy.

## PHONE USAGE

Phones are the property of CCS and there should be no expectation of privacy with the use of phones. Long distance personal phone calls charged to the agency are not allowed.

## FACSIMILES/COPIERS

Facsimiles/copiers are provided by CCS to assist employees in work-related data activities. Employees should have no expectation of privacy with faxes, facsimile use, copies, or copier use. Material that is faxed/copied must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, or status as a covered veteran or any other characteristic protected by law.

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## MISCELLANEOUS

### AUTO USAGE

Employees under age 21 may not transport clients in their own or agency-owned vehicles. All CCS employees must complete a DMV Authorization Release form upon hire. The employee's driver license information will be provided to the agency's liability insurance company, which will request DMV records on employees.

Applicants for driving positions must submit an acceptable three-year driving history before hire.

CCS has a zero-tolerance policy of cell phone usage while driving. This prohibition includes hands-free use and texting, as well as all other uses of a cell phone. Staff must be parked before taking or making a call or otherwise using a cell phone.

Staff shall report to the appropriate Division Program Director within 24 hours or one business day any incident that results in damage to a CCS vehicle and/or any staff vehicle while transporting an agency client. Further information on vehicle incidents may be found in the CCS Vehicle Incidents Policy available through your supervisor or Human Resources.

### BULLETIN BOARD / WORKSPACE DECOR

Bulletin boards in common areas display important information regarding employment. Certain bulletin boards may be reserved for Human Resources and program-specific information. Employees must check with a supervisor before posting items on a bulletin board in a common area.

Employees are asked to be mindful of their workspace decor. Employees will be asked to remove materials that may be considered offensive or in bad taste.

### INCIDENTAL EXPENSES

CCS may reimburse expenses incurred with the prior approval of the supervisor and when submitted on an approved agency form (i.e., Travel Reimbursement or Check Request Form). Reimbursement shall be made only on the basis of written accounts and receipts detailing the nature of the expenses and amounts, submitted timely.

### TRAVEL

Employees in positions classified as non-exempt under the Fair Labor Standards Act are eligible for compensation for the time they spend traveling. The compensation an employee receives depends upon the kind of travel and whether travel time takes place within scheduled work hours or outside of scheduled work hours.

"Travel time" is defined as one hour prior to departure (check-in time), actual travel time, and one hour after the employee reaches their destination (checked baggage, check-in for rental car, etc.).

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Travel between home and work or between the hotel and worksite is considered normal commuting time and is not eligible for compensation.

If an employee requests specific travel itinerary or mode of transportation that is different from the one authorized by the company, only the travel time associated with the itinerary and mode of transportation that has been authorized will be eligible for compensation.

Travel hours outside of scheduled work hours will be factored into overtime calculations if the employee is traveling at the request of the agency.

If an employee is performing pre-approved work while traveling outside of scheduled hours, the hours will be factored into overtime calculations.

When an employee travels between two or more time zones, the time zone associated with the point of departure should be used to determine travel time.

Employees are responsible for accurately tracking and reporting travel time to their supervisor for entry into the payroll system. Meal periods should be deducted from all travel time unless the employee is required to attend a meal for agency business. If an employee requests a specific travel itinerary or mode that is different from the one authorized, only the estimated travel time associated with the schedule, route and mode of transportation authorized should be reported to your supervisor for payroll. Travel time should be calculated by rounding to the nearest fifteen minutes.

Following travel, travel reimbursement forms should be submitted to Accounts Payable with all receipts within 5 working days of travel being completed. Accounts Payable will calculate reimbursement due to the traveler, including per diem, and provide reimbursement to the traveler by Friday following the submission with documentation to Accounts Payable.

## MEDIA

Media inquiries must direct to the Executive Director. Only the Executive Director and any other person designated by the Board of Directors may speak publicly for CCS.

## MILEAGE

Mileage reimbursement for driving a personal vehicle on CCS' behalf can be claimed at the approved rate. The appropriate reimbursement form and any supplemental documentation must be submitted to the Accounting Department.

## PARKING

Certain CCS locations require employees to park in designated parking areas and provide parking stickers to be placed in vehicles. A supervisor or Human Resources can provide information regarding participating locations and parking passes.

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## SUBPOENAS

Subpoenas may be served on CCS or on a specific CCS program. Subpoenas served on the Agency or a Program must be referred to the Executive Director or the Director of Operations. Subpoenas served on a specific CCS employee are to be accepted only by that employee. CCS does not accept subpoenas for clients. Records requests (requests without a subpoena) will be reviewed and responded to individually.

*If you have any questions regarding the content of this handbook, please contact your supervisor and/or the Human Resource Department.*