



# PERSONNEL POLICY MANUAL

February 2023

PERSONNEL POLICY MANUAL

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## **INTRODUCTION**

### **Functions and Purpose of the Corporation**

South Central Missouri Community Action Agency (SCMCAA) is chartered by the State of Missouri as a private not-for-profit corporation serving the counties of Butler, Carter, Dent, Reynolds, Ripley, Shannon and Wayne. SCMCAA seeks to improve the development of human resources in the area by identifying and defining the causes and extent of poverty and by organizing and focusing all available resources and community facilities on the elimination of the causes and results of poverty. SCMCAA must conform to Federal Regulations as established by Congress under the Economic Opportunity Act of 1964 and subsequent amendments. Every act of the SCMCAA Board of Directors shall conform to the statutes, court decisions and constitutions of the State and Federal Governments, and the regulations of the appropriate offices therein.

### **Purpose of the Personnel Policies**

The Board of Directors of SCMCAA issues this statement of personnel policies and procedures as the official understanding of the obligations of the Board of Directors and the employees, to each other and to the public. The purpose of this document is to ensure good personnel practices designed to best utilize human resources of the agency in the achievement of its goals and objectives.

### **Statement of Responsibility**

The Board of Directors of SCMCAA is the source of all authority for setting personnel objectives and issuing policy statements. All staff are under the policy authority of the Board of Directors. The Executive Director is responsible for the execution of these policies and for the development and implementation of administrative procedures and directives necessary to execute the policies.

### **Statement of Coverage**

All personnel employed by SCMCAA must abide by the policies approved by the SCMCAA Board of Directors, and appropriate funding sources. The personnel policies contained within this manual supersede all previous policies and are effective immediately.

### **Amendments**

Amendments may be recommended at any regular meeting of the Board of Directors or the Personnel Committee. After study by the board and opportunity for comment by the Executive Director, an amendment may be passed by the majority of the board at which a quorum is present, provided that all members of the board have been mailed a copy of the proposed amendment at least seven (7) days in advance of the meeting. This policy statement will be reviewed at least annually by the Board of Directors. Employees of the agency will be advised in advance of the scheduled review and will be given the

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opportunity to submit recommended changes.

### Disclaimer

The Board of Directors of SCMCAA does not intend this policy statement to be construed as a contract of employment and reserves the right to change, interpret, withdraw or add to any of its rules, regulations, policies, procedures, benefits or terms and conditions of employment without prior notice to any employee.

### SCMCAA Mission

To assist low-income families in their efforts to become self-sufficient by providing programs and services to improve the quality of their lives and the opportunity to eliminate the causes and conditions of poverty.

### SCMCAA Vision

Our vision is that all families are self-reliant and have support systems in their community.

Our vision is that communities invest in their people, realizing that human investment reaps the greatest returns.



Our vision as an agency is to end poverty—one family at a time.

### Community Action Promise

*Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.*

### Community Action Code of Ethics

***We, as Community Action Professionals, dedicate ourselves to eliminating poverty in the midst of plenty in this nation by opening to everyone the opportunity for education and training; the opportunity for work; and the opportunity to live in decency and dignity; and with respect for cultural diversity, commit ourselves to:***

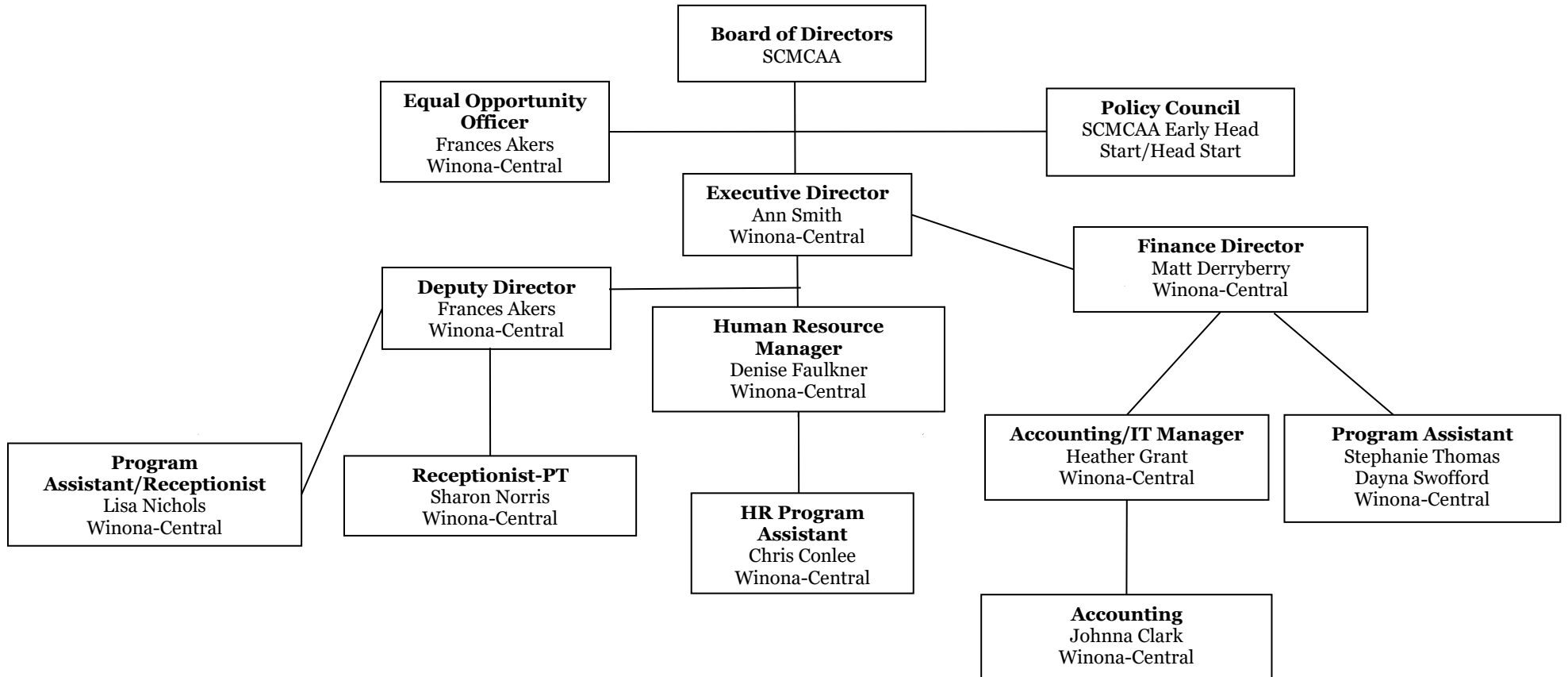
-  Recognize that the chief function of the Community Action movement at all times is to serve the best interests of the poor, thereby serving the best interests of all people.**
-  Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct ourselves with professional competence, fairness, impartiality, efficiency, and effectiveness.**

- ❖ **Respect the structure and responsibilities of the board of directors, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies adopted by the board of directors.**
- ❖ **Keep the community informed about issues affecting the poor; facilitate communication by the poor with locally elected public officials and the private sector.**
- ❖ **Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.**
- ❖ **Exercise whatever discretionary authority we have under the law to promote the interests of the poor.**
- ❖ **Lead the Community Action movement with respect, concern, courtesy, and responsiveness, recognizing that service to the poor is beyond service to oneself.**
- ❖ **Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our Community Action activities in order to inspire confidence and trust in the Community Action movement.**
- ❖ **Serve in such a way that we do not realize undue personal gain from the performance of our professional duties.**
- ❖ **Avoid any interest or activity that is in conflict with the conduct of official duties.**
- ❖ **Respect and protect privileged information to which we have access in the course of official duties.**
- ❖ **Strive for professional excellence and encourage the professional development of our associates, including those seeking to become certified Community Action professionals.**

Organizational Charts - Chain of Command

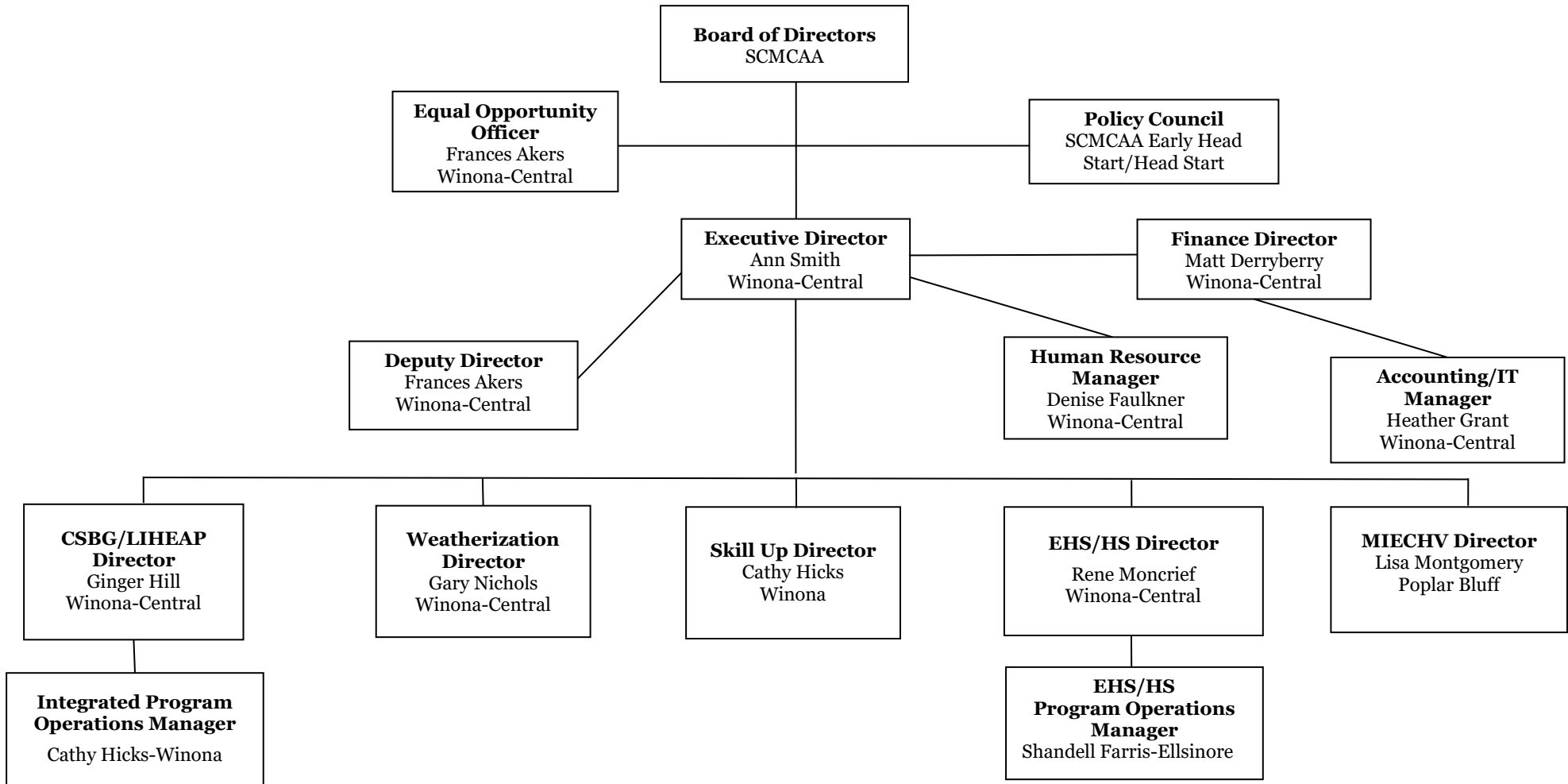
The organizational charts of the agency describe the lines of authority and inner relations between job descriptions. All employees shall be required to follow the appropriate chain of command as described in their job descriptions and the organizational charts.

**SOUTH CENTRAL MISSOURI COMMUNITY ACTION AGENCY  
ADMINISTRATION ORGANIZATIONAL CHART**

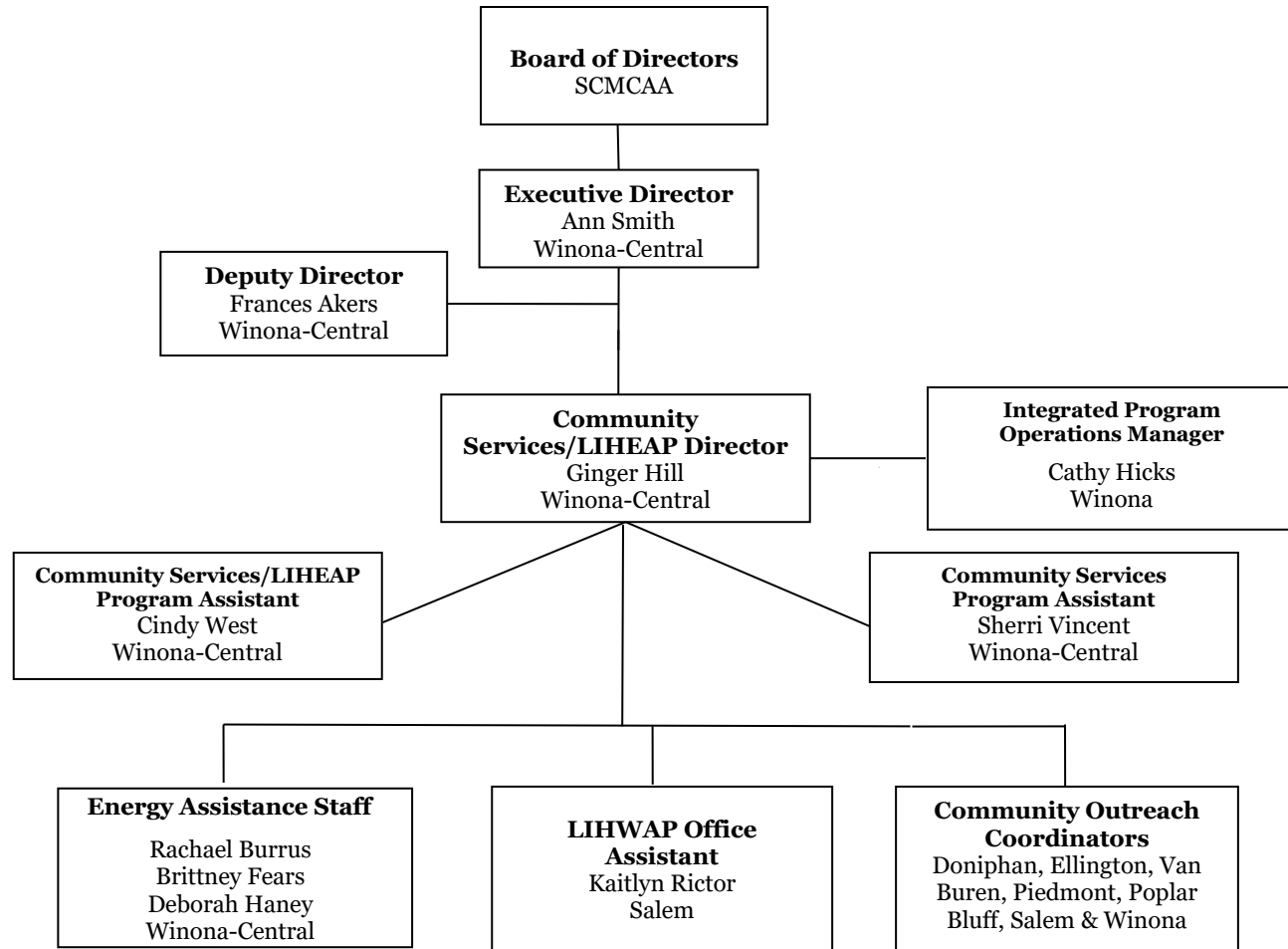




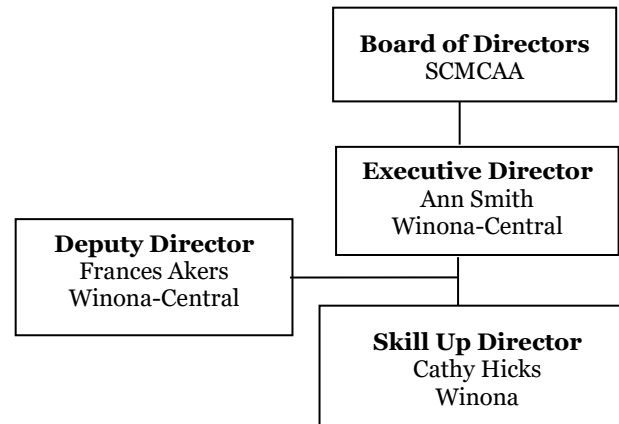
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MANAGEMENT ORGANIZATIONAL CHART**



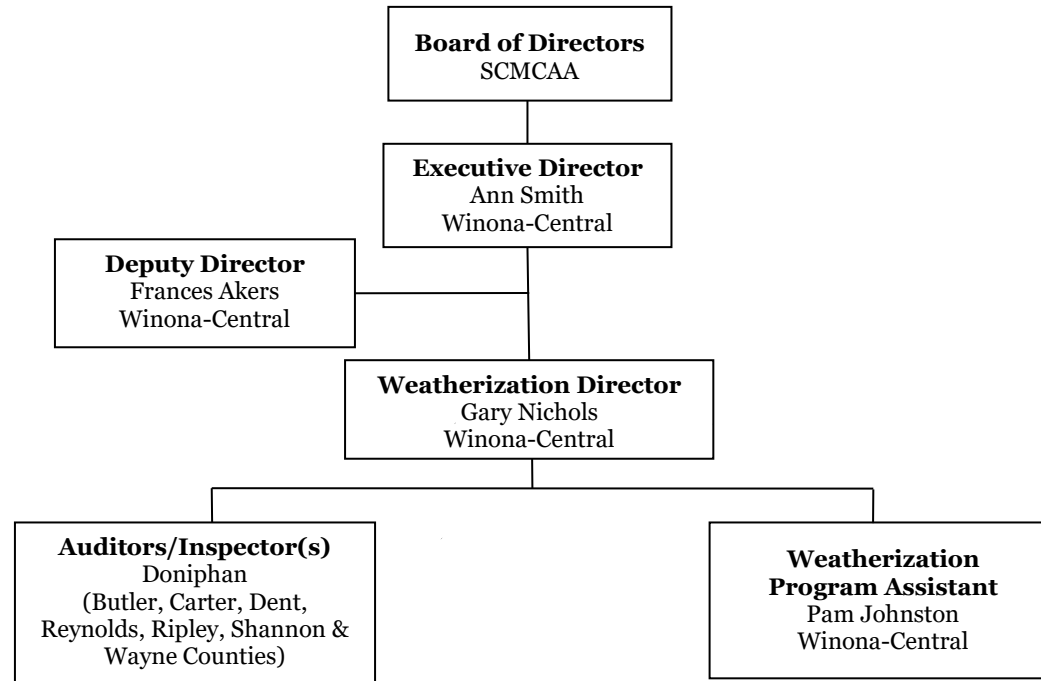
**SOUTH CENTRAL MISSOURI COMMUNITY ACTION AGENCY  
COMMUNITY SERVICES/LIHEAP ORGANIZATIONAL CHART**



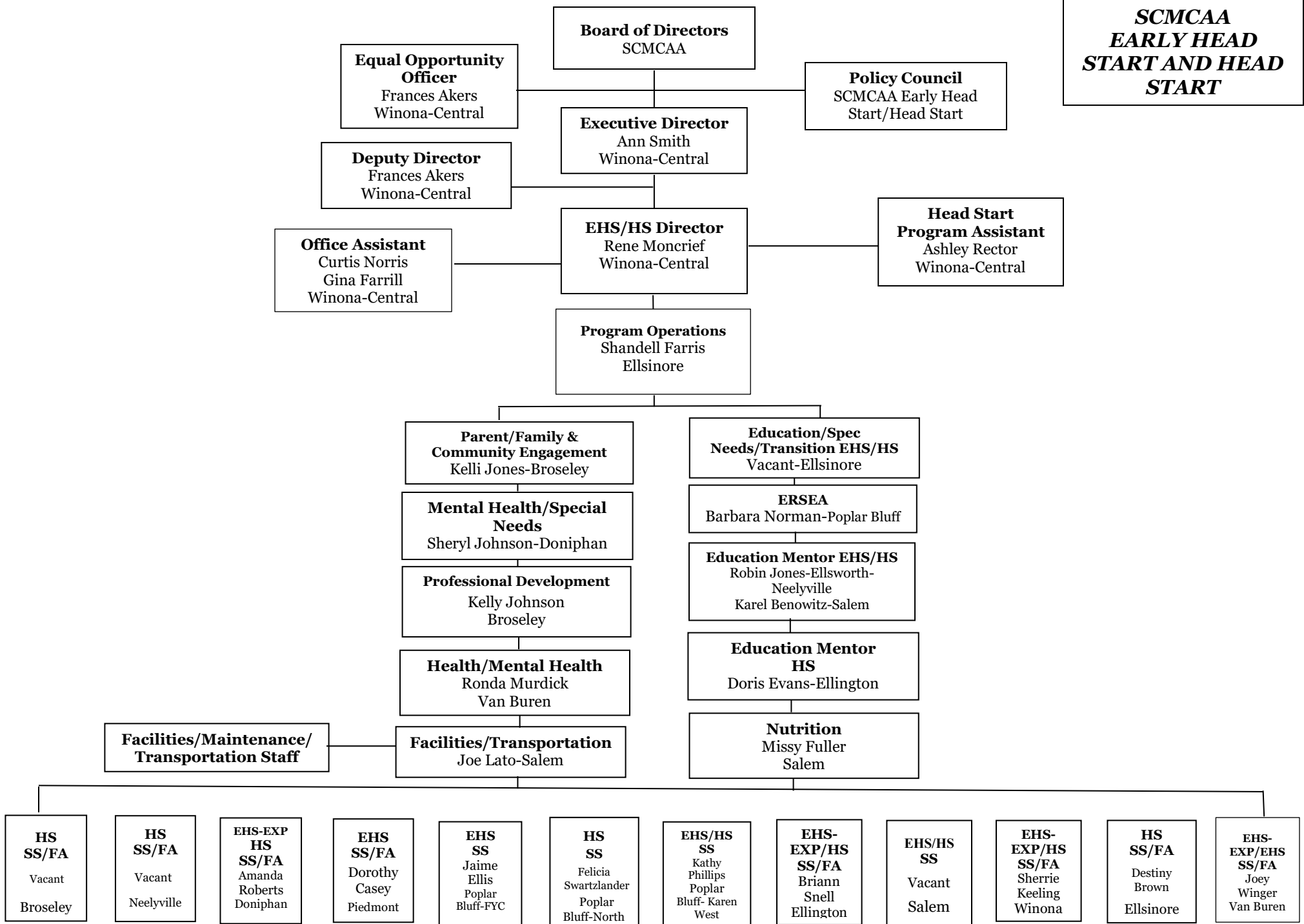
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COMMUNITY SERVICES**

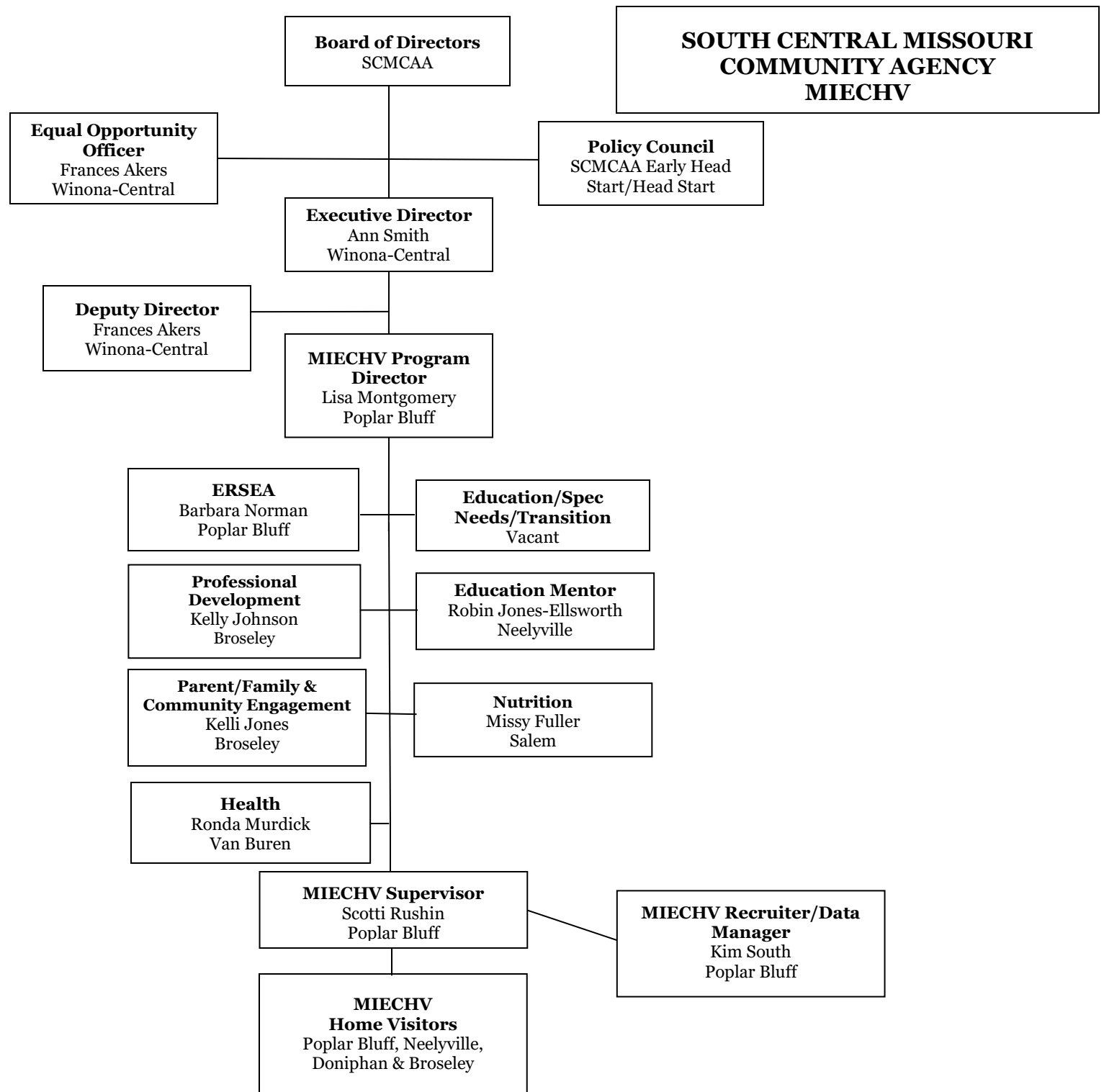


**SOUTH CENTRAL MISSOURI COMMUNITY ACTION AGENCY  
WEATHERIZATION/HOME REPAIR ORGANIZATIONAL CHART**



**SCMCAA  
EARLY HEAD  
START AND HEAD  
START**





Revised 11/01/2022

## **EMPLOYMENT POLICIES AND PRACTICES**

### Equal Employment Opportunity

#### Purpose/Policy:

SCMCAA is committed to providing a policy of equal employment opportunity for all employees. All employment decisions are based on merit, qualifications and competence. Employment at SCMCAA is not influenced or affected by an applicant or employee's race, color, religion, sex, age, national origin, disability, gender identity, sexual orientation, veteran status, pregnancy, genetic information or any other characteristic protected by law. This policy governs all aspects of employment, promotion, transfer, demotion, termination and other terms and conditions of employment. SCMCAA is committed to providing a work environment free from discrimination.

#### Procedure:

1. The Governing Board assumes full responsibility for the implementation of the Equal Opportunity Policy.
2. An Equal Opportunity Committee was created by the Governing Board, which shall fairly reflect the sector composition of the Board.
3. The Executive Director is responsible for overseeing the administration of the Equal Opportunity Policy.
4. The Governing Board created the position of Equal Opportunity Officer, who shall be a senior staff member of the agency, who will have the duties and responsibilities as found in the Equal Opportunity Officer's job description.
5. The Equal Opportunity Officer accepts complaints for handling in compliance with complaint/grievance procedures, or referral to appropriate Civil Rights agencies.
6. The Equal Opportunity Officer monitors, assesses and makes recommendations on all personnel program areas to assure that policies, procedures, requirements, criteria for selection, etc. are consistent with Equal Opportunity objectives.
7. To provide redress for those who feel they have been caused to endure discrimination or prejudice within the agency because of race, color, religion, political affiliation, sex, age, national origin, disability, gender identity, sexual orientation, veteran status, pregnancy, genetic information or any other characteristic protected by law, the Governing Board created a complaint process.
8. The complainant and all related parties are guaranteed confidentiality.

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9. Policies were established by the Governing Board in all matters wherein probable cause is established, the offending parties shall be caused to endure the appropriate disciplinary action.
10. When the respondent feels that the disciplinary action is without merit, the respondent may use the agency's grievance procedures to seek remedy.
11. It is the policy of SCMCAA to prohibit intimidation, retaliation or acts which are construed to threaten, coerce or discriminate against any individual for the purpose of interfering with any right or privilege because the individual has made a complaint, testified, assisted or participated in any manner in any investigation inquiry, proceeding or hearing related to a complaint of discrimination.

### Affirmative Action

#### Purpose/Policy:

SCMCAA recruits and hires a diverse workforce and provides equal opportunities to all candidates to better reflect our job market, the families we serve and to provide better service to our clients.

#### Procedure:

1. When recruiting for open positions, it is the responsibility of the Deputy Director/Equal Employment Officer to advertise and recruit in media and markets that offer equal opportunities.
2. Hiring records are reviewed to ensure a diverse workforce is being maintained.
3. The Deputy Director/Equal Employment Officer is responsible for monitoring and maintaining the affirmative action records.
4. All advertisements will state equal opportunity employer.
5. Advertisements must be approved by the Executive Director.

### Political Partisanship

#### Purpose/Policy:

SCMCAA's management and administration will ensure, as far as reasonably possible, that all program activities are conducted in a manner which provides assistance effectively, efficiently and free from any influence of partisan political bias.

All employees must abide by the Hatch Act that restricts political and lobbying activities. A copy of the Hatch Act is posted at all SCMCAA locations.



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SCMCAA employees may not:

1. Use his/her official authority or influence for the purpose of interfering with or affecting the result of an election or nomination for office.
2. Directly or indirectly coerce, attempt to coerce, command or advise a state or local officer or employee to pay, lend or contribute anything of value to a political party, committee, organization, agency or person for a political purpose.
3. Be a candidate for elective public office in a partisan election.
4. Employment shall not be offered as a consideration or as a reward for political support of any political party or candidate for political office.

### Procedure:

Programs will not be carried on in a manner involving the use of program funds, the provision of services or the employment or assignment of personnel in a manner supporting or resulting in the identification of such programs with:

1. Any partisan or nonpartisan political activity or any other political activity associated with a candidate, or contending faction or group, in an election for public or party office.
2. Any voter registration activity.
3. Any activity to provide voters or prospective voters with transportation to the polls or similar assistance in connection with any such election.

### Religious Activities

#### Purpose/Policy:

SCMCAA operates programs funded with federal government monies, therefore agency programs and personnel may not use agency funds, facilities or equipment for the establishment of religion, as required by the Constitution of the United States of America.

#### Procedure:

1. Many of the agency's funding sources prohibit religious practices within the context of their programs. Therefore, religious proselytizing, or display or distribution of religious materials by employees and volunteers of SCMCAA, while on duty or performing any function for the agency, is not allowed.

### Official Contacts with Outside Organizations

An employee may not make official statements or act as an official spokesperson of the agency on any social media, blog, internet or public access information outlet (e.g., television, radio, newspaper, online media, etc.) without prior written authorization from the Executive Director.

### Harassment

#### Purpose/Policy:

SCMCAA is committed to maintaining a work environment that is free from harassment where employees at all levels of the organization are able to devote their full attention and best efforts to the job. Harassment, either intentional or unintentional, will not be allowed in the workplace. SCMCAA prohibits, and will not tolerate any form of harassment of or by any employee or individual within the organization (whether managerial or non-managerial) based on a person's sex, race, color, national origin, age, creed, religion, disability, gender identity, sexual orientation, veteran status, pregnancy, medical condition, genetic information or any status protected by federal and state laws and regulations.

Aggressive, disrespectful or bullying behavior toward anyone for any reason will not be tolerated. We look to all employees to create and maintain a respectful and professional work environment.

#### Procedure:

##### What Constitutes Harassment?

If an employee has any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, the employee should discuss the questions with their supervisor, the Deputy Director/Equal Opportunity Officer and/or the Human Resource Manager. At a minimum, the term "harassment" as used in this policy includes:

- Offensive remarks, comments, jokes, slurs or verbal conduct pertaining to an individual's race, color, religion, national origin, sex, gender identity, sexual orientation, pregnancy, medical condition, age, disability, veteran status, genetic information, or any status protected by federal and state laws and regulations.
- Offensive pictures, graphic images, conduct, communications, including e-mail and faxes, pertaining to an individual's race, color, religion, national origin, sex, gender identity, sexual orientation, pregnancy, medical condition, age, disability, veteran status, genetic information or any status protected by federal and state laws and regulations.
- Disrespectful and bullying behavior toward anyone is unacceptable workplace behavior. Bullying or victimizing another employee is also considered

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“harassment” under this policy. Such conduct will not be tolerated, and all employees are expected to treat other employees with respect and dignity.

- Supervisors and managers are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory or retaliatory conduct.
- Non-employees are covered by this policy. SCMCAA prohibits harassment, discrimination or retaliation of our employees in connection with their work by non-employees. Immediately report any harassing or discriminating behavior by non-employees, including contractors, subcontractors, vendors, customers or visitors.

### Reporting Procedures

1. Any individual, regardless of position, who has a complaint of, or who witness behavior that violates this policy by anyone has a responsibility to immediately bring it to their supervisor’s attention. The supervisor will report it to the Deputy Director/Equal Opportunity Officer, Human Resource Manager and/or Executive Director.
2. If, for any reason, an employee does not wish to bring the complaint to the supervisor, the employee may bring the complaint to the Deputy Director/Equal Opportunity Officer, Human Resource Manager and/or the Executive Director.
3. SCMCAA will make every reasonable effort to conduct all proceedings in a manner that will protect the confidentiality of all parties. Parties to the complaint should treat the matter under investigation with discretion and respect for the reputation of all parties involved.
4. Complainants will be asked to provide a written description of their complaint.
5. SCMCAA will conduct an investigation, which may include, but is not limited to, review of written statements from both parties, witness interviews, obtaining witness declarations, review of documentation and on-site investigation. Any person conducting an investigation will maintain a written record of all witness interviews, evidence gathered, the outcome of the investigation and any other appropriate documents. Records of such investigation will not be maintained in personnel files unless they are part of a formal corrective action.
6. Results of the investigation will be shared with the appropriate people.
7. If it is concluded that a violation of this policy has occurred, a determination will be made as to the appropriate sanctions or corrective action, up to and including termination of employment.

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### Sexual Harassment

#### Purpose/Policy:

No employee - either male or female - should be subject to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical. The management of SCMCAA is committed to prohibiting this type of unwelcome conduct.

#### Procedure:

1. Offensive sexual remarks, sexual advances or requests for sexual favors regardless of gender is prohibited.
2. Offensive physical conduct, including touching and gestures, regardless of gender is also against policy.
3. No supervisor or manager has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with the supervisor or manager.
4. Any employee who feels that he/she has been subjected to sexual harassment should contact the agency's Deputy Director/Equal Opportunity Officer.
5. Employees who violate this policy will be subject to disciplinary action up to and including termination.

#### Reporting Procedures

1. Any individual, regardless of position, who has a complaint of, or who witness behavior that violates this policy by anyone has a responsibility to immediately bring it to their supervisor's attention. The supervisor will report it to the Deputy Director/Equal Opportunity Officer, Human Resource Manager and/or Executive Director.
2. If, for any reason, an employee does not wish to bring the complaint to the supervisor, the employee may bring the complaint to the Deputy Director/Equal Opportunity Officer, Human Resource Manager and/or the Executive Director.
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6. Results of the investigation will be shared with the appropriate people.
7. If it is concluded that a violation of this policy has occurred, a determination will be made as to the appropriate sanctions or corrective action, up to and including termination of employment.

### Employee Grievances and Adverse Action Appeals

#### Purpose/Policy:

It is agency policy to ensure that employees receive fair and equitable treatment, to support employee-supervisor relations by encouraging communication and reconciliation of work-related problems, and to provide a procedure for expressing legitimate dissatisfaction without fear of criticism or fear of affecting job security.

Matters relating to civil rights and discrimination are not subject to the procedures as outlined in this action.

Any employee who takes his/her employment problems outside of the grievance procedure or the adverse action appeal procedure, without first attempting to resolve said problem in accordance with these procedures, shall be subject to disciplinary action, up to and including termination.

#### Procedure:

### **Employee Grievances**

1. An employee who is aggrieved by an action that relates to work conditions, work relations or personnel policies and procedures should informally discuss the problem with his/her immediate supervisor within five (5) working days after the occurrence of the action in question. The immediate supervisor will make every effort to resolve the problem within five (5) working days from receipt of the grievance.
  - If the grievance remains unresolved or the decision is considered unacceptable, the employee may submit his grievance in writing to the Deputy Director/Equal Opportunity Officer and/or the Human Resource Manager five (5) working days.
    - SCMCAA will conduct an investigation, which may include, but is

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not limited to, review or written statements from all parties, witness interviews, obtaining witness declarations and a review of documentation.

- Any person conducting an investigation will maintain a written record of all witness interviews, evidence gathered, the outcome of the investigation and any other appropriate documents. Records of such an investigation will not be maintained in personnel files unless they are part of a formal corrective action.
- Results of the investigation will be shared with the appropriate people.

If the grievance remains unresolved at this point, the employee may continue the process, in writing, up to the Executive Director. The Executive Director shall have five (5) working days from receipt of written grievance to make a decision. The decision of the Executive Director shall be final.

### **Adverse Action Appeals**

Before an adverse action appeal is initiated, every reasonable effort will be made by the employee to resolve the matter with the Executive Director.

Any regular employee, who is not on initial probation has the right to appeal the following disciplinary or personnel action that adversely effects his/her career and/or employment with the agency:

- Reprimands issued by the Executive Director;
- Disciplinary probations issued by the Executive Director;
- Suspension;
- Involuntary termination;
- Agency reduction in force;
- Transfer to another position (but not another location);
- Demotion;
- Change in working hours or position classification;
- Change in salary.

All other disciplinary and personnel actions are subject to the employee grievance process.

The appeal shall be filed in the office of the Executive Director within fifteen (15) calendar days following the receipt of notification of such adverse action.

The appeal shall be in writing and must set forth the reasons for claiming that the action was for improper cause and not in the best interest of the agency.

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The Executive Director will notify the President of the Board of Directors of the appeal and a hearing will be scheduled with the Personnel Committee within thirty (30) calendar days following the filing of the appeal. The Personnel Committee shall be comprised of Board Members as set forth in the by-laws of the agency.

The appealing employee will have the right to appear at the hearing to be heard, and to present statements and evidence in his/her behalf to the Personnel Committee.

Those parties involved will present statements, evidence and possible witnesses in regard to the action and will answer questions as may be directed to them by the Personnel Committee.

Technical rules of evidence shall not apply, and the hearing shall be conducted informally by the Personnel Committee so that all available evidence and information is brought out for consideration.

After consideration of the information and evidence presented at the hearing, the Personnel Committee shall take such action as they deem appropriate.

The Personnel Committee shall submit a statement in writing to the Executive Director, outlining their action and indicating the reasons they have reached their decision.

If the Personnel Committee shall disapprove or disallow the disciplinary action of an employee, the Personnel Committee shall indicate the action which they deem appropriate.

The decision of the Personnel Committee shall be final and there shall be no other recourse within the agency.

1. Protection for Employees

All employees shall be free from restraint, harassment, interference, intimidation, coercion or reprisal on the part of any employee or member of the Board of Directors in filing a grievance or an adverse action appeal, appearing as a witness or in seeking information pertinent to the matter being appealed. This protection shall apply with equal force after the appeal has been resolved and/or determined final.

### Impasse Resolution Policy for Head Start/Early Head Start/Maternal, Infant, and Early Childhood Home Visiting

#### Purpose/Policy:

It is the intent to establish an internal dispute resolution procedure to achieve resolution of impasses that may occur when concurrence and approval is required by both the Board of Directors and the Head Start Policy Council, pursuant to the agency's personnel policies and the Head Start Program Governance guidelines.

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Whenever a dispute arises relating to governance and management responsibilities of the Board of Directors and Head Start Policy Council, either party may initiate this dispute resolution procedure. It is the intent of the Policy Council and the Board of Directors to equitably and fairly resolve any and all disputes utilizing the earliest step possible through this procedure.

### Procedure:

1. In the event of a dispute between the Agency Board of Directors and the Head Start Policy Council, a negotiating committee will be formed. The committee will include two (2) members from the Board of Directors, two (2) members from the Policy Council and three (3) impartial people recommended, one (1) by the Board of Directors, one (1) by Policy Council and one (1) by agency personnel.
2. The committee will vote as a whole, with one decision being binding on both the Board of Directors and the Policy Council.
3. The final decision will be dependent upon review of the funding source.
4. Throughout this process, respect, courtesy and patience must be practiced by all involved parties to ensure that an agreeable solution to the issue is reached.

### Client Grievance Policy

#### Purpose/Policy:

SCMCAA believes the individuals and families we serve have the right to receive respectful and responsive services in a safe environment. To ensure this for our clients and/or their representatives, we are committed to providing a way for complaints to be made and resolved.

A grievance is a complaint that can be made about something the client does not like. It may be a complaint about the rules, the people he/she has had contact with or the environment in which he/she was served.

It is against SCMCAA policies for clients filing a grievance to be criticized, mistreated or threatened by employees. The client grievance policy is posted at all SCMCAA locations, along with the steps to follow.

#### Procedure:

If a client has a problem or complaint the following steps should be taken:

1. The client should talk to an employee he/she feels comfortable with about the problem or complaint. The employee should try to assist the client in trying to resolve the issue, then inform their supervisor as soon as possible about the grievance.



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2. If the employee and/or the supervisor were not able to resolve the problem or complaint, the client may contact the Program Director. The Program Director will respond to the client verbally or in writing within five (5) days.
3. A written grievance may be submitted to the Executive Director by mail: **Executive Director of SCMCAA, PO Box 6, Winona, MO 65588**, by the client, if the Program Director was not able to resolve the problem or complaint. The Executive Director will attempt to resolve the complaint or problem as soon as possible; and will provide a written response to the grievance within two (2) weeks. The Executive Director's decision will be final.

### Employment Categories

#### Purpose/Policy:

SCMCAA classifies employees and defines categories and responsibilities of employment according to the Fair Labor Standards Act (FLSA) and state law.

#### Procedure:

1. Job descriptions will indicate whether the position is exempt or non-exempt.
2. Classification will be determined based on the FLSA and state law criteria.

All SCMCAA positions will be classified by the agency as follows:

- Exempt Employees: Bona fide executive, administrative and professional employees who are exempt from overtime requirements of the Fair Labor Standards Act, federal and state wage and hour laws if they meet the requirements for any category.
- Non-Exempt Employees: Employees whose positions do not meet the exemption tests under the Fair Labor Standards Act.
  - a. Regular Full-Time--Employees who are hired for an indefinite time period with a regular work schedule normally consisting of forty (40) hours per week.
  - b. Part-time/Hourly--Employees who are hired for an unspecified time period who normally work a schedule of less than full-time.
  - c. Temporary--Employees who are hired for a definite time period not to exceed six (6) months. Temporary Employees receive all legally required benefits, such as Worker's Compensation, Social Security and Unemployment Insurance, but are not eligible for and SCMCAA benefits.

## Outside Employment

### Purpose/Policy:

SCMCAA's policy regarding outside employment is to ensure other outside employment does not interfere with an employee's performance or ability to meet the job requirements. Employees may hold outside employment as long as the outside employment is not with a competitor, supplier or one that may involve the use of or access to confidential or proprietary information. In order to engage in outside employment, including self-employment the employee is required to obtain permission beforehand by completing and submitting the "Approval for Outside Employment" form to his/her supervisor. The supervisor will make recommendations to the Executive Director who will make the final review and approval. Employees who engage in outside employment without prior approval may be subject to disciplinary action.

### Procedure:

1. Employees who are employed outside the agency, or are considering employment outside the agency, are required to review the employment for any conflict of interest with the Executive Director.
2. When an employee provides consultation or training to organizations on his/her own time, and the services are rendered entirely outside of the employee's working hours, the service is considered outside employment. In this situation, the use of SCMCAA office equipment and supplies and the utilization of SCMCAA personnel in the preparation of such services are prohibited.
3. Employees are prohibited from utilizing SCMCAA facilities, supplies, equipment or employees for services not related to agency business.
4. If it is determined that an employee's outside work interferes with job performance, the ability to meet the requirements of their position, or has an adverse impact on SCMCAA due to conflict of interest, the employee may be required to terminate the outside employment if he or she wishes to remain with SCMCAA.
5. Employees are not allowed to work for another employer while on a leave of absence or while absent from the agency because of illness.
6. Employment shall not be damaging to SCMCAA's public image and/or relations in the community, and shall be operated in accordance with all federal, state and local laws and regulations.
7. Such employment shall not involve performance of duties which the employee would perform as part of his/her employment with SCMCAA.
8. Employment shall not be engaged in during the employee's regular or assigned

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SCMCAA working hours, unless the employee is on either annual leave or leave without pay during the entire day on which such employment occurs.

### Conflict of Interest

#### Purpose/Policy:

SCMCAA conducts business ethically and avoids conflicts of interest including the appearance of such conflicts. All employees owe a duty of fidelity, loyalty and commitment to the agency; and have an equal obligation to avoid conflicts of interest.

Employees must never allow themselves to be placed in a position where their personal interests are in conflict (or could be in conflict) with the interest of the agency.

SCMCAA expects employees to conduct business in accordance with relevant policies, procedures, laws and to refrain from any illegal, dishonest or unethical conduct. Employees are expected to perform their duties on behalf of the company faithfully, diligently and to the best of their abilities.

#### Procedure:

1. Employees must avoid any situation or activity that compromises, or may compromise, their judgement or ability to act in the best interest of the agency.
2. Employees must promptly disclose to SCMCAA material information regarding any relationship, ownership or business interest, whether direct or indirect, that the employee or member of his/her immediate family has with any person that seeks services to or from the agency.
3. Any employee who breaches this policy is subject to disciplinary action, up to and including termination of employment.

### Nepotism

#### Purpose/Policy:

SCMCAA prohibits employment of relatives in a direct reporting relationship to avoid creating or perpetuating circumstances in which the possibility of favoritism, conflict of interest or impairment of efficient operations may occur.

Employees are prohibited from using their positions for a purpose that is, or gives the appearance of, being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business or other relationships.

Further, a person with an immediate family member serving as a voting member of SCMCAA Board of Directors, or other policy advisory council shall not be

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simultaneously employed by the agency. Such person wishing to apply for a position within the agency must submit a resignation from the Board or council in writing.

For purposes of this policy, “immediate family” shall be understood to refer to that degree of closeness or relationship that would suggest that problems might be created within the agency, or that the public's philosophy of fair play in providing equal opportunity for employment to all qualified individuals would be violated. In general, this would include wife, husband, mother, father, sister, brother, daughter, son, mother-in-law, father-in-law, daughter-in-law, son-in-law, sister-in-law, brother-in-law, grandparents, grandchildren, stepchildren and stepparents. It shall also include others living within the same household or otherwise so closely identified with each other as to suggest difficulty.

### Procedure:

1. No person shall be an employee while a member of his or her immediate family holds the position of Executive Director.
2. No person shall be considered for jobs, promoted or transferred to a position within the same program or department if such employment would result in one supervising a member of his/her immediate family; or where one member occupies a position that has influence over the other's employment, promotion, salary administration and other related management or personnel considerations. If such arrangements currently exist or occur in the future as the result of a legal relationship, such as marriage or adoption, the decision as to which employee must resign his/her position or be placed in a different program or department, if a vacant position exists that employee is qualified to fill, will be based upon the continuing needs of the agency.

### Personnel Recruitment/Selection Policy

#### Purpose/Policy:

To establish SCMCAA policies and procedures for the recruitment and selection of all SCMCAA personnel to ensure vacancies are filled by qualified competent personnel. To maintain consistent procedures for recruiting and selecting employees, SCMCAA recruits and selects the most qualified applicants for available positions in compliance with all applicable federal and state laws and regulations and SCMCAA's commitment to Equal Employment Opportunity. The Human Resource Department will screen and approve all applications, which could include, but not limited to verifying education and experience necessary for the position.

Recruitment of personnel will be designed so as to provide maximum employment opportunity for area residents and groups served.

SCMCAA provides equal employment opportunities to all employees and applicants for employment without regard to race, color, sex (including pregnancy, sexual orientation

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or gender identity), genetic information, ancestry, national origin, gender, marital status, religion, veteran status, age, disability, because of his/her political or religious opinions or affiliations or any other status protected under federal and state law. This policy governs all aspects of employment, promotion, demotion, termination and other terms and conditions of employment.

### Procedure:

1. Employees interested in applying for a position should turn in an agency application for employment or letter of intent to the Central office. Employees must possess the necessary knowledge, skills and abilities to perform the work of the open position to be considered for an interview. Past work history, including attendance, will be considered in making the final determination.

Former SCMCAA employees that left without notice, will not be considered for re-hire without approval of Executive Director.

2. Candidates for employment will be required to complete a standard agency "Application for Employment" form and information concerning the position vacancy such as qualifications, skills, education and past employment history.
3. Applications shall be signed by the applicant and the truth of all statements contained within the application shall be certified by such signature. Pre-employment checks on the final candidates may include, but are not limited to, sex offender registry check, criminal record fingerprint check, pre-employment drug testing, reference check and verification of education.
4. Applications on file will be reviewed and given consideration. Temporary help may be hired as needed.
5. SCMCAA requires that all current and prospective employees sign a declaration (on application) prior to employment that lists:
  - All pending and prior criminal arrests and charges related to child abuse and their disposition;
  - Convictions related to other forms of child abuse and neglect; and
  - All convictions of felonies.
  - If arrested and/or convicted of any criminal offense during employment, employee must notify their supervisor and the Central Office in Winona immediately.

Employees who violate this policy will be subject to disciplinary action up to and including termination.

6. Selection of Regular Personnel will be as follows:
  - Executive Director - The Board of Directors' Personnel Committee will

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consider all written applications, interview applicants, if desired, and recommend applicants on a priority basis to the Board of Directors. The Board of Directors, assisted by the recommendations of the Personnel Committee shall perform the final review and action. Regional Office of Head Start must also approve the applicant.

- Finance Director - Human Resources will screen all written applications. The Executive Director will interview applicants, and perform the final review and action. Regional Office of Head Start must also approve the applicant.
- Program Directors - Human Resources will screen all written applications. The Executive Director and/or Leadership Team will interview applicants if desired, and the Executive Director will perform the final review and action.
- Other Central Staff - Human Resources will screen all written applications. The applicants will be interviewed by the Program Director. The Executive Director will perform the final review and action.
- All Other Personnel (Including MIECHV)-Human Resources will screen all written applications. The Program Director, where a vacancy is to be filled will interview applicants. Final review and action will be completed by the Executive Director.

### 7. Selection of Head Start/Early Head Start Personnel will be as follows:

- Head Start/Early Head Start Director - Human Resources will screen all written applications. The Executive Director will interview applicants, and perform the final review and action. Regional Office of Head Start must also approve the applicant.
- Head Start/Early Head Start Component Managers - Human Resources will screen all written applications, and the Head Start/Early Head Start Director will interview applicants. The Executive Director will perform the final review and action.
- Head Start/Early Head Start Center Personnel – Human Resources will screen all written applications. Component Managers and the Site Supervisor, will interview applicants. The Executive Director will perform the final review and action.
- Head Start/Early Head Start Temporary Employment – Human Resources will screen all written applications. Component Managers and the Site Supervisor, will interview applicants. Final review and action will be completed by the Executive Director.

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8. The Program Director creates appropriate interview questions relevant to the position and that reflect a combination of open and close ended questions.
- 9. No staff, irrespective of whether such staff are considered temporary, on probation, or are in any other personnel category, can be employed in any capacity until the criminal record check for the individual has been completed.**
10. SCMCAA's selection policies for Head Start/Early Head Start/Maternal, Infant, and Early Childhood Home Visiting personnel will comply with the **Performance Standards for Head Start Program Governance.**
11. Newly hired Head Start/Early Head Start or Maternal, Infant, and Early Childhood Home Visiting employees may not have unsupervised access to children until all results are received from the complete background check process.
12. The Board of Directors of SCMCAA has the authority to engage and terminate the services of the agency's Executive Director. The Executive Director is authorized to engage and terminate all other personnel for SCMCAA.

### Job Posting

#### Purpose/Policy:

SCMCAA's job posting procedures provide employees with information regarding job opportunities.

#### Procedure:

1. Job openings will be posted on agency bulletin boards at each location for seven (7) days. Program Directors will be emailed job postings, and they will email their staff so they are aware of open positions. The Agency website and the Agency Facebook page is also utilized in posting job openings. Information concerning the position vacancy, such as qualifications, pay range, examples of work to be performed, as set forth in the job description and the agency's hiring process should be discussed with the supervisor.
2. Qualified employees who meet the requirements of the position are encouraged to apply. When filling a vacancy, SCMCAA will, whenever possible, give primary consideration to promoting a qualified employee to the position before considering outside applicants.
3. If there are no qualified internal candidates, the job opening will be posted outside the agency. SCMCAA will use a variety of techniques, including-but not limited to-agency website, Agency Facebook page, advertisements in area newspapers, MO Job Center and neighborhood bulletin boards. The posting will

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normally remain open until the position is filled.

4. Each job posting can include, but is not limited to, the date of the posting, job title, program, location and degrees or certifications required for the job.

### Pre-Employment Investigations/Background Checks

#### Purpose/Policy:

To ensure pre-employment checks are conducted within legal and professional limits, SCMCAA conducts pre-employment investigations for all employees to determine or verify background information, including criminal history. Having a criminal history or criminal conviction does not necessarily preclude employment.

SCMCAA is concerned about the safety of its volunteers (whether on or off premises), the safety of its staff, community, etc. and the protection of the agency and its reputation. To reduce these risks, prospective and, as applicable, current volunteers of SCMCAA will undergo a criminal background check that complies with the agency's background screening policy. Any questions or special considerations concerning this policy should be directed to the Executive Director.

#### Procedure:

1. Pre-employment investigation applies to all new hires, as a condition of employment. Employment is contingent upon the results of the pre-employment investigation.
  - The Program Director and/or Executive Director evaluates the relevance of any criminal conviction in accordance with federal and state laws.
  - An applicant who provides misleading, erroneous or deceptive information on the application for employment, resume or in an interview will be eliminated from further consideration for employment.
2. Personal and business reference checks are conducted by the supervisor. Employment is contingent upon the results of the personal and business reference checks.
3. Employees whose position requires education, license(s) and certification(s) must provide a copy of their transcripts, diploma, licenses and certifications, prior to beginning work. Where license(s) or certification(s) is required, renewal must be made according to state law, and a copy of the current license(s) and/or certification(s) must be submitted to their supervisor. Failure to keep required license(s) and/or certification(s) current may result in termination.
4. Before a person is hired, the following must be obtained:



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- A Family Care Safety Registry background check. **(ALL EMPLOYEES)**
  - A Federal Bureau of Investigation fingerprint check; **(HS/EHS/MIECHV ONLY)**
  - A search of the National Crime Information Center's National Sex Offender Registry; and **(HS/EHS/MIECHV ONLY)**
  - A search of the following registries, repositories or databases in Missouri, the state where the employee resides and each state where employee resided in the preceding five (5) years. **(HS/EHS/MIECHV ONLY)**
5. Unsupervised access to children must not be allowed until the complete background check process is complete.
  6. The Family Care Safety Registry background check must be completed annually for all programs.
  7. The FBI criminal history records, including fingerprint checks must be conducted at least once every five (5) years (or as otherwise required by the program), for all **HS, EHS and MIECHV employees.**
  8. The Program Director and/or Human Resource Manager and Executive Director must review each employment application and background check to assess the relevancy of any information uncovered, including arrests, pending criminal charges or convictions. The Child Care and Development Fund (CCDF) disqualification factors or tribal disqualification factors must be used to determine whether the prospective employee can be hired or the current employee must be terminated.

### Criminal Record

#### Procedure:

1. Any applicant for employment, or current employee of SCMCAA, who has been convicted of an offense or violation of law or who pleads guilty or nolo contendere to such charges in any local, state, federal, or other jurisdiction in any state at any time shall be responsible for notifying his or her supervisor no later than five (5) days after such conviction. This requirement is in accordance with inquiry made in SCMCAA's standard "Application for Employment" form.
2. The supervisor shall notify the Executive Director of such information, who shall render a decision regarding the recency of the applicant's offense or violation as defined above to the affected position, duties and responsibilities.
3. A determination that such convictions of offenses will have an effect, shall cause the applicant to be disqualified for the particular position. A determination that such convictions will not have an effect, shall have no adverse impact on the candidate's potential for selection for that position.

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4. Failure to disclose a criminal record either prior to employment or upon conviction after employment, shall be grounds for dismissal.

### Employee Medical Examinations (HS/EHS/MIECHV only)

#### Purpose/Policy:

SCMCAA employees that work in the HS/EHS/MIECHV programs are required to have an initial medical examination and a TB assessment at their own expense.

#### Procedure:

1. Health exams are mandated by funding and licensing regulation to promote safety and help prevent the spread of communicable diseases for all **HS, EHS and MIECHV employees** and regular volunteers.
2. Health exams and TB assessments are to be completed within thirty (30) days from the date of hire.
3. All exams are conducted in accordance with the Americans with Disabilities Act.
4. Re-examinations may be recommended by the health care provider or mandated by law or regulation. Health and TB assessment re-examinations are required every five (5) years.
5. All medical information is kept separate from other personnel files for privacy. Only people who have a legitimate business need to know may see medical information.

### Employee Orientation

#### Purpose/Policy:

SCMCAA's new employees must understand the agency mission, vision, values, goals and objectives. This includes the scope of services, locations and an employee's contribution to the accomplishment of those goals and objectives.

#### Procedure:

1. All new employees will be provided with a copy of the agency's personnel policy manual upon hire. Supervisors will stress the importance of reading all sections of this manual carefully and will point out significant provisions.
2. Employees must sign a Statement of Orientation within one (1) week from the date of commencement of their employment stating that they will abide by its rules, terms and provisions. This signed statement is to be retained in each employee's personnel file.

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3. The agency reserves the right to unilaterally change any rules, policies or procedures contained or described in the Personnel Policy Manual. Employees will be notified of changes to the manual, they will be provided a copy of changes by mail with their check stub. A Statement of Orientation form will be signed by each employee stating they have received the updates. This signed statement will be retained in the employee's personnel file.
4. SCMCAA will offer regularly scheduled sessions for new employee orientation. The Human Resource Manager will provide Supervisor's with the date, time, location and a list of employees that must attend. Supervisors will be responsible for informing employees.
5. Information and resources intended to aid new employees with entry to the agency will be provided to new staff on:
  - The history of Community Action
  - SCMCAA mission and vision
  - Community Action ethics
  - Scope of services SCMCAA provides and areas we serve
  - State, Regional and National network information
  - Agency programs, including program outcomes
  - SCMCAA policies and procedures
  - SCMCAA benefit information
  - Safety procedures
6. All newly hired employees are required to attend New Employee Orientation within sixty (60) days of hire.
7. Failure to attend may result in them being ineligible to work until orientation is completed.
8. Supervisors are responsible for employee's orientation specific to his/her workplace, and on-going training on individual programs.

### Employee Onboarding

#### Purpose/Policy:

SCMCAA's onboarding process will provide all new employee's with tools, resources, training and additional support to help them understand the culture of SCMCAA and their role within the Agency.

#### Procedure:

1. All new employees will start the onboarding process on their first day of employment.

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2. Direct supervisors are responsible for following the onboarding process and turning in onboarding check in forms to HR. The check in forms will be retained in each employee's personnel file.
3. New employees will be assigned a "Support Buddy" to help them strengthen social connections. Buddies will help the new employee navigate the different programs, contacts, help them problem solve, etc.
4. New employees will learn more about the history of each program. They will learn about the expectations of their individual position and how they contribute to the team.
5. There will be check ins at
  - (30) thirty days
  - (60) sixty days
  - (90) ninety days
  - (6) six months
  - (1) one year

### Immigration Policy

#### Purpose/Policy:

SCMCAA complies with the regulations of the Immigration Reform and Control Act of 1986 (IRCA), and any subsequent updates, as enforced by the Department of Homeland Security. This Act requires that all employees provide appropriate documentation to prove they are eligible to work in the United States.

SCMCAA participates in the federal E-Verify program.

#### Procedure:

1. All employees are required to complete the employment eligibility verification USCIS Form I-9.
2. All new hires must provide appropriate documentation establishing identity and employment eligibility within the first three days of employment. Failure to do so may result in the offer of employment being withdrawn.
3. I-9's will be maintained in a file separate from that of the employee's personnel file.

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### Probationary Periods

#### Purpose/Policy:

The probationary period is a trial period during which an employee's job performance is observed and evaluated for the purpose of determining his or her abilities to occupy the appointed position.

All of SCMCAA's newly hired, promoted or reassigned employees appointed to a regular position in the agency shall be required to successfully complete a probationary period. SCMCAA will retain only those employees who meet an acceptable standard of work during the probation period.

#### Procedure:

1. The probationary period is defined as six (6) months.
2. Each supervisor will complete a written evaluation concerning the work performance of each employee on probation. The evaluation is to be completed two (2) weeks prior to the end of the probationary period. Upon written recommendation of the supervisor and authorization by the Executive Director, the probationary period may be extended for up to an additional six (6) months. During an extended probationary period, written evaluations may be completed monthly on the employee. An employee's total probationary period shall never exceed a total of one (1) year from date of appointment.
3. An employee may be dismissed at any time during the probationary period without regard to the procedural safeguards provided to those not on initial probation when the employee's work, conduct, etc. are of such an unsatisfactory quality as to merit continuation of service to the agency. Promoted or reassigned employees will have the right to file adverse action appeal if applicable.
4. During the probationary period the employee shall be entitled to the fringe benefits of the agency, with the exception that new employees will accrue leave, but are not be permitted to take annual leave during the first ninety (90) days of employment. Promoted or reassigned employees will be permitted to use their annual leave as approved by the supervisor.

### Personnel Records

#### Purpose/Policy:

Each employee has the right to expect accuracy, appropriate use, and controlled confidentiality of personal information maintained, reviewed or disseminated by the agency or any of its employees. Therefore, intrusion will be minimized in the collection of employee information and subsequent access to it will be on a strict need-to-know basis.

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### Procedure:

#### 1. Collection of Information

The employee personnel record will contain, at a minimum, chronologically filed documentation supplied by the employee (employment application, personal data, letters of reference), or discussed with the employee (performance appraisals, salary and employment status, commendations, disciplinary action, and signed documents of all personnel actions).

Employees are responsible for supplying accurate information requested by the agency including timely notification of change in such items as address, telephone number, marital status, etc. on the agency "Change of Address Form".

#### 2. Access to Information

Custody of employee records and information shall be solely the office of the Fiscal Director and/or Human Resource Manager. Access to records will have a number of levels of security to assure protection of the data. Upon request, access to a personnel record by the employee or some other person with a legitimate need to review will be granted. This need-to-know is limited to only that information which is necessary and will be reviewed in the Fiscal Director's and/or Human Resource office.

#### 3. Disclosure of Information

With regard to past employment, credit or other legitimate reference checks, it is standard practice only to verify data identified by the requestor. A requesting party desiring more information than verification may obtain it through written request including authorization from the employee or past employee for its release.

#### 4. Public Information

Employee names, salaries, and dates of hire will be public information.

### Confidentiality of Agency Information

#### Purpose/Policy:

SCMCAA has information that should not be discussed with anyone outside the agency, except when required in the normal course of business. Information concerning service recipients or the activities and operations of the agency must be treated as confidential and on a need-to-know basis.

#### Procedure:

1. All employees shall exercise the utmost discretion in regard to official business and records.
2. All client information is confidential and must not be discussed with or divulged to anyone outside the agency without a written release of information. Inside the

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agency, client information is restricted to employees who “need to know”.

3. Any information which has been received on a confidential basis must be maintained as confidential within the agency.
4. All employees will be required to sign a nondisclosure agreement, in which they promise to maintain the agency's confidentiality.
5. Violation of this policy and/or revelation of information given to an employee in confidence by a participant in an agency program may be grounds for immediate dismissal.

### Open Door Policy

SCMCAA seeks to provide a work environment that encourages direct and open communication between employees and management. SCMCAA encourages open communication, feedback and discussion about any matter of importance to an employee.

### Whistleblower Protection

#### Purpose/Policy:

SCMCAA requires all employees, board members and other representatives of the organization to observe high standards of business and personal ethics in the conduct of their responsibilities. Employees and others are encouraged and enabled to raise serious factual and valid concerns internally, without fear of retaliation, so that the agency can address and correct inappropriate conduct and action. It is against the values of SCMCAA to retaliate against any board member, employee or volunteer who in good faith reports a violation.

#### Procedure:

1. A whistleblower as defined by this policy is an employee of SCMCAA who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties specified in this policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are given these responsibilities.
2. Examples of illegal or dishonest activities include, but are not limited to:
  - Violations of federal, state or local laws or regulations.
  - Billing for services not performed or for goods not delivered.
  - Other fraudulent financial reporting.
3. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures.

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4. If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee is to contact his/her immediate supervisor, the Deputy Director/Equal Opportunity Officer and/or the Human Resource Manager.
  - The employee must exercise sound judgement to avoid baseless allegations. An employee who intentionally files a false report of wrong doing will be subject to discipline up to and including termination.
  - Every reasonable effort will be made to conduct all proceedings in a manner that will protect the confidentiality of all parties. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense.
  - SCMCAA will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the Deputy Director/Equal Opportunity Officer and/or the Human Resource Manager immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.
5. Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the Deputy Director/Equal Opportunity Officer and/or the Human Resource Manager.
6. Once a complaint has been accepted for review, an investigation will begin. The investigation may include, but not limited to, review of written statements from all parties, witness interviews, obtaining witness declarations, review of documentation and on-site investigation. Any person conducting an investigation will maintain a written record of all witness interviews, evidence gathered, the outcome of the investigation and any other appropriate documents. Records of such investigation will not be maintained in personnel files unless they are part of a formal corrective action.
7. Results of the investigation will be shared with the appropriate people. When there is sufficient evidence to support the complaint, written notification of investigative findings will be sent to the complainant and the respondent.
8. If it is concluded that a violation has occurred, a determination will be made of the appropriate sanctions or corrective action.



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### Health Insurance Portability and Accountability Act

#### Purpose/Policy:

SCMCAA complies with the proper handling of all private information and individually identifiable health information and outlines steps in appropriate Health Insurance and Portability and Accountability Act (HIPAA) compliance.

#### Procedures:

1. Any Protected Health Information (PHI) is confidential and may not be discussed with anyone except on a “need-to-know” basis in order to perform job duties. PHI contains individually identifiable information such as names, addresses, birth dates, telephone numbers, fax numbers, electronic mail addresses, social security numbers, health plan beneficiary numbers, or any other unique identifying number, characteristic or code.
2. The Human Resource Manager will appropriately handle and protect confidential information.
3. The regulations are applicable to all health information held by SCMCAA.
4. SCMCAA is prohibited from using or disclosing health information except as authorized by the employee or specifically permitted by the regulation. This includes all personally identifiable health information.
5. Records will be secured in locked file cabinets and secured electronic files and access will be controlled by the Human Resource Manager.

### Job Descriptions

#### Purpose/Policy:

SCMCAA created job descriptions and determines the exemption status for each job according to the Fair Labor Standards Act (FLSA) and state law. Records are maintained of all positions in the agency. This description will be a written record summarizing the position's principal duties and responsibilities. Job descriptions are designed to assist the employee in being successful in performing his/her job, and to assist SCMCAA in meeting its mission and vision.

#### Procedure:

1. Program Directors are responsible for ensuring that employees are performing the tasks included in their jobs. Each description includes at a minimum, but is not limited to:
  - General descriptions of the work to be performed

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- Essential duties and responsibilities
  - Line of authority (the person to whom the employee is responsible, and persons who are responsible to that employee)
  - Education, credentials, experience qualifications and skills necessary
  - Job classification and salary range
2. Job descriptions indicate whether the position is exempt or non-exempt. Classification is determined based on the FLSA and state law criteria.
  3. Newly created positions or changes in position qualifications that may result in salary adjustment require budget review and approval of the Fiscal Director and Executive Director.
  4. After review, the position is assigned to a recommended salary range and appropriate exemption status.
  5. Annually supervisors will review the job description to ensure it remains relevant and accurately reflects the responsibilities and accountabilities assigned to the position.
  6. All employees will have a signed job description in their personnel file.

### Performance Evaluations

#### Purpose/Policy:

SCMCAA evaluates strengths and areas of improvement in performance of all employees in a fair and equitable manner. The performance evaluation process is intended to be a positive experience to assist the employee in being successful in the performance of his/her job. Discussions regarding an employee's job performance are recommended on an informal and on-going basis.

A performance evaluation is completed to assist staff in improving skills and professional competencies, and to identify training and development needs.

#### Procedure:

1. Performance evaluations are completed at least annually. Written evaluations will be accomplished in a fair and objective manner, and the results of such reviews will be discussed with employees.
2. The performance of each employee will be reviewed by the employee's immediate supervisor, using the agency's "Employee Performance Appraisal" form, and will submit it to the Executive Director for review. The supervisor may elect to review the performance of any employee at any interim point during the annual performance appraisal cycle.

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3. The primary basis for evaluation will be actual achievements compared to the major responsibilities of the job.
4. The employee may submit comments or statements on the performance evaluation form.
5. The supervisor will sign the completed form. The employee will also sign the completed form acknowledging they have read and understand it.
6. Performance evaluations are retained in the employee's personnel file, and may be used for such actions as transfers, promotions and pay adjustments.
7. Substandard performance, evidenced by evaluations may be grounds for personnel action.
8. Supervisors may recommend merit-based pay step increases for employees to recognize truly superior employee performance. These adjustments are based on a number of factors including the information documented by the evaluation and funding availability.
9. The evaluation of the job performance of the Executive Director will be the responsibility of the President of the Board of Directors and will be conducted according to the established procedure.

### Inclement Weather

#### Purpose/Policy:

SCMCAA monitors and keeps employees informed of changing weather conditions and other emergency situations. The agency strives for safety for all employees in the event of inclement weather, and other emergency situations, through agency procedures.

#### Procedure:

1. If you feel it is safe to travel, you are expected to report to work.
2. In the event of hazardous weather, and you feel it is unsafe to report to work, you may choose to take annual leave. This pertains to all agency offices.
3. If you are not reporting to work, you will be responsible for letting your supervisor and the Central Office know.
4. Administrative leave will only be granted in the event of extreme weather conditions. If administrative leave is granted, you will receive notification through our "Remind" system.
5. Employees who are not scheduled to work, already scheduled for annual or sick

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leave or on any other types of leave are not eligible for administrative leave if granted.

### Incoming/Outgoing Correspondence

#### Purpose/Policy:

The policy of the agency concerning correspondence with contracts, programmatic changes and other issues requiring response to funding sources, vendors and agreements with contractors is as follows:

#### Procedure:

1. All incoming/outgoing correspondence including emails shall be received by the Deputy Director for processing. The information received will be obtained for central office files and tracked for responses necessary.
2. Staff normally responsible for replies to correspondence dealing with contracts, programmatic changes and other issues that affect the management and operations of the agency will be held accountable for the content and timeliness of replies.
3. The management staff responsible for responses that require additional input from other programs and/or departments must allow those programs and/or departments an opportunity to review and ensure correct information is provided. For example, grant application requiring budget information must be provided to Finance Director to review final draft to ensure correctness and then presented to the Executive Director for final review prior to submitting.
4. The Deputy Director will be notified and provided copies for central office files, and she will remove from tracking file that response has been submitted in a timely manner. All central office files will be notated of date submitted and copies provided to all parties concerned.

### Bonding

All employees of the agency who have responsibilities that would have access to agency funds and/or checks which might include check-signing, receiving or disbursing funds, accounting, purchasing, etc. shall be bonded.

### Purchase Requisitions

The basis for **all** purchases is a requisition.

#### Procedure:

1. All requisitions must be completed with the following information **prior** to purchase:

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- Name and address of vendor
  - Description of ordered items
  - Quantities to be ordered
  - Unit price per item and total price for items if duplicate items
  - Total amount of purchase order
  - Initials of staff person who compared prices
  - Program and location to be charged for purchase
  - Signature of program director verifying review and approval
2. For purchases of **less than two-hundred fifty (\$250.00)**, a completed requisition approved and signed by the program director is all that is required.
  3. For purchases of **more than two-hundred fifty (\$250.00)**, a completed requisition approved and signed by the program director and a purchase order signed by the Finance Director are required.
  4. Requisitions that have been disapproved will be marked “Disapproved”, stating the reason for disapproval and returned to initiator.

### Purchasing

#### Procedure:

1. **ALL PURCHASES REQUIRE *PRIOR* APPROVAL.**
2. Plan all purchases so that sufficient time is allowed for the required paperwork to be completed and returned to you ***prior*** to a purchase being made.
3. Every effort will be made to procure from small business and minority owned business.
4. All proposed purchases will be reviewed to determine need and possible alternatives.
5. A price comparison or cost analysis is required for all purchases. We are required to obtain the best price for all purchases.
6. **ALL EXPENDITURES INCURRED WHICH ARE NOT IN ACCORDANCE WITH THE AGENCY’S PURCHASING POLICIES WILL BE CONSIDERED PERSONAL PURCHASES AND TREATED ACCORDINGLY.**

### Office Supplies

#### Purpose/Policy:

**All** office supplies will be ordered through the Central Office, so that the lowest price

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can be obtained by quantity ordering. Office supplies are ordered monthly, during the last week of each month. All requisitions received prior to the last week of the month will be processed. Requisitions received after the ordering date will be processed the following month.

### Procedure:

1. To request office supplies complete an “Office Supply Request” with the following information:
  - Each item requested (be specific)
  - Quantity requested
  - Program using supplies
  
2. The following expenditures **do not** require a requisition of purchase order:
  - Utility bills
  - Gasoline for Head Start/Early Head Start vans
  - Food for Head Start/Early Head Start meals served
  - Emergency repairs (with supervisor approval)

## **EMPLOYEE BENEFITS**

### Benefits Overview

SCMCAA provides a combination of supplemental benefits to all eligible employees. All benefits offered by the agency are provided for regular full-time employees. Part-time/hourly and temporary employees may not be provided with agency group insurance, or employee leave benefits. Contract employees will not be included in any of the agency's employee benefits. Annual leave, sick leave, holiday pay, insurance and retirement are included in these benefits. We study and evaluate our benefits programs and policies to better meet present and future requirements. These policies have been developed over the years and continue to be refined to keep up with changing times and needs.

The next few pages contain a brief outline of the benefit programs we provide employees and their families. The descriptions of the insurance and other plan benefits merely highlight certain aspects of the applicable plans for general information only.

While the agency intends to maintain these employment benefits, it reserves the right to modify, amend or terminate these benefits at any time. If employees have questions regarding benefits, they should contact the HR Department.

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Holidays

Purpose/Policy:

All regular full-time employees are eligible to receive holiday pay on holidays observed by the agency. Temporary employees are not eligible.

Procedure:

1. SCMCAA regular full-time employees observe the following holidays:

January	.....	New Year's Day
	.....	Martin Luther King, Jr.'s Birthday
February	.....	Presidents Day (Washington's Birthday)
May	.....	Truman's Birthday
	.....	Memorial Day
June	.....	Juneteenth Holiday
July	.....	Independence Day
September	.....	Labor Day
October	.....	Columbus Day
November	.....	Veterans Day
	.....	Thanksgiving Day
	.....	Friday after Thanksgiving Day
December	.....	Christmas Day
Employee's Personal Day of Choice		

Designation of any other holidays will be at the discretion of the Executive Director and/or the board.

2. The Central Office and all other Agency locations will observe all holidays and will be closed on the day they officially occur except as specified below in 3 and 5.
3. When any of the designated holidays fall on a Saturday, the preceding **work day** will be recognized as a paid holiday. When any of the designated holidays fall on a Sunday, the following Monday will be recognized as a paid holiday.
4. To be eligible for holiday pay, an employee must work the regularly scheduled day preceding and the regularly scheduled day following the holiday. A day of approved vacation or any other excused and paid day off is considered as a day worked for purposes of holiday eligibility.
5. Because of program and/or departmental requirements, it might occasionally be necessary for an employee to work on a recognized agency holiday. In these instances, the employee must fill out an "Approval for Work Outside Normal Hours" form, and it must be approved by their Program Director and the Executive Director in advance. The employee may receive equal time off at a later specified time.

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- 6. In instances where an observed holiday falls within an employee's annual vacation or sick leave period, it will not be charged against the employee's accumulated annual or sick leave.

**Head Start school-year center employees** will receive the following paid holidays:

January ..... New Year's Day
February ..... Martin Luther King, Jr.'s Birthday
September ..... Presidents Day (Washington's Birthday)
November ..... Labor Day
December ..... Thanksgiving Day
December ..... Christmas Day

**Early Head Start/Head Start full-year center employees** will receive the following paid holidays:

January ..... New Year's Day
February ..... Martin Luther King, Jr.'s Birthday
February ..... Presidents Day (Washington's Birthday)
May ..... Memorial Day
June ..... Juneteenth Holiday
July ..... Independence Day
September ..... Labor Day
November ..... Thanksgiving Day
December ..... Christmas Day

- 1. When any of the designated holidays fall on a Saturday, the preceding Friday will be recognized as a paid holiday. When any of the designated holidays fall on a Sunday, the following Monday will be recognized as a paid holiday.
2. To be eligible for holiday pay, an employee must work the regularly scheduled day preceding and the regularly scheduled day following the holiday. A day of approved leave off is considered as a day worked for purposes of holiday eligibility.
3. In instances where an observed holiday falls during the employee's period of leave, it will be observed as a holiday and not a leave day.

Annual Leave

Purpose/Policy:

SCMCAA provides annual leave for regular full-time employees, and encourage them to use it. Part-time/hourly and temporary employees are not provided with agency leave benefits. Head Start and Early Head Start employees are excluded from annual leave. Leave for these employees is in the following section.

All regular full-time employees earn and use annual leave in accordance with the guidelines listed below.



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### Procedure:

**Regular full-time employees** of the agency will accrue annual leave benefits depending upon length of continuous employment (excluding part-time/hourly, temporary, Head Start and Early Head Start). Employees will accrue annual leave at the following rates:

- 0 to 4 years - 1 hour will be earned for every 20 hours paid (excluding overtime).
  - 4 to 9 years - 1-1/4 hours will be earned for every 20 hours paid (excluding overtime).
  - 9 to 15 years - 1-1/2 hours will be earned for every 20 hours paid (excluding overtime).
  - 15 or more years - 1-3/4 hours will be earned for every 20 hours paid (excluding overtime).
1. Employees returning to work after a lay-off due to a reduction in work force or work stoppage and rehired within six (6) months or an approved extended leave without pay lasting not more than six (6) months may maintain their original date of hire for the purpose of continuous employment status. No leave will be accrued during the lay-off period or the extended leave time.
  2. Earned annual leave may be taken at any time during the year, subject to approval by the employee's supervisor and the Executive Director. Leave schedules will be coordinated by supervisors to accommodate employee preferences and will be subject to work requirements within the program and/or department of the agency.
  3. No annual leave may be taken in advance of being earned.
  4. Annual leave will accrue during an employee's original probationary period but may not be taken during the first ninety (90) days of employment. Absence will be leave without pay.
  5. Employees on disciplinary probation will continue to accrue annual leave but may not take such leave during their probationary period. Absence will be leave without pay.
  6. Annual leave requests must be submitted on agency "Application for Leave" form in advance of date requested and must be authorized in writing by the employee's supervisor. Exceptions of submitting the form in advance may be made in cases of emergency situations. Final review and approval will be made by the Executive Director on all leave requests. Employees must notify their supervisor and the Central Office within two (2) hours of the first day of such absence. Full justification must be furnished to the supervisor when requesting annual leave because of an emergency situation.

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7. The minimum charge for annual leave will be one (1) hour; thereafter annual leave may be taken in one (1) hour increments for all Non-Exempt employees.
8. The minimum charge for annual leave will be ten (10) hours for all Exempt employees.
9. A maximum of one hundred twenty (120) hours unused earned annual leave may be carried over into a new calendar year.
10. All annual leave taken must be recorded on the employee's time sheet before submission to the Fiscal Department for payroll.
11. Employees terminating their employment voluntarily will be paid for all accrued annual leave.
12. Employees whose employment is involuntarily terminated will be paid for all accrued annual leave, unless the termination involved falsifying or misusing records, conviction of a felony or unauthorized absence while employed by SCMCAA.

### **Head Start school-year center employees:**

- Shall be entitled to up to six (6) leave days for each school year, up to a maximum of forty-eight (48) hours, depending on the number of hours you work. This begins in September and ends in May.

### **Early Head Start/Head Start full-year center employees:**

- Shall be entitled to up to nine (9) leave days for each school year, up to a maximum of seventy-two (72) hours, depending on the number of hours you work. This begins in September and ends in August.

### **Head Start/Early Head Start Leave:**

1. Leave days will not accumulate from one year to the next year.
2. No leave may be taken in advance of being earned.
3. A day of leave will be defined as the number of normal working hours for the employee.

For example:

- One leave day = Four (4) hours for a four hours per day employee
  - One leave day = Six (6) hours for a six hours per day employee
  - One leave day = Eight (8) hours for an eight hours per day employee.
4. Leave days are based on the employee working an entire school year and will be

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allocated as such if an employee terminates prior to year-end.

5. The minimum charge for leave will be one (1) hour, there after leave may be used in one (1) hour increments.
6. Head Start/Early Head Start employees are responsible for reporting any leave absence directly to their immediate supervisor, in advance when possible, but not later than one (1) hour prior to the beginning of classes on the day the absence occurs and to the Central Office in Winona on or before the day of absence.
7. All leave must be submitted on agency "Application for Leave" form and approved by the supervisor, Head Start/Early Head Start Director and Executive Director.
8. All leave taken must be recorded on the employee's time sheet before submission to the Fiscal Department for payroll.

### Sick Leave

#### Purpose/Policy:

SCMCAA provides sick leave for employees to rest and recover from illness. All regular-full-time employees of SCMCAA accrue sick leave in accordance with the guidelines listed below:

Part-time/hourly and temporary employees are not provided with agency leave benefits.

#### Procedure:

1. All regular full-time employees shall accrue sick leave at the rate of one and one-fourth (1-1/4) hours for every twenty (20) hours paid (excluding overtime).
2. As a reward to those long-term employees who demonstrate exceptional attendance, the employee who has reached the maximum of sick leave will accrue an additional five (5) hours of annual leave for each month that sick leave is not accrued.
3. Sick leave may be used for either the employee or his/her \*immediate family. An employee's immediate family is defined as spouse, children, parents, grandparents, and grandchildren. \*includes step and adoptive relationship.
4. An employee may be granted sick leave if absent from work for any of the following reasons:
  - Personal illness or injury incapacitating the employee to perform duties of his/her position or illness or injury in the employee's immediate family.

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- An employee or his/her immediate family's appointments for medical, dental, optical or mental examinations or treatments when such appointment cannot reasonably be scheduled during non-work hours.
5. In isolated cases of emergency situations, such as accidents, life threatening illness, etc. requiring immediate medical attention, hospitalization or personal care from the employee, sick leave may be granted for other members of the employee's immediate family defined to include brother, sister, mother-in law or father-in-law, daughter-in-law or son-in-law. Such cases will be handled on an individual basis by the Executive Director. All such requests and subsequent approvals must be in writing.
  6. No sick leave may be taken in advance of being earned. Illness extending beyond earned sick leave will be charged against earned annual leave.
  7. Unused sick leave may accumulate to a maximum of four hundred and eighty (480) hours. Employees returning to work after a lay-off due to a reduction in work force or work stoppage and rehired within six (6) months or an approved extended leave without pay lasting not more than six (6) months may maintain their original date of hire for the purpose of accumulated sick leave accrual. No sick leave will be accrued nor paid to an employee during the lay-off period or the extended leave time.
  8. The minimum charge for sick leave will be one (1) hour; thereafter sick leave may be used in one (1) hour increments for all Non-Exempt employees.
  9. The minimum charge for sick leave will be ten (10) hours for all Exempt employees.
  10. Employees are responsible for reporting any sick leave absence directly to their immediate supervisor and the Central Office in advance when possible but not later than one (1) hour after their scheduled work time of the day the absence occurs.
  11. The duration of the absence and the anticipated date of return should be conveyed to the supervisor if the employee expects to be out for more than three (3) working days, and only call if there is a change in their condition which will affect his/her date of return to work.
  12. If absence due to illness or injury **exceeds** three (3) consecutive working days, the agency will require a doctor's certificate which indicates that the employee has been ill or injured and has recovered satisfactorily and has a full release to return to work. The agency also may require proof of illness in cases where employees have compiled a poor attendance record or have exhibited a pattern of absences.
  13. All sick leave absences must be reported and submitted to the employee's

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immediate supervisor on an agency "Application for Leave" form in advance when possible or immediately upon the employee's return to work. "Sick Leave Absence Requests" must be marked approved and signed by the supervisor and Executive Director before any sick leave pay will be granted to an employee.

14. An employee who becomes ill during an annual leave period must submit a signed statement from a physician in order to have the leave charged to his/her sick leave instead of annual leave.
15. Failure to report absence in the manner outlined may subject the employee to disciplinary action and/or loss of pay.
16. All sick leave taken must be recorded on the employee's time sheet before submission to the Fiscal Department for payroll.
17. Employees terminating their employment will not be paid for any accumulated sick leave.
18. As a measure to reward those employees who demonstrate exceptional attendance, the agency will do the following:
  - At the end of each calendar year, one-fourth (1/4) day will be credited to the employee's annual leave accrual for each month during which no sick leave has been taken during the preceding twelve (12) months.
  - To be eligible for this benefit employees must have eight (8) months in which no sick leave was used. This additional leave will be credited to the employee's accrued annual leave record for use to begin on January 1 immediately following the year it was earned, and will not be considered to be in conflict with the agency's maximum number of hour's carryover policy.

### Family Medical Leave Act of 1993 (FMLA)

#### Purpose/Policy:

SCMCAA provides leave in compliance with Federal FMLA. FMLA is designed to help employees balance their work and family responsibilities by allowing them to take reasonable leave for certain medical reasons. It also seeks to accommodate the legitimate interests of employers and promote equal employment opportunity.

The Family and Medical Leave Act (FMLA) provides eligible employees the opportunity to take job-protected leave for certain family and medical reasons. The maximum amount of leave an employee may use is twelve (12) weeks within a twelve (12) month period, with one exception. For leave to care for a Covered Service Member, the maximum combined leave entitlement is twenty-six (26) weeks, with leaves for all other reasons constituting to no more than twelve (12) of those twenty-six (26) weeks.

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### Procedure:

1. The agency has chosen the following method for determining the “12-month period” in which the twelve (12) weeks of leave entitlement occurs:
  - A “rolling” 12-month period measured backward from the date an employee uses any FMLA leave.
2. Employees are eligible for leave under the Federal FMLA if they have been employed by SCMCAA for at least twelve (12) months, **and** have worked at least one thousand, two hundred fifty (1,250) hours for the agency during the most recent twelve (12) consecutive month period.
3. Employees are required to use their available annual leave time during the twelve (12) week family leave period and sick leave may only be used when family leave is taken because of a serious health condition.
4. Any FMLA leave longer than the employee’s leave will be granted without pay. Leave will not be accrued during FMLA time off.
5. Under the Federal FMLA, up to twelve (12) weeks of leave may be taken during a twelve (12)-month period that begins on the employee’s first day of leave for any one or more of the following reasons:
  - An employee’s own serious health condition.
  - To care for a spouse, parent, biological child, adopted child, foster child, step-child, legal ward, or a child of a person standing in loco parentis (who is under 18 years of age, or 18 years or older and incapable of self-care because of a mental or physical disability) with a serious health condition.
  - For the birth of an employee’s child, or placement of a child with an employee for adoption or foster care. Leave for birth, adoption or foster care must conclude within twelve (12) months of the birth or placement.
  - To care for a spouse, son, daughter, parent or next of kin who is a covered military service member recovering from a serious illness or injury sustained in the line of duty. The eligible employee is entitled to up to twenty-six (26) weeks of leave in a single twelve (12)-month period to care for the service member; this military caregiver leave is available during a single twelve (12)-month period, during which eligible employee is limited to a combined total of twenty-six (26) weeks of all types of FMLA leave.
  - Any “qualifying exigency”, as defined in regulations issued by the Department of Labor, arising from the fact that an employee’s spouse, child or parent is on active duty status in the National Guard or Reserves in support of a contingency operation.

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6. When the necessity of leave is foreseeable, the employee must provide the agency at least thirty (30) days' notice of the employee's intention to take leave. Where the need for leave is unforeseeable, the employee must give notice as soon as practical.
7. Any leave request based on a family member's or employee's own serious health condition must be supported by certification from a healthcare provider.
8. The agency may require an employee on FMLA leave to report periodically on his/her status and the intention of the employee to return to work and also periodic recertification of the medical condition.
9. An employee taking leave due to the employee's serious health condition is required to obtain certification that the employee has a full release to return to work, prior to the return from any FMLA leave.
10. Employee's rights under the Family and Medical Leave Act of 1993 will be posted in all agency offices. Employees may obtain additional information from their supervisor and/or the Human Resource Manager.

### Military Leave

#### Purpose/Policy:

SCMCAA complies with all applicable statutes that require reservists and National Guard personnel to be given time off for active duty and training exercises under Uniformed Services Employment and Reemployment Rights Act (USERRA) of 1994.

#### Procedure:

1. It is the employee's responsibility to inform their supervisor and the Human Resource Manager with a written request as soon as orders for military duty have been received. When requesting a military leave of absence, the employee should present a copy of the orders.
2. Regular full-time employees who leave the agency to enter the Armed Forces of the United States as draftees or reservists will be granted military leaves of absence without pay.
3. A regular full-time employee who is a member of a Reserve or National Guard unit and is serving in that unit as a part of his/her initial service obligation will receive two (2) weeks of military leave to complete annual field training requirements. The agency will pay such eligible Reservists and Guardsmen the difference between their regular pay and their military pay to assure that they suffer no loss of income, upon submission of a certificate verifying their military pay, or the employee may take annual leave in lieu of this military leave. All requests for this leave must be submitted in writing with a copy of the official

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orders attached.

4. 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.
5. Benefit accruals such as annual leave, sick leave and holidays are suspended during the USERRA leave and will resume upon the employee's return to active employment.
6. A returning military veteran will be reinstated, as provided by law, if application for reemployment is made by the employee within ninety (90) days after termination of military duty.
7. When the employee returns from military leave, he/she is assigned to a position as required by law. Military leave time is immediately credited to the employee's length of service and all benefits apply as if the employee had never left his/her job. The employee's salary will be equal to or greater than the salary at the time the leave commenced unless salaries have declined.
8. If the leave is up to thirty (30) days, the employee must return to work on the first regularly scheduled work period after the service ends (allowing for reasonable travel time).

### Jury Duty

#### Purpose/Policy:

SCMCAA accommodates all employees who are called to serve on jury duty.

#### Procedure:

1. All regular full-time employees of the agency will be granted leave with pay during the period of jury service.
2. Jury service refers to service on any legally constituted jury. The phrase is also extended to include witnesses required by a subpoena to appear in court, unless of a personal nature. The employee must provide a certification of court service upon completion, which will include verification of jury duty and any other legal matters which required leave of this nature.

### Bereavement Leave

#### Purpose/Policy:

All regular full-time employees may be granted a leave of absence with pay for the time actually lost from his/her regularly scheduled work due to a death in his/her immediate



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family. To be eligible for Bereavement leave you must have already started work with SCMCAA, and leave will be granted as follows:

### Procedure:

1. The agency may grant bereavement leave consisting of up to three (3) days in the instance of the death of a member of an employee's \*immediate family, defined here as spouse, children, parents, sister, brother, grandparents, grandchildren, mother-in-law or father-in-law, daughter-in-law or son-in-law, sister-in-law or brother-in-law.  
\*includes step and adoptive relationships.
2. The agency may grant funeral leave for one (1) day to attend the funeral if such funeral occurs on a scheduled workday, in the instance of the death of an employee's relative not a member of the immediate family, defined here as aunts, uncles, nieces or nephews.

### Personal Voting and Registration

#### Purpose/Policy:

SCMCAA provides time off for all employees under applicable state leave laws.

#### Procedure:

1. The agency will grant employees a reasonable time off for the purpose of voting or registering in any election or referendum on civil matters in their community.

### Benefit Plans and Insurance

#### Purpose/Policy:

SCMCAA provides medical insurance, dental insurance, life insurance, short-term disability (STD) insurance and retirement benefits to employees of the agency. Employees should refer to their Summary Plan Description (SPD) for plan details. In the event of any discrepancy between this document and the SPD the latter will prevail. The following procedure provides a summary of benefits provided by SCMCAA's current insurance provider.

#### Procedure:

##### Group Health Insurance

1. After sixty (60) days of employment, all regular-full employees become eligible for the agency's group health insurance on the first of the month following eligibility.

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2. If an employee elects to have his/her dependent(s) covered under the program, the cost of the dependent(s)'s coverage will be paid by the employee.
3. Information on the plan and cost of coverage is provided to eligible employees in advance of enrollment. Contact the Human Resource Department for more information about the medical insurance benefit and its cost.

### Dental and Vision

1. After sixty (60) days of employment, all regular full-time employees become eligible for the agency's dental and vision insurance on the first of the month following eligibility.
2. The agency pays for dental and vision insurance on the employee.
3. If an employee elects to have his/her dependent(s) covered under the plan, the cost of the dependent(s)'s coverage will be paid by the employee.

### Consolidated Omnibus Budget Reconciliation Act (COBRA)

#### Purpose/Policy:

When an eligible employee terminates employment with SCMCAA, the employee or qualified beneficiary is entitled to continue participating in SCMCAA's group health plan for a prescribed amount of time, usually 18 months. In certain circumstances, such as an employee's divorce or death, the length of coverage period may be longer for qualified dependents.

#### Procedure:

1. General notice of coverage is sent to employees and spouses covered by the plan within ninety (90) days of individual's coverage date.
2. Written notice of continued health insurance coverage is provided to the terminated employee and/or dependents within fourteen (14) days of the qualifying event.
3. Employees must decide whether to continue coverage within sixty (60) days after the date coverage would otherwise terminate due to the qualifying event.
4. If a former employee chooses to continue group benefits under COBRA, he/she must pay the total applicable premium plus a 2% administrative fee. The first payment must be received forty-five (45) days after the initial election, and thereafter, no later than the fifth (5<sup>th</sup>) working day of each month.
5. Coverage ceases if the former employee fails to make premium payments as scheduled, or within thirty (30) days of the scheduled payment, becomes covered

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by another group plan or becomes eligible for Medicare, or when the plan terminates for all employees.

6. For detailed information or questions on COBRA, employees are requested to check with the Human Resources.

### Life and Accidental Death, Dismemberment (AD&D) Insurance

1. After sixty (60) days of employment, all regular full-time employees become eligible for life and AD&D insurance coverage on the first of the month following eligibility.
2. The agency pays for life insurance on the employee.
3. If an employee elects to have his/her dependent(s) covered under the plan, the cost of the dependent(s)'s coverage will be paid by the employee.

### Social Security

All employees will be covered by old age and survivor's insurance with provisions for retirement and medical benefits.

### Unemployment Insurance

All employees of the agency will be covered by unemployment insurance as required by law.

### Retirement Accounts

1. After 1 year of employment, regular full-time employees and regular part-time employees become eligible to participate in the agency's 401(k) retirement plan.
2. Employees must be twenty-one (21) years of age to be eligible.
3. All employees that are eligible to participate in the plan will be notified by mail and email when they become eligible to enroll. The employee has thirty (30) days to enroll.
4. The 401(k) plan provides for the automatic enrollment of employees who are eligible to participate but make no affirmative election either to participate or not to participate.
5. When automatically enrolled the employee contribution will default to 2% unless they opt out.
6. Employees are fully and immediately vested as soon as they become eligible.

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- Information is provided to eligible employees prior to enrollment. Contact the Fiscal Director and/or Human Resource Manager for more information about the 401(k) retirement plan.
- If you meet the eligibility requirements, SCMCAA will make a base contribution on your behalf equal to the following schedule:

<b>Years of Service</b>	<b>Employers Base Contribution (%)</b>
Less than 5 years	2%
5 years but less than 10 years	3%
10 years but less than 15 years	4%
15 years but less than 20 years	5%
20 years or more	6%

Workers' Compensation

Purpose/Policy:

All employees will be covered by Workers' Compensation consistent with Missouri State Law. SCMCAA employees who are injured on the job may be entitled to benefits under Workers' Compensation.

Procedure:

Employee Responsibilities:

- Inform your supervisor of the injury or accident as soon as possible and no later than twenty-four (24) hours after the accident. The employee should immediately fill out an "First Report of Injury or Illness" form which will include the following:
  - Date, time and place of injury or accident.
  - Brief description of and conditions that caused the injury or accident.
  - Description of injured parts of the body or disease resulting from injury or accident.
  - Note if you need medical attention on this form.
- If medical attention is needed, the supervisor will let the employee know which health care provider the employee can see, unless it is an emergency. There is a list of approved medical facilities posted on a bulletin board at each location.
- Request Doctor to promptly provide information requested by the employer about the condition of the employee.

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### Supervisor responsibilities:

1. The supervisor should notify the Deputy Director/Equal Opportunity Officer and/or Human Resource Manager/Safety Officer as soon as possible.
2. Promptly conduct a thorough investigation to determine if the injury or accident was caused by a work-related incident, and to see if there is a safety concern.
3. Email or fax the “First Report of Injury or Illness” form, “Accident Investigation Report”, and “Accident Witness Statement”, if applicable to the Human Resource Manager/Safety Officer.

### Human Resource Manager/Safety Officer responsibilities:

1. Gather all necessary information and forms from the supervisor on the accident or injury.
2. Email all necessary claim information to our workers compensation company.
3. Maintain a file for each employee accident or injury that occurs.

### Training and Development

#### Purpose/Policy:

SCMCAA believes employees are a valuable partner in meeting the agency mission, values and vision. The agency supports the development of employees' and volunteers' skills through in-house and external training opportunities.

#### Procedure:

1. It is a joint responsibility between the supervisor and employees to identify training opportunities and needs.
2. Safety training and employee orientation are provided to all employees.
3. Other training courses are offered on an annual or “as needed” basis and may include, but not limited to:
  - Blood-borne Pathogens
  - Harassment training
  - Hazard Communication
  - First Aid and CPR
  - Abuse and neglect reporting
4. It is the responsibility of the supervisor to ensure employees receive the required training on a regular basis.

5. Certifications will be filed in the employee's personnel file.

### **Head Start/Early Head Start/MIECHV Specific**

1. All Head Start/Early Head Start, and MIECHV employees must participate in a minimum of fifteen (15) clock hours of ongoing structured training and professional development to acquire or increase knowledge and skills including:
  - Methods for handling suspected or known child abuse and neglect.
  - Best practices for implementing family engagement strategies in a systemic way.
  - Methods to improve child and family outcomes.
  - Research-based approaches for education staff.

Substitutes must stay current with all required training to remain on the substitute list.

2. Education staff must participate in a research-based, coordinated coaching strategy that:
  - Assesses strengths, areas of needed support and employees that would benefit most from intensive coaching.
  - Provides opportunities for intensive coaching, as appropriate.
  - Provides opportunities for other forms of research-based professional development aligned with program performance goals.
  - Ensures assessment results are not used for punishment without providing time and resources for employees to improve.

### Employee/Employee Related Applications for Assistance

#### Purpose/Policy:

SCMCAA employees and their relatives may participate in programs or services operated by the agency if they meet all program eligibility requirements and they are not given priority or preferential treatment over other applicants.

#### Procedure:

1. Applications for assistance completed by an agency employee or immediate family member of an agency employee must be processed by using specific requirements in order to protect the confidentiality of the employee or employee's family member.
2. Eligibility is based on the same eligibility requirements as any other applicant. Agency employees and/or family members will not be provided preferential treatment and should be treated the same as any other applicant for services.

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3. The agency's "Disclosure Form" must be completed and the Executive Director must approve prior to application being processed.
4. The application must be processed and determined eligible/ineligible by a Manager/Supervisor. \*LIHEAP applications may be processed by a Manager/Supervisor or the LIHEAP employee who is deemed a "confidential processor". The eligibility decision must be reviewed and validated for correct eligibility determination by a second applicable Program Manager/Supervisor.
5. Employee/employee related applications for services must be stored and maintained in a confidential/secure area separate from the general filing area where all other applications are stored.
6. Agency employees are entitled to apply for services without fear of repercussion or loss of employment.

### **WAGE AND SALARY ADMINISTRATION**

#### Work Schedules

##### Purpose/Policy:

In accordance with the agency's policy, and federal and state regulations, of providing reasonable and fair work schedules for employees, the following work schedule and pay policies are to be observed.

##### Procedure:

1. The normal work week shall consist of forty (40) hours; eight (8) hours per day Monday through Friday, or ten (10) hours per day for four (4) days per week.
2. The normal working hours for regular full-time central office personnel will be at the discretion of the Executive Director to best meet the needs of the agency.
3. In center locations, an employee's work week may vary from the regularly scheduled hours, and will be established by the appropriate supervisor and approved by the Executive Director. Scheduling will ensure availability of personnel to serve the public, and any change in the established hours must be approved by the Program Director and the Executive Director.
4. When employees cannot report to work on time, they must notify their supervisor and the Central Office no later than one (1) hour after their scheduled time to report for work. Good and sufficient reason must be provided for tardiness or absence; failure to do so will result in no pay for the time missed and shall be considered as sufficient grounds for involuntary termination.
5. All agency offices are expected to be opened as scheduled and only under severe or extreme circumstances will they be closed.

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### Overtime

#### Purpose/Policy:

As an official policy, the agency actively discourages the working of overtime hours by employees covered by FLSA. Work should be scheduled so that it can be accomplished in the normal work week except under extraordinary circumstances. It shall be the responsibility of each Program Director to ensure that employees are not required or permitted to work overtime unless absolutely necessary and fully justified as the most effective and efficient way to maintain operations.

Employees of the agency who are exempt from the overtime provisions established by the agency in accordance with the FLSA are executive, administrative and professional staff as defined by the FLSA. All other employees shall be entitled to the overtime provisions.

In accordance with the provisions of the Fair Labor Standards Act (FLSA) and agency regulations, the following policies shall be in effect:

#### Procedure:

1. The employee shall turn in the "Approval for Work Outside Normal Hours" form, and the Program Director and the Executive Director must authorize overtime in advance.
2. It shall be the Executive Director's responsibility to ensure that effective control is maintained on overtime work within the agency.
3. A prior Overtime Approval form must be approved by the Program Director and the Executive Director prior to overtime being worked.
4. To be approved, overtime must be an allowable cost of the program.
5. No less than the Federal minimum wage shall be paid to any employee of the agency unless otherwise specified by the provisions of the FLSA, as amended.
6. The normal work period for covered employees is forty (40) hours worked in seven (7) consecutive days, beginning each Sunday at 12:01 a.m. and ending at midnight the following Saturday, unless otherwise established by the Executive Director.
7. Overtime shall be considered to have been worked by an employee in any work week in which he/she worked in excess of forty (40) hours.
8. Employees shall be paid one and one-half (1-1/2) times their regular rate for each hour worked over the forty (40) hour week.



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### Pay Practices

#### Purpose/Policy:

Federal and state law and regulations require SCMCAA to maintain accurate records of all time worked by employees. Employees must record all time actually spent on the job performing assigned duties or other work-related projects.

SCMCAA makes paycheck deductions from employee paychecks according to federal and state laws. In addition, eligible employees may voluntarily authorize deductions from their paychecks to cover contributions to the retirement plan, health insurance, and for other elected benefits.

#### Procedure:

1. New employees receive training on procedures for completing time sheets during orientation and from their supervisor.
2. Employees are responsible for recording and verifying their own time worked. The time sheet must reflect the hours spent working in each program.
3. Time sheets must be submitted to the employee's supervisor no later than the Monday morning following the Saturday payroll ending date. It is the responsibility of the employee to submit the time sheet in a timely manner.
4. Incomplete time sheets may be returned and late time sheets may be held until the following pay period.
5. It is also the employee's responsibility to sign the time sheet, record and calculate mileage correctly on the back of time sheet, to certify the accuracy of all time recorded, and list any leave taken.
6. It is the supervisor's responsibility to review time sheets for accuracy and sign each time sheet before it is submitted and processed for payroll.
7. Employees will be paid by direct deposit to a designated account in the employee's name bi-weekly. It is the employee's responsibility to notify the fiscal department if banking information changes immediately. There could be a delay in being paid if banking information has changed and the change was not reported.
8. In the event that pay day falls on a holiday, employees will be paid on the last working day prior to the official pay day date.
9. In compliance with state and federal regulations, withholding taxes, both income and FICA, are deducted from employees' gross earnings.

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10. Deductions for garnishments are processed in accordance with federal and state laws. The agency expects all employees to discharge their obligations promptly and honorably so that their creditors will not have to ask for the agency's help or serve a writ of garnishment.
11. Voluntary deductions, not required by law, are made only with the signed authorization of employees.

### Salary Schedule

#### Purpose/Policy:

It is the agency's policy to provide compensation levels and individual salaries that reflect the requirements and responsibilities of the employee's position.

Employee's pay rates will be based on several factors, including the duties and responsibilities listed in job descriptions, educational requirements and results of wage comparability surveys. The agency will strive to keep its pay rates equitable and competitive and to administer its pay program in a fair and consistent manner.

#### Procedure:

1. Each job in the agency will be placed in a pay range, based on established pay rates.
2. Each range will have at least minimum, midpoint and maximum pay rates, with the distance between the minimum and maximum rates constituting the steps.
3. The agency will monitor its pay ranges, steps and practices to keep them up-to-date, equitable, competitive and consistent.
4. The agency, to the extent it can, will administer the payroll program in a uniform manner so that no employee, department or program will have any advantage over any other.
5. Program Directors will be responsible for the proper and fair administration of payroll program procedures in their department and/or program. In carrying out these responsibilities, supervisors will base their decisions and actions primarily on employees' job duties and performance records and will keep employees informed of the pay policies and procedures affecting their pay rates.
6. Employees may receive wage/salary adjustment based on the following situations:
  - Adjustment for substantial, documented reassignments or changes in the duties/responsibilities within the same position if the Program Director, Fiscal Director and Executive Director approve such change.

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- Promotion:  
A promotion is movement by an employee to a position that is in a higher salary range than the employee's current position. An adjustment in salary may be made in accordance with the provisions regarding starting salary for the new position. If in following these provisions, the employee's current salary is more than the proper starting salary for the new position, an exception may be granted by the Executive Director.
  - Merit Increases:  
For an employee to receive a pay increase based upon overall performance in the job as substantiated by a written performance evaluation, the budget must allow the increase and the Executive Director must approve it. Increases may be recommended by the employee's supervisor at the end of probation (excluding disciplinary probations).
  - Transfer:  
A transfer is movement by an employee to a position that is in the same salary range as the employee's current position. Any adjustment in salary must be approved by the Executive Director.
  - Demotion:  
A demotion is movement by an employee to a position that is in a lower salary range than the employee's current position. Upon the approval of the Executive Director, the salary of the employee will be adjusted to conform to the current salary range for the new position and at a step that is appropriate for the employee's level of skill and knowledge for that position.
  - Other Salary Adjustments:  
Any salary adjustments other than those mentioned in this section will be handled on an individual basis by the Executive Director.
7. No less than the federal minimum wage will be paid to any employee of the agency unless otherwise specified by the provisions of the Fair Labor Standards Act as amended.
  8. The minimum salary in the assigned range will be paid unless the employee has documented experience or qualifications which warrants a salary in excess of the minimum of the range.
  9. The Board of Directors may authorize general salary adjustments due to such things as increase in the cost of living, federal minimum wage changes or changes in the prevailing pay rates in the community as evidenced by the annual salary survey.

ALL STEP INCREASES WILL BE PERFORMANCE BASED USING THE AGENCY'S ANNUAL EVALUATION TOOL.  
EMPLOYEE WILL BE ELIGIBLE FOR A STEP INCREASE AFTER COMPLETING 1 YEAR OF EMPLOYMENT.

JOB	STEP	STEP	STEP	STEP	STEP	STEP	STEP	STEP	STEP	STEP	STEP	STEP
CLASS	1	2	3	4	5	6	7	8	9	10	11	12
17	\$ 35.05	\$ 36.80	\$ 37.75	\$ 38.65	\$ 39.65	\$ 40.60	\$ 41.60	\$ 42.65	\$ 43.70	\$ 44.85	\$ 45.90	\$ 47.10
16	\$ 31.00	\$ 32.55	\$ 33.40	\$ 34.20	\$ 35.10	\$ 35.95	\$ 36.80	\$ 37.75	\$ 38.70	\$ 39.65	\$ 40.65	\$ 41.65
15	\$ 28.60	\$ 30.00	\$ 30.80	\$ 31.50	\$ 32.30	\$ 33.15	\$ 33.95	\$ 34.75	\$ 35.70	\$ 36.55	\$ 37.50	\$ 38.40
14	\$ 26.35	\$ 27.65	\$ 28.35	\$ 29.05	\$ 29.75	\$ 30.55	\$ 31.30	\$ 32.05	\$ 32.90	\$ 33.70	\$ 34.55	\$ 35.40
13	\$ 24.30	\$ 25.45	\$ 26.15	\$ 26.80	\$ 27.45	\$ 28.10	\$ 28.85	\$ 29.55	\$ 30.25	\$ 31.05	\$ 31.80	\$ 32.60
12	\$ 22.40	\$ 23.45	\$ 24.10	\$ 24.70	\$ 25.30	\$ 25.90	\$ 26.60	\$ 27.25	\$ 27.90	\$ 28.65	\$ 29.35	\$ 30.05
11	\$ 20.60	\$ 21.65	\$ 22.20	\$ 22.75	\$ 23.30	\$ 23.90	\$ 24.50	\$ 25.10	\$ 25.70	\$ 26.40	\$ 27.05	\$ 27.70
10	\$ 19.00	\$ 19.95	\$ 20.45	\$ 20.95	\$ 21.45	\$ 22.05	\$ 22.60	\$ 23.10	\$ 23.70	\$ 24.35	\$ 24.90	\$ 25.55
9	\$ 17.50	\$ 18.40	\$ 18.85	\$ 19.35	\$ 19.80	\$ 20.30	\$ 20.80	\$ 21.30	\$ 21.90	\$ 22.40	\$ 22.95	\$ 23.50
8	\$ 16.15	\$ 16.95	\$ 17.40	\$ 17.80	\$ 18.25	\$ 18.70	\$ 19.15	\$ 19.65	\$ 20.15	\$ 20.65	\$ 21.15	\$ 21.70
7	\$ 14.90	\$ 15.65	\$ 16.00	\$ 16.40	\$ 16.80	\$ 17.25	\$ 17.70	\$ 18.10	\$ 18.55	\$ 19.00	\$ 19.55	\$ 20.00
6	\$ 13.70	\$ 14.40	\$ 14.70	\$ 15.15	\$ 15.50	\$ 15.90	\$ 16.25	\$ 16.65	\$ 17.15	\$ 17.55	\$ 18.00	\$ 18.40
5	\$ 12.65	\$ 13.30	\$ 13.60	\$ 13.95	\$ 14.30	\$ 14.60	\$ 15.05	\$ 15.40	\$ 15.75	\$ 16.15	\$ 16.55	\$ 16.95
4	\$ 11.65	\$ 12.20	\$ 12.50	\$ 12.85	\$ 13.20	\$ 13.50	\$ 13.80	\$ 14.15	\$ 14.50	\$ 14.90	\$ 15.30	\$ 15.65

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### Travel/Expense Reimbursement

#### Purpose/Policy:

SCMCAA reimburses employees for approved necessary travel expenses incurred while conducting SCMCAA business.

Local Travel-When an employee is traveling within SCMCAA's seven (7) county area.

#### Procedure:

1. Employees who use their own automobile for travel while on authorized agency business are required to maintain insurance in a sum not less than Missouri's automobile liability minimum requirements.
2. Use of a privately owned vehicle will be reimbursed by the agency at the rate of sixty-two and one-half (62.5) cents per mile for actual miles traveled on agency business.
3. Other travel expenses will be reimbursed to employees in accordance with agency and funding source guidelines. Travel reimbursement will be included in the employee's payroll check for that pay period.
4. Mileage to and from an employee residence will not be paid by the Agency unless the residence has been deemed the employee work site by the Executive Director.
5. The mileage voucher is on the back of the employee time sheet and will be completed daily. Biweekly, at the end of the pay period the voucher will be totaled, signed by the employee and submitted with the time sheet to the supervisor.
6. Incomplete or inaccurate travel vouchers will be returned to the employee for correction. Late travel vouchers will be held until the following pay period.
7. Employees shall not falsify or inflate their actual mileage and infractions shall be subject to disciplinary action.
8. Employees shall carpool, or use an agency vehicle when possible.

Out of Area Travel- When it is necessary for employee's to travel outside our seven (7) county area.

#### Procedure:

1. All employees will complete and submit a "Request and Authorization of Official Travel" no later than five (5) working days prior to departure.
2. Travel requests must be accompanied by an agenda.

## PERSONNEL POLICY MANUAL

3. All out-of-area travel must be submitted to the supervisor and approved by the Executive Director in advance. Failure to obtain the required prior approval may result in disallowance of the reimbursement.
4. All approved Request and Authorization of Official Travel will be forwarded to the Finance Director.
5. A travel advance of 90% of estimated out of pocket expenses may be requested for specific out of area travel. Advance checks will not be issued more than three (3) working days prior to departure.
6. Within five (5) days after an employee's return, employee will submit a completed "Out of Area Travel and Per Diem" form and a hotel receipt for approval and payment. If the advance exceeds the amount on the travel and per diem form, the difference will be paid immediately by the employee. If the advance does not exceed the amount of the travel a check will be issued for the balance.
7. Travel advances will be recorded in a receivable account at the time the check is written for the advance. When the travel and per diem form is turned in for reimbursement the receivable will be cleared and the appropriate travel expense account charged for total costs incurred.
8. In the event the travel advance is not cleared within the time required, the total advance will be deducted from the employee's next payroll check.
9. When traveling out of area in a privately owned vehicle, mileage will be paid from home, or office, to the point of destination and return, at the rate of sixty-two and one-half (62.5) cents per mile. However, in cases where two or more employees are traveling to the same area and their departure and return times coincide, only one vehicle mileage will be paid.

### Per-Diem-

- Board members, Policy Advisory Council members, staff, or others authorized to travel on Agency business that are in out-of-area travel status will be paid the actual cost of lodging.
- Expenditures incurred for meals and incidentals will be reimbursed as follows:
  - Regular rate area: \$59.00 per day based on number of quarters in travel status.
  - High rate areas: \$64.00 per day based on number of quarters in travel status.
- Receipts for meals are not required. Travelers will be required to furnish a lodging receipt to obtain reimbursement for travel. Receipts **are required** for all other travel related expenses such as air fare, auto rental, parking fees, taxi, etc.
- Expenses which may be incurred and can be anticipated in advance, such as air fare, auto rental, parking fees or taxi fares must have **prior approval** of the Executive Director.
- Persons who are in out-of-area travel status on agency business and have lodging

and/or meals included as a package or in a registration fee, will not be paid per-diem for the lodging and/or meals included therein.

## **EMPLOYEE CONDUCT**

### Safety Policy

#### Purpose/Policy:

To provide every employee with safe and healthful working conditions, SCMCAA operates as safely as possible in accordance with the Occupational Safety and Health Administration (OSHA) and other applicable federal and state laws and regulations. Safety is the responsibility of all employees. This policy will be discussed at new employee orientation and posted at all SCMCAA locations.

#### Procedure:

1. The Safety Coordinator is responsible for establishing and communicating all safety policies and procedures including, but not limited to:
  - Inspecting work areas.
  - Ensuring employees are trained in health and safety matters and affirming that all staff and volunteers can demonstrate safety practices.
  - Maintaining safe practices in work areas.
  - Identifying unsafe conditions and eliminating any possible hazards present.
2. All safety and/or health-related inspections, accidents or incidents must be reported to the employee's supervisor immediately. The supervisor, must report this to the Deputy Director/Equal Opportunity Officer and/or Human Resource Manager/Safety Officer.
  - An employee must complete an agency "First Report of Injury or Illness" form when they suffer a work-related injury, no matter how minor within 24 hours.
3. As a condition of continuing employment, each employee is required to work safely, to observe all safety rules and regulations, to wear required safety personal protective equipment (PPE) and to perform his/her job in a manner to avoid accidents and injury to others.
4. Training will be provided for all employees on blood-borne pathogens as part of new employee orientation and again annually. Employee training records will be maintained by the Safety Officer and the Head Start Health Manager.
5. Employees are expected to immediately report any unsafe condition to their

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supervisor.

6. SCMCAA maintains readily available and fully equipped first aid kits in all agency vehicles and buses at each location.
7. Each location will post a list of emergency telephone numbers by each phone so they are readily accessible to employees.
8. Material Safety Data Sheets (MSDS) are available in a binder at each location. These sheets list information about each chemical used in the building. It includes the chemical name, address of manufacturer, health hazards, first aid and other pertinent information.
9. A list of approved hazardous chemicals is to be displayed at each location on a bulletin board.
10. The Safety Officer completes, submits and maintains records and reports in accordance with established OSHA and the Department of Labor requirements including:
  - A log of all recordable occupational injuries.
  - Information about the insurance carrier.
11. Violation of SCMCAA safety standards, shall make the employee subject to disciplinary action, up to an including termination.

### Agency Vehicle Policy

#### Purpose/Policy:

SCMCAA has company vehicles for authorized employees to use in conducting business on the agency's behalf.

#### Procedure:

1. Employee must possess a valid operator's license.
2. Employee must have an insurable driving record, and be included on the Agency insurance prior to driving an Agency vehicle.
3. Ensure employee's health, and that the employee is medically fit to operate vehicle.
4. Any employee driving an agency vehicle, as well as all passengers must wear their seatbelt, as required by law, at all times during operation of vehicle.
5. Obey all traffic laws.



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6. No agency vehicle shall travel through standing water.
7. All traffic violations and/or accidents must be reported to the Central Office and your supervisor immediately.
8. There is a red folder in each agency vehicle with procedures and forms in case of an accident.
9. Employee shall not operate agency vehicle at any time, while using or consuming alcohol, illegal drugs, or any medications that may affect their ability to drive.
10. Cell phones must only be used in a hands free option while driving an agency vehicle.
11. No smoking, e-cigarettes or using tobacco products in an agency vehicle.
12. No personal use of an agency vehicle.
13. No agency vehicle shall have non-agency staff riding in such vehicle, including children, unless required by work related responsibility, such as a documented volunteer or program participant. In this case, a supervisor must give prior approval and Central Office must be notified beforehand.
14. No agency vehicle may be taken home without permission of the supervisor, Executive Director and notification of Central Office.
15. If traveling after business hours, the Central Office must be notified.
16. Employee is responsible for regular maintenance and keeping the vehicle clean.

### Employee Dress Code and/or Grooming

#### Purpose/Policy:

Employees are expected to present a neat, businesslike appearance. Dress and/or grooming shall be appropriate to the job performed, meeting common sense and good taste standards in keeping with area business and community standards. In order to continue the opportunity to be business casual we must not digress from what is appropriate and represents the agency in a professional capacity. Employees who consistently exhibit inappropriate dress may be subject to disciplinary action.

#### Procedure:

#### All Staff:

1. At all times appearance is neat, clean and professional.

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2. Casual and unkempt appearance and/or extremes of dress, hairstyles, make-up, or accessories are not acceptable.

OFFICE STAFF (includes Central Office staff, Site Supervisors, Family Advocates, Community Outreach and other staff working in an office or in a management/supervisory capacity).

- No t-shirts of any kind, including program/agency
- Approved shirts include blouses, agency polo/golf shirt, dress shirt, nothing low cut
- No sleeveless shirts
- No leggings of any kind
- No jeans with holes or rips
- No hoodies
- No ball caps or other inappropriate head ware
- No workout wear (this includes yoga pants, sweats, spandex, or undergarments that are visible)
- Athletic shoes are permitted
- Dresses must be appropriate and a minimum length to not be revealing

### CLASSROOM STAFF/HOME VISITORS/COOKS

- No sleeveless shirts or tank tops, nothing low cut
- T shirts must be agency only - or free from any lettering
- No jeans with holes
- No pants with see through cut outs
- No spandex, work out wear, sweats or undergarments that are visible
- No shorts

### GENERAL (all staff)

- No jeans at Policy Council, Board Meetings, training events, or interviews
- No jeans with holes or rips
- No workout wear (this includes spandex, sweats or undergarments that are visible)
- No clothing with slits or other openings that reveal chest, legs, thighs
- No shorts
- No tank tops or sleeveless tops, nothing low cut
- No clothing that is excessively tight or tight fitting
- Dresses must be appropriate and a minimum and a minimum length to not be revealing
- No hoodies
- No ball caps or other inappropriate headwear (do-rags)
- For safety reasons, no ear gauges. Any facial piercings must be approved by your supervisor. No facial or visible neck tattoos.

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All staff will adhere to the OFFICE STAFF policies when they are working in the office for the day or attending trainings or meetings.

If staff must be sent home to change clothes, they are on their own time until they return.

\*any requests for exceptions based on physical issues or concerns must be submitted to the immediate supervisor and approved by HR.

### Work Environment

Employees are responsible for maintaining their work areas in a neat and orderly manner. Wall surfaces and doors should be free of calendars, posters, pictures, bulletins or other items that are of an offensive nature. Reception areas, hallways and general work areas should be kept clean and orderly and clear of unnecessary objects.

### Workplace Violence

#### Purpose/Policy:

To maintain a safe work environment and prevent workplace violence, SCMCAA does not tolerate acts of workplace violence committed by or against employees or anyone involved in the agencies operation. Employees are prohibited from making threats or engaging in violent acts.

#### Procedure:

1. All employees, volunteers and community members should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, physical aggression, horseplay or other conduct that may alarm or be dangerous to others.
2. All threats of violence, or violent acts, whether direct or indirect, should be reported immediately to your supervisor. This includes threats or stalking by employees, clients, community members, vendors, solicitors or other members of the public. The supervisor should attempt to obtain the most specific and detailed information as possible from the affected individual.
3. All suspicious individuals or activities should also be reported as soon as possible to the supervisor, Human Resource Manager and/or Executive Director.
4. Conduct that threatens, intimidates or coerces another employee, parent, child or member of the public at any time, including off-duty periods, is not tolerated. This prohibition includes all acts of harassment (refer to Harassment Policy).

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5. SCMCAA will thoroughly and promptly investigate all reports of threats of violence, actual violence or suspicious individuals and activities.
6. Anyone determined to be responsible for threats of or actual violence or other conduct is in violation of these guidelines and is subject to prompt disciplinary actions up to and including suspension/termination and/or legal action as appropriate.
7. Disputes or differences between or among employees will be brought to the attention of the supervisor, Human Resource Manager and/or Executive Director before the situation escalates into potential violence and, if deemed necessary, a thorough and prompt investigation will be conducted.
8. Dangerous or hazardous devices or substances are prohibited from all SCMCAA buildings and property.

### Concealed Weapon Policy

#### Purpose/Policy:

SCMCAA is committed to providing a safe workplace for its employees and those who enter its property or premises. To prevent violence and to maintain a safe work environment, the agency prohibits the possession of and/or discharge of any firearm or other dangerous weapons as defined under Missouri law (see below), regardless of whether the individual has a concealed weapons permit. This prohibition applies to all employees and other persons entering SCMCAA property or premises at all locations.

The possession, transfer or use of weapons is prohibited while on SCMCAA property or premises, including parking lots and agency owned or leased vehicles. Weapons prohibited by this policy include without limitation: firearms (including concealed handguns), firearm replicas, ammunition look-a-likes (dummies or duds), explosives, night sticks, spring-loaded knives and other objects designed to intimidate or injure people.

#### Procedure:

1. Any employees in violation of this policy are subject to disciplinary action, up to and including suspension/termination and/or legal action as appropriate.
2. Any other individual who violates this policy will be removed from the property or premises and may be prohibited from future entry to SCMCAA's property or premises.
3. Signs will be posted at entrance of each building prohibiting unauthorized firearms from being taken in.

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### Statement of Missouri Law, RSMo.571.107 (15)

571.107. 1. A concealed carry permit issued pursuant to sections 571.107 to 571.121, a valid concealed carry endorsement issued prior to August 28, 2013, or a concealed carry endorsement or permit issued by another state or political subdivision of another state shall authorize the person in whose name the permit or endorsement is issued to carry concealed firearms on or about his or her person or vehicle throughout the state.

Permit does not authorize concealed firearms, where:

(15) Any private property whose owner has posted the premises as being off-limits to concealed firearms by means of one or more signs displayed in a conspicuous place of a minimum size of eleven inches by fourteen inches with the writing thereon in letters of not less than one inch. The owner, business or commercial lessee, manager of a private business enterprise, or any other organization, entity, or person may prohibit persons holding a concealed carry permit from carrying concealed firearms on the premises and may prohibit employees, not authorized by the employer, holding a concealed carry permit from carrying concealed firearms on the property of the employer. If the building or premises are open to the public, the employer of the business enterprise shall post signs on or about the premises if carrying a concealed firearm is prohibited. Possession of a firearm in a vehicle on the premises shall not be a criminal offense so long as the firearm is not removed from the vehicle or brandished while the vehicle is on the premises. An employer may prohibit employees or other persons holding a concealed carry permit from carrying a concealed firearm in vehicles owned by the employer.

### Drug and Alcohol Free Workplace

#### Purpose/Policy:

SCMCAA ensures the health and safety of others in accordance with Drug Free Workplace Act of 1988. As a condition of employment, beginning January 1, 2013, SCMCAA requires all staff to participate in a drug and alcohol testing program. All employees are absolutely prohibited from unlawfully manufacturing, distributing, dispensing, possessing or using a controlled substance or illegal drug on agency premises, in an agency vehicle and/or while on duty. Any location at which agency business is conducted, whether at the central office or any other site, is declared to be a drug and alcohol free workplace.

As an organization covered by the Drug-Free Workplace Act, this policy will be strictly enforced to protect this agency's status as a responsible source for the award of federal contracts. All employees are required to abide by this policy. By law, your continued employment with this organization is conditioned on your abiding by the terms of this policy.

To enforce this policy SCMCAA will use the following drug testing procedures.

- Pre-Employment or Pre-Duty
- Random

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SCMCAA may require at any time:

- Post-Accident
- Reasonable Suspicion
- Return to Duty
- Follow Up Testing

Beginning January 1, 1996, any employee possessing a Commercial Driver's License (CDL), including Head Start employees that transport children in a vehicle, must participate in Department of Transportation (DOT)/Federal Highway Administration's (FHWA) mandated drug and alcohol testing program.

SCMCAA contracts services with a federally approved drug testing lab. Any employee violating the policy will be severely disciplined, up to and including termination for the first or any subsequent offenses.

### Procedure:

1. Any employee charged with a drug or alcohol offense must inform their supervisor as soon as possible.
2. Employees are required to notify their supervisor in writing of any criminal convictions (including plea of guilty or nolo contendere) under a criminal drug or alcohol statute for a violation no later than five (5) days after such conviction. Failure to so inform the agency will result in severe disciplinary action, up to and including termination for the first or any subsequent offenses. By law, the agency will notify the federal contracting officer in writing, within ten (10) days of receiving notification from an employee or otherwise receiving notice of such conviction.
3. The agency reserves the right to offer employees convicted of violating a criminal drug statute participation in an approved rehabilitation or drug abuse assistance program as an alternative to discipline, with the employee required to participate satisfactorily as a condition of continued employment.

However, it is the agency's position that these resources are best used voluntarily before workplace problems occur. If an employee has failed to avail him or herself of such help and such problems do occur, the agency will have little choice but to act severely against such abusers in the interests of protecting all of our employees.

4. Employees have the right to know the dangers of drug abuse in the workplace, the agency's policy about them and what help is available to combat drug problems.

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The agency will institute an ongoing education program for all employees on the dangers of drug abuse in the workplace.

5. The agency will provide training to supervisors to assist in identifying and addressing illegal drug use by employees.
6. Pre-employment drug testing shall be performed after the job offer, but before employment begins, with the offer contingent on test result.
7. Testing will be done at the agency's expense.
8. Employees refusing to submit to a test is equivalent to a positive result.
9. Any positive test result will result in the employee's immediate termination.
10. All records concerning test results will be maintained separately from SCMCAA personnel files in a confidential area.

### Tobacco-Free Workplace

#### Purpose/Policy:

SCMCAA is committed to providing a safe and healthy workplace, and to promoting the health and wellbeing of its employees and the families/children we serve by prohibiting tobacco on all company premises. The term "tobacco" refers to all forms of tobacco and nicotine products, consumed by smoking or non-smoking means, such as cigarettes, cigars, pipes, e-cigarettes, vapes, snuff, chewing tobacco, etc. This policy applies to all persons in the SCMCAA facility, including visitors, contractors and/or consultants.

#### Procedure:

1. SCMCAA prohibits the use of tobacco products and electronic cigarettes throughout the workplace.

This includes:

- All areas of buildings and/or grounds including parking lots occupied by agency employees.
  - All vehicles owned or leased by SCMCAA.
2. Employees will be informed of the policy through the orientation process.

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3. Employees/Visitors will be informed of the policy by signs posted throughout SCMCAA's property/premises.
4. Any employee who violates this policy will be subject to discipline, up to and including termination of employment. Any other individual who violates this policy will be removed from the property/premises and prohibited from future entry to SCMCAA property/premises.

### **Computer, Network and Password Policy**

#### **Purpose:**

To ensure the appropriate use of South Central Missouri Community Action Agency (SCMCAA) computers and network resources by its employees and other computer users.

#### **Policy:**

The computers and computer accounts used by employees are provided to assist them in the performance of their jobs. The computer and network systems belong to SCMCAA, and should be used for SCMCAA business purposes.

The following policy, rules and conditions apply to all users of SCMCAA computer and network resources and services, wherever the users are located. Violations of this policy may result in the loss of computer and network access and/or disciplinary action, up to and including termination, and/or legal action.

Computer users are governed by the following policies, which apply to all use of computer and network resources and services. Computer and network resources and services include, but are not limited to, the following:

- servers
- workstations
- computers
- laptops
- mobile devices
- software
- internal or external communications networks that are accessed directly or indirectly from SCMCAA computer facilities.

The term "users", as used in this policy, refers to all employees, volunteers, independent contractors, and other persons or entities accessing or using SCMCAA's computer and network resources and services.



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All computer users have the responsibility to use computer resources in an efficient, effective, ethical, and lawful manner, and in a manner that is consistent with SCMCAA's policies and procedures.

Fraudulent, harassing, embarrassing, indecent, profane, obscene, intimidating, violent or unlawful material may not be deliberately sent, received, displayed or stored on any computer or network owned by SCMCAA. Any access to sexually explicit or gambling related material is specifically prohibited. Users encountering or receiving such material should immediately report the incident to their supervisor.

The computer and network resources and services of SCMCAA may not be used for the display, transmission or storage of commercial advertisements, solicitations, promotions, destructive programs or any other unauthorized purpose. Use of the electronic mail systems to distribute advertisements, jokes, chain letters, or any other personal notices or messages to distribution lists or other groups, either inside or outside of SCMCAA, is prohibited.

Users must comply with all relevant federal and state laws regarding political activities of SCMCAA's grantees and other publicly funded organizations. SCMCAA computer and network systems may not be used "...in any manner supporting or resulting in the identification of SCMCAA with any partisan or nonpartisan political activity or any other political activity associated with a candidate or contending faction or group in an election for public or party office" (Head Start Act, Section 656) or "...for the preparation, distribution or use of any kit, pamphlet, booklet, publication, radio, television or video presentation designed to support or defeat legislation pending before Congress or any State legislature" (Section 503 of Public Law 107-116, and other appropriations acts). In addition, no federal funds, program services paid for by federal funds, SCMCAA agency-owned equipment, facilities, supplies or employees on program time may be used for voter participation or lobbying activities.

Users must exercise reasonable care to prevent loss or damage to computer hardware, software and information in their possession. This includes, but is not limited to, physical damage or loss of hardware or software and the use of reasonable care to prevent the spread of computer viruses, worms, 'Trojan horses' and other malicious code. Users may not connect, disconnect, alter, repair, move or otherwise modify any SCMCAA computer, monitor, printer, router, switch or other hardware without prior express authorization to do so from the Executive Director and/or IT Manager. Users must comply with all computer and network related instructions from the IT Manager or designee.

Users may not use or install software of any kind onto any SCMCAA computer or network without receiving prior express authorization to do so from the Executive Director and/or IT Manager. Users must comply with all software licenses, copyrights, and all other state and federal laws governing intellectual property.

Users should seek to ensure that adequate network bandwidth is available for activities related to the mission of the agency. Users may not access digital audio and video,

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including streaming media, without the prior express authorization of the IT Manager. The use of peer-to-peer file sharing networks is specifically prohibited.

Users must restrict personal use of SCMCAA computer systems and network resources to scheduled breaks and other non-work hours, except with the permission of their supervisor. This includes, but is not limited to, the use of computer games, chat rooms, Instant Message (IM) systems and the non work-related use of Internet e-mail, the World Wide Web and newsgroups. The use of personal, web-based e-mail (*e.g.*, Hotmail, Yahoo! Mail), while not prohibited, is discouraged.

Users must not attempt to access network or Internet systems unless specifically authorized to do so by the operators of those systems. Users must not alter or copy a file belonging to another user without first obtaining permission from the owner of the file.

### Password:

Password Requirements – those setting password requirements must remember that making the password rules too difficult may actually decrease security if users decide the rules are impossible or too difficult to meet. Computers will not be unattended with the user logged on and no password protected screen saver active.

SCMCAA agency desktops and/or laptops are password protected and system administrative procedures, require the user to complete a password update every 42 days.

SCMCAA has required their staff computer users to change their password and to keep their password in a private and secure location, and to not share their password with anyone regardless of position and/or title.

SCMCAA computers will revoke access after five (5) incorrect password attempts. This will require an administrative reset by the IT Manager.

### Security:

SCMCAA has the right to take any actions that it believes are necessary to ensure the integrity of its computer and network resources. It may, at the sole discretion of the Program Director or designee, edit or delete any program, document, or other information stored on any computer or network, including data stored on any personal computer owned by SCMCAA. It also has the sole right to determine the appropriate content for the web site and portal, and to edit or delete any material posted there.

Users are responsible for safeguarding their passwords for the system. Individual passwords should not be printed, stored on-line, or given to others. Users are responsible for all transactions made using their passwords. Under no circumstances may users allow anyone but themselves to log on to any computer or network owned by SCMCAA using their password. Users must not leave their computers unattended without logging off from the computer or network.

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### Privacy:

SCMCAA has the right, but not the duty, to monitor any and all aspects of the computer system, including employee e-mail, to ensure compliance with this policy. Employees should not have the expectation of privacy in anything they create, store, send or receive on any SCMCAA computer.

Users grant permission to SCMCAA to include their name, Internet address, business address and business telephone number in publicly accessible directories, databases and documents, including a staff directory on the World Wide Web. All other personal information will be considered confidential, and will not be published or released in any form without written permission.

### Confidentiality:

All information about clients receiving services from SCMCAA and staff employed by the agency is confidential. No information may be shared with any person or organization outside SCMCAA without the prior written permission of the family or individual, except as mandated by Missouri Law ("Exceptions to Prior Consent", OAR 581-21-340) and SCMCAA policy. SCMCAA staff and volunteers should strive to protect the privacy of families in the program and should view or print confidential family information only when it is necessary to do so to better serve the family. Information concerning personnel employed by the agency will not be viewed or utilized except for official and necessary purposes.

In the matter of smartphones and tablets it is prohibited to save any client information to the physical device. This is to protect the confidentiality of our clients.

Personal email accounts are not to be used on SCMCAA mobile devices (tablets, smartphones).

### Responsibility:

SCMCAA is not responsible for the actions of individual users. This policy may be amended or revised periodically as the need arises.

Users must report all lost or stolen computers, tablets, laptops or mobile devices first to proper authorities and then to SCMCAA Central Office immediately.

### Statement of Understanding:

I have read and will agree to comply with the foregoing policy, rules and conditions governing the use of SCMCAA computer and network resources and services. I understand that a violation of this policy may result in the loss of computer and network access and/or disciplinary action, up to and including termination, and/or legal action.

## **Internet Usage Policy**

### **Purpose:**

The purpose of this policy is to define the appropriate uses of the Internet by SCMCAA staff.

- Internet connectivity presents SCMCAA with new risks that must be addressed to safeguard the facility's vital information assets.
- Access to the Internet by SCMCAA staff that is inconsistent with business needs results in the misuse of resources. These activities may adversely affect productivity due to time spent using or "surfing" the Internet. Additionally, SCMCAA may face loss of reputation and possible legal action through other types of misuse.

### **Policy:**

#### **Resource Usage**

Access to the Internet will be approved and provided only if reasonable business needs are identified. Internet services will be granted based on an employee's current job responsibilities.

#### **Allowed Usage**

Acceptable use of the Internet for performing job functions might include:

- Communication between employees and non-employees for business purposes;
- IT technical support downloading software upgrades and patches;
- Review of possible vendor web sites for product information;
- Reference regulatory or technical information.
- Research

#### **Personal Usage**

Users who choose to store or transmit personal information such as private keys, credit card numbers or certificates or make use of Internet "wallets" do so at their own risk. SCMCAA is not responsible for any loss of information, such as information stored in the wallet, or any consequential loss of personal property.

#### **Bandwidth**

Bandwidth, both within SCMCAA and in connecting to the Internet, is a shared, finite resource. Users must make reasonable efforts to use this resource in ways that do not negatively affect other employees. Specific departments may set guidelines on bandwidth use and resource allocation, and may ban the downloading of particular file types.

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### Software License

SCMCAA strongly supports strict adherence to software vendors' license agreements. When at work, or when SCMCAA computing or networking resources are employed, copying of software in a manner not consistent with the vendor's license is strictly forbidden. Questions regarding lawful versus unlawful copying should be referred to IT Manager for review or to request clarification from SCMCAA Central Office before any copying is done.

### Expectation of Privacy:

#### Monitoring

Users should consider their Internet activities as periodically monitored and limit their activities accordingly.

Management reserves the right to examine E-mail, personal file directories, web access and other information stored on SCMCAA computers, at any time and without notice. This examination ensures compliance with internal policies and assists with the management of SCMCAA information systems.

#### E-mail Confidentiality

Users should be aware that clear text E-mail is not a confidential means of communication. SCMCAA cannot guarantee that electronic communications will be private. Employees should be aware that electronic communications can, depending on the technology, be forwarded, intercepted, printed and stored by others. Users should also be aware that once an E-mail is transmitted, it may be altered. Deleting an E-mail from an individual workstation will not eliminate it from the various systems across which it has been transmitted.

#### Maintaining Corporate Image and Representation

When using SCMCAA resources to access and use the Internet, users must realize that they represent SCMCAA.

#### SCMCAA Materials

Users must not place SCMCAA material (such as internal memos, press releases, product or usage information, documentation, etc.) on any mailing list, public news group or other similar service. Any posting of materials must be approved by the employee's manager and the Administrative Office and will be placed by an authorized individual.

#### Creating Websites or Social Media Page

All programs wishing to establish a WWW home page, site or social media page must first develop business, implementation and maintenance plans. Formal authorization must be obtained through SCMCAA Central Office staff. This will maintain publishing and content standards needed to ensure consistency and appropriateness. In addition, contents of the material made available to the public through the Internet must be formally reviewed and approved before being published. All material should be

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submitted to the appropriate SCMCAA Central Office staff for initial approval to continue. All SCMCAA pages are owned by SCMCAA.

### Periodic Reviews:

#### Usage Compliance Reviews

To ensure compliance with this policy, periodic reviews will be conducted. These reviews will include testing the degree of compliance with usage policies.

#### Policy Maintenance Reviews

Periodic reviews will be conducted to ensure the appropriateness and effectiveness of usage policies. These reviews may result in the modification, addition or deletion of usage policies to better suit SCMCAA information needs.

### Policy Compliance:

#### Compliance Measurement

The SCMCAA Central Office team will verify compliance with this policy through various methods, including but not limited to, business tool reports, internal and external audits and feedback to the employee.

#### Exceptions

Any exception to the policy must be approved in advance by SCMCAA Central Office.

#### Non-Compliance

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Additionally, SCMCAA may, at its discretion, seek legal remedies for damages incurred as a result of any violation. SCMCAA may also be required by law to report certain illegal activities to the proper enforcement agencies.

### **Acceptable Use of Computer Policy**

#### Purpose:

SCMCAA's intentions for publishing an Acceptable Use Policy are not to impose restrictions that are contrary to the Agency's established culture of openness, trust and integrity. SCMCAA is committed to protecting its employees, customers, partners and the agency from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing and FTP, are the property of SCMCAA. These systems are to be used for business purposes in serving the interests of SCMCAA, and of our clients and customers in the course of normal operations. Please review Human Resources policies for further details.

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Effective security is a team effort involving the participation and support of every SCMCAA employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

The purpose of this policy is to outline the acceptable use of computer equipment at SCMCAA. These rules are in place to protect the employee and SCMCAA. Inappropriate use exposes SCMCAA to risks including virus attacks, compromise of network systems and services, and legal issues.

This policy will apply to the use of all information, electronic and computing devices and network resources to conduct SCMCAA business or interact with internal networks and business systems, whether owned or leased by SCMCAA, the employee or a third party. All employees, contractors, consultants, temporary, and other workers at SCMCAA and its subsidiaries are responsible for exercising good judgment regarding appropriate use of information, electronic devices and network resources in accordance with SCMCAA policies and standards and local laws and regulations.

This policy applies to employees, contractors, consultants, temporaries and other workers at SCMCAA, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by SCMCAA.

### Policy:

SCMCAA's proprietary information stored on electronic and computing devices whether owned or leased by SCMCAA, the employee or a third party, remains the sole property of SCMCAA.

Employees have a responsibility to promptly report the theft, loss or unauthorized disclosure of SCMCAA proprietary information.

You may access, use or share SCMCAA proprietary information only to the extent it is authorized and necessary to fulfill your assigned job duties.

Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of Internet/Intranet/Extranet systems. In the absence of such policies, employees should be guided by departmental policies on personal use, and if there is any uncertainty, employees should consult their supervisor or manager.

For security and network maintenance purposes, authorized individuals within SCMCAA may monitor equipment, systems and network traffic at any time.

SCMCAA reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Security and Proprietary Information:

All mobile and computing devices that connect to the internal network must comply with the Remote Access Policy.

System level and user level passwords must comply with the Password Protection Policy. Providing access to another individual, either deliberately or through failure to secure its access, is prohibited.

All computing devices must be secured with a password-protected screensaver with the automatic activation feature set to 15 minutes or less. You should lock the screen or log off when the device is unattended.

Postings by employees from a SCMCAA email address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of SCMCAA, unless posting is in the course of business duties.

Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain malware.

Unacceptable Use:

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services).

Under no circumstances is an employee of SCMCAA authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing SCMCAA-owned resources. The lists below are by no means exhaustive, but attempt to provide a framework for activities which fall into the category of unacceptable use.

System and Network Activities - The following activities are strictly prohibited, with no exceptions:

- Violations of the rights of any person or agency protected by copyright, trade secret, patent or other intellectual property or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by SCMCAA.
- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music and the installation of any copyrighted software for which SCMCAA or the end user does not have an active license is strictly prohibited.



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- Accessing data, a server or an account for any purpose other than conducting SCMCAA business, even if you have authorized access, is prohibited.
- Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. Appropriate SCMCAA Central Office and IT Manager should be consulted prior to export of any material that is in question.
- Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
- Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
- Using a SCMCAA computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
- Making fraudulent offers of products, items or services originating from any SCMCAA account.
- Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
- Port scanning or security scanning is expressly prohibited, unless prior notification is given to SCMCAA.
- Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
- Circumventing user authentication or security of any host, network or account.
- Introducing honeypots, honeynets, or similar technology on the SCMCAA network.

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- (In computer terminology, a honeypot is a computer security mechanism set to detect, deflect, or, in some manner, counteract attempts at unauthorized use of information systems. Generally, a honeypot consists of data (for example, in a network site) that appears to be a legitimate part of the site, but is actually isolated and monitored, and that seems to contain information or a resource of value to attackers, who are then blocked. This is similar to police sting operations, colloquially known as "baiting," a suspect).
- Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
- Using any program/script/command or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
- Providing information about, or lists of, SCMCAA employees to parties outside SCMCAA.

### Email and Communication Activities:

When using SCMCAA resources to access and use the Internet, users must realize they represent SCMCAA. Any questions may be addressed to IT Manager or SCMCAA Central Office.

The following activities are strictly prohibited:

- Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
- Any form of harassment via email, telephone or paging, whether through language, frequency or size of messages.
- Unauthorized use, or forging, of email header information.
- Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
- Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type. Use of unsolicited email originating from within SCMCAA's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by SCMCAA or connected via SCMCAA's network.
- Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

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### Blogging:

Blogging by employees, whether using SCMCAA's property and systems or personal computer systems, is also subject to the terms and restrictions set forth in this Policy. Limited and occasional use of SCMCAA's systems to engage in blogging is acceptable, provided that it is done in a professional and responsible manner, does not otherwise violate SCMCAA's policy, is not detrimental to SCMCAA's best interests, and does not interfere with an employee's regular work duties. Blogging from SCMCAA's systems is also subject to monitoring.

SCMCAA's Confidential Information policy also applies to blogging. As such, employees are prohibited from revealing any SCMCAA confidential or proprietary information, trade secrets or any other material covered by SCMCAA's Confidentiality of Agency Information policy when engaged in blogging.

Employees shall not engage in any blogging that may harm or tarnish the image, reputation and/or goodwill of SCMCAA and/or any of its employees. Employees are also prohibited from making any discriminatory, disparaging, defamatory or harassing comments when blogging or otherwise engaging in any conduct prohibited by SCMCAA's Non-Discrimination and Anti-Harassment policy.

Employees may also not attribute personal statements, opinions or beliefs to SCMCAA when engaged in blogging. If an employee is expressing his or her beliefs and/or opinions in blogs, the employee may not, expressly or implicitly, represent themselves as an employee or representative of SCMCAA. Employees assume any and all risk associated with blogging.

Apart from following all laws pertaining to the handling and disclosure of copyrighted or export controlled materials, SCMCAA's trademarks, logos and any other SCMCAA intellectual property may also not be used in connection with any blogging activity.

### Policy Compliance and Compliance Measurement:

The SCMCAA Central Office team will verify compliance with this policy through various methods, including but not limited to, business tool reports, internal and external audits and feedback to the employee.

Any exception to the policy must be approved by SCMCAA Central Office in advance.

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

### **Software Installation Policy**

#### Purpose:

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Allowing employees to install software on SCMCAA computing devices opens the organization up to unnecessary exposure. Conflicting file versions or DLLs which can prevent programs from running, the introduction of malware from infected installation software, unlicensed software which could be discovered during audit, and programs which can be used to hack the organization's network are examples of the problems that can be introduced when employees install software on SCMCAA equipment.

The purpose of this policy is to outline the requirements around installation software on SCMCAA computing devices so as to minimize:

- the risk of loss of program functionality
- the exposure of sensitive information contained within SCMCAA's computing network
- the risk of introducing malware
- the legal exposure of running unlicensed software.

### Policy:

Employees may not install software on SCMCAA's computing devices operated within the SCMCAA network. Software requests must first be approved by the requester's manager and then be made to SCMCAA IT Manager in writing or via email.

Software must be selected from an approved software list, maintained by SCMCAA IT Manager, unless no selection on the list meets the requester's need. SCMCAA IT Manager will review and make recommendations on any software not on the approved list.

SCMCAA IT Manager will obtain and track the licenses, test new software for conflict and compatibility and perform the installation.

### Policy Compliance

#### Compliance Measurement:

The SCMCAA Central Office will verify compliance with this policy through various methods, including but not limited to, periodic walk-throughs, video monitoring, business tool reports, internal and external audits and feedback to the employee.

#### Exceptions

Any exception to the policy must be approved by SCMCAA Central Office in advance.

#### Non-Compliance

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

## **System Backup**

SCMCAA utilizes a carbonite server backup and restore software. This is installed to protect the agency on site and on the cloud. The software automatically runs an encrypted backup on a daily schedule.

## **Social Media/Social Networking**

### **Purpose/Policy**

Social media is a tool that can be used to further the mission and goals of SCMCAA, engaging communities in discussion and fostering positive relationships with families.

While there is no intention of controlling employees' actions outside of work, it is important that employees practice caution and discretion when using internet-based social media websites and posting content that could affect SCMCAA's operations or reputation.

These guidelines apply to employees who create or contribute to social networks, blogs or any other kinds of social media. While all SCMCAA employees are welcome to participate in social media (such as Facebook, LinkedIn, Twitter and Snapchat), employees who participate in online commentary are expected to understand and abide by the following important guidelines:

### **Procedure:**

Employees should participate online in a respectful, relevant way that protects the agency's reputation, forwards the mission and vision of the agency and follows the law.

1. Employees should:
  - Never represent themselves or SCMCAA in a false or misleading way. All statements must be true and not misleading; all statements must be substantiated.
  - Post meaningful, respectful comment (no spam and no remarks that are offensive); use common sense and common courtesy.
  - Protect sensitive or personal information. Efforts to be transparent should never violate SCMCAA's privacy, confidentiality and legal guidelines for external communication. Do not disclose information, or post photographs of children, families, business partners or suppliers without prior written permission.
  - Stick to your area of expertise and feel free to provide unique, individual perspectives on non-confidential activities at SCMCAA.

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- If someone from the media or press contacts you about your social networking activities that relate to SCMCAA, speak to your supervisor before responding.
  - Keep disagreements with others' opinions appropriate and polite.
  - Discriminatory remarks, harassment, and threats of violence will not be tolerated, and may be subject to disciplinary procedures.
  - Never comment on anything related to legal matters, litigation or any parties SCMCAA may be in litigation with.
  - Never participate in social media when the topic being discussed may be considered a crisis situation. Even anonymous comments may be traced back to a network identity.
  - Social media users should always be aware that these types of communications are considered public records.
2. Personal use of social media is the right of every employee using their own equipment and on their own time. Employees are expected to never post or create anything that would be potentially offensive to SCMCAA.
  3. Any employee in violation of this policy are subject to disciplinary action, up to and including suspension or termination.

### Personal Use of Agency Facilities and/or Equipment

Employees shall not use agency facilities and/or equipment for personal use without specific prior written approval from the Executive Director. The employee using the facility or equipment under the agreement assumes full liability for same.

### Agency Premises after Business Hours

Employees shall not be permitted on the agency's central office premises more than 30 minutes before and 30 minutes after normal business hours without prior approval from the Executive Director.

### Agency Telephone Calls

Employees are to answer telephones promptly and in a professional and courteous manner.

### Personal Telephone Calls

Telephones in the agency are for business use, and except when necessary are not to be

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used for personal calls. If personal calls are necessary, employees are expected to be brief and to use mature judgement as to their necessity and the time they are made. Incoming or outgoing calls to or from a spouse, relative or friend, made solely for the purpose of chatting, will not be tolerated. Long distance personal telephone calls must be documented for reimbursement to the agency upon receipt of the agency's monthly phone bill.

This policy also applies to the use of personal cell phones. Personal cell phones need to be turned off or set to silent mode during meetings, trainings and conferences. Use of cell phones are not permitted in HS/EHS classrooms during scheduled classroom activities. Violations are subject to disciplinary action.

### Personal Visitors

Employees are expected to keep personal visits from family or friends to a minimum. Should it become necessary that an employee have a personal visitor, the visit should be conducted as quickly as possible. Non-business appointments with salesmen or solicitors during working hours are prohibited.

### General Health

Employees are expected to seek medical attention when necessary to maintain proper health in order to continue to capably perform his or her job duties and responsibilities.

SCMCAA reserves the right to require an assessment of an employee's health by the employee's personal physician whenever there is a question of an employee's fitness to work, or where there is reason to fear that an employee's condition might pose safety or health hazards for other employees. The assessment will be used to determine whether the employee shall be allowed to continue working.

### Gifts and/or Gratuities

#### Purpose/Policy:

Employees shall be free from any personal influence, interest, or relationship that might conflict with the best interest of the agency. Acceptance of entertainment, travel, gifts and/or gratuities of a character, which reasonably might be deemed by others to affect the judgement or action of an employee in the performance of his employment with the agency would contravene this policy.

#### Procedure:

1. Employees are not to accept gifts, accommodations, favors, or other personal benefits as defined above from anyone receiving benefits or services from the agency, from anyone performing service under contract to the agency or otherwise in a position to benefit from an employee's action.

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### Ethical Standard of Conduct

#### Purpose/Policy:

It is the policy of the Board of Directors of SCMCAA, the agency be operated with the highest standards of ethics. It is expected that all employees and board members conduct themselves in a manner exhibiting the highest ethical standard. Conduct of employees shall be such that would not jeopardize the health, welfare or safety of any employee, individual or family the agency serves. Employees are expected to conduct themselves in such a manner that their actions do not reflect unfavorably on the agency.

To achieve this standard the board has established a number of policies and procedures. Procedures covered within the policies include personnel and equal opportunity, fiscal and accounting, purchasing and property control, travel, public relations, confidentiality and other matters relating to day to day operations.

#### Procedure:

1. It is the responsibility of the Executive Director to enforce procedures that guard against fraud and abuse. He/she will be responsible for preventing fraud and abuse, investigating allegations of fraud and/or abuse, remedying the effects of such acts and enacting proper disciplinary actions.

#### **Definitions**

- **Fraud: Unlawfully obtaining something of value through willful action.**
  - **Abuse: Improper action that may result in obtaining something of value, but not representing a substantial violation of the agency's rules designed to protect the assets of the agency and the programs it administers.**
2. It is the responsibility of each employee to act in an ethical manner and properly follow all agency procedures. It is the responsibility of each employee to immediately report to his/her supervisor, any instances of irregular practices involving travel expenses, time sheets, payroll, purchasing, personnel, participants, or any other business or financial matter. The Supervisor shall immediately report this to the Executive Director.
  3. Equal Employment Opportunity/Affirmative Action plan, Administrative Policies, Personnel Manual, Financial Procedures Manual are in place.
  4. An independent audit is conducted annually to ensure that proper procedures are followed. Additionally, the agency has secured a fidelity bond to safeguard the assets of the agency.



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### Investigative Procedure

1. If the agency receives information indicating possible fraud or abuse, the Executive Director or Board Chair as appropriate will:
  - Conduct an investigation to ascertain the facts.
  - The Executive Director may, when appropriate, undertake informal discussions with the person(s) concerned in order to agree upon means for preventing continuation or repeating of the violation.  
OR
  - Refer the matter with or without investigation to the most appropriate law enforcement agency and the affected program funding source.

### Enforcement

The commission of acts of fraud or abuse is a serious matter, and subject to disciplinary action. All disciplinary action involving a staff member shall be in accordance with the normal personnel policies of the agency.

1. In the event of substantial fraud or abuse, the employee may be discharged without prior disciplinary action. Also, where the employee has engaged in acts of fraud or abuse over a period of time, the employee may be discharged as the first step in a disciplinary action.
2. Disciplinary action involving a board member shall be in accordance with the agency's by-laws.
3. Individuals charged through the judicial system with fraud shall be placed on leave without pay. Should they be found innocent they may be reinstated and receive back pay. This determination shall be made by the Executive Director based upon the facts of the situation.
4. While abuse is not of the same degree as fraud, it too is a serious matter. Depending upon the seriousness of the charge and previous conduct, cases of abuse can be grounds for dismissal.

## **DISCIPLINARY POLICIES**

### Disciplinary Action

#### Purpose/Policy:

It is the policy of the agency to administer fair and consistent discipline in order to maintain the safety, productivity and efficient operation of programs and high employee morale. The objective of disciplinary action is to correct violations, improve performance, avoid recurrence and protect the interest of the agency.

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Any employee who violates any of the rules or policies of the agency or who is not fulfilling his or her duties as directed will be subject to disciplinary action consisting of verbal and written reprimands, probation or suspension without pay and/or termination. A record of all disciplinary actions will be included in the employee's personnel file.

Responsibility for maintaining discipline and enforcing the agency's rules or policies lies with all management personnel. However, to place an employee on disciplinary probation, prior written approval must be obtained from the Executive Director; when applicable, all areas of concern have been addressed with coaching procedure and documented. To place an employee on suspension or to terminate an employee, supervisors and/or program directors must submit their recommendation in writing to the Executive Director. Written notification of such disciplinary action will be made to the employee by the Executive Director, who in the first instance is the only person who can suspend or terminate an employee.

An employee who is disciplined shall have the right to appeal as outlined in Employee Grievances and Adverse Action Appeals.

### Procedure:

1. Verbal Reprimand

Verbal reprimand is a verbal warning letting employees know that their conduct is unacceptable and that further infractions will lead to more severe penalties. In cases involving performance deficiencies, employees first will be counseled by their supervisors and told which improvements are needed before they are subject to verbal reprimand. Documentation of a verbal reprimand will be the date and the subject of discussion.

2. Written Reprimand

A written reprimand will describe the nature of the violation and specify the improvement needed to correct the problem. Documentation of written reprimand will be on the agency's "Notice of Disciplinary Action" Form.

3. Disciplinary Probation

When an employee is placed on disciplinary probation, a notice will be given to the employee, in writing, stating the reason, such as violation of rules or policies, conduct or performance standards of the agency, for which he or she is being placed on probation. Such notice will outline steps to be taken by the employee to correct the problem, the performance levels to be attained, the specific time period in which those levels are to be reached and the consequences should the problem continue. The disciplinary probation will be for a definite period of time not to exceed ninety (90) days. At the end of such period, the employee will be notified in writing that he or she has completed the probation satisfactorily or that he or she is being terminated. Employees will not be eligible to take annual leave during their disciplinary probation period.

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### 4. Suspension

An employee will be suspended as a result of a serious occurrence requiring discipline or after a series of repeated occurrences of a more minor nature. The number of days of the suspension will be based on the severity of the situation and the employee's record. The employee will receive a written notification stating the reason for suspension.

A suspension will become effective immediately at the time the employee is notified. The employee will leave work and will not report back to work until instructed to do so in writing.

An employee on suspension will not accrue any leave benefits during the suspension period unless reinstated. If reinstated, the employee may maintain his or her original date of hire for the purpose of continuous employment status.

All suspensions are without pay and result either in full reinstatement or termination based on the decision of the Executive Director.

### 5. Involuntary Termination

Involuntary terminations are ordered for the same causes as suspension, and it will be up to the discretion of the Executive Director in the first instance as to whether the employee's conduct warrants suspension or dismissal.

All involuntary terminations will be in writing to the employee and will state the reason for dismissal. An involuntary termination shall become effective immediately at the time the employee is notified.

An employee who is terminated for cause is not eligible for rehire. The employee will leave work and will not report back to work now or in the future.

Severance pay will not be paid to employees terminating their employment involuntarily. The employee will be paid for all accrued annual leave unless the termination involves falsifying or misusing records, conviction of a felony, or unauthorized absence while employed by the agency.

### Causes for Suspension and/or Involuntary Termination

An employee is subject to suspension or termination when there exists a question regarding either:

- Violation of written Board Policy, or
- Activity in opposition to stated aims or goals of the agency, or
- Evidence of personal irresponsibility in performance of duty which may endanger the health, welfare, or well-being of any program recipient, participant or another employee, or

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- Any action which could give the agency adverse publicity.

Specifically, this may include, but is not limited to:

- Willful violation of any of the provisions of personnel rules and regulations or policies of the agency;
- Engaging in any conduct that seriously disrupts, disturbs, or adversely affects other employees of the agency, the normal operation of the agency, or what is in the best interest of the agency;
- Inability to effectively perform the duties of the position;
- Insubordination (willful disobedience of authority) including refusal or failure to follow orders, obey instructions or to perform work in the manner assigned by supervisors or the Executive Director. Any abusive behavior directed at supervisors or other management representatives;
- Unauthorized use or the carelessness or negligence in the care of any property or equipment of the agency, or the property of others;
- Abusive and improper treatment of other employees or the public, provided that such conduct cannot be shown to be committed properly in self-defense or to protect the best interests of others;
- A permanent or chronic physical or mental condition which prohibits the employee from performing his or her job duties;
- The habitual tardiness or absence from the office during regular working hours;
- The conviction of a felony while employed by the agency;
- Falsifying or misusing records while employed by the agency, including the betrayal of confidential information from the agency's official records;
- Unauthorized absence from the performance of duties, including any absence from duty for three (3) consecutive work days without notification or authorization.

### Termination of Employment

#### Purpose/Policy:

Employment is based on mutual consent and either the employee or the employer is privileged to terminate employment in accordance with this manual. It is important to both the employee and the agency that termination be brought about properly with the

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process reflecting sound administrative purposes and practices.

### Procedure:

#### 1. Voluntary Termination

Employees resigning their position are required to submit a letter of resignation fifteen (15) calendar days in advance. The letter of resignation must include date of last day of work and the reason for resigning the position.

Employees that leave without notice, will not be considered for re-hire without approval of the Executive Director.

#### 2. Involuntary Termination

Involuntary terminations are ordered by the Executive Director upon written recommendation from his or her management personnel. Notice of termination

will be in writing to the employee from the Executive Director with a copy given to the employee's supervisor and a copy placed in his or her personnel file. Such termination will state the reason for dismissal.

Involuntary terminations are ordered for the same causes as suspension and it will be up to the discretion of the Executive Director in the first instance as to whether the employee's conduct warrants suspension or dismissal.

Severance pay will not be paid to employees terminating their employment involuntarily. The employee will be paid for all accrued annual leave unless the termination involves falsifying or misusing records, conviction of a felony, or unauthorized absence while employed by the agency.

#### 3. Agency Reduction in Force

All employees terminated due to agency reduction in force, resulting in the elimination of positions because of budget cutbacks, the elimination of projects or programs or reassignment of duties will be given a written notice of termination at least fifteen (15) calendar days prior to date of termination.

Reduction in agency staff will be based on the availability of funds and the continuing needs of the agency and will not be based on seniority.

#### 4. Protection for Employees

All employees shall be free from restraint, harassment, interference, intimidation, coercion, or reprisal on the part of any employee or member of the Board of Directors in filing a grievance or an adverse action appeal, appearing as a witness, or in seeking information pertinent to the matter being appealed. This protection shall apply with equal force after the appeal has been resolved and/or determined final.