



Employee Handbook

January 1, 2025



Employee Handbook

Welcome!

On behalf of your colleagues, I welcome you to Family Service Rochester (FSR) and wish you every success here.

We believe that each employee contributes directly to FSR's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, 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 employment with FSR.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

A handwritten signature in black ink, appearing to read "Scott M. [unclear]".



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Employee Handbook

FSR's Vision and Mission Statements

I. Vision

A safe, vital community that fosters strong, healthy families and capable children.

II. Mission

Family Service Rochester will provide community-based social services of the highest quality and maintain a commitment to excellence in all operational areas.

III. Values and Beliefs

Accountability: At every level of our organization, we are accountable to our clients, donors, volunteers, staff and the public - with unwavering integrity of program services and financial standards.

Community: Partnerships and collaborations are vital to our success, both inside and outside the organization, as we build relationships and communities that invest in the welfare of others.

Compassion: With hearts open to the needs to all, we believe friendship, empathy and kindness are as much a part of the sustenance we provide as the services we deliver.

Dignity: Through confidentiality, respect, and a commitment to quality of life for all, we recognize the uniqueness and dignity of every client, volunteer, donor, staff member and guest.

Diversity: The caring, loving, fun and dynamic nature of our organization is made possible by the diversity of the people we serve and those who help us serve.

Empowerment: By cultivating a partnering environment, we empower individuals to manage their lives in harmony with their abilities and talents.

Excellence: At every level of operation and public engagement we are committed to the highest standards of quality and excellence utilizing evidence-based best practices.

Responsive: We continually evaluate changing community needs and proactively evolve.

Reliability: As safety, trustworthiness and dependability in all aspects of our operations are the cornerstones of our services, our clients, volunteers, staff and guests can rely on us to fulfill our mission without fail every day.



Employee Handbook

101 Nature of Employment

Effective Date: 01/01/12

Revision Date:

This handbook is intended to provide employees with a general understanding of our personnel policies. Employees are encouraged to familiarize themselves with the contents of this handbook, for it will answer many common questions concerning employment with FSR.

However, this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the employee nor FSR is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, FSR reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook, except for its policy of employment-at-will. The only recognized deviations from the stated policies are those authorized by the Board of Directors of FSR.



Employee Handbook

103 Equal Employment Opportunity

Effective Date: 01/01/12

Revision Date: 01/01/25

This is to affirm Family Service Rochester's policy of providing equal employment opportunities to all employees and applicants for employment in accordance with all applicable Equal Employment Opportunity/Affirmative Action laws, directives, and regulations of federal and state governing bodies or agencies thereof.

Family Service Rochester prohibits discrimination against, or harassment of any employee, or applicant for employment because of race, color, religion, age, sex, national origin, disability status, genetics, prohibited veteran status, sexual orientation, gender identity or expression, or any other characteristics protected by federal, state, or local laws.

We will take affirmative action to ensure that all employment practices are free of such discrimination. Such employment practices include, but are not limited to, the following: hiring, upgrading, demotion, transfer, recruitment or recruitment advertising, selection, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training. We will provide reasonable accommodation to applicants and employees with disabilities.

All employees are expected to perform their job responsibilities in a manner that supports equal employment opportunity for all.



Employee Handbook

104 Business Ethics and Conduct

Effective Date: 01/01/12

Revision Date:

The successful business operation and reputation of FSR is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of FSR is dependent upon our clients' trust and we are dedicated to preserving that trust. Employees owe a duty to FSR and our clients to act in a way that will merit the continued trust and confidence of the public.

FSR will comply with all applicable laws and regulations and expects its Board of Directors and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles through the National Association of Social Workers Code of Ethics and our board policies, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, Human Resources for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every FSR employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.



Employee Handbook

108 Conflicts of Interest

Effective Date: 01/01/12

Revision Date: 01/01/25

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which FSR wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of FSR's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to the Executive Director of FSR as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

No employee or volunteer working for FSR shall accrue or receive any compensation, remuneration or benefits from FSR or from any other agency or individual as a result of providing a client with a referral for service.

Employees and volunteers working for FSR shall not steer or direct referrals of applicants or clients to a private practice in which agency professional personnel, consultants, or members of the immediate families of personnel and consultants may be engaged.



Employee Handbook

108 Conflicts of Interest - continued

Effective Date: 01/01/12

Revision Date: 01/01/25

Employees or volunteers upon leaving the employment of FSR to engage in private practice, are prohibited from transferring cases/clients to themselves or others engaged in that practice. The disposition of such cases will be discussed and transferred with the approval of the Executive Director/Human Resources Director.

Contact the Executive Director or Human Resources Director for more information or questions about conflicts of interest.



Employee Handbook

114 Disability Accommodation

Effective Date: 01/01/12

Revision Date:

FSR is committed to complying fully with the Americans with Disabilities Amendment Act (ADAAA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leaves of all types will be available to all employees on an equal basis.

FSR is also committed to not discriminate against any qualified employees or applicants because they are related to or associated with a person with a disability. FSR will follow any state law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. FSR is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA Amendment Act and all other applicable federal and state laws.



Employee Handbook

115 ADA Reasonable Accommodation – Service Animals

Effective Date: 01/01/24

Revision Date:

Family Service Rochester does not allow animals in the workplace; however, an individual with a disability may request a reasonable accommodation under the Americans with Disabilities Act to bring a service animal to work when medically necessary.

Service Animals

In general, a service animal is an animal trained to work or perform tasks for the benefit of an individual with a disability, such as guiding individuals with impaired vision, alerting individuals to an impending seizure, or pulling a wheelchair and fetching dropped items.

Family Service Rochester will evaluate all requests to bring a service animal into the workplace to determine if the accommodation is reasonable and can be provided without undue hardship.

Employees may be asked to bring the service animal to the workplace to demonstrate the animal's training and ability to be in the workplace without disruption.

If an accommodation is granted to allow a service animal in the workplace the arrangement may be permitted on a temporary or trial basis. Reasonable behavior is expected from service animals while on company property. Disruptive and aggressive service animals must be removed from the premises immediately and permission to bring the animal to work will be revoked.

All animals need to be immunized against rabies and other diseases common to that type of animal. All vaccinations must be current, and animals must be in good health. Employees may be asked to provide proof of vaccination.



Employee Handbook

115 ADA Reasonable Accommodation – Service Animals - continued

Effective Date: 01/01/24

Revision Date:

Service animals must wear an owner identification tag (which includes the name and phone number of the owner) at all times.

Animals must be on a leash, harness or other type of restraint at all times, unless the owner/partner is unable to retain an animal on leash due to a disability.

The employee must be in full control of the animal at all times. The care and supervision of the animal is solely the responsibility of the employee. The employee is expected to clean and dispose of all animal waste appropriately. The employee may be held responsible for the repair of any damage that results because of the service animal.



Employee Handbook

180 Whistleblowers Protection Policy

Effective Date: 01/01/12

Revision Date: 01/01/25

FSR is committed to the highest standards of moral and ethical behavior by all employees and in all business dealings. Employees are expected to conduct agency business in compliance with all appropriate laws, regulations, and clinical and ethical standards. Further, employees have a responsibility to report suspected noncompliance by FSR or any employee of FSR to their supervisor or any member of management. Employees acting in good faith to report suspected noncompliance are protected against retaliation for making such a report; however, claims made in other than good faith under this policy subject the employee to disciplinary action.



Employee Handbook

185 Client Confidentiality Policy

Effective Date: 01/01/12

Revision Date: 05/22/19

Our clients and other parties with whom we do business entrust FSR with important information relating to their personal lives and businesses. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a "need to know." If there is a question of whether certain information is considered confidential, the employee should first check with his/her immediate supervisor.

FSR will follow the federal guidelines under the Health Insurance Portability and Accountability Act (HIPAA) in protecting the confidentiality and security of both client health and employee health records.

This policy is intended to alert employees and volunteers to the need for discretion at all times and is not intended to inhibit normal business communications. Client records are not to be taken away from the appropriate work site except to court or under approved conditions.

Client information shall be released outside of the agency only when a properly authorized release of information form is signed by the client or under court order.

Any violation of client confidentiality should be reported to the supervisor. Failure to abide by this policy may result in corrective action or dismissal.



Employee Handbook

190 Fair Labor Standards Act

Effective Date: 12/01/16

Revision Date: 01/01/25

The Fair Labor Standards Act (FLSA) is a federal law which requires that most employees in the United States be paid at least the federal minimum wage for all hours worked and overtime pay at time and one-half the regular rate of pay for all hours worked over 40 hours in a workweek.

It is our policy to comply with the salary basis requirements of the FLSA. Therefore, we prohibit all agency managers/supervisors from making any improper deductions from the salaries of employees. We want employees to be aware of this policy and that the company does not allow deductions that violate the FLSA.

If you believe that an improper deduction has been made to your salary or if you believe you have been improperly classified as an exempt (salaried) employee, you should immediately report this information to your direct supervisor, or to the Director of Human Resources and the complaint will be promptly investigated.



Employee Handbook

201 Employment Categories

Effective Date: 01/01/12

Revision Date: 01/01/25

It is the intent of FSR to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and FSR for all employment classifications.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by FSR management.

In addition to the above categories, each -employee will belong to one other employment category:

FULL-TIME employees are those who are not in a temporary or trial status and who are regularly scheduled to work FSR's full-time schedule. Generally, they are eligible for FSR's benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employees are those who are not assigned to a temporary or trial status and who are regularly scheduled to work less than 30 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for most of FSR's other benefit eligible programs.



Employee Handbook

202 Access to Personnel Files

Effective Date: 01/01/12

Revision Date:

FSR maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of FSR, and access to the information they contain is restricted. Generally, only supervisors and management personnel of FSR who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact Human Resources. The agency will accommodate the request within 7 days. After the review and with a further written request from the employee, the agency will provide a copy of the record to the employee, without charge.



Employee Handbook

203 Employment Reference Checks

Effective Date: 01/01/12

Revision Date: 01/01/25

To ensure that individuals who join FSR are well qualified and have a strong potential to be productive and successful, it is the policy of FSR to check the employment references of all applicants.

For those who have left employment at FSR, Human Resources will provide all verbal and written employee reference checks. The following procedures will be followed:

Without an authorization from the employee, FSR will verbally disclose dates of employment, job title, duties description, training, and education provided by FSR. With an authorization from the employee, FSR will disclosed any additional information directed by the employee.

If further information is requested, an employee may request a copy of their personnel file, without charge. This request must be made in writing. The agency will accommodate the request within 7 days of receipt of the request.



Employee Handbook

208 Employment Applications

Effective Date: 01/01/12

Revision Date: 01/01/25

FSR relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.



Employee Handbook

209 Performance Evaluation

Effective Date: 01/01/12

Revision Date: 01/01/25

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis including job responsibilities, standards, and performance requirements of the position.

Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Generally, performance evaluations are scheduled following 6 months of employment and annually thereafter.



Employee Handbook

210 Telecommuting

Effective Date: 01/01/25

Revision Date:

Telecommuting allows employees to work at home, on the road or in a satellite location for all or part of their workweek. FSR considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement.

Telecommuting may be appropriate for some employees and jobs but not for others.

Telecommuting is not an entitlement, it is not a companywide benefit, and it in no way changes the terms and conditions of employment with FSR.



Employee Handbook

301 Employee Benefits

Effective Date: 01/01/12

Revision Date: 01/01/25

Eligible employees at FSR are provided with a wide range of benefits. Benefit eligibility is dependent upon a variety of factors, including employment classification. Human Resources can identify the programs for which you are eligible.

The following benefit programs are available to eligible employees:

- 403B Retirement Savings Plan
- Dental Insurance
- Employee Assistance Program
- Health Insurance
- Holidays
- Jury Duty Leave
- Employer Paid Life Insurance
- Long-Term Disability
- Paid Time Off (PTO)
- Short-Term Disability
- Term Life Insurance
- Whole Life Insurance
- Critical Illness Insurance
- Accident Insurance

Some benefit programs require contributions from the employee. Benefit programs offered are subject to change at any time.



Employee Handbook

305 Holidays

Effective Date: 07/26/17

Revision Date: 05/25/22, 01/01/25

FSR will grant holiday time off to all employees on the holidays listed below:

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- Presidents' Day (third Monday in February)
- Memorial Day (last Monday in May)
- Juneteenth (June 19)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Veterans' Day (November 11)
- Thanksgiving (fourth Thursday in November)
- Day after Thanksgiving
- Christmas Eve afternoon (December 24)
- Christmas (December 25)

A calendar will be given out to employees each year. If a holiday falls on a Saturday or Sunday, an alternate day will be designated.

FSR strives to foster cultural diversity. To this extent, FSR employees may elect to work a standard workday on one of the aforementioned holidays in exchange for a paid holiday on the employee's desired cultural or religious holiday. Such an exchange must be approved by the employee's manager prior to the designated holiday. Employees are also free to use any of their PTO days each year to celebrate cultural or religious holidays.



Employee Handbook

305 Holidays - continued

Effective Date: 07/26/17

Revision Date: 05/25/22, 01/01/25

Employees on a qualified leave of absence are not eligible for holiday pay.

Unused holidays may not be carried over to the following calendar year, or be reimbursed in cash.

FSR will grant paid holiday time off to all eligible employees. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday). Eligible employee classification are:

- Regular full-time employees
- Part-time employees in Professional and Support employment classifications

Part-time employees will be paid for holidays at a their regularly hourly rate of pay and based on the average number of hours worked per week in the previous 30 days prior to the holiday.

If a recognized holiday falls during an eligible employee's paid absence (such as Paid Time Off leave), holiday pay will be provided instead of the Paid Time Off benefit that would otherwise have applied.

If an agency holiday falls on an eligible employee's scheduled day off, another day will be designated by the supervisor as the employee's holiday.



Employee Handbook

305 Holidays - continued

Effective Date: 07/26/17

Revision Date: 05/25/22, 01/01/25

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

FSR reserves the right to deny any request if the employee's absence would cause an undue burden on the organization.



Employee Handbook

306 Workers' Compensation Insurance

Effective Date: 01/01/12

Revision Date:

FSR provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

FSR supports a Return to Work Policy (see policy #580) whenever appropriate. The Return to Work Policy supports the return of workers to employment at the earliest possible date following an injury or illness. The policy applies to all eligible workers and will be followed whenever appropriate.

Neither FSR nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by FSR.



Employee Handbook

308 Time Off to Vote

Effective Date: 01/01/12

Revision Date:

FSR encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their nonworking hours, without penalty or deduction from salary or wages, FSR will grant time off to vote.



Employee Handbook

311 Jury Duty

Effective Date: 01/01/12

Revision Date: 01/01/25

FSR encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees in an eligible classification may have up to 2 weeks of paid jury duty leave over any 1-year period.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either FSR or the employee may request an excuse from jury duty if, in FSR's judgment, the employee's absence would create serious operational difficulties.

Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence. Employee classifications that qualify for paid jury duty leave are:

- Regular full-time employees

If employees are required to serve jury duty beyond the period of paid jury duty leave, they may use available PTO benefits.

If an employee utilizes unpaid time to fulfill their jury duty obligations, PTO leave, holiday benefits will be suspended during the unpaid jury duty leave and will resume upon return to active employment.

While on paid jury duty, all payments received from the court for performing jury duty must be signed over to FSR.



Employee Handbook

312 Witness Duty

Effective Date: 01/01/12

Revision Date: 01/01/25

FSR encourages employees to appear in court for witness duty when subpoenaed to do so. The subpoena should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

Work Related Absence: If an employee has been subpoenaed or otherwise requested to testify as a witness by FSR (work related), they will receive regular pay for the time period of witness duty. All witness fees paid to the employee should be forfeited to FSR.

Non-Work Related Absence: Employees are free to use available Paid Time Off (PTO) benefits during the period of this absence. If the employee does not have sufficient PTO available, unpaid time may be used.



Employee Handbook

313 Benefits Continuation (COBRA)

Effective Date: 01/01/12

Revision Date: 01/01/25

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue qualified benefits under FSR's group benefit plans when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; and an employee's divorce or legal separation.

Eligible employees will receive a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under FSR's group benefit plans. The notice contains important information about the employees' rights and obligations.



Employee Handbook

314 Educational Reimbursement

Effective Date: 01/01/18

Revision Date: 06/09/22, 01/01/25

FSR recognizes that the skills and knowledge of its employees are critical to the success of the agency. The education reimbursement program encourages personal development through formal education so employees can maintain and improve job related skills or enhance their ability to compete for reasonably attainable jobs within FSR.

FSR will provide reimbursement of a pre-determined amount determined by the Human Resources Committee of the Board of Directors. Employees meeting the following criteria may apply for education reimbursement:

- Must be a regular full-time employee, with more than 12 months of continuous service.
- Must meet the performance expectations of his/her/their current position.
- Must not have any formal disciplinary actions with FSR within the previous 6 months. Formal disciplinary actions include written warning, demotions or suspensions.

Individual courses must be related to the employee's current job duties or a foreseeable future position in the agency. (FSR has the discretion to determine whether a course relates to an employee's current job duties or a potential future position).

Courses must be through an accredited school, college or university. Courses must be for college credit and cannot be courses that are audited or are "life experience" credits. Certification or accreditation courses, licensing prep classes, workshops and seminars do not qualify for educational reimbursement.

Participation by employees in an education reimbursement program in accordance with this policy shall not affect the employee's status as an "At Will" employee.



Employee Handbook

314 Educational Reimbursement - continued

Effective Date: 01/01/18

Revision Date: 06/09/22, 01/01/25

Attendance at the course(s) shall not conflict with the employee's work hours, unless the employee's supervisor approves in writing. Employees are expected to work a full workweek, even if the work schedule is adjusted to accommodate a class schedule.

Education expenses that are paid by scholarships, grants, loans or other programs are not eligible for reimbursement.

While education reimbursement is expected to enhance employees' performance and professional abilities, FSR cannot guarantee that participation in formal education will entitle the employee to advancement, a different job assignment, or pay increases. FSR expects a return on investment of educational reimbursement exhibited through enhanced job performance and growth of potential leadership.

Employees wishing to receive educational reimbursement funds will need to submit an application as well as complete an Educational Expense Agreement. The employee will receive notification of acceptance from the HR Board Committee within 30 days.

Each year the Board of Directors will determine the budgeted amount to be earmarked for educational reimbursement. The number of applications accepted will determine the amount of educational reimbursement given each year to each recipient.

Upon course completion, grade information must be submitted within forty-five (45) days to Human Resources. Employees receiving a passing grade of "C" or higher or a "pass" if the course is on a pass/fail system. Employees will receive the same dollar amount per semester, quarter, or trimester.

If applicable, the agency will withhold from the educational reimbursement any federal or state taxes necessary to comply with federal and state law.



Employee Handbook

314 Educational Reimbursement-continued

Effective Date: 01/01/18

Revision Date: 06/09/22, 01/01/25

If the employee drops the course or the course cancels, the employee is not eligible for reimbursement of tuition for that coursework.

If an employee voluntarily separates from FSR's employment within one (1) year after receiving education reimbursement funds, the amount of the reimbursement paid within that year period will be considered a loan. Accordingly, the employee will be expected to repay a portion of the amount of reimbursement back to FSR based on the following terms:

- | | |
|------------------|------|
| • 1 – 3 months | 100% |
| • 4 – 6 months | 75% |
| • 7 – 9 months | 50% |
| • 10 – 12 months | 25% |

If an employee is laid off, there is no requirement to repay the educational reimbursement. If an employee is terminated for failure to perform their duties, harassment, discrimination, theft, or some other serious reason, the employee is expected to re-pay 100% of the educational reimbursement received in the previous twelve (12) months.

The education reimbursement plan year will run from September 1 – August 31 each year. Funds will be distributed equally based on participant school year calendar (quarter, semester, etc.).

Employees should contact the Director of Human Resources for more information or questions about education reimbursement.



Employee Handbook

315 Paid Time Off (PTO)

Effective Date: 01/01/16

Revision Date: 05/25/22, 01/01/24, 01/01/25

Paid Time Off (PTO) is an all-purpose time-off policy for eligible employees to use for vacation, illness or injury, bereavement leave, and personal business. It combines traditional vacation, sick and bereavement leave plans into one flexible, paid time-off policy. Employees in the following employment classification(s) are eligible to earn and use PTO as described in this policy:

- Regular full-time employees
- Regular part-time employees in Professional or Support classification

The PTO accrual begins on the 1st day of employment with Family Service Rochester. Employees may request the use of earned PTO once they have a positive balance. Once employees enter an eligible employment classification, they begin to earn PTO according to the schedule below.

Regular Full-time employees (exempt and non-exempt):

- Upon initial eligibility the employee is entitled to 6.92 PTO hours for every 80 hours worked.
- After 3 years of eligible service the employee is entitled to 7.85 PTO hours for every 80 hours worked.
- After 6 years of eligible service the employee is entitled to 8.77 PTO hours for every 80 hours worked.



Employee Handbook

315 Paid Time Off (PTO) - continued

Effective Date: 01/01/16

Revision Date: 05/25/22, 01/01/24, 01/01/25

- After 9 years of eligible service the employee is entitled to 9.69 PTO hours for every 80 hours worked.

Regular Part-time Benefit Eligible employees (exempt or non-exempt status):

Part-time employees, hired to work a minimum of 16 hours per week, but less than 40 hours per week in Professional or Support employment classification will be eligible to earn PTO on a pro-rated basis.

- The earning rate and maximum balance will be pro-rated according to their full-time equivalent status rounded up to the nearest quarter hour, not to exceed the benefit granted for one full-time equivalent employee status.

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn PTO. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation.

(See individual leave of absence policies for more information.)

PTO can be used in minimum increments of one-quarter hour. Employees who have an unexpected need to be absent from work should notify their direct supervisor before the scheduled start of their workday, if possible. The direct supervisor must also be contacted on each additional day of unexpected absence.



Employee Handbook

315 Paid Time Off (PTO) - continued

Effective Date: 01/01/16

Revision Date: 05/25/22, 01/01/24, 01/01/25

Employees should request advance approval from their supervisors for planned scheduled PTO leave of absences. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

In an event of an extended illness (a week or more), the supervisor may require a physician's statement to verify the need for the continued absence and to specify a date when the employee may return to employment safely and resume their duties.

PTO is paid at the employee's base pay rate at the time of absence. It does not include overtime or any special forms of compensation. Employees are expected to use earned PTO hours prior to any request for unpaid time off. Transfer of PTO hours between FSR employees is not permitted.

The agency will follow an "anytime maximum" schedule for unused PTO hours. Employees may carry a balance of PTO hours according to the schedule below. If an employee reaches their "anytime maximum" balance, they may not continue to accrue PTO hours until the balance falls below the maximum hours listed below.

Regular Full-time employees (exempt or non-exempt status):

- Upon initial eligibility the employee's PTO maximum cannot exceed 180 hours.
- After 3 years of eligible service the employee's PTO maximum cannot exceed 205 hours.
- After 6 years of eligible service the employee's PTO maximum cannot exceed 229 hours



Employee Handbook

315 Paid Time Off (PTO) - continued

Effective Date: 01/01/16

Revision Date: 05/25/22, 01/01/24, 01/01/25

- After 9 years of eligible service the employee's PTO maximum cannot exceed 252 hours.

Regular Part-time Benefit Eligible employees (exempt or non-exempt status):

Part-time employee anytime balances cannot exceed the pro-rated accrual equivalency

Upon resignation from Family Service Rochester, with proper notice, employees will be paid for all accrued PTO.

All other employees not in the above-mentioned employment classifications shall earn PTO at a rate of .034 hours for all worked hours. PTO accruals cannot exceed 80 hours at any time. If an employee reaches the maximum accrual, they will stop accruing time until time is used.



Employee Handbook

315.1 Paid Time Off (PTO) Buy-Back

Effective Date: 02/01/23

Revision Date: 01/01/24

Family Service Rochester (FSR) recognizes that employees have diverse needs for time off from work and, as such, has established a paid time off (PTO) policy as referenced in the employee handbook policy number 315. The benefits of PTO are that it promotes a flexible approach to time off by combining vacation, sick and personal leave. Employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves in order to cover vacation, illness, disability, appointments, emergencies, or other situations that require time off from work.

The PTO buyback program enables eligible employees the opportunity to convert earned, but unused PTO hours into cash. Eligible employees have the option to sell PTO hours by completing and submitting a form to Human Resources. PTO payouts will be issued on the 2nd payroll each January and the 2nd payroll each August. All PTO payouts will be added to the employee's paycheck and are subject to retirement deferrals and applicable taxes, garnishments, etc.

To be considered eligible, employees in the Professional and Support employment classifications must have a PTO balance of 180 available hours. Employees may sell back any hours above 180, however, must maintain a minimum balance of 180 hours. PTO payout will be at 100% of the salary rate at the time of payout.

Employees in all other accrual categories are eligible to sell all of their PTO back to FSR without the need to retain a balance of time.



Employee Handbook

324 Employee Assistance Program (EAP)

Effective Date: 01/01/17

Revision Date: 01/01/19, 01/01/25

Through the Employee Assistance Program (EAP), FSR provides confidential access to professional counseling services for help in confronting such personal problems as alcohol and other substance abuse, marital and family difficulties, financial or legal troubles, and emotional distress. The Assistance Program is strictly confidential and is designed to safeguard your privacy and rights. EAP benefits are provided for all employees.

Employee participation in the EAP is not disclosed to Family Service Rochester.

Contact Human Resources for further information.



Employee Handbook

329 Nursing Mothers, Lactating Employees, and Pregnancy Accommodation

Effective Date: 07/01/23

Revision Date: 01/01/25

Pregnant employees have the right to request and receive reasonable accommodations, which may include, but are not limited to more frequent or longer breaks, seating, limits to heavy lifting, temporary transfer to another position, temporary leave of absence, or modification in work schedule or tasks. An employer cannot require an employee to take a leave of absence or accept accommodation.

Lactating employees have the right to reasonable paid break times to express milk at work unless they are expressing milk during a break that is not usually paid, such as a meal break. Employers should provide a clean, private and secure room that is not a bathroom near the work area that includes an electrical outlet for employees to express milk.

It is against the law for employers to retaliate, or to take negative action, against a pregnant or lactating employee for exercising their rights under this law.

Employees who believe their rights have been violated under this law can contact the Minnesota Department of Labor and Industry's Labor Standards Division at dli.laborstandards@state.mn.us or 651-284-5075 for help. Employees also have the right to file a civil lawsuit for help. For more information about this law, visit dli.mn.gov/newparents.



Employee Handbook

385 Parental Leave

Effective Date: 01/01/18

Revision Date: 07/01/23, 01/01/25

Parental leave under this policy is paid leave associated with the welcoming of a new child into a family home. Placement of a child with the employee in connection with long term care giving. Parental leave is not charged against the employee's other paid leave benefits.

* The number of paid hours received is up to 40 hours for full-time employees. The number of paid hours for part-time employees would be the average hours worked in a one-week period. The paid leave is compensated at the following levels:

- Less than one full year of service - 50 percent of salary
- After one full year of service - 100 percent of salary

The employee must provide human resources a 30-day notice of the requested leave (or as much notice as practicable if the leave is not foreseeable).

After the parental leave has been exhausted, subsequent leave will be covered under appropriate policies. The Family and Medical Leave Act (FMLA) allows employees up to 12 workweeks of unpaid leave annually. Paid leave under this policy will run concurrently with FMLA leave. If eligible, employees may apply for short-term disability benefits. After paid parental leave is exhausted, the employee is required to apply any other available paid leave, which will also run concurrently with FMLA leave.

The earning rate and maximum hours paid will be pro-rated according to their full-time equivalent status rounded up to the nearest quarter hour.

Due to the evolution of family dynamics, applications will be reviewed by human resources for adherence with policy guidelines.



Employee Handbook

387 Retirement Bonus Policy

Effective Date: 08/01/23

Revision Date:

Family Service Rochester values the contributions, knowledge and experience of long-term employees. In appreciation of this dedicated service, FSR recognizes employees as they reach the end of their active employment.

Full-time, active employees become eligible for a retirement recognition award after completion of 20 years of employment without a break in service. To be eligible to receive the bonus, employees must provide a minimum of a 6-month notice of retirement.

The Retirement Bonus Plan is provided at the discretion of Family Service Rochester. FSR reserves the right to administer, modify or terminate the plan with or without notice.

The amount of the retirement bonus will equal 5% of an average of the employee's 5 highest annual salaries over the tenure with FSR.

The retirement bonus payment will be taxed at the flat Internal Revenue Service (IRS) rate (22%) plus applicable state rates for bonus payments.

Bonus compensation, and any other compensation, may be subject to federal or other regulation that supersedes this bonus plan.



Employee Handbook

401 Timekeeping

Effective Date: 01/01/16

Revision Date: 05/22/19, 01/01/25

Accurately recording time worked is the responsibility of all employees. Federal and state laws require FSR to keep an accurate record of time worked to accurately calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Overtime work should have prior authorization from their supervisor before it is performed. Non-exempt/hourly employees who are scheduled to work on a FSR holiday will receive time and half pay.

Employees who choose to work on a FSR recognized holiday in exchange for a holiday of the employees culturally or religious preference will not receive time and a half for recognized holiday.

The workweek runs from Saturday through Friday for all employees. Generally, timesheets are due the Monday after the pay period ends.

It is the employees' responsibility to submit their time records to certify the accuracy of all time recorded. The supervisor will review and then sign the time record before submitting it for payroll processing. In addition, if corrections or modifications are to be made to the time record, the employee will be asked to correct then re-submit the timecard before the supervisor will send it for processing in payroll.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.



Employee Handbook

403 Paydays/Salary Disclosure

Effective Date: 01/01/16

Revision Date: 01/01/25

All employees are paid on a bi-weekly (every two weeks) schedule.

For exempt and non-exempt employees each paycheck will include earnings for all work performed through the end of the payroll period according to the payroll schedule.

Employees will have access to their itemized statement of wages through the payroll software portal. Employees may have earnings directly deposited into their bank accounts if FSR has advance written authorization.



Employee Handbook

405 Employment Termination

Effective Date: 01/01/12

Revision Date: 05/25/22, 01/01/25

Termination of employment is an inevitable part of personnel activity within any agency, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the agency.
- Layoff/Reduction in Work Force - involuntary employment termination initiated by the agency for non-disciplinary reasons.

Since employment with FSR is based on mutual consent, both the employee and FSR have the right to terminate employment at will, with or without cause, at any time. Employees wishing to voluntarily resign their position may do so by informing their supervisor and Human Resources in writing.

While you are not obligated to give FSR an advance notice before resigning, in order to be eligible to receive payout of accrued PTO, we require that exempt employees provide a minimum of a 30-day notice and non-exempt employees provide a minimum of a 2-week notice. Employees who do not provide advance notice before resigning and are rehired within 180 days of their last day of work previously will have PTO time reinstated.

The effective date of the resignation is considered the last day the employee is physically on the job and cannot be extended by the use of such benefits such as PTO (Paid Time Off) or holiday.

FSR will generally collect feedback via exit interview at the time of employment termination.



Employee Handbook

405 Employment Termination - continued

Effective Date: 01/01/12

Revision Date: 05/25/22, 01/01/25

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

Employees will receive their final pay in accordance with state law.



Employee Handbook

408 Pay Advances

Effective Date: 01/01/12

Revision Date:

FSR does not provide pay advances on wages to employees.



Employee Handbook

501 Safety

Effective Date: 01/01/12

Revision Date: 01/01/25

To assist in providing a safe and healthy work environment for employees, clients, and visitors, FSR has established a workplace safety program. This program is a top priority for FSR. Human Resources has the responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

FSR provides information to employees about workplace safety and health issues through regular internal communication channels such as mandatory staff meetings, bulletin board postings, memos, or other written communications. A safety advisory group has been established to assist in these activities and to facilitate effective communication between employees and management about workplace safety and health issues.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of Human Resources. Reports and concerns about workplace safety issues may be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.



Employee Handbook

501 Safety - continued

Effective Date: 01/01/12

Revision Date: 01/01/25

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify Human Resources or their supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.



Employee Handbook

502 Work Schedules

Effective Date: 01/01/12

Revision Date:

Work schedules for employees vary throughout our agency. Supervisors will advise employees of their individual work schedules according to program needs. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.



Employee Handbook

504 Use of Phones

Effective Date: 01/01/12

Revision Date: 01/01/25

FSR provides cell phones or stipends for some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, and others with whom they may conduct business. Cell phones provided by FSR are intended for business-related calls only and personal calls are not permitted. The usage of FSR cell phones will be regularly monitored.

Employees may have access to a cell phone while in their cars and should remember that their primary responsibility is driving safely and obeying the rules of the road. Employees are prohibited from using cell phones to conduct business while driving and should safely pull off the road and come to a complete stop before dialing or talking on the phone.

Personal use of the landline telephones for long-distance calls is not permitted. Employees will be required to reimburse FSR for any charges resulting from their personal use of the telephone.



Employee Handbook

505 Smoking

Effective Date: 01/01/12

Revision Date: 01/01/25

In keeping with FSR's intent to provide a safe and healthy work environment, smoking is prohibited throughout the workplace. Smoking is permitted in designated areas outside of the building only.

Employees may not smoke in the home of or in the presence of a client.



Employee Handbook

507 Overtime

Effective Date: 01/01/12

Revision Date: 01/01/25

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity for overtime work assignments. All overtime work should receive the supervisor's prior authorization.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. All overtime hours are paid at 1.5 times the regular hourly rate. Employees working hours with varying rates of pay will be paid overtime pay based on the weighted average hourly rate of all earnings.

Overtime pay is based on actual hours worked. Time off during Paid Time Off (PTO) leave, holiday leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. In lieu of overtime pay, supervisors can modify the employee's work schedule for the affected week so that total hours worked do not exceed 40 hours.



Employee Handbook

510 Emergency Closing

Effective Date: 01/01/12

Revision Date: 01/01/25

At times, emergencies such as severe weather, fires, or power failures, can disrupt agency operations, and may, in extreme cases, require the closure of the agency. In the event of such an occurrence, the decision to close will be made by the Executive Director or appointee.

Family Service Rochester may periodically choose to close our offices to the public, however, remain open for employee work. In this case, a decision would be made by the Executive Director or appointee by 7AM of the affected day.

Employees will be alerted to the closure type by their manager or supervisor. Closure information will also be posted on local media outlets as well as FSR social media sites.

When operations are officially closed due to emergency conditions, the executive director will determine, on a case-by-case basis, if the emergency closing is considered paid or unpaid for the employees. If the closing is determined to be payable, the hours paid will equal the employees' scheduled hours for that day up to but not exceed 8 hours in a day period. If the closing is considered unpaid, employees may use available Paid Time Off (PTO) leave, with supervisory approval. Employees with the ability to work remotely will be given the opportunity to do so in the event of closing. Employees who can work remotely and choose not to will be required to use PTO with supervisory approval for the missed workday.



Employee Handbook

512 Business Travel

Effective Date: 06/25/14

Revision Date: 01/01/25

FSR will reimburse employees for reasonable and necessary business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the immediate supervisor.

When approved, the actual costs of travel, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by FSR. Employees are expected to limit expenses to reasonable amounts. Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement limits for specific expenses, or any other business travel issues.

Expenses that generally will be reimbursed include the following:

- Airfare for travel in coach or economy class or the lowest available fare.
- Mileage costs for use of personal car.
- Cost of standard accommodation in low to mid-priced hotels, motels, or similar lodgings.

Employees who are traveling for business for multiple days will be paid a per diem for meals & incidentals based on the following formula: <https://www.gsa.gov/travel/plan-book/per-diem-rates>.

When travel is completed, employees should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor.



Employee Handbook

512 Business Travel - continued

Effective Date: 06/25/14

Revision Date: 01/01/25

Injuries requiring medical attention sustained in the course of employment while driving an employee's personal vehicle would be covered under the employer's Workers Compensation Insurance program. All other costs incurred would be the employee's responsibility.

Abuse of this business travel policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.



Employee Handbook

516 Computer-Email, Internet and Monitoring

Effective Date: 01/01/12

Revision Date: 01/01/25

FSR recognizes that use of the internet and email is necessary in the workplace, and employees are required to use both responsibly and lawfully, as unacceptable use can place FSR and others at risk for harassment, security breaches and similar issues.

This policy is in conjunction with other FSR policies governing appropriate workplace conduct and behavior. Any employee who abuses the company-provided access to email, the internet, or other electronic communications or networks, including social media, may be denied future access and, if appropriate, be subject to disciplinary action up to and including termination. FSR complies with all applicable federal, state and local laws as they concern the employer/employee relationship, and nothing contained herein should be misconstrued to violate any of the rights or responsibilities contained in such laws.

All technology provided by FSR, including computer systems, communication networks, company-related work records and other information stored electronically, is the property of FSR and not the employee. In general, use of the company's technology systems and electronic communications should be job-related and not for personal convenience. FSR reserves the right to examine, monitor and regulate email and other electronic communications, directories, files and all other content, including internet use, transmitted by or stored in its technology systems, whether onsite or offsite.

Internal and external email, voice mail, text messages and other electronic communications are considered business records and may be subject to discovery in the event of litigation. Employees must be aware of this possibility when communicating electronically within and outside the company.



Employee Handbook

516 Computer-Email, Internet and Monitoring - continued

Effective Date: 01/01/12

Revision Date: 01/01/25

Employees are expected to use technology responsibly, lawfully and productively as necessary for their jobs. Internet access and email use is for job-related activities; however, minimal personal use is acceptable.

Employees may not use FSR's internet, email or other electronic communications to transmit, retrieve or store any communications or other content of a defamatory, discriminatory, harassing or pornographic nature. No messages with derogatory or inflammatory remarks about an individual's race, age, sex, disability, religion, national origin, physical attributes, gender identity, sexual preference or any other protected class may be transmitted. Harassment of any kind is prohibited.

Abusive, excessively profane or offensive language and any illegal activities—including piracy, cracking, extortion, blackmail, copyright infringement and unauthorized access to any computers on the internet or email—are forbidden.

Copyrighted materials belonging to entities other than FSR may not be transmitted by employees on the company's network without permission of the copyright holder.

Employees may not use FSR's computer systems in a way that disrupts its use by others. This includes sending or receiving excessive numbers of large files and spamming (sending unsolicited email to thousands of users).

Employees are prohibited from downloading software or other program files or online services from the internet without prior approval from the Operations Manager. All files or software should be passed through virus-protection programs prior to use. Failure to detect viruses could result in corruption or damage to files or unauthorized entry into company systems and networks.



Employee Handbook

516 Computer-Email, Internet and Monitoring - continued

Effective Date: 01/01/12

Revision Date: 01/01/25

Every employee of FSR is responsible for the content of all text, audio, video or image files that he or she places or sends over the company's internet and email systems. No email or other electronic communications may be sent that hide the identity of the sender or represent the sender as someone else. FSR's corporate identity is attached to all outgoing email communications, which should reflect corporate values and appropriate workplace language and conduct.

Nothing in this policy is intended to, nor should be construed to limit or interfere with employee rights as set forth under all applicable provisions of the National Labor Relations Act, including Section 7 and 8(a)(1) rights to organize and engage in protected, concerted activities regarding the terms and conditions of employment

Questions regarding the appropriate use of FSR's electronic communications equipment or systems, including email and the internet, should be directed to your supervisor or the operations department.



Employee Handbook

580 Return to Work

Effective Date: 01/01/12

Revision Date: 01/01/25

FSR supports the practice of returning injured employees to work, as soon as medically possible, to a transitional position within our agency compatible with the employees' restrictions. This program is instituted with the cooperation of our Workers' Compensation carrier.

The prompt return of an injured employee to a position within his/her medical restrictions will: regain the employee's sense of job security, retain the employee's self-esteem, and help to re-establish the employee's pre-injury lifestyle while also helping to control our overall Workers' Compensation costs. We believe this practice serves the best interests of both the injured employee and FSR.

FSR cannot guarantee a transitional position and is under no obligation to offer, create or encumber any specific position for the purposes of offering placement.

This policy is not intended to instruct the procedures applicable to employees eligible for reasonable accommodation or covered under the Americans with Disabilities Act (ADA) or leave benefits under the Family Medical Leave Act (FMLA). Inquiries about the ADA or FMLA should be directed to Human Resources.

In the event an employee refuses transitional work (outside the employees' FMLA benefits period) and is within the restrictions and ability to perform the transitional position, FSR is not obligated to provide an alternative position. In such cases, FSR will notify the insurance carrier.



Employee Handbook

580 Return to Work - continued

Effective Date: 01/01/12

Revision Date: 01/01/25

Transitional positions are developed based on the physical capability of the employee, the business needs of the agency and availability of transitional work. FSR will determine appropriate work hours, duration and locations of all work assignments. FSR reserves the right to determine availability, appropriateness and continuation of all transitional work assignments and job offers.

Any employee returning to a transitional position must not exceed the duties of the position or go beyond the doctor's restrictions. If any medical restrictions change, the employee must notify their supervisor and human resources immediately. Employees must provide the human resources department with a copy of the new medical release.



Employee Handbook

581 Social Networking

Effective Date: 01/01/12

Revision Date:

The following is the agency's social media and social networking policy. The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy. Where no policy or guideline exists, employees should use their professional judgment and take the most prudent action possible. Consult with your supervisor if you are uncertain.

1. Personal blogs should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views of the agency. Be clear and write in first person. Make your writing clear that you are speaking for yourself and not on behalf of the agency.
2. Information published on your blog(s) should comply with the agency's confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other blogs, forums, and social networking sites.
3. Be respectful to the agency, other employees, clients, partners, and competitors.
4. Social media activities should not interfere with work commitments. Refer to policy #516.
5. Your online presence reflects the agency. Be aware that your actions captured via images, posts, or comments can reflect that of our agency.
6. Do not reference or site agency clients, partners, or competitors without their express consent. In all cases, do not publish any information regarding a client during the engagement.
7. Respect copyright laws, and reference or cite sources appropriately. Plagiarism applies online as well.
8. Agency logos and trademarks may not be used without written consent.



Employee Handbook

582 Maintaining a Safe Workplace

Effective Date: 01/01/12

Revision Date:

FSR is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, FSR has adopted the following guidelines to deal with intimidation, disruption, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another employee, a client, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal or state law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by clients, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.



Employee Handbook

582 Maintaining a Safe Workplace - continued

Effective Date: 01/01/12

Revision Date:

FSR will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, FSR may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

FSR encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Director of Human Resources before the situation escalates into potential violence. FSR is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.



Employee Handbook

586 Meal Periods

Effective Date: 01/01/12

Revision Date: 01/01/25

It is the policy of FSR to comply with state and federal laws regarding meals and break times.

All employees who are scheduled to work an 8-hour shift are provided with one unpaid 30-minute meal period each shift. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.



Employee Handbook

590 Privacy

Effective Date: 01/01/12

Revision Date:

FSR has established the following privacy policy that governs all aspects of your employment whether on the premises of the agency or elsewhere while you are performing your duties. The agency reserves the right to amend these policies at any time without notice.

The agency property, offices, desks, machines and equipment are the employer's property and not the employees' private workspace. Employees and agency property and workspace are subject to search and monitoring at any time while on FSR property and during working hours. This specifically includes but is not limited to the person, purses, pockets, offices, desks, lunch boxes, backpacks and/or briefcases and motor vehicles. Anything employees bring to the workplace is subject to monitoring and search.

You should not bring anything dangerous, improper, or illegal to the workplace such as controlled substances, weapons, drugs, pornography or any other material that you do not want discovered or disclosed. You have no expectation of privacy in anything in the workplace.



Employee Handbook

602 Family & Medical Leave

Effective Date: 01/01/12

Revision Date: 01/01/25

FSR will comply with the Family and Medical Leave Act (FMLA) and post the mandatory FMLA notice, Employee Rights and Responsibilities under the Family and Medical Act, for all employees to review.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

In general, to be eligible for FMLA leave an employee must have worked for FSR for at least 12 months and have worked at least 1,250 hours in the 12-months preceding the leave. Under the FMLA, an eligible employee may take up to 12 weeks (prorated for part-time) of unpaid leave during a 12-month period:

- for the birth of a child, and to care for the newborn child, or for the placement with the employee of a child for adoption or foster care.
- to care for the employee's spouse, child (including adult children "incapable of *self-care because of a mental or physical disability"), or parent (does not include in-laws) with a serious health condition.
- because of a serious health condition that makes the employee unable to perform the employee's job.
- because of a Qualifying Exigency for a spouse, child, or parent in the Armed Forces; or
- to care for a recovering wounded service member who is a spouse, child, parent, or next of kin (nearest blood relative). The leave type provides for up to 26 weeks of leave, including incremental leave, during a single 12-month period for an eligible employee.



Employee Handbook

602 Family & Medical Leave

Effective Date: 01/01/12

Revision Date: 01/01/25

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes of this information should be promptly reported to the Director of Human Resources. If requested, the employee returning from medical leave must submit a health care provider's verification of their fitness to return to work.

The 12-month period is a "rolling" 12-month period measured backward from the date an employee uses any FMLA leave. The amount of time left to the employee is the same as whatever amount of the 12-weeks was not used in the past 12-month period. This means that any time an employee takes FMLA leave the remaining leave entitlement would be any balance of the 12 weeks which has not been used for medical or family leave, or a combination of, during the immediately preceding 12 months.

Use of FMLA is independent of whether or how one is paid. FMLA itself is unpaid. However, employees on FMLA may be concurrently eligible for paid time such as Paid Time Off (PTO) or short-term disability, according to the eligibility requirements of those plans. Employees shall be required to use FMLA and PTO concurrently.

Employees using FMLA leave to care for a sick family member or for their own serious health condition may, when medically necessary, take leave intermittently or on a reduced leave schedule. A certification from the health care provider may be required for intermittent and reduced schedule medical leaves.



Employee Handbook

602 Family & Medical Leave

Effective Date: 01/01/12

Revision Date: 01/01/25

Intermittent leave is taken in separate blocks of time rather than for a continuous period of working hours per workweek, or hours per workday. The shortest period of time for intermittent leave is 15 minutes. When the intermittent/reduced leave is for planned treatments, the treatments must be scheduled so as not to unduly disrupt the agency's operation whenever possible. FSR may, but not obligated to, temporarily reassign the employee to an alternate position with equivalent pay and benefits that better accommodate the employee's intermittent or reduced leave schedule.

An employee returning from FMLA leave is entitled to be restored to his or her former position or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment, except in cases such as downsizing, where the employee would not otherwise have been employed at the time reinstatement is requested.

Subject to the terms, conditions, and limitations of the applicable plans, FSR will continue to provide health insurance benefits for the full period of the approved FMLA leave.

Benefit accruals, such as Paid Time Off (PTO) and holiday benefits, will be suspended during any unpaid leave. Benefit accruals will resume upon return to active employment.



Employee Handbook

603 Personal Leave

Effective Date: 01/01/12

Revision Date: 01/01/25

FSR may provide leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations. Employees in the following employment classification(s) are eligible to request personal leave as described in this policy:

- Regular full-time employees
- Regular part-time employees

As soon as eligible employees become aware of the need for a personal leave of absence, they should submit a written request to the Executive Director outlining the reasons for the request. Each request will be individually reviewed considering the circumstances surrounding the reason for the request and the impact upon the agency's ability to continue services should the leave be granted.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by FSR up to but not including the first day in which the approved personal leave begins. At that time, employees may become responsible for the full cost of this benefit if they wish coverage to continue. When the employee returns from the personal leave, benefits will again be provided by FSR according to the applicable plan.

Benefit accruals, such as Paid Time Off (PTO), phone stipend benefit, and holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, FSR cannot guarantee reinstatement in all cases.



Employee Handbook

605 Military Leave

Effective Date: 01/01/12

Revision Date:

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

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as Paid Time Off (PTO), phone stipend benefit, and holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

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

Contact Human Resources for more information or questions about military leave.



Employee Handbook

606 Military Family Leave

Effective Date: 01/01/12

Revision Date:

Under Military Caregiver Leave (also known as Covered Service member Leave), eligible employees who are family members of covered service members may take up to a maximum of 26 weeks of military family leave within any 12-month period to care for a covered service member with a serious illness or injury incurred in the line of duty on active duty. This provision also extends Military Family Leave to additional family members (i.e., next of kin) beyond those who may take Family Leave for other qualifying reasons.

Under Qualifying Exigency Leave, eligible employees with a covered military member serving in the National Guard or Reserves may take up to a maximum of 12 weeks within any 12-month period to use for "any qualifying exigency" arising out of the fact that a covered military member is on active duty or called to active duty status in support of a contingency operation.

A qualifying exigency is defined by the following broad categories for which eligible employees may use Military Family Leave: (1) Short-notice deployment; (2) Military events and related activities; (3) Childcare and school activities; (4) Financial and legal arrangements; (5) Counseling; (6) Rest and recuperation; (7) Post-deployment activities; and (8) Additional activities that may be agreed upon relating to active duty status not encompassed in the other categories.

Military Family Leave is provided with the same employment classification eligibility requirements, administrative guidelines, and reinstatement protections defined in policy 602 Family & Medical Leave and as outlined under the U.S. Department of Labor final rule amending the federal Family and Medical Leave Act (FMLA).



Employee Handbook

611 Bone Marrow Donor Leave

Effective Date: 01/01/12

Revision Date:

An employee may request leave to serve as a bone marrow donor if the employee is found to be a match to a person needing the donation. If possible, prior notice of the need for leave should be given at least 7 days before the procedure is scheduled to take place. Written medical certification of the need for leave is also required. Contact Human Resources to request bone marrow donor leave.

Bone marrow donor leave will be paid and may last up to 40 hours, including any time needed for preoperative testing. Bone marrow donor leave will not generally be granted more than once in a 12-month period.

FSR will not retaliate against any employee for requesting or obtaining a leave of absence to donate bone marrow.



Employee Handbook

680 PTO Donation/Leave Sharing Policy

Effective Date: 01/01/19

Revision Date:

Family Service Rochester recognizes employees may have a family medical emergency or be affected by a major disaster, resulting in a need for additional time off in excess of their available PTO. To address this need, all eligible employees will be allowed to donate PTO hours from their unused balance to their co-workers in need of PTO hours in accordance with the policy outlined below. This policy is strictly voluntary.

Eligibility: Employees must be with Family Service Rochester for a minimum of one year to be eligible to donate and/or receive donated PTO hours.

Guidelines: Employees who would like to make a request to receive donated PTO hours from their co-workers must have a situation that meets the following criteria:

Medical emergency: Defined as a medical condition of the employee or an immediate family member that will require the prolong/extended absence of the employee from duty and will result in a substantial loss of income to the employee due to the exhaustion of all paid leave available. An immediate family member is defined as a spouse, partner, child, or parent.

Major disaster: Defined as a disaster declared by the president under statute 401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act. An employee is considered to be adversely affected by a major disaster if the disaster has caused severe hardship to the employee or to a family member of the employee that requires the employee to be absent from work.



Employee Handbook

680 PTO Donation/Leave Sharing Policy - continued

Effective Date: 01/01/19

Revision Date:

Donation of PTO Hours

- The donation of PTO hours are strictly voluntary.
- An employee may donate PTO hours to a pool for use by an eligible recipient.
- Recipient identity will not be disclosed to donating employees.
- The donation of PTO hours is on a value basis. The dollar value will be converted into equivalent leave hours for the employee receiving the leave.
- The minimum number of PTO hours that an eligible employee may donate is 4 hours.
- The maximum number of PTO hours an eligible employee may donate in one calendar year is 40 hours or no more than 50 percent of the employee's current balance.
- Employees cannot borrow against future PTO hours to donate.
- Employees will be given the opportunity to donate PTO hours when a need arises. The donated PTO hours will be transferred from the donor to the leave pool.
- Employees who are currently on an approved leave of absence cannot donate PTO hours.

Requesting Donated PTO hours: Employees who would like to request PTO hours are required to complete a Donation of PTO Hours Request form and submit it to Human Resources. Requests for donations of PTO hours must be approved by Human Resources, the employee's immediate Supervisor, the designated Director of the program/department and the Executive Director.



Employee Handbook

680 PTO Donation/Leave Sharing Policy - continued

Effective Date: 01/01/19

Revision Date:

If the recipient employee has available PTO hours within the payroll system, this time will be used prior to any donated PTO hours. Donated PTO hours may only be used for time off related to the approved request.

Employees who receive PTO hours may receive no more than 480 hours (12 weeks) within a rolling 12-month period measured backwards.



Employee Handbook

701 Employee Conduct and Work Rules

Effective Date: 01/01/12

Revision Date:

To ensure orderly operations and provide the best possible work environment, FSR expects employees to follow rules of conduct that will protect the interests and safety of all employees and the agency.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Bullying
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism or any absence without notice
- Excessive tardiness
- Violation of personnel policies
- Unsatisfactory performance or conduct

Employment with FSR is at the mutual consent of FSR and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.



Employee Handbook

702 Drug & Alcohol Use

Effective Date: 12/09/16

Revision Date: 05/24/23, 01/01/25

Family Service Rochester is committed to providing a safe, healthy, and productive workplace that is free from alcohol and unlawful drugs as classified under local, state and federal laws. Employees will remain drug and alcohol free while working on the Family Service Rochester premises (either on or off duty) and while operating vehicles for Family Service Rochester business purposes. Family Service Rochester adheres to the requirements of the Drug-Free Workplace Act of 1988. The unlawful use of drugs or alcohol subjects' coworkers, colleagues, funding sources, clients, visitors and others to needless safety risks and undermines the agency's mission and operating effectiveness.

Reporting to work or working under the influence of drugs or alcohol is strictly prohibited. Exceptions will be made for prescribed medications; however, misuse of prescribed medications leading to impairment is similarly prohibited.

Family Service Rochester prohibits the criminal use, manufacture, distribution, dispensation, possession, or sale of drugs or alcohol at any worksite. Such conduct is prohibited outside scheduled working hours to the extent that Family Service Rochester regards the behavior as impairing the employee's ability to perform on the job or as threatening to the reputation and mission of the agency. This prohibition includes the operation of any FSR vehicle at any time.

Employees who are arrested or charged with a violation related to drugs or alcohol must notify the human resources director in writing within five working days of the arrest or charge.



Employee Handbook

702 Drug & Alcohol Use - continued

Effective Date: 12/09/16

Revision Date: 05/24/23, 01/01/25

Violation of this policy may result in disciplinary action up to and including termination. Family Service Rochester may also require that an employee successfully complete a substance use or rehabilitation program as a condition of further employment. Violation of this policy by a licensed employee may result in notification to the appropriate licensing board.

Family Service Rochester's drug testing policy has been established to: Create and maintain a safe, healthy and efficient work environment for employees and clients. Maintain agency credibility and the trust of constituents. Help employees, as an intervention to prevent or disrupt consequences that can have long-term impact to themselves, their dependents, their career or the agency.



Employee Handbook

703 Sexual and Other Unlawful Harassment (Anti-Harassment Policy)

Effective Date: 01/01/12

Revision Date: 01/01/25

As a part of our commitment to equal opportunity, Family Service Rochester has adopted an anti-harassment policy. Any employee or volunteer who engages in harassment on the basis of race, color, creed, religion, national origin, sex, sexual orientation, marital status, status with regard to public assistance, membership or activity in a local human rights commission, disability, age, or other legally protected characteristics; any employee who permits employees under his/her supervision to engage in such harassment; or any employee who retaliates or permits retaliation against an employee who reports such harassment is guilty of misconduct and shall be subject to remedial action which may include the imposition of discipline or termination of employment.

Examples of harassment may include derogatory comments regarding a person's race, color, religion, or other protected characteristics, sexually explicit or other offensive images (whether printed or displayed on a computer), and jokes that are based on stereotypes of particular races, sexual orientations, ages, religions, or other protected characteristics.

- Sexual Harassment is prohibited and includes any unwelcome sexual advance, request for sexual favor and other verbal or physical conduct of a sexual nature when:
- Submission to such conduct is made, either explicitly or implicitly, as a term or condition of employment;
- Submission to or rejection of such conduct is used as a factor in any employment decision affecting any individual; or
- Such conduct has the purpose or effect of unreasonably interfering with any employee's work performance or creating an intimidating, hostile or offensive working environment.



Employee Handbook

703 Sexual and Other Unlawful Harassment (Anti-Harassment Policy) - continued

Effective Date: 01/01/12

Revision Date: 01/01/25

Although the intent of the person engaging in the conduct may be harmless or even friendly, it is the welcomeness of the conduct by the recipient that is relevant to whether the conduct is harassment. Given the difficulty of judging whether the conduct is welcome or unwelcome in particular situations, the agency prohibits all employees from engaging in any conduct of a sexual nature or amounting to harassment based on any protected category in the work setting. This policy applies to everyone, including managers. No retaliation or intimidation directed towards anyone who makes a complaint will be tolerated.

If you believe you have been a victim of harassment, take the following steps:

- Discuss the matter with your supervisor or manager.
- If, for any reason, you would prefer not to speak to your supervisor (for example, if you believe your supervisor to be the source of or a party to the harassment), you may talk to any other member of management or a member of the Human Resources Department.

The agency will investigate and attempt to resolve your complaint promptly. If, for any reason, you believe this has not occurred within a reasonable period of time, refer the problem to any other manager in the agency, up to and including the executive director of Family Service Rochester.



Employee Handbook

704 Attendance and Punctuality

Effective Date: 01/01/12

Revision Date:

FSR expects employees to be reliable and to be punctual in reporting for scheduled work. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness may lead to disciplinary action, up to and including termination of employment.



Employee Handbook

705 Personal Appearance

Effective Date: 01/01/12

Revision Date: 01/01/25

During business hours or when representing FSR, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with clients or visitors in person.

Your supervisor is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult your supervisor if you have questions as to what constitutes appropriate appearance.

Below is a list of apparel that is generally not acceptable at FSR.

- Athleisure wear (spandex/tights, sweatpants etc.)
- Shorts of any kind
- Hooded sweatshirts
- Graphic t-shirts, shirts, or sweatshirts with words, pictures/cartoons or large logos
- Revealing tops/shirts
- Hats
- Flip Flops/slides or athletic shoes (unless medically necessary)
- Blue Jeans (on Friday only)



Employee Handbook

780 Gift Policy

Effective Date: 01/01/12

Revision Date:

Employees/volunteers shall not solicit or accept for personal benefit directly or indirectly any gift, loan, tip, or any item of substantial monetary value from any person or company that is seeking to conduct or currently conducting business with the agency.

Meals and accommodations of a reasonable and normal value (generally not exceeding \$10.00) provided to employees during agency business may be accepted.

Donations to the agency can be suggested if the client wants to give a cash gift. Contact your supervisor for more information or clarification about this policy.



Employee Handbook

781 Grievance Procedures

Effective Date: 01/01/12

Revision Date: 01/01/25

If an employee believes they have been unfairly treated based on the established rules of conduct, policies, or practices, they can express their concern through the grievance procedure. No employee will be penalized, formally or informally, for voicing a complaint with FSR in a reasonable, business-like manner, or for using the grievance procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to present the problem in writing to their immediate supervisor within 10 business days after the incident occurs. If the supervisor is unavailable or the employee believes it would be inappropriate to contact their supervisor, the employee may present the problem to the executive director. The supervisor and/or the executive director will conduct an investigation of the incident where appropriate and will generally provide a written response to the employee within 20 business days. If more time is needed to respond to the grievance, the person filing the grievance will be so notified. The decision regarding the grievance is final. The filing of a grievance does not suspend the corrective action taken.

For those who are immediately supervised by the executive director, the grievance can be filed in writing within 10 business days after the incident occurs to the Board President. The Board President along with the Director of Human Resources (if appropriate) will conduct an investigation of the grievance where appropriate and will generally provide a written response to the employee with 20 business days. If more time is needed to respond to the grievance, the person filing the grievance will be so notified. The decision of the Board President regarding the grievance is final. The filing of a grievance does not suspend the corrective action taken.



Employee Handbook

781 Grievance Procedures - continued

Effective Date: 01/01/12

Revision Date: 01/01/25

Employees who are dismissed from employment may use the grievance procedures outlined above to challenge the dismissal. However, the agency is not required to keep such employees on the payroll or enrolled in any benefits pending completion of the grievance process.



Employee Handbook

785 Respectful Workplace

Effective Date: 01/01/25

Revision Date:

It is the intent of Family Service Rochester to outline our commitment to a respectful and inclusive workplace where employees feel valued, respected and empowered.

A respectful and inclusive workplace is an environment where all employees are treated fairly, courteously, and with dignity. Respectful and inclusive workplaces emphasize cooperative and collaborative relationships between employees and departments. Conduct in violation of a respectful and inclusive workplace ranges from mild incivility to bullying behaviors to the most severe workplace violence and/or harassment behaviors, which are addressed in other FSR policies.

Reasonable management action conducted in accordance with FSR policies, procedures, and standards is not considered bullying. Examples of reasonable management action may include, but are not limited to the setting performance goals, standards, and deadlines; giving unsatisfactory performance feedback; issuing discipline in accordance with FSR policies and procedures; and restructuring or redistributing work tasks.

FSR will not tolerate retaliation or intimidations directed towards anyone who makes a complaint or participates in an investigation under this policy. Retaliation includes but is not limited to any form of intimidation, reprisal or harassment. Engaging in retaliatory conduct may subject the offender to disciplinary action up to and including termination of employment.



Employee Handbook

880 Personal Items at Work

Effective Date: 01/01/12

Revision Date:

Employees are encouraged not to bring personal items from home to the workplace. FSR takes no responsibility for lost, stolen or broken personal items left on FSR property.