



Family Service Rochester

Employee Handbook

January 1, 2012





Family Service Rochester

Employee Handbook

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Employee Handbook Updates

This page should be replaced each time Employee Handbook is updated. The following updates have been made:

<u>Effective Date</u>	<u>Policy changed</u>
1. January 1, 2012	
2. January 1, 2014	315
3. June 25, 2014	315, 512
4. June 25, 2014	522-removed
5. January 1, 2016	315, 380, 401 & 403
6. January 1, 2017	324 & 790
7. July 26, 2017	305
8. January 1, 2018	Added 314 & 385
9. January 1, 2019	Added 680, Revised 324
10. May 22, 2019	Revised 185 & 401
11. April 30, 2020	Added 386
12. May 27, 2020	Added 506
13. January 25, 2021	386-removed
14. June 2, 2021	Added 503, Revised 305



Family Service Rochester

Handbook Employee

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]". The signature is written in a cursive, flowing style.



Family Service Rochester'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.



Family Service Rochester

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 hand book, 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 and signed by the Board of Directors of FSR.



Family Service Rochester

Employee Handbook

103 Equal Employment Opportunity

Effective Date: 01/01/12

Revision Date:

This is to affirm Family Service Rochester policy of providing equal opportunity 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.

Our organization will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, membership or activity in a local human rights commission, or status with regard to public assistance.

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. Family Service Rochester will evaluate the performance of its management and supervisory personnel on the basis of their involvement in achieving these affirmative action objectives as well as other established criteria. In addition, all other employees are expected to perform their job responsibilities in a manner that supports equal employment opportunity for all.



Family Service Rochester

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.



Family Service Rochester

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107 Immigration Law Compliance

Effective Date: 01/01/12

Revision Date:

FSR is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with FSR within the past three years, or if their previous I-9 is no longer retained or valid.

FSR participates in the E-Verify system. Through the Social Security Administration and, if necessary, the Department of Homeland Security, work authorization is confirmed using information from each new employee's I-9 form.

Employees with questions or seeking more information on immigration law issues are encouraged to contact Human Resources. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.



Family Service Rochester

Employee Handbook

108 Conflicts of Interest

Effective Date: 01/01/12

Revision Date:

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.

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.

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



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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.



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116 Job Posting and Employee Referrals

Effective Date: 01/01/12

Revision Date:

FSR provides employees an opportunity to indicate their interest in open positions and advance within the agency according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although FSR reserves its discretionary right to not post a particular opening.

Job openings will be posted in the email system and normally remain open for 5 days. Each job posting notice will include the dates of the posting period, job title, job summary, essential duties, and qualifications (required skills and abilities).

To apply for an open position, employees should submit a letter of interest to Human Resources listing job-related skills and accomplishments. It should also describe how their current experience with FSR and prior work experience and/or education qualifies them for the position.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants. Other recruiting sources, such as posting on the MN Job Bank website, posting on the MN Council of Non-profits website, and posting in the local city newspaper, may also be used to fill open positions in order to fit the needs of the agency in the best possible way.

FSR also encourages employees to refer qualified outside applicants to apply for open positions within the agency.



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180 Whistleblower Protection Policy

Effective Date: 01/01/12

Revision Date:

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 an ethical manner and in compliance with all appropriate laws and regulations. Further, employees have a responsibility to report suspected dishonest acts and/or fraudulent activity to their supervisor or any member of management. Employees acting in good faith to report suspected dishonest acts and/or fraudulent activity are protected against retaliation for making such report; however, claims made in other than good faith under this policy subject the employee to disciplinary action.



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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 following 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.



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190 Fair Labor Standards Act

Effective Date: 01/01/12

Revision Date:

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.

However, the FLSA provides an exemption from both minimum wage and overtime pay for employees employed as bona fide executive, administrative, professional, outside sales and computer employees. To qualify for exemption, employees generally must meet certain tests regarding their job duties and be paid on a salary basis at not less than \$455 per week. An employee's specific job duties and salary must meet all the requirements of the Department's regulations.

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 exempt 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.



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201 Employment Categories

Effective Date: 01/01/12

Revision Date:

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:

REGULAR 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.

REGULAR PART-TIME BENEFIT ELIGIBLE employees are those who are not in a temporary or trial status and who are regularly scheduled to work between thirty and thirty-nine hours weekly. Generally, they are eligible for FSR's benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR 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.

TRIAL employees are those whose performance is being evaluated to determine whether further employment in a specific position or with FSR is appropriate. Employees who satisfactorily complete the trial period will be notified of their new employment classification.

TEMPORARY employees are hired on a short-term basis to respond to special needs of the agency and will not continue beyond a stated date or beyond completion of a specified project(s).



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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.



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203 Employment Reference Checks

Effective Date: 01/01/12

Revision Date:

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, the Director of Human Resources and the Executive Director 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 description and duties, training, and education provided by FSR.

If further information is requested, an employee may request a copy of their personnel file, without charge. The agency will accommodate the request within 7 days.



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205 Trial Period

Effective Date: 01/01/12

Revision Date:

The trial period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. FSR uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or FSR may end the employment relationship at will at any time during or after the trial period, with or without cause or advance notice.

All new and rehired exempt employees work on a trial basis for the first 12 months of active employment after their date of hire. All new and rehired non-exempt employees work on a trial basis for the first 6 months of active employment after their date of hire.

Any significant absence during the trial period will automatically extend the trial period by the length of the absence. If FSR determines that the designated trial period does not allow sufficient time to thoroughly evaluate the employee's performance, the trial period may be extended for a specified period.

Employees who are promoted or transferred within FSR must complete a secondary trial period of the same length with each reassignment to a new position. In cases of promotions or transfers within FSR, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary trial period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and FSR's needs.

Upon satisfactory completion of the initial trial period, employees enter their new employment classification, Regular Full-Time, Regular Part-Time Benefit Eligible, or Regular Part-Time status. Entering the new classification does not change the policy of employment-at-will.

During the initial trial period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. During the trial period they

may also be eligible for other FSR-provided benefits, subject to the terms and conditions of each benefit program. Employees should read the information for each specific benefits program for the details on eligibility requirements.



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208 Employment Applications

Effective Date: 01/01/12

Revision Date:

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 mis-representations, 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.



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209 Performance Evaluation

Effective Date: 01/01/12

Revision Date:

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations may be conducted at the end of an employee's trial period in any new position. This period, known as the trial period, allows the supervisor and the employee to discuss the job responsibilities, standards, and performance requirements of the new 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 approximately every 12 months.



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301 Employee Benefits

Effective Date: 01/01/12

Revision Date:

Eligible employees at FSR are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Human Resources can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- * 403B Savings Plan
- * Auto Mileage Reimbursement
- * Dental Insurance
- * Employee Assistance Program
- * Health Insurance
- * Holidays
- * Jury Duty Leave
- * Life Insurance
- * Long-Term Disability
- * Paid Time Off (PTO)
- * Short-Term Disability
- * Voluntary Insurance

Some benefit programs require contributions from the employee, but most are fully paid by FSR. Benefit programs offered are subject to change, at any time, upon the discretion of the FSR Board of Directors.



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305 Holidays

Effective Date: 07/26/17

Revision Date: 06/02/21

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 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
- * Regular part-time benefit eligible employees

To be eligible for holiday pay, employees must have a paid day the last scheduled day immediately preceding and the first scheduled day immediately following 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.

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



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305 Holidays - continued

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 requested by the employee in writing prior to both the designated and preferred holiday, and must be approved by management. FSR employees are also free to use any of their vacation days each year to celebrate cultural or religious holidays. If an employee has no remaining vacation days to use for such a holiday, he or she may take an unpaid day off. To be eligible for any holiday pay, you must work your regularly scheduled workday before and after the holiday and work the holiday if required (unless the holiday ends or precedes your scheduled vacation). Employees on leaves of absence are not eligible for holiday pay.

All employees **MUST** request such time off in writing for religious holidays at least ten (10) days prior to the date of the holiday, and must receive their manager's approval. However, FSR reserves the right to deny any request if the employee's absence would cause an undue burden on the organization.

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



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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.



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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.

Employees should request time off to vote from their supervisor at least two working days prior to the election day. The supervisor can request the employee to submit a voter's receipt on the first working day following the election to qualify for paid time off.



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311 Jury Duty

Effective Date: 01/01/12

Revision Date:

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
- *Part-time, benefit eligible employees

If employees are required to serve jury duty beyond the period of paid jury duty leave, they may use available earned Paid Time Off benefits, or they may request unpaid jury duty leave of absence.

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

FSR will continue to provide health insurance benefits during the employee's unpaid jury duty leave except if the employee is within his/her trial period at FSR. For employees who are within their trial period, FSR will continue to provide health insurance benefits through the paid jury duty leave. At the time the employee requests unpaid jury duty leave, the premium will become the employee's responsibility to pay in full if they wish coverage to continue. When the employee returns from jury duty, benefits will again be provided by FSR according to the applicable plan.



Family Service Rochester

Employee Handbook

312 Witness Duty

Effective Date: 01/01/12

Revision Date:

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 will be granted unpaid time off to appear in court as a witness when requested by a party other than FSR. Employees are free to use available Paid Time Off (PTO) benefits during the period of this absence.



Family Service Rochester

Employee Handbook

313 Benefits Continuation (COBRA)

Effective Date: 01/01/12

Revision Date:

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under FSR's health plan 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.

FSR provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under FSR's health insurance plan. The notice contains important information about the employee's rights and obligations.



Family Service Rochester

Employee Handbook

314 Educational Reimbursement

Effective Date: 01/01/18

Revision Date:

FSR recognizes that the skills and knowledge of its employees are critical to the success of the agency. The educational 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 educational reimbursement to eligible employees who have completed one year of service in an eligible employment classification. To maintain eligibility employees must remain on the active payroll and be performing their job satisfactorily through completion of each course. Employees in the following employee classification are eligible for educational reimbursement:

- * Regular full-time benefit eligible employees

Individual courses must be related to the employee's current job duties or a foreseeable-future position in the agency in order to be eligible for educational reimbursement. FSR has the discretion to determine whether a course relates to an employee's current job duties or a potential future position. Classes must be through an approved 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.

The amount of educational reimbursement cannot be more than the amount owed for expenses, minus any scholarships received. Expenses that are considered would include tuition and required textbooks.

While educational reimbursement is expected to enhance employees' performance and professional abilities, FSR cannot guarantee that participation in formal education will entitle the employee advancement, a different job assignment, or pay increases.

FSR expects a return on the investment of educational reimbursement exhibited through enhanced job performance and growth of potential leadership. However, if an employee voluntarily separates from FSR's employment within one year after completing the course, 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. For more information, please see the Director of Human Resources.



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Employee Handbook

314 Educational Reimbursement - continued

Effective Date: 01/01/18

Revision Date:

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 within the last year.

An employee on authorized FMLA retains eligibility for educational reimbursement.

An Educational Expense Agreement must be completed to apply for educational reimbursement. The employee will receive notification of acceptance or denial from the HR Committee. 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. Those who have been accepted to receive educational reimbursement will receive an equal amount per class. Denial of educational reimbursement is not grievable with the agency or with the HR committee.

If accepted to receive educational reimbursement, the employee will receive the amount determined by the HR Committee within 30 days through the payroll system. If applicable, the agency will properly withhold from the educational reimbursement any federal or state taxes necessary to comply with federal and state laws.

Upon course completion, grade information must be submitted within 45 days to Human Resources. Further educational reimbursement will not be issued until proof of class completion, a grade of "C" or higher or a "pass" if the course is on a pass/fail grading system is received. If the employee drops the course or the course cancels, the employee must return 100% of the money to FSR within 10 days.

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



Family Service Rochester

Employee Handbook

315 Paid Time Off (PTO)

Effective Date: 01/01/2016

Revision Date:

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, benefit eligible employees
- * Trial employees

The PTO accrual begins on the 1st day of the month following one complete month of employment. 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 8 years of eligible service the employee is entitled to 8.77 PTO hours for every 80 hours worked.
- * After 19 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):

- * 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.



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Employee Handbook

315 Paid Time Off (PTO) – continued

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 a "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 can not exceed 150 hours.
- *After 3 years of eligible service the employee's PTO maximum can not exceed 160 hours.
- *After 8 years of eligible service the employee's PTO maximum can not exceed 170 hours
- *After 19 years of eligible service the employee's PTO maximum can not exceed 180 hours.

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

- *The maximum hours forwarded into the next calendar year will be pro-rated according to their full-time equivalent status, not to exceed the benefit granted for a full-time equivalent employee status.

Employees will receive 100% of unused earned PTO hours at the time of separation/termination, unless the employee is terminated for misconduct.



Family Service Rochester

Employee Handbook

316 Health & Dental Insurance

Effective Date: 01/01/12

Revision Date:

FSR's health and dental insurance plan provide the employees and their dependents access to medical and dental insurance benefits. Employees in the following employment classifications are eligible to participate in the health and dental insurance plans:

- * Part-Time Benefit Eligible employees
- * Regular full-time employees

Eligible employees may participate in the insurance plan(s) subject to all terms and conditions of the agreement between FSR and the insurance carrier. If elected, the insurance benefit becomes effective on the first of the calendar month following a thirty-day waiting period.

A change in employment classification that would result in loss of eligibility to participate in the health/dental insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) Policy for more information.

Details of the insurance plan(s) are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact Human Resources for more information about health/dental insurance benefits.



Family Service Rochester

Employee Handbook

317 Life Insurance

Effective Date: 01/01/12

Revision Date:

FSR provides a basic life insurance plan for eligible employees and dependent life if applicable.

Employees in the following employment classifications are eligible to participate in the life insurance plan:

- * Part-Time Benefit Eligible employees
- * Regular full-time employees

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between FSR and the insurance carrier.

Details of the basic life insurance plan including benefit amounts are described in the Summary Plan Description provided to eligible employees. Contact Human Resources for more information about life insurance benefits.



Family Service Rochester

Employee Handbook

318 Short-Term Disability

Effective Date: 01/01/12

Revision Date:

FSR provides a short-term disability (STD) benefits plan to eligible employees who are unable to work because of a qualifying disability due to an injury or illness. Employees in the following employment classifications are eligible to participate in the STD plan:

- *Part-time Benefit Eligible employees

- *Regular Full-time employees

Eligible employees may participate in the STD plan subject to all terms and conditions of the agreement between FSR and the insurance carrier. Details of the STD benefits plan including benefit amounts, when they are payable, limitations, restrictions, and other exclusions are described in the Summary Plan Description provided to eligible employees. Contact Human Resources for more information about STD benefits.



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Employee Handbook

319 Long-Term Disability

Effective Date: 01/01/12

Revision Date:

FSR provides a long-term disability (LTD) benefits plan to help eligible employees cope with an illness or injury that results in a long-term absence from employment. LTD is designed to ensure a continuing income for employees who are disabled and unable to work.

Employees in the following employment classifications are eligible to participate in the LTD plan:

- * Part-time Benefit Eligible employees
- * Regular Full-time employees

Eligible employees may participate in the LTD plan subject to all terms and conditions of the agreement between FSR and the insurance carrier. Details of the LTD benefits plan including benefit amounts, limitations and restrictions are described in the Summary Plan Description provided to eligible employees. Contact Human Resources for more information about LTD benefits.



Family Service Rochester

Employee Handbook

320 403(b) Savings Plan

Effective Date: 01/01/12

Revision Date:

FSR provides a 403(b) retirement plan. All employees may participate in the 403(b) plan subject to all terms and conditions of the plan. The 403(b) savings plan allows you to elect the contribution amount and direct the investment of your plan account, so you can tailor your own retirement package to meet your individual needs.

The following employment classifications are eligible to receive matching contribution benefits according to the terms and conditions of the agreement between FSR and the 403(b) carrier:

- *Part-time Benefit Eligible employees
- *Regular Full-time employees

Complete details of the 403(b) savings plan are described in the Summary Plan Description (SPD). Contact Human Resources for more information about the 403(b) plan



Family Service Rochester

Employee Handbook

324 Employee Assistance Program (EAP)

Effective Date: 01/01/17

Revision Date: 01/01/19

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. The EAP benefit is provided for all regular part-time and full-time employees.

The EAP provider is MHN. MHN is available 24 hours a day, 7 days a week. Coverage is available for all members of the employee's household. To contact MHN call (855) 789-5915 or visit their website at mhn.advantageengagement.com. Our agency code is family service.

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

Contact Human Resources for further information.



Family Service Rochester

Employee Handbook

328 Parental Leave for School Visits

Effective Date: 01/01/12

Revision Date:

FSR provides employees who are parents, guardians, or custodians of children in licensed day care facilities or kindergarten through grade 12 unpaid time off for the purpose of school visits. Parental leave for school visits allows employees to participate in activities sponsored, approved, or supervised by the school or daycare such as parent/teacher conferences or field trips.

Employees may request up to 16 hours of parental leave for school visits within any calendar year. Any available earned Paid Time Off (PTO) leave may be substituted for unpaid leave for school visits. Employees must provide their immediate supervisors reasonable advance notice of the need for parental leave for school visits. Contact Human Resources for more information or questions about parental leave for school visits.



Family Service Rochester

Employee Handbook

380 Voluntary Insurance

Effective Date: 01/01/16

Revision Date:

FSR provides a Voluntary Insurance plan to eligible employees who are interested in additional Vision, Group Term Life Insurance, Whole Life Insurance, Critical Illness and/or Accident Insurance. Employees in the following employment classifications are eligible to participate in the benefit:

- *Part-time Benefit Eligible employees

- *Regular Full-time employees

Eligible employees who participate in the Voluntary Insurance plans are subject to all terms and conditions of the agreement between FSR and the insurance carrier. Details of the plan(s) are provided to all eligible employees. Contact Human Resources for more information.



Family Service Rochester

Employee Handbook

385 Maternity/Paternity/Adoption Leave

Effective Date: 01/01/18

Revision Date:

Maternity/paternity/adoption leave under this policy is a paid leave associated with the birth of an employee's own child or the placement of a child with the employee in connection with adoption or foster care. Maternity/paternity/adoption leave is not charged against the employee's other paid leave benefits.

* The amount of paid hours received is up to 40 hours for full-time employees. The amount 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 maternity/paternity/adoption leave have 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 maternity/paternity/adoption 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.



Family Service Rochester

Employee Handbook

401 Timekeeping

Effective Date: 01/01/16

Revision Date: 05/22/19

Accurately recording time worked is the responsibility of all employees. Federal and state laws require FSR to keep an accurate record of time worked in order to 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.

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.



Family Service Rochester

Employee Handbook

403 Paydays/Salary Disclosure

Effective Date: 01/01/16

Revision Date:

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 pay directly deposited into their bank accounts if FSR has advance written authorization.

Under the Minnesota Wage Disclosure Protection law, you have the right to tell any person the amount of your own wage. FSR will not retaliate against the employee for disclosing their own wage.



Family Service Rochester

Employee Handbook

405 Employment Termination

Effective Date: 1/1/12

Revision Date:

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 the employer in writing. FSR would ask that a non-exempt employee would give a minimum of a two week notice and an exempt employee would give at least a thirty-day notice prior to the effective date of the resignation. 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 schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, or the return of FSR-owned property. Suggestions, concerns, and questions can also be voiced.

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.



Family Service Rochester
Employee Handbook

408 Pay Advances

Effective Date: 01/01/12

Revision Date:

FSR does not provide pay advances on wages to employees.



Family Service Rochester

Employee Handbook

501 Safety

Effective Date: 01/01/12

Revision Date:

To assist in providing a safe and healthful 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.

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.



Family Service Rochester

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.



Family Service Rochester

Employee Handbook

503 Telecommuting

Effective Date: 06/02/21

Revision Date:

DEFINITION

Telecommuting allows employees to work at home 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 an Agency wide benefit, and it in no way changes the terms and conditions of employment with FSR.

PROCEDURES

Telecommuting can be informal, such as working from home for a short-term project or a formal set schedule of working away from the office. Either an employee or a supervisor can suggest telecommuting as a possible work arrangement.

Any telecommuting arrangement made will be on a trial basis for the first three months and may be discontinued at will and at any time at the request of either the telecommuter or the organization. Every effort will be made to provide 30 days' notice of such change to accommodate commuting, childcare and other issues that may arise from the termination of a telecommuting arrangement. There may be instances, however, when no notice is possible.

ELIGIBILITY

Individuals requesting formal telecommuting arrangements must be employed with FSR for a minimum of 12 months of continuous, regular employment and must have a satisfactory performance record.

Before entering into any telecommuting agreement, the employee and supervisor will evaluate the suitability of such an arrangement, reviewing the following areas:

- Employee suitability. The employee and supervisor will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful telecommuters.



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Employee Handbook

503 Telecommuting – continued

- Job responsibilities. The employee and supervisor will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
- Equipment needs, workspace design considerations and scheduling issues. The employee and supervisor will review the physical workspace needs and the appropriate location for the telework.
- Tax and other legal implications. The employee must determine any tax or legal implications under IRS, state and local government laws, and/or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee.

If the employee and supervisor agrees, and Human Resources concurs, a three-month trial period will commence.

Evaluation of telecommuter performance during the trial period will include regular interaction by phone and e-mail between the employee and the supervisor. At the end of the trial period, the employee and supervisor will each complete an evaluation of the arrangement and make recommendations for continuance or modifications. Evaluation of telecommuter performance beyond the trial period will be consistent with that received by employees working at the office in both content and frequency but will focus on work output and completion of objectives rather than on time-based performance.

An appropriate level of communication between the telecommuter and supervisor will be agreed upon as part of the discussion process and will be more formal during the trial period. After conclusion of the trial period, the manager and telecommuter will communicate at a level consistent with employees working at the office or in a manner and frequency that is appropriate for the job and the individuals involved.

EQUIPMENT

On a case-by-case basis, FSR will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs (including hardware, software, modems, phone and data lines and other office equipment) for each telecommuting arrangement. Operations will serve as resource in this matter..



Family Service Rochester

Employee Handbook

503 Telecommuting – continued

Equipment supplied by the organization will be maintained by the organization. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. FSR accepts no responsibility for damage or repairs to employee-owned equipment. FSR reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the organization is to be used for business purposes only. The telecommuter must sign an inventory of all FSR property received and agree to take appropriate action to protect the items from damage or theft.

SECURITY

Consistent with the organization's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and client information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

Telecommuting is not designed to be a replacement for appropriate childcare. Although an individual employee's schedule may be modified to accommodate childcare needs, the focus of the arrangement must remain on job performance and meeting Agency demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering a trial period.

TIME WORKED

Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the telecommuter's supervisor. Failure to comply with this requirement may result in the immediate termination of the telecommuting agreement.

AD HOC ARRANGEMENTS

Temporary telecommuting arrangements may be approved for circumstances such as inclement weather, special projects or business travel. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance. Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate. All informal telecommuting arrangements are made on a case-by-case basis, focusing first on the business needs of the organization.



Family Service Rochester

Employee Handbook

504 Use of Telephones

Effective Date: 01/01/12

Revision Date:

FSR discourages personal telephone calls on personal or business phones during business hours. Since personal use of phones during business hours can result in significant expense and can adversely affect employee productivity, FSR will allow personal calls of reasonable length and frequency only.

Personal use of the telephone 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.



Family Service Rochester

Employee Handbook

505 Smoking

Effective Date: 01/01/12

Revision Date:

In keeping with FSR's intent to provide a safe and healthful 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.

This policy applies equally to all employees, clients, and visitors.



Family Service Rochester

Employee Handbook

506 Lactation/Breastfeeding Breaks

Effective Date: 05/27/20

Revision Date:

As part of our family-friendly policies and benefits, Family Service Rochester supports breastfeeding mothers by accommodating the mother who wishes to express breast milk during her workday when separated from her newborn child.

Accommodation for Lactating Mothers

For up to one year after the child's birth, any employee who is breastfeeding her child will be provided reasonable break times to express breast milk for her baby. Family Service Rochester has designated rooms for this purpose. A small refrigerator reserved for the specific storage of breast milk is available. Any breast milk stored in the refrigerator must be labeled with the name of the employee and the date of expressing the breast milk. Any nonconforming products stored in the refrigerator may be disposed of. Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration and tampering. Nursing mothers wishing to use this room must request/reserve the room by contacting reception staff. Additional rules for use of the room and refrigerator storage are posted in the room. Employees who work offsite or in other locations will be accommodated with a private area as necessary.



Family Service Rochester

Employee Handbook

507 Overtime

Effective Date: 01/01/12

Revision Date:

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. 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 that week so that total hours worked do not exceed 40 hours.



Family Service Rochester

Employee Handbook

510 Emergency Closing

Effective Date: 01/01/12

Revision Date:

At times, emergencies such as severe weather, fires, or power failures, can disrupt agency operations. In extreme cases, these circumstances may require the closing of the agency. In the event that such an emergency occurs during working hours, the executive director will contact the supervisors to relay the message through a calling tree method.

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 to exceed 8 hours in a day period. If the closing is considered unpaid, with supervisory approval, employees may use available Paid Time Off (PTO) leave.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees, with supervisory approval, may use available PTO leave.



Family Service Rochester

Employee Handbook

512 Business Travel

Effective Date: 06/25/14

Revision Date:

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, meals, 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 accommodations in low to mid-priced hotels, motels, or similar lodgings.
- * Cost of meals.

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.

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.



Family Service Rochester

Employee Handbook

516 Computer-Email Usage and Monitoring

Effective Date: 01/01/12

Revision Date:

Computers, computer files, the email system, and software furnished to employees are FSR property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

Workplace monitoring may be conducted by FSR to ensure quality control, employee safety, security, and client satisfaction. Since the employees' work is also the property of FSR, computer usage and files may be monitored or accessed.

The email system is provided to facilitate communication for business purposes. FSR strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, FSR prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other nonbusiness matters. Incidental personal use is allowed within reason and is subject to security and content.

FSR purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, FSR does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. FSR prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor, the Human Resources Director, or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.



Family Service Rochester

Employee Handbook

517 Internet Usage

Effective Date: 01/01/12

Revision Date:

Internet access to global electronic information resources on the World Wide Web is provided by FSR to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, personal use may be permitted with prior authorization.

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

The equipment, services, and technology provided to access the Internet remain at all times the property of FSR. As such, FSR reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that are composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, disruptive or illegal to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.



Family Service Rochester

Employee Handbook

517 Internet Usage - continued

Abuse of the Internet access provided by FSR in violation of law or FSR policies will result in disciplinary action, up to and including termination of employment.

Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- * Sending or posting discriminatory, harassing, or threatening messages or images
- * Using the organization's time and resources for personal gain
- * Stealing, using, or disclosing someone else's code or password without authorization
- * Copying, pirating, or downloading software and electronic files without permission
- * Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- * Violating copyright law
- * Failing to observe licensing agreements
- * Engaging in unauthorized transactions that may incur a cost to the agency or initiate unwanted Internet services and transmissions
- * Sending or posting messages or material that could damage the agency's image or reputation
- * Participating in the viewing or exchange of pornography or obscene materials
- * Sending or posting messages that defame or slander other individuals
- * Attempting to break into the computer system of another organization or person
- * Refusing to cooperate with a security investigation
- * Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- * Using the Internet for political causes or activities, religious activities, or any sort of gambling
- * Jeopardizing the security of the agency's electronic communications systems
- * Sending or posting messages that disparage another organization's products or services
- * Passing off personal views as representing those of the agency
- * Sending anonymous email messages
- * Engaging in any other illegal activities



Family Service Rochester

Employee Handbook

518 Workplace Monitoring

Effective Date: 01/01/12

Revision Date:

Workplace monitoring may be conducted by FSR to ensure quality control, employee safety, security, and client satisfaction.

Computers furnished to employees are the property of FSR. Since the employees' work is also the property of FSR, computer usage and files may be monitored or accessed.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because FSR is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.



Family Service Rochester

Employee Handbook

526 Cell Phone Usage

Effective Date: 01/01/12

Revision Date:

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.



Family Service Rochester

Employee Handbook

580 Return to Work

Effective Date: 01/01/12

Revision Date:

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 employee's 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.

The policy only applies to regular full-time, part-time benefit eligible and part-time employees who are on leave as a result of injury or illness and who are receiving workers' compensation benefits.

FSR cannot guarantee a transitional position and is under no obligation to offer, create or encumber any specific position for 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 are 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.

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 immediately and provide the Director of Human Resources a copy of the new medical release.



Family Service Rochester

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 exist, 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 #517.
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.



Family Service Rochester

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.

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.



Family Service Rochester

Employee Handbook

586 Meal Periods

Effective Date: 01/01/12

Revision Date:

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

All full-time employees are provided with one meal period each workday. 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.



Family Service Rochester

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 work space. Employees and agency property and work space 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 work place 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 work place.



Family Service Rochester

Employee Handbook

602 Family & Medical Leave

Effective Date: 01/01/12

Revision Date:

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 in the vault area at FSR.

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 month 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.

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.



Family Service Rochester

Employee Handbook

602 Family & Medical Leave - continued

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 immediate 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 may substitute available PTO for any unpaid portion. Use of paid time will be counted towards entitlement of 12 weeks of FMLA. Employees may be required to use FMLA and PTO concurrently.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

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.

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.



Family Service Rochester

Employee Handbook

603 Personal Leave

Effective Date: 01/01/12

Revision Date:

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 benefit eligible 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), HSA benefit, 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.



Family Service Rochester

Employee Handbook

605 Military Leave

Effective Date: 1/1/12

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), HSA benefit, 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 purposes of determining benefits based on length of service.

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



Family Service Rochester

Employee Handbook

606 Military Family Leave

Effective Date: 01/01/12

Revision Date:

FSR provides two types of military family leaves of absence without pay to eligible employees.

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).



Family Service Rochester

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.



Family Service Rochester

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.

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.



Family Service Rochester

Employee Handbook

680 PTO Donation/Leave Sharing Policy - continued

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 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.

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.



Family Service Rochester

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.



Family Service Rochester

Employee Handbook

702 Drug and Alcohol Use

Effective Date: 01/01/12

Revision Date:

It is FSR's desire to maintain a drug-free, healthful, and safe workplace. While on FSR premises and while conducting business-related activities off FSR premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. FSR reserves the right to adjust job duties at any time.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all FSR policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause FSR any undue hardship.

Employees with questions regarding this policy may contact their supervisor or Human Resources.



Family Service Rochester

Employee Handbook

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

Effective Date: 01/01/12

Revision Date:

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.

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 the EEO Coordinator.

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.



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.



Family Service Rochester

Employee Handbook

705 Personal Appearance

Effective Date: 09/30/11

Revision Date:

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.



Family Service Rochester

Employee Handbook

708 Resignation

Effective Date: 01/01/12

Revision Date:

Resignation is a voluntary act initiated by the employee to terminate employment. Although advance notice is not required, FSR requests at least 2 weeks' written notice of resignation from nonexempt employees and 4 weeks' notice from exempt employees.

Prior to an employee's departure, an exit interview may be scheduled by Human Resources to discuss employee COBRA benefit options (See Policy 313).



Family Service Rochester

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.



Family Service Rochester

Employee Handbook

781 Grievance Procedure

Effective Date: 01/01/12

Revision Date:

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 Human Resource Committee Chairperson. The Human Resource Committee Chairperson 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 Human Resource Committee Chairperson regarding the grievance is final. The filing of a grievance does not suspend the corrective action taken.

Employees, other than temporary and trial 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.



Family Service Rochester

Employee Handbook

785 Workplace Bullying

Effective Date: 01/01/12

Revision Date:

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives that the agency will not in any instance tolerate bullying behavior. Employees found in violation of this policy will be disciplined, up to and including termination.

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

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

***Verbal Bullying:** slandering, ridiculing or maligning a person or his/her family; persistent name calling which is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks.

***Physical Bullying:** pushing; shoving; kicking; poking; tripping; assault, or threat of physical assault; damage to a person's work area or property

***Gesture Bullying:** non-verbal threatening gestures, glances which can convey threatening messages

***Exclusion:** socially or physically excluding or disregarding a person in work-related activities



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790 Non-Work Conduct

Effective Date: 01/01/17

Revision Date:

Policy has been removed.



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880 Personal Items at Work

Effective Date: 01/01/12

Revision Date:

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

