



Employee Handbook

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CHAPTER 1: COMPLIANCE

Welcome Letter

Welcome, new team member!

On behalf of your colleagues, I want to welcome you to the NWF Health Network team and wish you every success here!

We believe that every team member contributes directly to this organization's growth and success, and we hope you take pride in being a member of our team.

This handbook was developed to describe some of the expectations NWF Health Network (NWFHN) has for staff, and to outline the policies, programs and benefits available to eligible employees. As a new team member, you should familiarize yourself with the contents of this handbook as soon as possible. It will answer many questions you have about employment at NWFHN. If there is something you do not understand, or if you have questions about anything, please talk to your immediate supervisor.

I know your experience here will be challenging, enjoyable and rewarding. Again, welcome to NWF Health Network

Sincerely,



Courtney P. Stanford

Chief Operating Officer, NWF Health Network

Statement of Purpose

The purpose of the employment practices in this handbook is:

1. to establish a uniform procedure for employees of Big Bend Community Based Care, Inc. d/b/a NWF Health Network (NWFHN) regarding employee and employer practices and working conditions.
2. to provide a guide to be followed by the CEO and board of directors to determine employment practices and on-going administration of NWFHN employees, subject to the reservation of rights concerning changes in the employment practices contained in the disclaimer and acknowledgement of disclaimer.
3. to acquaint potential employees and current employees with the employment practices of NWFHN.

It is intended that the employment practices will conform to all current local, state and federal employment regulations. Throughout this handbook you may be referred to the NWFHN Policy and Procedure Manual for additional information.

Employment Practices

Our employee's accomplishments and cooperation are most important in our continued growth and success. It is our objective to provide a relationship of mutual trust and respect which will allow employees to attain personal satisfaction from their work and contribute to NWFHN's growth. Accordingly, it is our practice to endeavor at all times to...

1. **select and hire...**
 - the best qualified men and women without regard to race, creed, color, age, sex, sexual preference, national origin, religion or handicap.
2. **provide wages, salaries, and employee benefits...**
 - that are competitive with those provided for similar positions in the local area and with the industry competition. To periodically review area wages, salaries, and benefits to ensure our programs are competitive.
3. **promote from within...**
 - by providing opportunities for qualified employees to fill open positions whenever possible.
4. **provide job security...**
 - by improving productivity, and managing changing business conditions to minimize layoffs or adverse effects on our employees, while maintaining the short and long-range growth and stability of the organization.
5. **provide safe working conditions...**
 - by maintaining an orderly operation and developing and adhering to policies and practices that ensure the safety and health of employees.
6. **encourage an individual's self-development...**
 - by providing educational programs, training, and other opportunities for skill development and advancement.

7. **recognize length of service...**
 - as an important factor in cases of promotion, layoff and recall, other qualifications being equal.
8. **put in writing...**
 - our practices in the employee handbook and our policies on our website.
9. **keep employees informed...**
 - by providing a full program of communication of developments within the organization which are of interest to employees.
10. **encourage open discussion...**
 - of all ideas, suggestions, problems, and matters of concern among employees and supervisors. Differences of opinion, complaints, and problems will occur, but a fair hearing will be given to all viewpoints to develop a positive solution.

Job Openings

NWFHN may post notice of job openings within the organization until the close date of the position. NWFHN reserves the right to use a variety of sources to engage candidates for posted openings. Positions may be posted internally before external posting.

Resumes, written applications, work samples, personal interviews, or letters of recommendation may be required of job applicants. Requirements will be listed in job opening postings.

The board of directors has sole authority to hire the CEO. Supervisors shall have responsibility for locating, interviewing, hiring and placing employees, subject to the final approval of the CEO.

Additional information may be found in the NWFHN Policy and Procedures Manual # 1104.

Letter of Hire

When the job selection process for an open position is complete, the COO will send the final candidate a Letter of Hire. The letter shall state the position title, starting date, beginning pay or salary, and an offer of employment.

The candidate is asked to sign and return a copy of the letter, indicating that the candidate accepts or declines the position.

Additional information may be found in the NWFHN Policy and Procedures Manual # 1104.

History & Mission Statement

NWFHN HISTORY

NWFHN was founded in 2002 in order to meet the need for a community response to the initiative by Florida's Legislature (mandated community based care) and the Department of Children and Families to privatize child welfare services. NWFHN is the direct result of a unified effort between the Camelot Community Care, Children's Home Society of Florida, and DISC Village. NWFHN works collectively with the expertise and resources of these organizations to provide the best care available for the dependent children and families in North Florida. NWFHN believes in utilizing strengths-based assessments and in fostering family empowerment. Helping families identify their strengths and maintain a sense of dignity and self-worth guides NWFHN's process and ensures the provision of services with equality and respect for all by maintaining sensitivity to individual culture, experiences and circumstances.

NWFHN VISION

- *The safety of children at all times will be the foremost concern;*
- *Permanency issues will be resolved in accordance with a child's sense of time;*
- *Services will be provided by comprehensive, community-based networks of providers who are equipped to manage and deliver all needed services and supports to meet the needs of child abuse and neglect victims and at-risk children and their families;*
- *Resources will be efficiently and effectively managed to achieve better outcomes for children with the ultimate goal being child safety and permanency within a twelve-month timeframe;*
- *Financial support will be available from diverse federal, state and local sources and flexibly managed at the local level to meet child and family needs; and*
- *The system will be able to collect and use data to accurately forecast what services and supports are needed, at what level of intensity and duration, and at what cost to achieve desired outcomes for each child and family in need.*

NWFHN MISSION

To provide the highest quality child welfare prevention and intervention services to children and families in their home communities.

Board of Directors

NWFHN is governed by a board of directors made up of community volunteers with a broad range of skills and expertise. The board exercises full authority and oversight responsibility for the organization. The board also exercises its authority through the CEO who implements policies within the organization. The board, working with the CEO, has sole authority to approve policies.

Employees who have questions, comments, or concerns regarding matters involving their employment or the workplace environment are required to report these problems to NWFHN. To that end, employees are encouraged to utilize their direct supervisor as the first line of reporting these concerns. However, if the employee's concern involves the supervisor, the employee shall report the concern to NWFHN Human Resources department, or to NWFHN's Chief Operating Officer.

Terms of Employment

Employment with NWFHN is entered into voluntarily, and employees are free to resign at will at any time. Similarly, NWFHN may terminate the employment relationship at will at any time, so long as there is no violation of applicable state or federal law, or union contract.

This handbook is not intended to create a contract, nor is it to be construed to constitute contractual obligations of any kind, or a contract of employment between NWFHN and any of its employees. The provisions of this handbook have been developed at the discretion of the board and management, and may be amended or cancelled at any time at NWFHN's sole discretion.

NWFHN contracts with a Professional Employer Organization (PEO) – LandrumHR handles the payroll, payroll taxes, tax filings, benefits, unemployment and work-related injuries. NWFHN handles supervision, work schedule, assignment of duties, job training, wages, performance evaluations, work hours and leave of absences. This arrangement is called co-employment. If your employment with NWFHN ends, you are required to contact LandrumHR within 72 hours for possible reassignment. This arrangement does not alter the NWFHN at-will employment practice.

Equal Opportunity Employment

NWFHN does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, marital status, or any other category protected by law.

NWFHN will make reasonable accommodation for qualified individuals with known disabilities unless doing so creates an undue hardship for the organization. NWFHN Policy #1102 governs all aspects of employment, including selection, job assignment, compensation, discipline, termination and access to benefits and training.

Staff who have questions or concerns about any type of discrimination in the workplace are required to bring these issues to their immediate supervisor, or, to NWFHN's Human Resources Department or its COO, if the employee's question or concern relates to the actions or behavior of the employee's immediate supervisor. Employees may raise concerns and make reports or complaints without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination or retaliation against employees who raise concerns or report incidents of discrimination will be subject to disciplinary action, up to, and including termination.

Additional information may be found in the NWFHN Policy and Procedures Manual # 1102.

Americans with Disabilities Act

NWFHN complies with the Americans with Disabilities Act (ADA), and does not discriminate in hiring or employment on the basis of disability. NWFHN complies with the ADA by:

- using the same criteria for the employment of persons with disabilities as it does for employment of persons without disabilities.
- using the same criteria for promotion for employees with or without disabilities.
- making reasonable accommodations for employees with disabilities.
- educating staff that it is unacceptable to discriminate against individuals with disabilities.
- taking steps to make its buildings and other facilities barrier-free and accessible according to state and federal law.
- prominently posting notices explaining the provisions of the ADA and employees' rights under the law.

Additional information may be found in the NWFHN Policy and Procedures Manual # 1102.

Sexual Harassment

NWFHN does not tolerate sexual harassment in the workplace. Therefore, the following behaviors are grounds for disciplinary action, up to and including termination:

- unwelcome sexual advances or touching
- requests for sexual acts or favors
- insulting or degrading sexual remarks or conduct directed against another staff member
- threats, demands or suggestions that a staff member's work is contingent upon toleration of, or acquiescence to sexual advances
- any other unwelcome statements or actions based on sex, that could interfere with a staff member's work performance, or create an intimidating, hostile or offensive work environment

Employees who have complaints of sexual harassment should use the NWFHN chain of command and bring complaints in person, or in writing on the Complaint Resolution Form to their immediate supervisor. Employees who believe the immediate supervisor is the cause of the sexual harassment or who otherwise feel uncomfortable discussing this matter with their supervisor, may report the complaint in person or bring the completed form directly to Human Resources where appropriate. A report of the investigation, with recommendations concerning remedial action where necessary, will be forwarded to the CEO or their designee. The CEO or their designee will review the report, determine the corrective action to be taken and notify all parties in the complaint of the decision.

Additional information may be found in the NWFHN Policy and Procedures Manual # 1102.

CHAPTER 2: WHAT NWFHN EXPECTS OF YOU

Your Supervisor

You and your supervisor are two essential parts of a close working team, each having a certain responsibility to the other. You may expect your supervisor to see that you do your job safely, correctly, and thoroughly. Your supervisor, in turn, expects you to be busy at your assigned work and to perform your job to the best of your ability. You have a right to expect your supervisor to provide you with proper tools, equipment, and safeguards, and to teach you how to use them. You, of course, are expected to use them as intended.

One of your supervisor's most important jobs is helping you work effectively and advance to the best of your ability. Your supervisor's job will be easier and you will learn the full details of your job with greater ease if you remember these points:

- ask questions!
- find out--don't guess!
- learn "why" as well as "how"!

The truth is, success in your job means as much to your supervisor as it does to you. No one at NWFHN is more interested in you than your supervisor. If you have questions or problems, please discuss them first with your supervisor.

Personal Relations of Employees

You are expected to make a sincere effort to get along with all other employees, and to contribute your fair share toward establishing and maintaining harmony and accord within this organization. Additionally you are expected to exhibit a cooperative spirit toward others, a responsible attitude toward your job, and to exercise the amount of self-discipline and restraint that is necessary for effective cooperation.

Speaking To the Media/Public Relations

All media releases and public speaking engagements concerning the official position of NWFHN on any issue must be approved by the CEO or his/her designee.

Property Accountability

Employees are responsible for all items issued to them by NWFHN, including, but not limited to, the following:

- credit cards
- computer equipment
- keys
- protective equipment
- tools
- vehicles
- cell phones
- ID badges
- manuals
- security passes
- uniforms
- printed materials

Employees must return all NWFHN property immediately on request and on termination of employment.

Work Area Appearance

All employees of NWFHN are responsible for keeping their work areas neat in appearance. Failure to maintain a reasonable standard may lead to disciplinary action.

Expenditure of Funds

Authority to incur and expend agency funds is vested solely in the CEO, in compliance with the current annual budget, which has been adopted by the board of directors.

All purchase requisitions must be submitted to the CFO or their designee. It is at the discretion of the CFO to defer requests that are not immediately needed or that the budget will not withstand at that time.

Employees may not purchase items and request reimbursement for such expenditures or charge items without prior approval from their supervisor.

All purchases will be made with an agency credit card or purchase order completed in compliance with current finance/accounting policies and procedures. (Refer to financial/accounting policies and procedures.

Tobacco Use

NWFHN provides a smoke-free, tobacco-free environment. Smoking, or the use of any tobacco products, will not be permitted on NWFHN premises, except in designated smoking areas.

Violations of the policy brought to the attention of NWFHN management will be discussed with the staff member. Failure to comply with the policy will result in disciplinary action.

Special Gifts, Donations or Gratuities

All NWFHN staff are required to report any gifts or donations made to them for NWFHN, for their specific program, or for their own personal use. No employee of NWFHN is permitted to accept personal gratuities in excess of incidental gifts (\$10 or less).

If a person expresses the desire to make a donation to NWFHN, the person should be directed by the staff member to contact NWFHN's Accounting Department or designee at the main office for further information.

If the prospective donor prefers to give a gift or donation intended for a specific program or purpose directly to a staff person, the staff person must immediately notify the supervisor so that it can be secured.

Failure to report any of the above situations will result in further disciplinary action.

Solicitation/Distribution on Premise

Solicitation and the distribution of literature by non-employees on NWFHN property is prohibited.

Solicitation by staff on NWFHN property during working hours is prohibited. Working time is the time employees are expected to be performing their job duties and does not include break periods, meal times or other periods when employees are not engaged in performing their work.

- Distribution of literature by staff on NWFHN property in non-working areas during working time, as defined above, is prohibited.
- Distribution of literature by staff on NWFHN property in working areas is prohibited.
- Trespassing, soliciting or distributing any literature by anyone outside the employment of NWFHN on NWFHN premises is prohibited.

Political Activity

NWFHN recognizes that employees have a right to take an active interest in, and participate in, political affairs. Employees who participate in political activity, however, need to be aware that such activity is subject to the following conditions:

- Non-partisan nature of the organization. NWFHN will not infringe on the right of its employees to choose and support candidates or positions.
- Individual actions. Employees engaging in political activity are not allowed to give the impression that their political activity, or the position they hold, in any way represents the official views of NWFHN. Employees should not wear attire with the agency logo to any political activity or event.
- All political activity by employees will be understood to be the actions of individuals only, on their own time, and away from NWFHN premises.

NWFHN prohibits employees from coercing, attempting to coerce, advise or persuade any other staff member to pay, lend, or contribute anything of value to a party, committee, organization, or individual for political purpose.

Safety

The CEO is authorized to adopt such rules and procedures as are necessary to fully implement and enforce NWFHN's safety policy.

The following safety practices, policies and procedures are intended to protect you in your daily work. Employees are to follow these practices, review them often and use good common sense in carrying out assigned duties.

1. Learn your job and how to be safe in the work place.
2. Learn the location of fire alarm boxes, extinguishers, and your duties in case of fire.
3. Learn the location and contents of the first aid kit nearest your workstation.
4. Promptly report all unsafe or potentially hazardous conditions to your on-site supervisor, such as:
 - a. Wet or slippery floors.
 - b. Substandard or unsafe work areas.
 - c. Equipment left in halls or walkways.
 - d. Exposed or unsafe electrical wiring.

- e. Careless handling of equipment.
- f. Defective equipment.
5. Do not operate electrical equipment with wet hands.
6. Immediately report all accidents to your on-site supervisor.
7. Use proper lifting procedures and get help when needed.

Safety is every employee's responsibility. It is expected that you stay mentally alert and exercise every possible safety precaution at all times in order to reduce the possibility of accidental injury to person or property.

Reporting Accidents

Any accident or injury involving anyone on the physical premises of NWFHN, or in any volunteer or staff member owned vehicle used to conduct agency business, shall be reported immediately to the office of Human Resources and followed up with a completed report. Accidents involving employees of NWFHN must be reported according to the procedure and process found in the Workers' Compensation section of this handbook and the NWFHN Policy and Procedure Manual.

Safe Operation of Vehicles

At all times, employees must observe safe driving practices and obey speed limits and other traffic laws. Before driving a private vehicle on NWFHN business, all employees must:

- include a copy of a valid driver's license in their personnel file.
- certify that they were involved in no more than three moving violations in the past three years.
- show proof of insurance if personal vehicles are used for NWFHN business.
- update changes in driver's license status to Human Resources within five days of the change.
- report any moving violations to Human Resources within five days of the violation.
- be 21 years of age and have valid Driver's License for the state in which they reside.

Staff must report all traffic citations to their supervisor. Failure to report a citation will lead to disciplinary action up to and including termination of employment.

Personal Telephone Calls

NWFHN's telephones are for NWFHN business and are generally not to be used for personal business. It may be necessary, occasionally, for staff to make telephone calls of a personal nature. These calls should be restricted to necessary calls and should be of limited time.

Staff with personal cellular phones should restrict the use of these phones on NWFHN time to brief messages, and calls should be made during break times.

Dress Code/Personal Appearance

NWFHN observes a professional business casual dress code during business hours Monday through Thursday, NWFHN recognizes Friday as casual day unless otherwise directed. The following types of clothing are not allowed on any day:

- jeans with holes
- shorts
- tee shirts (NWFHN Logo shirts allowed)
- tank tops
- sweats
- dirty clothes
- revealing or provocative attire

Appropriate business dress is required at all NWFHN functions where board members are present, business meetings involving staff, and other business events determined by the CEO. The CEO will attempt to give five days' notice of a date when business dress is required.

Staff who are required to make an appearance in court are required to dress in appropriate professional business attire. Employees who do not wear appropriate business dress on such a date will be asked to go home and change.

Employees of NWFHN are expected to show a well-groomed, neat appearance. Employees are also expected to practice good personal hygiene as part of their professional presentation. Repeated violations will lead to disciplinary action up to and including termination of employment.

Additional information may be found in the NWFHN Policy and Procedures Manual # 1125.

Code of Ethics

As an employee of NWFHN, I will...

- not discriminate against anyone on the basis of race, color, creed, age, sex, religion, disability, nationality, or any other protected characteristic.
- not engage in or condone any type of harassment or discrimination.
- not use my relationship to NWFHN to further my own interests.
- show a sincere interest in those NWFHN serves and will act always in their best interests.
- respect the privacy of those NWFHN serves.
- observe confidentiality when dealing with records of those NWFHN serves.
- observe confidentiality toward fellow employees, job applicants and NWFHN itself, as necessary and as expected.
- upon termination of my employment with NWFHN, I will maintain necessary confidentiality regarding information obtained about NWFHN or those it serves.
- treat other employees with respect, fairness, courtesy and good faith.
- avoid relationships with the public or other employees which could compromise my professional judgment.
- bring to the attention of any fellow staff member violations of this code of ethics, or any other ethical standards. If this fails to correct the problem, I will report it to my supervisor.
- abide by NWFHN's policies related to public statements about NWFHN.
- commit to providing the highest quality of service to those NWFHN serves.
- ask for assistance if a problem adversely affects my ability to perform my duties.

I understand that violation of any part of this code may be grounds for disciplinary action, up to and including termination.

Additional information may be found in the NWFHN Policy and Procedures Manual # 1101.

Client Confidentiality

In the course of their jobs, employees at NWFHN may gain information of a confidential nature about the people the organization serves. Employees are directed not to discuss such information outside the organization nor within the organization with other staff that have no legitimate reason for obtaining the information. Violation of this policy may result in termination and possible legal action.

Conflict Of Interest

NWFHN expects its employees to act at all times in the best interests of those it serves. A conflict of interest takes place when the interests of a staff member, or an outside party, either affect or give the perception of affecting NWFHN in a negative way.

The following may lead to a conflict of interest:

- **Outside business interests.** Employees may have outside business interests. They may not earn a profit from those business interests that are a direct result of their affiliation with NWFHN.
- **Gifts and gratuities.** Employees may not accept items of value including, but not limited to, gifts, gratuities, free trips or personal property from outside parties or organizations, if those gifts are an actual or potential inducement to provide services or affect a work related decision.

- **Personal beliefs.** NWFHN recognizes that employees can and do hold a range of beliefs, values and commitments. These can become a conflict of interest when they interfere with the operation of the organization, e.g., when employees use organization time to further their personal beliefs.

Refer to the Financial Management Policy and Procedure #1325 for additional information.

Outside Employment/Moonlighting

Outside employment is defined as any employment by employees of NWFHN in addition to their regular jobs with NWFHN. While NWFHN recognizes the right of staff to work outside their NWFHN job, such outside employment is subject to the following conditions:

- Employment shall not interfere with the performance of the duties of the staff member's regular job.
- The employment shall not constitute a conflict of interest with the staff member's regular job.
- The employment shall not occur during the staff member's regular working hours unless the staff member is on vacation or on approved leave without pay.

Staff with outside employment shall inform their immediate supervisor in writing about the employment using the Outside Employment Approval Request form and shall include the following information about their outside job: their job title, the name of the employer and the hours of work. Any outside employment must be approved by the CEO or their designee prior to the beginning of any outside employment.

Changes in Personal Data

All personal data changes must be reported in a timely manner to the office of Human Resources and updated in Human Resource software programs as per current agency policies and processes. Individual employees are responsible for reporting personal changes not due to organizational actions.

These can include personal mailing addresses; telephone numbers; number and names of dependents; addition, loss or renewal of any license or special credentials; individuals to be contacted in the event of an emergency; educational accomplishments and other such status reports that should be accurate and current at all times.

Additional information may be found in the NWFHN Policy and Procedures Manual # 1110.

Emergency/Weather Closings

Emergencies like inclement weather, fires, power failures, earthquakes or tornadoes, occasionally may disrupt NWFHN operations. In extreme cases, these circumstances may require closing or delaying the opening of NWFHN. If such an emergency occurs during non-working hours, every attempt will be made to notify employees by telephone. NWFHN management will also ask local radio and television stations to broadcast closing announcements.

Employees are not expected to work during an emergency closing. The absence will be considered an excused absence and will not be charged to Paid Time Off (PTO). Should an emergency closing occur while employees are already on PTO, those employees are not entitled to additional pay.

Employees who do not report for work because of the weather, in the absence of an official closing, will be charged one day of PTO unless approved by the CEO or their designee.

Identification Badges

All new employees will be given a NWFHN photo identification badge. Employees are responsible for their identification badge. In the case of a lost ID badge, the staff member will notify Human Resources in order to obtain a replacement badge, at the employee's cost.

All ID badges must be returned to NWFHN when employment is terminated.

Open Door/Whistleblower Policy

NWFHN recognizes that staff may feel uncomfortable bringing a question or concern to their immediate supervisor. For this reason, the CEO of NWFHN operates in an "open door" manner.

Employees are encouraged to make brief visits to the CEO's office to discuss a workplace issue, give input, or make a work-related suggestion.

A whistleblower is defined as a NWFHN employee 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 charged with these responsibilities.

Examples of illegal or dishonest activities include, but are not limited to, violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee is to contact his/her immediate supervisor or the office of Human Resources. An employee who **intentionally** files a report of wrongdoing that he or she knew was meritless or fraudulent when filed, will be subject to discipline up to and including termination.

Whistleblower protections are provided in two important areas -- confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. 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. The Company 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 Human Resources immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly submitted to Human Resources or the CEO or their designee who is responsible for investigating and coordinating corrective action. Employees with any questions regarding this policy should contact Human Resources.

Payday

Employees are paid bi-weekly with the actual pay day falling on Tuesday. When a payday falls on a holiday, checks are distributed the day prior.

Employees have the option of direct deposit for their payroll check. Staff who desire to have direct deposit should make the appropriate selections through the HR onboarding software in LandrumHR. Those who do not choose direct deposit will receive their payroll checks via U.S. Mail and the agency is not responsible for any delays in receipt that may be encountered.

Deductions to paychecks may include state and federal income tax, Social Security/Medicare tax, and voluntary deductions including health insurance, dental insurance and retirement plan.

Personnel Files

All staff personnel files are the property of NWFHN and will be treated with strict confidentiality. Employees may review their personnel files, which are located in the Human Resources office. Staff reviewing their personnel files:

- must do so in the presence of Human Resources staff.

Security of Personnel Files

All personnel files shall be handled in a secure manner to protect the confidential nature of such files. Supervisors may review only the files of personnel within their program or department, and then only on a need-to-know basis.

CHAPTER 3: WHAT YOU CAN EXPECT

New Staff Member Orientation

All new employees of NWFHN will be given a new staff member orientation within 90 days of employment. The purpose of this orientation is to give newly hired staff sufficient information so that they can become familiar with the policies and benefits and the overall operation of NWFHN.

Anniversary Date

A staff member's official anniversary date is the hire date set forth in the Offer Letter. The anniversary date is used to compute some conditions of employment, including performance evaluation and certain benefits administration.

Probationary Period

All new employees at NWFHN work on a probationary basis up to the first 180 calendar days after their date of hire. The probationary period gives new employees the opportunity to demonstrate their ability to perform according to NWFHN standards. During this time, NWFHN will evaluate the staff member's capabilities, work habits and overall performance.

Any significant absence from work by a staff member during this period can trigger the extension of their probationary period by the length of that absence. If NWFHN determines that the designated probationary period is not sufficient to evaluate the staff member's performance, the probationary period may be extended. Either the staff member or NWFHN may end the employment relationship at any time during or after the probationary period, with or without cause.

On satisfactory completion of the probationary period, employees will be classified as regular employees.

During the probationary period, new full-time employees who have completed one month of employment and are scheduled to work at least 30 hours per week are eligible to enroll in NWFHN's medical, dental, disability and life insurance benefit plans. After becoming regular employees, they may also be eligible for other NWFHN provided benefits, subject to the terms and conditions of each benefit program.

A regular staff member who is promoted or assigned to another job is subject to these policies. Regular employees already receiving benefits will retain those benefits if promoted or reassigned.

Employees may be terminated at any time during the probationary period if their performance fails to meet minimal performance standards.

Employment of Relatives

Relatives are defined as the staff member's spouse, children, mother, father, mother-in-law, father-in-law, grandmother, grandfather, grandchildren, son-in-law, daughter-in-law, brother, sister, legal guardian or any relative regardless of whether or not they are living in the same household.

At no time, will any staff member be allowed to supervise another staff member who is related under the definition above.

In the event that two employees within the same program site become related, those employees are required to bring this to the attention of Human Resources. If the CEO or their designee determines that the employees are not in a supervisor/subordinate relationship, they may be permitted to continue their employment as long as it is in the best interests of NWFHN. If the employees are determined to be in a supervisor/ subordinate relationship, one must transfer to another program site, for which he or she is qualified, if one is available. If no such position is available or does not become available within 90 days, one staff member must resign. If the employees can't decide who will resign within the designated timeframe, the CEO will make the decision.

Employment Status and Categories

Employees of NWFHN are designated as either non-exempt or exempt according to the requirements for overtime in federal and state wage and hour laws. Non-exempt employees are entitled to overtime pay under the provisions of federal and state laws. Exempt staff are excused from specific provisions of federal and state wage and hour laws.

In addition to the above categories, employees will belong to one of the following employment categories:

- **PROBATIONARY** employees are those who are within the first 180 calendar days of employment known as the probationary period. Employees who satisfactorily complete the probationary period will receive a new employment classification.
- **REGULAR FULL-TIME** employees are those who are not in a temporary or introductory status, and who are regularly scheduled to work a full-time schedule which is normally 30 hours or more per week. Generally, regular full-time employees are entitled to NWFHN's benefits package, subject to the terms, conditions and limitations of each benefit.
- **REGULAR PART-TIME** employees are those who are not assigned to a temporary or orientation status and who are regularly scheduled to work less than 30 hours per week. Regular part-time employees are eligible for some benefits provided by NWFHN, subject to the terms, conditions and limitations of each benefit.
- **TEMPORARY** employees are those hired as interim replacements, to temporarily supplement the workforce or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration, normally not exceeding one year. Employment beyond any initially stated period, however, does not in any way imply a change in employment status. Temporary employees retain that status until notified of a change. While temporary employees receive all legally mandated benefits, they are ineligible for all of NWFHN's other benefits.
- **CASUAL** employees are those who have established an employment relationship with NWFHN but who are assigned to work on an intermittent and/or unpredictable basis. They receive all legally mandated benefits but are ineligible for all of NWFHN's other benefits.

Garnishments from Pay

Where federal and state law are applicable, NWFHN or its designate will process legal garnishments, wage assignments and other court orders, withholding a staff member's wages.

All documents related to wage attachments will be processed through Human Resources and will be held in strict confidence.

NWFHN will accept and process:

- government liens
- garnishments
- wage assignments that are court-ordered
- any other wage assignments

NWFHN expects its employees to handle their financial affairs in such a way that they do not cause lost work time, inconvenience or expense to NWFHN.

Job Descriptions

All employees at NWFHN will have job descriptions. Each job description will reflect the actual job functions and requirements for the job. All employees will read and sign their job descriptions, which will then go into their personnel files. Job descriptions will be reviewed as needed to determine if changes are required.

The job description may be revised to include changes in qualifications, duties, supervision or other job-related areas. When a job description is revised, the staff member will read and sign it. The revised job description will go into the staff member's personnel file.

The job description will be used as part of the evaluation criteria during the employee's performance evaluation.

License/Certification Fees

NWFHN may pay the license or certification fee for employees when the license is required as part of the credentials those employees need to perform their duties.

Meal Periods

Full-time employees, and part-time employees who work full-time hours, i.e., at least eight hours on a given day, will be given an uninterrupted 60-minute meal period. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all responsibilities during meal periods and will not be compensated for that time. Employees will be required to punch out during meal periods if a time clock is in force.

Employee Expense Account

Employee Expenses and Reimbursement

All company travel, conference, and meeting expenses must clearly serve the objectives of NWFHN and should not conflict with the ethical standards of NWFHN.

Travel Expense

The claims of employees for reimbursement of actual travel expenses incurred while traveling on official business of NWFHN shall be submitted in accordance with current accounting and finance protocols and the agency's travel policy, and approved by their supervisor before reimbursement is made. All actual travel expenses shall be verified by receipts, when possible.

Employees must be in compliance with Travel Policies found in Financial Management Policy and Procedure #1323.

Security Fobs

All employees will be issued a security fob that permits entry into NWFHN facilities. The initial fob is free. Security fobs that are lost, broken or cracked will be replaced. The staff member may be required to reimburse NWFHN for the actual cost of the new security fob. If a security fob becomes inoperable for no apparent reason or reprogramming is not successful, the fob will be replaced at no cost to the staff member.

Employees may not lend or otherwise transfer their security fobs to others. Violations may result in disciplinary action, up to and including termination.

Volunteers

NWFHN welcomes volunteers and recognizes the valuable contributions they make to NWFHN's programs and services. To be accepted as volunteers, candidates must complete an application form; have an in-person interview and complete the same steps as are required for the hiring of a regular employee such as background and reference checks, drug testing and completion of required documentation.

Volunteers are expected to observe the same rules and code of conduct as all other employees. Volunteers may be terminated at any time for any reason.

Work Schedules

NWFHN has adopted a forty-hour work week. For purposes of calculating hours worked, the workweek begins on Monday and ends on Sunday. Due to the complexity of NWFHN and the demands of different programs, work schedules will vary. Supervisors are responsible for informing their employees of the normal work schedule.

From time to time, unusual circumstances, or work demands, may make it necessary to temporarily change a regular work schedule. Attempts will be made to schedule changes in work schedules at the earliest possible time, with consideration given to employees' previous commitments. Employees, however, are expected to cooperate in the best interest of NWFHN.

Visitors to NWFHN

To protect the safety and security of staff and those we serve, NWFHN requires all visitors to check in at the receptionist's desk upon arrival.

Should a visitor go directly to any other area on NWFHN property, employees should report it to the receptionist and direct the visitor to the receptionist's desk. The receptionist will then follow NWFHN procedure regarding visitors.

Technology

As an employee of NWFHN, you do not have a right to privacy at the workplace or in the utilization of any electronic devices belonging to NWFHN.

The following rules will govern technology use at NWFHN:

- computer, voice mail, e-mail and the Internet are NWFHN-owned and for business purposes.
- all online activities are subject to monitoring, and no employees should expect privacy regarding such use.
- unacceptable, non-work related activities, including downloading, viewing or sending insulting, disruptive, offensive, derogatory, profane or discriminatory messages or material, are prohibited. Examples of forbidden transmissions can include sexually-explicit messages, cartoons or jokes; unwelcome propositions or love letters; ethnic or racial slurs; or any other messages that can be construed to be harmful to morale, harassment or disparagement of others based on their sex, race, age, national origin or religious beliefs.
- only system passwords and encryption keys assigned by NWFHN may be used on NWFHN computers. Passwords and encryption keys are proprietary and, as such, may not be disclosed or assigned to anyone without the express prior authorization of NWFHN management. Employees are prohibited from using passwords or encryption keys to gain access to unauthorized materials.
- all e-mail messages sent from NWFHN computers contain a header identifying the organization.
- because online communications are not secure, prior to transmitting any information that is of a confidential or proprietary nature or that may include company trade secrets, authorization must be obtained from your supervisor, and the information must be properly encrypted. Employees are prohibited from creating or sending inappropriate messages or unprofessional communication discussing the organization, its employees, those it serves, or its competitors.
- NWFHN licenses the use of computer software from a variety of outside sources. It does not own this software or its related documentation, and it does not have the right to reproduce, use or otherwise copy that software, without the permission of the software provider. Unauthorized copying or use of software on any medium is strictly prohibited.
- employees must respect copyright, trademark, trade secret, patent, license, policy and other proprietary rights and restrictions relating to the use, access or download of software or information.
- in addition to possible civil or criminal prosecution, NWFHN reserves the right to discipline employees for violation of this policy, up to and including termination.

Staff Meetings

NWFHN's programs, teams and departments hold regular meetings for their employees. Employees are expected to make every effort to attend these meetings. The purpose of staff meetings is to update staff on NWFHN events, policies, procedures; to discuss workplace problems and offer possible solutions; and to make suggestions about improving NWFHN's services.

CHAPTER 4: WORKPLACE BENEFITS

Compensation Payroll Deductions

There are two types of deductions from employees' paychecks:

1. **Mandatory deductions** include: federal, state, local withholding and Social Security/Medicare taxes deducted from the paycheck, according to applicable regulations, prior to being issued.
2. **Voluntary deductions** include: upon written authorization from the staff member, NWFHN will deduct from the staff member's paycheck any voluntary benefits currently available.

Employees who have questions about deductions should ask their immediate supervisor.

Paycheck Error

Employees who believe there may be an error on their paycheck should inform Human Resources immediately. Human Resources will take prompt steps to correct any problem.

Promotions

All qualified employees will be given consideration for promotion as opportunities for advancement occur within NWFHN. Promoted employees may receive enhanced supervision as they acquire skills and knowledge to perform new duties. Promoted staff will be eligible for all compensation increases related to the new job.

Pay Increases

Employees will be eligible for a pay review after one year of employment at NWFHN. Raises are not automatic and may be subject to a number of factors, including availability of funds and the staff member's individual job performance. When applicable, raises will be effective on the staff member's anniversary date, (i.e., the date of hire or position change). Effective February 15, 2018, NWFHN does not award bonuses.

Overtime

NWFHN recognizes that operating requirements or other needs may not be met during regular working hours. In such a case, employees may be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization. Every effort will be made to distribute overtime assignments as equitably as practical to all employees qualified to perform the work.

Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour law. Overtime pay is based on actual hours worked. Paid Time Off (PTO), holidays, personal time, or any leave of absence, are not considered hours worked for purposes of performing overtime calculations.

In certain circumstances, NWFHN may require employees to work overtime. Failure to work scheduled overtime, or overtime worked without prior authorization from the supervisor, may result in disciplinary action, up to and including termination.

Paid Holidays

NWFHN grants paid holiday time for the following twelve (12) holidays:

- New Year’s Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veteran’s Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year’s Eve

Nonexempt employees who must work on any of the above holidays will receive their holiday pay and, in addition, will be paid one and one-half times their regular rate of pay for all hours worked on the holiday.

When any of the above holidays falls on a Saturday, Friday will be observed as the holiday. When any of the above holidays fall on a Sunday, Monday will be observed as the holiday.

With proper notice and approval of the employee’s supervisor, an additional day of religious or cultural significance not listed above may be substituted for one of the above paid holidays or may be taken as a personal holiday in which PTO will be charged or the employee will receive leave without pay if PTO is not available.

Paid Time Off (PTO)

The Paid Time Off plan is designed to be a flexible time off plan that lets employees control their days off to meet their needs and the needs of their families.

Time off for vacation, short-term illnesses, or personal concerns, which require your attention, is available through your accrual of Paid Time Off (PTO). Employees begin accruing PTO upon employment and are eligible to draw from PTO hours beginning immediately. Total possible accrual for full time employees, according to years of service, is as follows:

Employee Tenure	Annual Vacation PTO Accrual	Per Pay Period Accrual Rate
Year 0 through completion of year 3	13 Days	4.00 Hours
Year 4 through completion of year 6	19.75 Days	6.0 Hours
Year 7 +	26 Days	8.0 Hours

The accrued adjustment begins on employee’s anniversary date.

For part-time employees, Holiday and Paid Time off (PTO) benefits will be pro-rated.

Using Paid Time Off

Employees may begin taking PTO upon employment with prior written approval from their supervisor. Employees need to request PTO within the appropriate time frame outlined below in order to be granted the time off, as follows except for emergencies:

Time Off Requested	Notice Required
3 days or more	2 weeks' notice

Vacation time can usually be scheduled as requested but at times it may be denied due to scheduling conflicts.

All regular full-time employees accrue Sick Leave PTO at the rate of 4.0 hours per pay period. An employee may use sick leave for an employee's illness, immediate family member's illness or doctor's appointment. Immediate family member is defined as spouse, domestic partner, child(ren) of the employee (including biological, step, adoptive and foster care children), or the employee's parent(s). Unless sick leave is pre-approved (medical appointment or treatment for example) employees are expected to notify their supervisor at the earliest possible time on the day of absence. Staff must communicate with management.

If the duration of an illness is uncertain, employees are required to call in each additional day of sick leave that is required. Failure to communicate with management concerning an absence, may result in employment termination or other disciplinary measures.

A maximum of 240 hours of accrued and unused PTO vacation time may be carried forward from one fiscal year to the next. (NWFHN's fiscal year is July 1 to June 30). Annually on June 30, an employee's PTO vacation hours in excess of 240 will transfer to the employee's PTO Sick Leave.

If an employee runs out of paid time off, the leave will be leave without pay. Vacation nor Sick PTO Leave will accrue if the leave without pay exceeds one full pay cycle. PTO accrual will resume on the first working day following return from leave.

Unused Vacation PTO, up to a maximum of 240 hours at the time of termination of employment with NWFHN will be paid out to the employee at the employee's current salary if they were terminated due to lay off, performance reasons other than misconduct or they voluntarily resign with proper notice. This payment will be made no later than 30 days after last day of employment.

Unused PTO Sick Leave will not be paid out upon termination of employment with NWFHN.

In the instance an employee has exhausted their PTO and has a medical need to be away from work, other NWFHN employees may donate PTO to the individual. Donated PTO applies only to employees who have successfully completed six months of employment and are classified as eligible for PTO.

- The program is reserved for serious illness/hospitalization of the employee or an immediate family member.
- If the employee also qualifies for Family Medical Leave, this time will be counted toward the total benefit from that program as well.
- Employees wishing to donate PTO must complete a PTO donation form and return it to Human Resources
- Donated hours are converted to a dollar amount and then converted to hours of PTO at the receiving employee's pay rate.

- Donated hours remaining when the receiving employee returns to work will be redistributed to those employees who donated and the receiving employee will have a zero balance.
- Donated PTO cannot be used in conjunction with a Workers' Compensation claim or injury.

Additional information can be found in the NWFHN Policy and Procedure Manual, 1128.

Bereavement Leave

Employees are entitled to three (3) workdays with pay to attend the funeral and take care of personal matters related to the death of a member of their immediate family. An extension of bereavement leave may be granted at the discretion of the CEO or designee and will be charged against PTO or if no PTO is available leave will be unpaid.

NWFHN defines "immediate family" as the staff member's spouse, parent, child, sibling; a staff member's spouse's parent, child or sibling; a staff member's child's spouse; the staff member's or spouse's grandparents or grandchildren.

Additional information can be found in the NWFHN Policy and Procedure Manual, 1120.

Jury Duty

NWFHN encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees should notify their supervisor as soon as they are summoned to serve on jury duty or subpoenaed as a witness in a case unrelated to their employment with NWFHN.

Employees must show the jury duty summons to their supervisor no later than four days after the summons so that the supervisor can make arrangements to accommodate their absence. Employees are expected to report for work at NWFHN whenever the court schedule permits.

NWFHN or the staff member may request the staff member be excused from jury duty, if, in the judgment of NWFHN management, the staff member's absence would create serious operational difficulties for NWFHN.

PTO and holiday benefits will continue to accrue during paid jury duty leave.

Additional information can be found in the NWFHN Policy and Procedure Manual, 1120.

Voting Leave

NWFHN will provide time off to employees, when necessary, so they may vote. To receive time off to vote, employees must notify their immediate supervisor before noon on the day before Election Day. NWFHN may specify when during the workday time may be used to vote.

Additional information can be found in the NWFHN Policy and Procedure Manual, 1120.

Family and Medical Leave

It is the practice of NWFHN to provide family and medical leave in accordance with the federal Family and Medical Leave Act (FMLA) and state law. If your absence qualifies as FMLA leave under both state and federal laws, you will use your entitlement under each law at the same time, to the extent permitted by law. If one law's provisions provide a greater benefit, you will receive the greater benefit.

If you are not eligible for FMLA leave, use up your FMLA leave, or wish to take leave for a purpose that does not qualify for FMLA, you should consult the company's other leave policies to determine if other leave might be available.

Eligibility

To be eligible for FMLA leave, you must have worked at least 12 months for the company, been employed for at least 1,250 hours during the 12 months preceding the commencement of leave, and must be employed at a worksite where at least 50 employees are employed within 75 miles of the worksite.

Types of absences covered

- Under the FMLA, eligible employees may take up to 12 weeks of unpaid leave in the designated 12-month period for any of the following:
- For incapacity due to pregnancy, prenatal medical care, or child birth;
- To care for the your child after birth, or placement for adoption or foster care;
- To care for the your spouse, son or daughter, or parent, who has a serious health condition;
- For a serious health condition that makes you unable to perform your job; or
- For a qualifying exigency.

Additional procedures and information is available in the NWFHN Policy and Procedure Manual number 1127. _

Severance Pay

NWFHN will not provide for severance payment for employees who are dismissed or terminated, unless an agreed upon severance pay is established in a written employment agreement authorized by the CEO. In the event that severance payment is awarded based on a written employment agreement, the amount of the eligible employee's severance payment would be based on length of service and salary at separation. An eligible employee's reimbursement will not exceed amounts established by local law. Severance pay will not be made to an employee that has been fired for misconduct. NWFHN Board of Directors delegates to the CEO full authority to make determinations regarding the interpretation and application of severance pay for employees who are dismissed or terminated. Any severance payments made to an employee will be paid from only allowable funding sources.

Domestic Violence Leave Policy

NWFHN grants unpaid leave for periods of absence in accordance with the terms of this policy. Without Company permission, an employee may not work for any other company during his or her leave of absence from NWFHN.

Victims of Domestic Violence Leave:

A leave of absence for a definite period of time, not to exceed 3 days in any given 12-month period, may be granted for the following reasons:

- to seek an injunction for protection against domestic violence or an injunction for protection in cases of repeat violence, dating violence, or sexual violence;
- to obtain medical care and/or mental health counseling to address physical or psychological injuries resulting from the act of domestic violence (for either the employee or family/household member);
- to obtain services from a victim-services organization;
- to make the employee's home secure from the perpetrator of domestic violence or to seek new housing or to escape the domestic violence perpetrator; or
- to seek legal assistance for issues concerning the domestic violence situation or to attend and prepare for court-related proceedings arising from the act of domestic violence.

Terms and Conditions of Domestic Violence Leave Policy:

- Leaves of absence are available only to employees who have been on the Company payroll for a period of 3 months.
- Except in cases of imminent danger to the health or safety of the employee, or to the health or safety of a family/household member, an employee must give the Company 24 hours advance notice of their request for leave.
- A leave of absence will be granted to an employee who has been a victim of domestic violence or who has a family or household member who has been a victim of domestic violence.
- Except in cases of imminent danger to the health or safety of the employee or a family/household member, a leave of absence will be granted upon request and if supported by sufficient documentation of the act of domestic violence including, but not limited to:
 - Documentation or report by a law enforcement official;
 - Documentation or report by a domestic violence shelter; or
 - Documentation or report by a medical care or mental health professional
- An employee is not required to exhaust all annual or vacation leave, or sick leave which is available to the employee to seek domestic violence leave. If the employee chooses, the employee may use available vacation or sick leave time so that this leave is with pay.
- An eligible employee may take up to a maximum of 3 days of leave in a 12- month period under this policy.
- The Company will keep all information relating to employee leaves under this policy
CONFIDENTIAL.

Additional information is available in the NWFHN Policy and Procedure Manual number 1130.

Workers Compensation

As required by State Workers' Compensation Laws, NWFHN/Landrum HR. carries workers compensation insurance for job-related illness or injuries. This insurance provides for medical care and temporary and permanent disability for the affected worker. **If you become injured or ill on the job you are to report it immediately to your on-site supervisor, as all such injuries or illnesses must be properly reported in order to obtain appropriate benefits.** Note that if you fail to report an accident that later develops into a condition which causes you to lose time from work, you may have difficulty in obtaining workers compensation benefits.

Medical care will be provided in accordance with Chapter 440 of the Florida Statutes. NWFHN and Landrum HR will work with you and your doctors to return you to work as soon as possible in a position compatible with any physical restrictions you might have as a result of your injury or illness. Your employer and workers' compensation insurance carrier will provide authorized doctors for your treatment.

You should be aware that workers' compensation insurance does not provide benefits for any injury that arise out of your voluntary participation in any off-duty recreational, social, or athletic activity that is not a part of your work-related duties.

Every employee is expected to observe and promote safety on the job. If you observe any unsafe condition or possible exposure to a hazard, either abate the hazard yourself or report it promptly to your on-site supervisor. Together our goal is to maintain a safe environment in which to work.

Additional procedures and information is available in the NWFHN Policy and Procedure Manual number 1119.

Medical Insurance

All regular, full-time employees of NWFHN are eligible for medical benefits. Employees who have completed at least one month of the probationary period, who are scheduled to work 30 or more hours a week, will be eligible for medical benefits.

Employees will be given the opportunity to enroll medical benefits during their onboarding. It is the staff member's responsibility to enroll in the health benefit programs prior to the effective date of coverage. For questions, contact the Human Resources Specialist.

COBRA Benefits Continuation

Under COBRA, employees and their qualified beneficiaries will have the opportunity to continue their health insurance coverage under NWFHN's health plan when a "qualifying event" occurs that would normally result in the loss of eligibility. Common qualifying events can include: resignation, termination of employment, death of a staff member; reduction in a staff member's hours or a leave of absence; a staff member's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the staff member or beneficiary who chooses continuation coverage must pay the full cost of coverage at NWFHN's group rates plus an administration fee.

NWFHN provides eligible employees written notice describing their rights under COBRA when employees become eligible. NWFHN will also provide the opportunity for election of continued coverage upon separation of employment.

Disability Insurance

NWFHN provides a plan to regular full-time employees to cover long-term and short-term disability resulting from illness or injury, which would prevent a staff member from performing work duties. Employees are enrolled in the plan upon employment and become eligible following 30 days of hire.

A copy of the plan is available for employees to read in Human Resources.

Life Insurance

NWFHN provides life insurance for regular full-time employees effective after 30 days of employment. The value of this NWFHN-provided benefit shall be two times the staff member's annual salary.

Further information about the life insurance is available in Human Resources.

Employee Assistance Program

NWFHN participates in an Employee Assistance Program (EAP) and offers this benefit to all employees. The benefit is available at no cost to employees and members of their household and will include a 24-hour confidential telephone response to problems or concerns. Information materials related to the EAP are provided in the Employee Portal of the Landrum HR system. Employees who have questions about the EAP should talk to their immediate supervisor or Human Resources.

Outside Training

NWFHN encourages employees to attend conferences, workshops, seminars and in-service training, as funds permit, as a way to develop their skills. NWFHN will support their attendance.

Training will be subject to these conditions:

- Attendance at any outside training session must be approved by the CEO or designee.
- NWFHN may reimburse employees for attending conferences, including lodging, meals and travel. Employees who wish to attend training must submit an estimated cost to their supervisor who will then submit the request to the CEO, or their designee, who will make any final decisions on conference attendance.

CHAPTER 5: DISCIPLINE & PERFORMANCE

Discipline Philosophy

NWFHN uses progressive discipline to ensure its employees comply with performance standards and accepted conduct. Progressive discipline is a tool that allows the organization to help employee's correct behavior that is unacceptable. The intent of progressive discipline is to correct, not punish behavior.

Employees who do not meet standards of conduct may be disciplined at several levels. These include oral and written warnings, disciplinary probation, suspension and termination.

NWFHN's intent is that discipline be administered fairly and only for cause. However, not all offenses require progressive discipline, and NWFHN reserves the right to terminate employees for committing serious infractions, without regard to progressive discipline.

Standards of Conduct

Employees of NWFHN are expected to conduct themselves at all times in a professional manner that positively reflects the goals and objectives of NWFHN. In the event of falsification of Official Records by any staff member including Child Welfare Certified Professionals, the Supervisor will notify the Chief Operation Officer (COO) and the COO will notify the DCF Contract Manager. The DCF Contract Manager will notify the Office of Inspector General.

Further information may be found in Policy and Procedure #1113.

Grievance

NWFHN recognizes that employees will have complaints concerning disciplinary action, termination, demotion, denial of promotion or salary increase, layoff, or complaints about discrimination on the basis of a protected category, such as race, age, disability, etc.

Employees are encouraged to resolve any problems informally with their immediate supervisor. If a solution cannot be reached, employees may file a formal grievance, in writing, to the next level supervisor. If the grievance is with that person, the formal written notice should be submitted to the CEO. The employee may request co-worker representation during the investigation interview.

Employees filing a grievance will not be discriminated against, harassed, intimidated, or face any reprisal as a result of filing a grievance, or participating in the investigation of a grievance. Employees who feel that they have been subject to any of the above, may appeal directly to the CEO, or their designee.

NWFHN will attempt to make every effort to handle staff complaints in a timely manner and will attempt to resolve a complaint within 20 working days from the time it was made.

Performance Evaluations

Formal appraisals will be conducted at 6 months from the staff member's hire date or change in job assignment. Further formal evaluations will be conducted annually.

The purpose of formal evaluation is to:

- assist the employee to be a better employee.
- document, in writing, the quality of the employee's performance.
- give the supervisor opportunity to affirm good work by the employee.
- give the employee opportunity to ask questions about improving performance.
- set goals for improved employee performance.

The supervisor will then:

- evaluate the staff member's work skills.
- appraise the staff member's attainment of previously set goals and completion of the improvement program.
- set deadlines for self-improvement and mutually-agreed upon goals that are to be attained during the next appraisal period.

Written and oral appraisals by supervisors are encouraged as a part of the performance evaluation.

Involuntary Termination

Dismissal occurs when other disciplinary action fails to achieve improvement or when employees commit a serious offense. Before dismissal, supervisors will ensure that all documentation regarding prior discipline has been made--that employees have been properly notified in writing of any deficiencies in their performance, that they have been given time to correct their deficiencies, and that they were told that failure to correct deficiencies in performance may result in termination.

Some offenses warrant immediate dismissal. These offenses include, but are not limited to, the offenses listed in NWFHN's Standards of Conduct

Abandonment of Job

A staff member who is absent from the job for three consecutive days without first notifying a supervisor, or who has three consecutive days of unexcused absences, will be considered to have resigned the job.

Resignation

All employees in positions below the level of Manager, who voluntarily resign must provide fourteen (14) **calendar** days of notice to their supervisors, in writing, in advance of leaving. The calendar days described does not include any PTO time taken during the period of required notice. Holidays are included as calendar days. Failure to meet this requirement will result in forfeiture of any PTO balance payment. Additionally, said employee shall be ineligible for rehire with the agency unless approved by the CEO or his/her designee.

Staff serving in positions at the level of Manger and above, who voluntarily resign must provide thirty (30) **calendar** days of notice to their supervisors, in writing, in advance of leaving. The calendar days described does not include any PTO time taken during the period of required notice. Holidays are included as calendar days. Failure to meet this requirement will result in forfeiture of any PTO balance payment. Additionally, said employee shall be ineligible for rehire with the agency unless approved by the CEO or his/her designee.

Exit Interviews

All employees leaving employment with NWFHN will be granted the opportunity to participate in an exit interview prior to or on their last day of employment. NWFHN intends to use information gathered as part of the exit interview process as a continuous improvement tool.

Weapons Prohibition

NWFHN's weapons prohibition policy can be found in Policies and Procedures #1132.

Drug-Free Workplace Program

The illegal use of drugs and the abuse of alcohol are problems that invade the workplace, endangering the health and safety of the abusers and those who work around them. NWFHN is committed to creating and maintaining a workplace free of substance abuse without jeopardizing valued employees' jobs. To address this problem, NWFHN has developed a practice regarding the illegal use of drugs and the abuse of alcohol that we believe best serves the interests of all employees. NWFHN's practice formally and clearly states that the illegal use of drugs or abuse of alcohol or prescription drugs will not be tolerated. As a means of maintaining this practice, NWFHN has implemented pre-employment and active employee drug testing. This practice was designed with two basic objectives in mind:

1. Employees deserve a work environment that is free from the effects of drugs and the problems associated with their use; and
2. NWFHN's responsibility to maintain a healthy and safe workplace.

To assist us in providing a safe and healthy workplace, NWFHN maintain a resource file of information on various means of employee assistance in our community, including but not limited to drug and alcohol abuse programs. Employees are encouraged to use this resource file, which is located with the Human Resource Department. In addition, NWFHN will distribute this information to employees for their confidential use. An employee whose conduct violates this Substance Abuse practice will be disciplined up to and including termination. NWFHN believes it is important that we all work together to make NWFHN a drug-free workplace and a safe, rewarding place to work.

Program Statement

NWFHN is committed to providing a safe work environment and to fostering the well-being and health of its employees. That commitment is jeopardized when any employee illegally uses drugs on the job; comes to work under the influence; possesses, distributes or sells drugs in the workplace; or abuses alcohol on the job. Therefore, NWFHN has established the following business practice:

1. It is a violation for any employee to use, possess, sell, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on the job.
2. It is a violation for anyone to report to work under the influence of illegal drugs or alcohol.
3. It is a violation for anyone to use prescription drugs illegally. However, nothing in this policy precludes the appropriate use of legally prescribed medications.

Supervisors will confidentially meet with an employee whenever they see changes in performance or behavior that suggest that the employee has a drug or alcohol problem. Although it is not the supervisor's job to diagnose personal problems, supervisors will encourage such employees to seek help and advise them about available resources for getting help. Everyone shares responsibility for maintaining a safe work environment, and co-workers should encourage anyone who has a substance abuse problem to seek help.

The goal of this program is to balance respect for individuals with the need to maintain a safe, productive and drug-free environment. The intent of this program is to offer a helping hand to those who need it, while sending a clear message that the illegal use of drugs and the abuse of alcohol are incompatible with your job.

Types of Drug Testing

NWFHN will conduct the following types of drug and alcohol testing:

1. Job Applicants. Applicants for **all positions** will be tested after an offer of employment is extended but prior to final hiring.
2. Reasonable Suspicion. Testing will be conducted following any observed behavior creating reasonable suspicion, including but not limited to:
 - a. Direct observation of drug use or of the physical symptoms or manifestations of being under the influence of a drug or alcohol;
 - b. Abnormal conduct or unpredictable behavior while at work or a significant deterioration in work performance;
 - c. A report of drug use, provided by a reliable and credible source;
 - d. Evidence that an individual has tampered with a drug test;
 - e. Information that an employee has caused, contributed to or been involved in an accident while at work;
 - f. Evidence that an employee has used, possessed, sold, solicited, or transferred drugs while working or while on the employer's premises, or while operating the employer's vehicle, machinery, or equipment.

If the testing is conducted on a "reasonable suspicion" basis, NWFHN/Landrum HR will promptly record the circumstances that formed the basis for determining that reasonable suspicion existed to warrant the testing. A copy of this documentation will be provided to the employee on request, and the original documentation will be kept confidential by Landrum HR's Human Resource Department for a period of one (1) year.

3. Work Accidents. Testing will be conducted on an employee when there is a mishap or accident involving injuries to persons, including the employee, or damage to property.
4. Follow-up Testing. If an employee is required to enter an employee assistance program or a drug rehabilitation program as a condition of continued employment after a confirmed, positive drug test, the employee will also be required to submit to a random drug test at least once per year for a two-year period after completion of the program. Advance notice of the testing date will not be given to the employee being tested. If the employee voluntarily enters the program, NWFHN may or may not require follow-up testing.

Additional definitions and information may be found in Policy and Procedure # 1122

Employee Acknowledgement Form

It is my responsibility to familiarize myself with these practices. All revised information may supersede, modify, or eliminate existing practices. Only the Chief Executive Officer of NWFHN and the Board of Directors have the ability to adopt any revisions to the employment practices contained in this handbook.

Since the information, practices, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to NWFHN/Landrum HR.'s policy of employment-at-will. All such changes will be communicated through official notices and/or updates to the agency website and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Chief Executive Officer of NWFHN has the ability to adopt any revisions to the policies in this handbook.

I acknowledge by my signature on the Employee Acknowledgment and Agreement that I have received an employee handbook and I have been informed of the relationship between NWFHN and Landrum HR. I understand and agree that NWFHN or I can terminate the employment relationship at any time, as I am an at-will employee.

I also agree to comply with any drug testing policy that NWFHN may adopt, and I specifically agree to post-accident drug testing in any situation where it is allowed by law.

In addition, I agree that if at any time during my employment I am subjected to any type of discrimination, including discrimination because of race, sex, age, religion, color, veteran status, retaliation, national origin, handicap, disability, or, marital status, or if I am subjected to any type of harassment including sexual harassment, I will immediately follow the procedures contained in this document. If I require further assistance, I understand I may contact Human Resources or Landrum HR in order to obtain resolution of such matters.

Furthermore, I agree to abide by the Code of Ethics as stated in this Employee Handbook for the duration of my employment by NWFHN.

Additional information may be found in Policy and Procedure #1100.