

**NEW YORK**

**POLICY AND PROCEDURE**

**HANDBOOK**

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## **WELCOME MESSAGE**

*Dear Employee:*

*Congratulations and welcome to THE CENTER FOR FAMILY SUPPORT, INC. (CFS). We hope that you will enjoy working with us and that you will find your work interesting and rewarding.*

*The Center for Family Support, Inc., is a private not-for-profit organization. Our services include in-home care, residential services, and various community support programs which assist individuals with a developmental or related disability.*

*The Center for Family Support is well known in the community for its dependable, high quality service. Our fine reputation and our ability to render such valuable services have been made possible by our dedicated staff. CFS reputation and quality of our services depend upon your individual efforts and a team work approach.*

*Good luck and welcome to the CFS team!*

*Steven Vernikoff  
Executive Director*

## **FOREWORD**

The mission of the Center for Family Support is to provide services to families. Major support for CFS's services come from the New York State Office of Mental Health, Mental Retardation and Alcoholism Services, the New York State Department of Health, the New York City Department of Mental Health, Mental Retardation and Alcoholism, and the Westchester County Department of Health.

There are several things that are important to keep in mind about this handbook. First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit, or the applicability of a policy or practice to you, you should address your specific questions to your supervisor or to the Human Resources Department. Neither this handbook nor any other CFS document, confers any contractual right, either express or implied, to remain in our employ. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will by CFS or you may resign for any reason at any time.

Second, the procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will always try to inform you of any changes as they occur.

Finally, some of the subjects described here, such as the Group Insurance Plans and the Pension Plan are covered in detail in official policy documents. You should refer to these documents for specific information, since this handbook only briefly summarizes those benefits. Please note that the terms of the written policies are controlling.

## **THE CENTER'S EMPLOYEE RELATIONS PHILOSOPHY**

The Center for Family Support, Inc. (the "Center") highly values its employees for the extremely important contribution that they make to the delivery of critical services to our service recipients. It treats them with dignity and respect and rewards them fairly for the work they do.

The Center strives to pay competitive wages and to provide premium benefits to employees and has promulgated personnel policies and procedures, including an Open Door Policy, that are both fair and reasonable. The Center recognizes that employee job satisfaction is the key to recruiting and retaining the best service providers. Management is committed to making the Center a great place to work.

In any workplace, disagreements and misunderstandings may occur, and issues will arise from time to time that need to be addressed. It is the Center's experience that when problems occur the best way to deal with them and to achieve a solution is by working directly and individually with our employees, soon after a problem arises, rather than through some third party intermediary who doesn't really know and understand our business.

The Center encourages all employees to promptly bring their concerns and problems to management's attention. Your supervisor and manager are there to help you, and they want to hear from you. If you do not believe that your questions and issues are receiving the attention that they require, please do not hesitate to contact the Human Resources Department. If you are not fully satisfied with the response that you get, the procedures outlined in our Open Door Policy are available to you.

As a service organization, we know that our employees are our most important asset. Welcome to the Center for Family Support, Inc. We hope that you enjoy working here.

The Center for Family Support, Inc.

## **EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT**

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at The Center for Family Support, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, age, national origin, disability, caregivers, pregnancy, sexual orientation, marital status, alienage or citizenship status, creed, genetic predisposition or carrier status, military status or any other protected characteristic as established by law.

This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment.

## **POLICY AGAINST HARASSMENT AND DISCRIMINATION**

All Center For Family Support employees have a right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive. Consistent with CFS's respect for the rights and dignity of each employee, harassment based on race, color, religion, sex, age, national origin, disability, caregivers, pregnancy, sexual orientation, marital status, alienage or citizenship status, creed, genetic predisposition or carrier status, military status or any other protected characteristic as established by law, will not be sanctioned nor tolerated. All employees should, therefore, be aware of the following:

- (1) Sexual harassment is strictly prohibited. Sexual harassment has been defined by government regulation as "unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature . . . when submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment; [when] submission to or rejection of such conduct . . . is used as the basis for the employment decisions affecting such individual; or . . . such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile, or offensive work environment." Bullying that targets employees of a particular sex, even if it does not involve sexual activity or language, may also constitute discrimination if it is severe or pervasive and directed at employees because of their sex.
- (2) Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, sex, creed, sexual orientation, national origin, age, disability, caregivers, marital status, citizenship or any other characteristic protected by law or that of his/her relatives, friends or associates, and that: (i)



has the purpose or effect of creating an intimidating, hostile, or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace (including through e-mail).

- (3) These policies apply to all applicants and employees, and prohibit harassment, discrimination and retaliation whether engaged in by fellow employees, by a supervisor or manager or by someone not directly connected to CFS (*e.g.*, an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

- (4) Supervisors' and Managers' Obligation. Supervisors and managers are responsible for assuring that no employee is subjected to conduct that constitutes sexual or any other form of harassment.
- (5) Complaint Procedure. Any employee who believes that he or she has been the subject of sexual or any of form of harassment by anyone at CFS or by any person who does business with CFS, should, and is encouraged to, bring the matter to the attention of their Supervisor and/or the Director of Human Resources.
- (6) The Investigation. A prompt and thorough investigation of the alleged incident will be conducted. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.
- (7) No Retaliation. CFS will not in any way retaliate against an employee, potential employee, or former employee who makes a complaint or report of harassment or discrimination, or participates in the investigation of such a complaint or report. Retaliation against any individual for reporting a claim of harassment or discrimination or cooperating in the investigation of same will not be tolerated and will itself be subject to appropriate discipline.
- (8) Discipline. Misconduct constituting harassment, discrimination or retaliation will be dealt with promptly and appropriately. Responsive action may include, for example, training, referral to counseling, monitoring of the

offender and/or disciplinary action such as warning, reprimand, withholding of or rescinding a promotion or pay increase, demotion, reassignment, temporary suspension without pay (including, for exempt employees, suspension for one or more full days for serious workplace misconduct), or termination, as CFS believes appropriate under the circumstances.

### **DISABILITY ACCOMMODATION POLICY**

The Center for Family Support is committed to complying with all applicable provisions of the Americans With Disabilities Act (“ADA”) and state and local disability laws, as applicable. It is CFS’s policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual’s disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of nondiscrimination, CFS will provide reasonable accommodations to a qualified individual with a disability who has made CFS aware of his or her disability, provided that such accommodation does not constitute an undue hardship on CFS.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Human Resources Department. CFS encourages individuals with disabilities to come forward and request reasonable accommodation.

### **DISCLOSURES OF SERVICE RECIPIENT PROTECTED HEALTH INFORMATION**

The Center is committed to protecting the privacy and confidentiality of health information about its service recipients as per current state laws and federal HIPAA statute and regulations. Unless the Center has received a specific written authorization from the service recipient, their legal guardian or personal representative, or applicable law otherwise requires or permits, a particular use or disclosure of protected health information may only be permitted for the purposes of (a) the Center’s treatment or rehabilitation activities, (b) the Center’s payment activities and reimbursement for services rendered, and (c) other routine health care and business operations related to the welfare of the service recipients. Such information may be duly disclosed to other health care providers who render such services to the service recipient, unless the service recipient, their legal guardian or personal representative otherwise objects. Any requests for information that would or could identify the service recipient should be brought to the attention of the program supervisor and the Center’s HIPAA Privacy Officer as per the Center’s HIPAA Privacy policies.

## **HIRING AND EMPLOYMENT**

Employment with CFS shall be determined on the sole basis of qualifications and competence for the specific position. The Accounting and Human Resources Departments shall approve all employment offers recommended by supervisors before any commitment is made to a prospective employee. This includes rate of pay approval.

**Before beginning employment, all staff having any direct contact with service recipients are required to have a PPD skin test for tuberculosis.** This test is required annually. If the PPD/Mantoux results are positive, a chest x-ray is required, if a chest x-ray has not previously been performed. In the event a chest x-ray has been performed in the past, or results of a current x-ray are positive for tuberculosis, a written statement from the physician is required, which must indicate if there are any detectable signs or symptoms of tuberculosis.

At the time of employment, the employee shall be informed in writing as to: **position title, starting date of employment, starting salary, and any special conditions of employment.** The employee shall be provided with a copy of these Personnel Policies and a job description for the position being filled.

To keep our records in order it is important that you inform us of any changes in your personal status such as changes in your address, telephone, number, marital status and eligible dependents. Employees are required to report any such change to their supervisor and the Human Resources Department.

All staff should carry an employee identification card. Please bring a small passport-sized photo to the main office so that a card may be issued to you.

## **APPLICANT SCREENING**

As part of the applicant screening process, agency human resources personnel will check applicant references. Applicants will be required to provide contact information for a minimum of two personal references and references from their current employer (if employed at the time of application) and all prior employers. The agency will check the reference from applicant's current employer or his/her last employer (if the applicant is not employed at the time of application) and a minimum of two personal references. Other employment references for similar positions may also be checked as warranted.

## **INITIAL EMPLOYMENT PERIOD**

Every new employee goes through an initial period of adjustment in order to learn about CFS and about his/her job. During this time the employee will have an opportunity to find out if he/she is suited to, and likes, his/her new position.

Additionally, the initial employment period gives the employee's supervisor a reasonable period of time to evaluate his/her performance. The initial employment period is six months.

During this time employees will be required to attend specific training and to satisfactorily complete certification courses applicable to their employment position. Failure to attend scheduled training or to achieve certification may result in termination of employment. In addition, during the initial employment period employees shall be subject to discharge at any time if in the sole judgment of his/her supervisor the employee is not progressing or performing adequately.

At the end of the initial employment period, the employee and his/her supervisor will provide a work review to him/her. Provided his/her job performance is "satisfactory" at the end of the initial employment period, he/she will continue in our employment. Completion of the initial employment period affects an employee's eligibility for certain benefits as outlined in this handbook. It does not, however, alter the individual's employment status which remains, at all times, that of an employee at-will.

## **HOURS OF WORK**

The regular work week is forty (40) hours per week. Hours and days of work shall be assigned to meet the needs of the program the employee works in. Employees are responsible for recording their hours worked daily on time sheets or on the computer MITC software submitted on a bi-weekly basis.

The CFS mission is to provide services based on the specific needs of the service recipients and their families; therefore, services must be made available seven days a week and include early morning, late afternoon and evening hours. We will expect our staff to be flexible in accepting assignments at non-preferred hours.

Although we will try to provide each staff member with the maximum number of hours requested, it is not always possible to do so. Also, because of the way in which requests for services are made, it is possible that you may occasionally experience changes in assignments. The longer a staff member is with the agency, the greater the opportunity to increase the number of hours worked.

## **TIME RECORDS**

The attendance of all employees is recorded daily by each department and is submitted to the Payroll Department bi-weekly. Our attendance records are company records, and care must be exercised in recording the hours worked, overtime hours, and absences.

All employees must record the time they arrived/departed, each day, on our computerized MITC software. Each employee is responsible only for his/her own record keeping.

## **OVERTIME PAY**

Depending on Departmental work needs, employees will be expected to work overtime when requested to do so. Prior approval of a supervisor, however, is required before any employee works overtime. Without this approval, employees will be subject to disciplinary action if they work overtime.

Time and one-half will be paid to a non-exempt employee after the employee has worked forty (40) hours per week.

Each day, the time the employee starts and finishes work must be recorded on a time sheet. The employee's supervisor must approve his/her hours worked at the end of each week. An employee's supervisor must approve each overtime entry; employees will be subject to disciplinary action for failure to obtain approval of an overtime entry.

## **TRAVEL FOR NONEXEMPT EMPLOYEES**

The Center for Family Support nonexempt employees may occasionally be required to travel from various work sites during their work shift.

Employees in positions classified as nonexempt under the Fair Labor Standards Act are eligible for compensation for the time they spend traveling.

"Travel time" is defined as including the time the employee leaves the original CFS work site to the time the employee reaches his or her destination (next work site).

Travel between home and work is considered normal commuting time and is not eligible for compensation.

Any portion of authorized travel time that takes place within work hours on any day of the week, including Saturday and Sunday, is treated as work hours. Travel time within normal work hours will be paid at the employee's regular hourly rate and will be factored into overtime calculations.

## **COMPENSATION OF EXEMPT EMPLOYEES**

It is CFS's policy and practice to compensate employees accurately and in accordance with applicable state and federal laws. Employees classified as exempt are paid a pre-determined salary for any work week in which they perform work, regardless of the quality of their performance, or the number of hours worked during that work week. Under certain circumstances and in accordance with federal wage-hour regulations, deductions may be made from an exempt employee's salary (in addition to tax withholdings and other applicable payroll deductions). Employees are advised to check their pay stubs and are encouraged to report any mistakes to the Payroll Department.

### **Discretionary Compensation Adjustments**

Based on available funds and other considerations in the sole discretion of CFS, current employees in good standing may be granted a discretionary compensation adjustment or a one-time payment in lieu of a wage increase. The award of compensation adjustments are not guaranteed to be granted in any given year, or at any particular time, and are entirely within the sole discretion of CFS. In addition, unless expressly stated to the contrary, any such discretionary compensation adjustment shall not be considered part of the employee's base compensation.

Only regular (non-per diem) employees who are in active employment status on the payroll date when any discretionary compensation adjustment is scheduled to be paid are eligible to receive such adjustment. Employees who have given notice of their intention to resign or who have been placed on notice of termination are ineligible for consideration, even if still on CFS's payroll on the date when the discretionary compensation adjustment is scheduled to be paid to eligible employees.

### **Complaint Procedure**

Any exempt employee who believes that his/her salary is subject to impermissible deductions, or that a deduction has been taken improperly or in error, should report that concern to his/her supervisor and/or the Director of Human Resources. CFS will promptly investigate any such matter brought to its attention to determine whether there has been a violation of this policy. It is the obligation of all employees to cooperate in such an investigation. The agency prohibits retaliation, in any form, against any employee who makes a complaint under this policy or participates in CFS's investigation of such a complaint.

In the event that an investigation establishes that a violation of this policy has occurred, CFS will reimburse the employee for any improper deductions and will take all appropriate corrective action to ensure that such deductions or conduct does not occur again.

## **RULES OF EMPLOYEE CONDUCT**

CFS extends to you many advantages and privileges. These, in turn, impose definite responsibilities on you. The most important of these responsibilities is that your personal conduct be such that the well-being of our service recipients, the agency, and others is not violated. With this in mind we have developed the policies set forth in this handbook and a set of Rules of Employee Conduct for the benefit of us all. In the paragraph which follows, we have set forth a partial list of actions which, if taken, will be considered a violation of CFS's rules. If any of these actions is taken by you, or you otherwise act or fail to act in a manner which adversely impacts upon the program of quality services being rendered by CFS, it can result in disciplinary action up to and including suspension without pay (including, for both exempt and nonexempt employees, suspension for one or more full days for serious workplace misconduct), or dismissal.

1. Falsification of your employment application, other personnel records, or any Agency report or document.
2. Repeated failure to submit time sheets.
3. Improper use of work time, including extended rest periods, lengthy personal conversations, extended meal periods, sleeping, or attending to personal matters during work time.
4. Repeated or a pattern of tardiness or absence, or any absence without notification to your supervisor.
5. Lack of cooperation, including refusal to follow reasonable instructions or perform the work requested by a supervisor.
6. Violation of CFS's policies, including the policy against harassment and discrimination, the policy against retaliation for reporting violations of policies, laws and practices, the conflict of interest and confidentiality policies, the telephone usage policy, and the romantic relationships policy.
7. Failure to follow established Agency procedures.
8. Noncompliance with agency regulations regarding Infection Control precautions and TB screening.
9. Unauthorized disclosure of confidential Agency or service recipient information.
10. General incompetence or misconduct.
11. Poor work attitude.



12. Use of obscene language.
13. Improper attire. All employees are expected to dress neatly, cleanly, and in appropriate attire.
14. Borrowing or taking money or possessions from service recipients or their families.
15. Being discourteous or abusive to service recipients or members of their family or to other agency employees.
16. Creating or contributing to unhealthy, unsanitary or unsafe conditions in the service recipient's home.
17. Reporting to work under the influence or giving the appearance of being under the influence of alcohol or drugs, or consumption of alcohol or drugs on Agency premises, at the home of a service recipient, or while rendering a service for a service recipient outside of the service recipient's home.
18. Sale of drugs, alcohol or any controlled substance (including prescription medications) on Agency premises, at the home of a service recipient, or while rendering a service for a service recipient outside of the service recipient's home.
19. Destructive or dishonest acts, including abuse, waste, theft or willful damage of property of the Agency or a service recipient.
20. Commission of a crime on Agency premises, at the home of a service recipient, or while rendering a service for a service recipient outside of the service recipient's home.
21. Possession of firearms or dangerous instruments or substances on Agency premises, at the home of a service recipient, or while rendering a service for a service recipient outside of the service recipient's home.

### **CONFLICT OF INTEREST**

The Center for Family Support expects our employees to conduct business according to the highest ethical standards of conduct. Employees are expected to devote their best efforts to the interests of CFS'. Business dealings that appear to create or appear to create a conflict between the interests of CFS and an employee are unacceptable. We recognize the right of employees to engage in activities outside of their employment which are of a private nature and unrelated to our business. However, the employee must disclose any potential conflicts so that CFS may assess and prevent conflicts of interest from arising. A potential or actual conflict of interest occurs whenever an employee is in a position to influence a decision that may result in a personal gain for the employee or an immediate family member (i.e., spouse

or significant other, children, parents, siblings) as a result of the Center for Family Support's business dealings.

Although it is not possible to specify every action that might create a conflict of interest, this policy sets forth the ones that most frequently present problems. If an employee has any question whether an action or proposed course of conduct would create a conflict of interest, he or she should immediately contact the Human Resources Department to obtain advice on the issue. The purpose of this policy is to protect employees and the Agency from any conflict of interest that might arise. Refer to the Code of Conduct/Conflict of Interest Policy. This can be found on the CFS website and is part of the required annual refresher training also found on a link on our website.

### **OUTSIDE EMPLOYMENT**

Employees are required to obtain written approval from their supervisor before participating in outside work activities. Approval will be granted unless the activity conflicts with the Center for Family Support's interest. In general, outside work activities are not allowed when they:

- prevent the employee from fully performing work for which he or she is employed at CFS, including overtime assignments;
- involve organizations that are doing or seek to do business with CFS, including actual or potential vendors or customers; or
- violate provisions of law or CFS's policies or rules.

From time to time, CFS employees may be required to work beyond their normally scheduled hours. Employees must perform this work when requested. In cases of conflict with any outside employment, the employee's obligations to the Center for Family Support must be given priority.

### **FINANCIAL INTEREST IN OTHER BUSINESS**

An employee and his or her immediate family may not own or hold any significant interest in a supplier, customer or competitor of the Center for Family Support, except where such ownership or interest consists of securities in a publicly owned company and those securities are regularly traded on the open market.

### **ACCEPTANCE OF GIFTS**

No employee may solicit or accept gifts or other benefits from actual customers, service recipients or their families, suppliers or competitors. Special care must be taken to avoid even the impression of a conflict of interest.

## **WORK PRODUCT OWNERSHIP**

All CFS employees must be aware that CFS retains legal ownership of the product of their work. No work product created while a person is employed by CFS can be claimed, construed, or presented as property of the individual, even after employment by CFS has been terminated or the relevant project completed. This includes written and electronic documents, audio and video recordings, and also any concepts, ideas, or other intellectual property developed for CFS, regardless of whether the intellectual property is actually used by CFS. Although it is acceptable for an employee to display or discuss a portion or the whole of certain work product as an example in certain situations (e.g., on a resume, in a freelancer's meeting with a prospective service recipient), one must bear in mind that information classified as confidential must remain so even after the end of employment, and that supplying certain other entities with certain types of information may constitute a breach of confidentiality. In any event, it must always be made clear that work product is the sole and exclusive property of CFS. Freelancers and temporary employees must be particularly mindful of their confidentiality obligation in the course of any work they discuss doing, or actually do, for a competitor of CFS.

## **REPORTING POTENTIAL CONFLICTS**

An employee must promptly disclose actual or potential conflicts of interest, in writing, to his or her supervisor. Approval will not be given unless the relationship will not interfere with the employee's duties or will not damage the Center for Family Support's relationship.

## **CONFIDENTIAL NATURE OF WORK**

All our records and information relating to CFS or its service recipients are confidential, and employees must therefore treat all matters accordingly. No related information, including without limitation, documents, files, records, computer files or similar materials may be removed from our premises without permission from the Executive Director. Additionally, the contents of CFS's records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for a business purpose. All HIPAA policies regarding the privacy and security of service recipient's records that contain private/protected health information (PHI) must be followed. No information should be shared unless given permission by a supervisor or the HIPAA privacy officer. See HIPAA policies located on the CFS website and the annual refresher training also found via a link on our website.

## **OPEN DOOR POLICY**

It is recognized that a prompt and efficient method of settling disagreements is an indispensable feature of sound personnel relations. For any disagreement which may arise, the following procedures may be utilized.

1. There will be a conference between the employee and immediate supervisor regarding the matter in question.
2. If the matter is not satisfactorily resolved at Step 1, there shall be a conference between the staff member and the Program Director as soon as practicable, but not later than five (5) working days after the employee brings the matter to the Program Director's attention.
3. If the employee is not satisfied with the decision of the Program Director, he/she may, within five (5) working days after receipt of the decision, request a hearing with the Chief Operating Officer. The Chief Operating Officer will make a decision on the issue within five (5) working days after the meeting with the employee.
4. Within five (5) working days after receiving the decision of the Chief Operating Officer, the employee may submit a written appeal to the Executive Director who will respond within five (5) working days of receiving the written appeal. If the employee wishes to appeal the Executive Director's decision, a request for review may be filed with the Board of Directors. The Board will respond to the employee within five (5) working days. The decision of the Board will be final.

### **CORPORATE COMPLIANCE**

The Center For Family Support is committed to the prevention and detection of fraud, fiscal mismanagement and/or the misappropriation of funds as per the CFS Corporate Compliance Program and Plan. This Plan incorporates ongoing oversight and monitoring to ensure compliance with current local, State and Federal laws and guidelines.

One of these laws includes the False Claims Act (FCA). This is a Federal law that was enacted during the Civil War to combat fraud in government contractors, prohibits persons or businesses from improperly receiving governmental funding for goods or services, and from abusing or wasting governmental funds. The FCA was first updated in 1986 and was designed to prevent and detect fraud, waste, misuse and abuse in federal healthcare programs, including Medicaid and Medicare.

The revision of this law in 1986 holds an agency's management staff more accountable. By the nature of their responsibilities as management, the law says they either "knew" or "should have known" about fraudulent claims or false statements. There are very severe fines and penalties for submitting false claims.

A part of the FCA is the Deficit Reduction Act (DRA) of 2006. This Federal regulation places emphasis on fraud detection and protection. This law encourages individual states to enact "qui tam" or Whistleblower provisions for persons to report fraud or abuse.

In order to encourage individuals to come forward and report misconduct involving false claims, the State and Federal False Claims Act contains this “Qui Tam” (pronounced “*keep tom*”) or whistleblower provision. There is a protection under this law for the relator or whistleblower that prohibits retaliation against the person who reported. This is referred to as “whistleblower protection”. The False Claims Act prohibits discrimination against any employee for taking lawful actions under the False Claims Act. CFS has a procedure for reporting compliance concerns and strictly prohibits retaliation against an employee for raising a compliance concern in good faith.

This statute prohibits:

Submission of a false claim or making a false statement in order to secure payment for a false claim from the Government.

- Conspiring to defraud the United States by getting a false or fraudulent claim to be allowed or paid; and
- Submitting a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the government.

Therefore it is illegal to:

- Present a claim that the person knows or should know is false;
- Present a claim for services not provided as documented or claimed; (not provided or provided by an unqualified person);
- Upcode a bill (so that it is paid at a higher rate than that of service actually provided);
- Violate anti-kickback laws; should not solicit or offer payment for referrals of consumers;
- Contract or conduct business with someone excluded from a federal health care program (such as Medicaid); and
- Offer inducements (\$, Gifts) for referrals.

The Corporate Compliance Program emphasizes the prevention of wrongdoing, whether intentional or unintentional, the reporting and investigation of questionable activities and practices without retaliatory action against the reporting party and timely correction of any situation that could place the agency, its employees, funding sources or service recipients at risk.

As part of this effort, the CFS Corporate Compliance Officer, acting in concert with agency Quality Assurance / Compliance personnel, will conduct periodic reviews of service delivery documentation in comparison to billing documentation. Reviews will also include examination of personnel files, with an emphasis on employees possessing and having proper documentation of work experience and credentials to evidence that staff have the qualifications required for their position(s) at CFS.

In addition, a “whistleblower hotline” has been established to enable CFS personnel to confidentially and anonymously report, via telephone or computer, any concerns regarding the treatment of service recipients, internal accounting controls, practices or other auditing matters, compliance and ethical matters, or other employee concerns. This would include any suspected fraud, theft, embezzlement, bribery, kickbacks, conflicts of interest, misuse of assets or suspected regulatory, compliance, or ethics related issues, concerns or violations.

## **REFERENCE CHECKS**

All employment inquiries, written or oral, regarding a current or former CFS employee must be referred to the Human Resources Department.

Should an employee receive a request for a reference, written or oral, he/she should refer the request to the Human Resources Department for handling. No CFS employee may issue a reference letter to any current or former employee without the approval of the Human Resources Department.

Under no circumstances should any CFS employee release any employment information, in any form, about any current or former CFS employee.

In response to an outside request for information regarding a current or former CFS employee, the Human Resources Department will furnish or verify only an employee's name, dates of employment, job title and department. NO other information regarding any current or former CFS employee, or his/her employment with CFS, will be furnished unless required by law or the employee authorizes CFS to furnish such other information.

## **SMOKING POLICY**

In order to comply with New York City's Smoke-Free Air Act, The Center For Family Support has prohibited smoking throughout its workplace.

Any violation of or disputes arising under this policy should be reported immediately to your supervisor. Violation of this policy may result in appropriate corrective action, up to and including discharge. CFS will promptly investigate any disputes arising under this policy and in resolving disputes shall give priority to the health concerns of the employee desiring a smoke-free area.

Each employee is protected from retaliatory action or from being subjected to any adverse personnel action for exercising or attempting to exercise his/her rights under the smoking policy. Any employee who feels that he/she has been subject to retaliatory adverse personnel action for exercising or attempting to exercise any rights under this policy or under any applicable law or regulation concerning the subject matter of this policy shall inform the Program Director who will promptly investigate the complaint and provide for adequate redress where necessary.

## **ROMANTIC OR SEXUAL RELATIONSHIPS**

Consenting "romantic" or sexual relationships between a supervisor/manager and an employee may at some point lead to unhappy complications and significant difficulties for

all concerned — the employee, the supervisor/manager and the Center. Any such relationship may, therefore, be contrary to the best interests of the Center.

All employees are discouraged from entering into and should endeavor to refrain from dating or engaging in relationships of a “romantic” nature with a co-worker or supervisor. If a romantic or sexual relationship between a supervisor/manager and an employee should develop, the supervisor/manager must promptly disclose the existence of the relationship to the Head of Human Resources who will inform other managers with a need to know the existence of the relationship.

Because such relationships can cause various problems, including interference with the work operations or job performance, damage to employee morale and productivity and accusations of favoritism or disparity, CFS reserves the right to take action that it, in its discretion, deems appropriate. At a minimum, the employee and supervisor/manager will not thereafter be permitted to work together on the same matters (including matters pending at the time disclosure of the relationship is made), and the supervisor/manager must withdraw from participation in activities or decisions (including, but not limited to, hiring, evaluations, promotions, compensation, work assignments and discipline) that may reward or disadvantage any employee with whom the supervisor/manager has or has had such a relationship.

### **COMPLIANCE WITH NYC PREGNANCY ACCOMODATION**

Under the amendment to the NYCHRL, a woman who is pregnant or has given birth is entitled to reasonable accommodation due to the pregnancy, childbirth, or a related medical condition so that she can perform "the essential requisites of the job." It is unlawful for an employer to refuse to provide such reasonable accommodation when the employee's pregnancy, childbirth, or related medical condition is known, or should have been known, by the employer, unless the employer can prove that the accommodation would cause an “undue hardship in the conduct of the [employer's] business.”

### **FITNESS FOR DUTY POLICY AND PROCEDURE**

CFS is committed to providing a safe environment for all employees and service recipients. In order to provide a safe work environment, employees must arrive for duty with the ability to perform their job duties in a safe, secure, productive and effective manner, and remain able to do so throughout their shift. Employees who are not fit for duty may present a safety hazard to themselves, to other employees, and to the service recipients.

Employees are responsible for:

1. reporting for work fit for duty so they can safely perform their essential job functions;

2. complying with all CFS policies while on duty, including but not limited to Rules of Employee Conduct;
3. notifying their supervisors if they are unable to report fit for duty, or if they become unfit for duty during their shift; and,
4. notifying the supervisor when they observe a coworker who appears to be unfit for duty. If the supervisor's behavior is the concern, an employee must inform either the supervisor's direct supervisor or call the Human Resources Department.

Supervisors, are responsible for:

1. monitoring the attendance, performance, and behavior of the employees they supervise to ensure they are fit for duty; and
2. for following this policy's procedures when presented with circumstances or knowledge that indicates that an employee may be unfit for duty.

The supervisor who receives information that an employee may be unfit for duty, or through personal observation believes an employee to be unfit for duty, will observe and document the situation as soon as is practicable. By way of example, but not limitation, an employee may be deemed to be unfit for duty if a supervisor determines that the employee unable to perform his or her duties or responsibilities and/or to provide care safely and effectively, is engaged in inappropriate behavior that may diminish co-workers' or service recipients' confidence in the employee's ability to perform his or her job satisfactorily, or is engaged in behavior generally associated with intoxication, such as odor, dilated pupils, staggering, boisterous speech, drowsiness, etc.

An employee who appears to be ill may be removed from their shift for their safety and the safety of others. Subject to applicable law, the employee may not be allowed to return to work until they provide a fitness for duty certification from an appropriate licensed health care provider.

If the supervisor determines that the employee is acting in a manner in violation of CFS's Rules of Employee Conduct policy, the employee may be removed from their shift.

If an employee appears to be intoxicated or under the influence of alcohol or drugs in violation of CFS policies, or the supervisor has a reasonable suspicion of such, in addition being removed from their shift for their safety and the safety of others CFS reserves the right to require the employee to immediately undergo drug and/or alcohol testing.

The supervisor should contact their supervisor and the Human Resources Department immediately after removing an employee from duty for any reason.

Failure to comply with this policy, or to cooperate with a supervisor's direction under this policy and to ensure a safe working environment may result in disciplinary action, up to and possibly including termination of employment.



Nothing in this policy is intended to diminish CFS's commitment to employ and reasonably accommodate qualified disabled individuals. Employees who are removed from their shift when a supervisor determines that the employee is unfit for duty may use eligible sick leave, vacation or personal time. The employee may also qualify for unpaid leave of absence, such as FMLA leave.

### **HOLIDAYS**

The holiday schedule is based on July 1 - June 30 calendar year. The official schedule of days on which the holidays are observed will be published annually.

Due to the nature of the programs operated by CFS', some staff may be required to work on holidays. If you are required to work on a holiday, you will receive a premium rate for the holiday hours worked.

We provide eight (8) holidays during the calendar year. Each year a calendar will be published listing regular holidays and the number of floating holidays for full-time employees.

Full-time employees who work at least thirty (30) hours a week will receive holiday pay from the schedule of days published annually.

### **DISCRETIONARY DAYS**

Full-time employees earn seven (7) discretionary days per year which can be used for personal business. Employees are not eligible to take discretionary days until they have completed their first three months of employment. Discretionary days are accrued July 1st to June 30th every fiscal year. Prior years days, if not taken are lost as of July 1st of each new fiscal year.

### **VACATIONS**

#### **Vacation**

Employees begin to accrue vacation time from their date of employment but are not eligible to take vacation time until they have successfully completed the initial employment period (six months). Employees will not be permitted to take vacation time unless it has been accrued.

A written vacation request must be submitted to the supervisor at least two weeks prior to the intended starting date. Vacation requests will be granted based upon current workloads and overall needs of the agency.

The employee's hire date shall be considered the reference date for computing vacation time. All full-time salaried employees accrue vacation days at a rate based on their job title. Part-time employees accrue vacation days on a pro-rated basis (up to a total of 21 hours);

consistent with their job title and the number of hours they are regularly scheduled to work. Employees who work fewer than 21 hours per week are not eligible for paid vacation. Information regarding an individual's vacation accrual rate is provided to employees at their time of hire.

An employee may accrue up to 10 vacation days that can be carried over into the next year. Employees are not eligible for sick leave while on vacation.

Any employee in a position below Director Level will be eligible for a payout of excessive vacation days from year to year. Employees can carry over 10 days into the next year based on their anniversary date

Directors and above will be allowed to carry over an excess of 10 days for an additional 3 months each anniversary year.

Employees will not be paid for unused, accrued vacation upon termination of employment except where they resign with proper written notice as provided in the Termination of Employment policy.

No vacation time will accrue during a leave of absence, disability leave, or maternity leave

### **SICK LEAVE**

To keep the business running smoothly and efficiently, it is important that every employee be on the job on time regularly. For this reason, careful attention is given to promptness, absence record and overall dependability.

The Company recognizes, however, that an employee may occasionally need time off by reason of injury or illness as described below. As a result, this Sick Leave policy is designed to provide protection to employees against loss of income during unavoidable illness or injury.

**Full-time staff members.** (30 hours or more per week) accrue up to nine (9) paid days of sick leave per year from the date of employment. Sick leave only applies on days that the staff member is otherwise scheduled to work.

**Part-time/Per Diem staff members** are eligible to accrue up to 5 days of paid leave per calendar year. Part-time staff accrue paid sick leave at the rate of 1 hour for every 30 hours worked up to a maximum of 5 days of leave time.

To be eligible for sick leave the employee must have worked at least 80 hours in the calendar year. All staff members must be employed for at least three months prior to use of any sick leave.

Employees are entitled to use sick leave for absences from work due to: (i) the employee's mental or physical illness, injury or health condition, need for medical diagnosis, care or

treatment, or need for preventive medical care; (ii) care of a family member needing such medical diagnosis, care, treatment or preventive medical treatment; (iii) closure of the place of business due to a public health emergency (as declared by the commissioner of health and mental hygiene or the mayor) or to care for a child whose school or child care provider is closed due to a public health emergency. Family members include an employee's child (biological, adopted, foster or to whom the employee stands in loco parentis), spouse, domestic partner or parent (or who stands in loco parentis to the employee), or the child or parent of an employee's spouse or domestic partner.

Sick leave is intended as protection in the event of illness or other qualifying reasons for leave, and not as an entitlement to time off with pay. Agency management reserves the right to request proof of any claimed qualifying absences of greater than 3 consecutive days.

An absence because of illness should be reported to the supervisor by telephone two hours before the start of work on the first day of illness. The staff member is required to call in each day of absence and advise the Supervisor of the progress of recovery and the anticipated date of return to work. Failure to give notification of absence may result in disciplinary action. Each year, employees may bank unused sick days, up to a maximum bank of **40 days**. This sick leave bank may then be used in the event of a serious illness that requires an extended absence from work.

No employee will be entitled to payment for unused sick days, including upon separation from employment for any reason.

### **PAID FAMILY LEAVE**

New York State has proposed a Paid Family Leave (PFL) policy which will take effect for all employees working in New York State on January 1, 2018.

The plan will allow employees to take off for family medical issues and be paid for this time through a payroll deduction. The plan is funded by the employees throughout the State. Beginning on January 1<sup>st</sup>, 2018, employees that work more than 20 hours per week for the past 26 weeks or have worked 175 days in the past 12 months, will be eligible for the Paid Family Leave program.

Employees may be eligible to take up to 8 weeks of paid time off (at 50% of their weekly salary, with a state maximum).

In January 1<sup>st</sup>, 2019, the allowable time will increase to 10 weeks and in January 1<sup>st</sup>, 2020, the allowable time will increase to a maximum of 12 weeks. The plan is still being changed through the State and specific portions on how it is implemented are still under consideration.

"Family leave" shall mean any leave taken by an employee from work: (a) to participate in providing care, including physical or psychological care, for a family member of the employee made necessary by a serious health condition of the family member INCLUDING BEREAVEMENT UPON THE DEATH OF SUCH FAMILY MEMBER; or (b) to bond with the employee's child during the first twelve months after the child's birth, or the first twelve months after the placement of the child for adoption or foster care with the employee; or (c) because of any qualifying exigency as interpreted under the family and medical leave act, U.S.C.S S 2612(a)(1)(e) and 29 C.F.R. S.825.126(a)(1)-(8), arising out of the fact that the spouse, domestic partner, child, or parent of the employee is on active duty (or has been notified of an impending call or order to active duty) in the armed forces of the United States; OR (D) LEAVE TAKEN FOR THE PURPOSES OF BEREAVEMENT DUE TO THE DEATH OF A FAMILY MEMBER.

However, as of July 1<sup>st</sup>, 2017, the State has authorized employers to start deducting from employees pay checks, reimbursement for this plan. Employee contribution levels will be based on a percentage of the employee's wage, with a maximum contribution of 0.1265% of the employee's weekly wage (but not to exceed the NYSAWW or \$1305.92). This contribution starting with your paycheck you will receive on July 21, 2017. If you have any questions, please contact the HR department.

### **FAMILY AND MEDICAL LEAVE ACT POLICY**

The Family and Medical Leave Act (FMLA) provides eligible employees with up to 12 work weeks of unpaid leave for certain family and medical reasons during a 12 month period. During this leave, an eligible employee is entitled to continued group health plan coverage as if the employee had continued to work. At the conclusion of the leave, subject to some exceptions, an employee generally has a right to return to the same or to an equivalent position.

#### **ELIGIBILITY**

To be eligible for FMLA leave, an employee must have been employed by The Center for Family Support:

1. For at least 12 months (which need not be consecutive);
2. For at least 1250 hours during the 12 month period immediately preceding the commencement of the leave; and
3. At a worksite (a) with 50 or more employees; or (b) where 50 or more employees are located within 75 miles of the worksite.

#### **REASONS FOR FMLA LEAVE**

FMLA leave may be taken for any one, or for a combination of, the following reasons:

- ☐ the birth of the employee's child or to care for the newborn child;
- ☐ the placement of a child with the employee for adoption or foster care or to care for the newly placed child;
- ☐ to care for the employee's spouse, child or parent (but not in-law) with a serious health condition; and/or
- ☐ the employee's own serious health condition that makes the employee unable to perform one more of the essential functions of his or her job.

A "serious health condition" is an injury, illness, impairment, or physical or mental condition that involves inpatient care or continuing treatment by a health care provider.

## **HOW MUCH AND WHEN FMLA LEAVE MAY BE TAKEN**

### **The 12 Month Period**

An eligible employee is entitled to up to 12 work weeks of unpaid leave during a 12 month period for any FMLA qualifying reason(s). The 12 month period is a rolling 12-month period measured backward from the date an employee uses any FMLA leave.

### **Limitations on FMLA Leave**

Leave to care for a newborn or for a newly placed child must conclude within 12 months after the birth or placement of the child.

When both spouses are employed by CFS', they are together entitled to a combined total of 12 work weeks of FMLA leave within the designated 12 month period for the birth, adoption or foster care placement of a child with the employees, for aftercare of the newborn or newly placed child, and to care for a parent (but not in-law) with a serious health condition. Each spouse may be entitled to additional FMLA leave for other FMLA qualifying reasons (*i.e.*, the difference between the leave taken individually for any of the above reasons and 12 workweeks, but not more than a total of 12 workweeks per person).

For example, if each spouse took 6 weeks of leave to care for a newborn child, each could later use an additional 6 weeks due to his/her own serious health condition or to care for a child with a serious health condition.

### **Intermittent or Reduced Work Schedule Leave**

Where medically necessary, an employee may take leave intermittently (in separate blocks of time) or through a reduced work schedule (that reduces an employee's usual number of hours per work week or hours per workday). FMLA leave is not available on an intermittent or reduced work schedule for care of a newborn or newly placed child. Rather, this type of leave is only available because of an employee's own serious health condition, or to care for an employee's spouse, child or parent with a serious health condition.

If an employee takes leave intermittently or on a reduced work schedule basis, the employee must, when requested, attempt to schedule the leave so as not to unduly disrupt CFS's operations. When an employee takes intermittent or reduced work schedule leave for foreseeable planned medical treatment, CFS may temporarily transfer the employee to an alternative position with equivalent pay and benefits for which the employee is qualified and which better accommodates recurring periods of leave.

### **REQUESTS FOR FMLA LEAVE**

An employee should contact the Human Resources Department to request FMLA paperwork. The Human Resources Department will forward to the employee all necessary paperwork. Upon receipt of documentation, the Human Resources Department will contact the employee, their manager and director about the leave details.

When leave is foreseeable, the employee must provide the Center for Family Support with at least 30 days advance notice. If 30 days advance notice is not practicable or the timing of the leave is not foreseeable, the employee must provide CFS with notice of need for leave as soon as practicable (i.e. within 1 or 2 business days of learning of the need for the leave).

### **REQUIRED DOCUMENTATION**

A medical certification from a health care provider will be required to support a request for FMLA leave for the employee's or a family member's serious health condition. In addition, where leave is taken to care for a family member, CFS may require the employee to provide documentation or statement of family relationship (e.g., birth certificate or court document). Medical certification forms are available from the Human Resources Department.

If the Center for Family Support has reason to doubt the employee's initial certification, CFS may: (i) with the employee's permission have a designated health care provider contact the employee's health care provider in an effort to clarify or authenticate the initial certification; and/or (ii) require the employee to obtain a second opinion by an independent CFS'-designated provider at CFS's expense. If the initial and second certifications differ, CFS may, at its expense, require the employee to obtain a third, final and binding certification from a jointly selected health care provider.

During FMLA leave, CFS may request that the employee provide recertification of a serious health condition at intervals in accordance with the FMLA. In addition, during FMLA leave, the employee must provide CFS with periodic reports regarding the employee's status and intent to return to work. If the employee's anticipated return to work date changes and it becomes necessary for the employee to take more or less leave than originally anticipated, the employee must provide CFS with reasonable notice (i.e., within 2 business days) of the employee's changed circumstances and new return to work date. If the employee gives the Center for Family Support notice of the employee's intent not to return to work, the employee will be considered to have voluntarily resigned.

Before the employee returns to work from FMLA leave for the employee's own serious health condition, the employee may be required to submit a fitness for duty certification

from the employee's health care provider, with respect to the condition for which the leave was taken, stating that the employee is able to resume work.

FMLA leave or return to work may be delayed or denied if the appropriate documentation is not provided in a timely manner. Also, a failure to provide requested documentation of the reason for an absence from work may lead to termination of employment.

### **USE OF PAID AND UNPAID LEAVE**

FMLA provides eligible employees with up to 12 workweeks of unpaid leave. If an employee has accrued paid leave (e.g., vacation, sick leave, personal leave), however, the employee must use any qualifying paid leave first. "Qualifying paid leave" is leave that would otherwise be available to the employee for the purpose for which the FMLA leave is taken. The remainder of the 12 workweeks of leave, if any, will be unpaid FMLA leave. Any paid leave used for an FMLA qualifying reason will be charged against an employee's entitlement to FMLA leave. This includes leave for disability or workers' compensation injury/illness, provided that the leave meets FMLA requirements. The substitution of paid leave for unpaid leave does not extend the 12 workweek leave period.

### **DESIGNATION OF LEAVE**

The Center for Family Support will notify the employee that leave has been designated as FMLA leave. CFS may provisionally designate the employee's leave as FMLA leave if CFS has not received medical certification or has not otherwise been able to confirm that the employee's leave qualifies as FMLA leave. If the employee has not notified CFS of the reason for the leave, and the employee desires that leave be counted as FMLA leave, the employee must notify the Human Resources Department within 2 business days of the employee's return to work that the leave was for an FMLA reason.

### **MAINTENANCE OF HEALTH BENEFITS**

During FMLA leave an employee is entitled to continued group health plan coverage under the same conditions as if the employee had continued to work.

To the extent that an employee's FMLA leave is paid, the employee's portion of health insurance premiums will be deducted from the employee's salary. For the portion of FMLA leave that is unpaid, the employee's portion of health insurance premiums may be paid at the same time as if made by payroll deduction.

If the employee's payment of health insurance premiums is more than 30 days late, CFS may discontinue health insurance coverage upon notice to the employee.

## **RETURN FROM FMLA LEAVE**

Upon return from FMLA leave, the Center for Family Support will place the employee in the same position the employee held before the leave or an equivalent position with equivalent pay, benefits and other employment terms.

## **LIMITATIONS ON REINSTATEMENT**

An employee is entitled to reinstatement only if he/she would have continued to be employed had FMLA leave not been taken. Thus, an employee is not entitled to reinstatement if, because of a layoff, reduction in force or other reason, the employee would not be employed at the time job restoration is sought.

The Center for Family Support reserves the right to deny reinstatement to salaried, eligible employees who are among the highest paid 10 percent of CFS's employees employed within 75 miles of the worksite ("key employees") if such denial is necessary to prevent substantial and grievous economic injury to our operations.

## **FAILURE TO RETURN TO WORK FOLLOWING FMLA LEAVE**

If the employee does not return to work following the conclusion of FMLA leave, the employee will be considered to have voluntarily resigned. The Center for Family Support may recover health insurance premiums that CFS paid on behalf of the employee during any unpaid FMLA leave except that our share of such premiums may not be recovered if the employee fails to return to work because of the employee's or a family member's serious health condition or because of other circumstances beyond the employee's control. In such cases, we may require the employee to provide medical certification of the employee's or the family member's serious health condition.

## **ADDITIONAL INFORMATION**

For further information or clarification about FMLA leave, please contact the Human Resources Department.

## **Temporary Schedule Change Law**

The Temporary Schedule Law allows employees who work in the City of New York for up to two (2) temporary schedule changes per calendar year as needed for "personal events." A "temporary change" means an adjustment to an employee's usual schedule. Temporary changes can include short-term unpaid leave, paid time off, working remotely, or swapping or shifting work hours. The Temporary Schedule Law prohibits employers from retaliating against employees who request these temporary schedule changes.

Under the Temporary Schedule Law, each year employers are required to grant an employees' request for a schedule change on at least two (2) separate occasions, each



totaling a business day or on one (1) occasion for up to two (2) business days. Employees are not required to provide any supporting documentation nor are they subject to any minimum notice requirements.

Employees are also allowed to request additional changes to their schedules beyond the time afforded to them by the Temporary Schedule Law. While employers are not required to grant any additional request, they may not retaliate against employees for making such requests.

An employee is entitled to propose the type of temporary change that she desires, and employers must approve the proposal or offer leave without pay. Though employers may offer an employee the ability to use paid time off to meet her need for a schedule change, they are not required to do so. Moreover, employers are barred from requiring that a requesting employee use leave she earned under New York City's Paid Safe and Sick Leave Law.

An employee's request qualifies as a "personal event" if it is:

To provide care to a minor child or to a person living in the caregiver's household with a disability who relies on the caregiver for medical care or the needs of daily living;

- To attend a legal proceeding or hearing for subsistence benefits to which the employee, a family member or the employee's care recipient is a party; or
- Any reason that would qualify for leave under New York City's Paid Safe and Sick Leave Law.

The Temporary Schedule Law generally covers all employees working in New York City. However, the Temporary Schedule Law does not cover an employee if she:

Has been employed by the employer for fewer than 120 days; or Works fewer than 80 hours in the City in a calendar year;

## **LEAVE OF ABSENCE WITHOUT PAY**

Should a situation arise that is not covered by FMLA but temporarily prevents an employee from working, he/she may be eligible for a personal Leave of Absence without pay. However, employees must be employed for at least six months prior to the requested leave.

Any request for a leave of absence without pay must be submitted in writing and it is reviewed on a case-by-case basis by your supervisor/manager and the Program Director. The decision to approve or disapprove is based on the circumstances, the length of time requested, the employee's job performance and attendance and punctuality record, the reasons for the leave, the effect the employee's absence will have on the work in the department and the expectation that the employee will return to work when the leave expires.

Leaves of absence will be considered only after all vacation and personal time have been exhausted.

While on a personal unpaid leave of absence employee's medical coverage will end on the 1st day of the month following the start of such leave. Employees will have the opportunity of continuing their benefits for a maximum period of 18 months by paying the monthly premiums as required by COBRA legislation (see COBRA policy).

Unemployment Insurance benefits cannot be collected while on a leave of absence without pay.

During the calendar year that an employee takes a leave of absence without pay, vacation credit is not accrued while on leave. Accrued vacation and personal days must be used before a leave of absence without pay will be granted.

Due to the nature of our business The Center for Family Support cannot guarantee either that an employee's job will remain available or that a comparable position will exist when return from leave is sought. When an employee is ready to return from a leave of absence without pay, every effort will be made to reinstate the employee to his/her former position or to one with similar responsibilities.

If the position or a similar position is not available, the Company will search for a suitable position for 30 days from the date the leave was to officially end. The employee will not be paid for this time. If the employee has not been placed by the end of this period, he/she will be terminated.

An employee who returns to work following a leave will be considered as having continuous service. If an employee does not return from a leave of absence without pay, the termination date is the last day of the authorized leave period or the date the employee notifies his/her supervisor/manager he/she is not returning, whichever is sooner. Such employees may be considered for reemployment.

CFS reserves the right to deny requests for leave without pay subject to agency needs. An employee who takes a leave of absence for any purpose for a period in excess of 30 days can not be guaranteed that their position will be held open. During leave without pay, the employee does not accrue vacation or sick time.

### **OTHER ABSENCES**

**Personal Bereavement Leave:** In the event of death in the immediate family of a full-time employee, the employee may take up to five days of leave with pay. The term “immediate family” shall be limited to parent, parent-in-law, grandparent, spouse, domestic partner, child or sibling. An employee must have completed their six month initial orientation period to be eligible for such leave.

**Jury Duty:** A leave of absence for jury duty will be granted to any full-time or part-time employee who has been notified to serve. An employee on jury duty is expected to report to work any day he/she is excused from jury service.

Employees who have not yet completed three months of employment will be paid forty dollars per day for each of their first three days of jury service. Employees who have been regularly employed by CFS for at least three months will receive their full pay for up to two weeks of jury service, less any jury duty pay received from the court. Employees receiving salary continuation for jury service must sign over their jury duty checks to the agency.

Upon receipt of the notice to serve jury duty, the employee should immediately notify his/her supervisor. Upon the employee's return, the employee must notify Human Resources and must submit a signed Certificate of Jury Service indicating the number of days served.

If the jury duty falls at a time when the employee cannot be away from work, CFS may request that the court allow the employee to choose a more convenient time to serve if he/she makes a request in accordance with the court's procedures. The employee must cooperate with this request.

## **REIMBURSEMENTS RELATED TO EMPLOYMENT**

**Membership in Professional Organizations:** Employees are responsible for all fees related to their own professional licensure or individual membership in professional organizations or societies. Employees may be requested to serve as official representatives of CFS at organizations of which the agency is a member. In all cases, decisions regarding agency membership in professional organizations will be made by the Executive Director.

**Travel Per Diem:** Employees authorized to use their cars for agency business will be reimbursed for their business related mileage at the rate established by the Internal Revenue Service (IRS). The IRS mileage reimbursement rate is updated annually to reflect the cost of gas, repairs, depreciation and insurance. Toll charges and parking fees will be reimbursed upon submission of an expense voucher and receipts from the parking lot, garage, or toll booth. *No reimbursement will be made without a receipt.* Note that parking your vehicle at your regular CFS office, and the mileage from your home to the CFS work location, are commuting expenses, and per IRS regulations, are not reimbursable business expenses. Employees will be reimbursed by the agency for travel between the CFS office and service recipient's homes, authorized conference or other program sites. Employees submit an Expense Report or Travel Expenses and reimbursements will be included in the employee's paycheck

## **TUITION REIMBURSEMENT PROGRAM**

To encourage the professional and personal development of every CFS employee, the following policy establishes reimbursement for qualified educational expenses and successful completion of undergraduate, graduate and post-graduate courses in accredited colleges or universities.

All employees of CFS are eligible for educational assistance in accordance with this policy upon completion of one year of continuous employment prior to the time of course enrollment and provided that the employee is enrolled in courses which are part of a degree program. Employees must work a minimum of 16 hours per week.

Reimbursement is contingent upon the student earning a passing grade (C or better) that is accepted by the school for the credit or confirmation of satisfactory completion of the course from the school when a course is not graded.

*Employees interested in participating in this education assistance program must complete the Request for Employee Tuition Reimbursement Form prior to the commencement of any coursework for which the employee desires to be reimbursed.*

*CFS will reimburse employees for tuition, for all passing grades with a maximum amount to be determined by budgetary constraints per semester for undergraduate studies or for graduate and post-graduate studies. An employee will not receive tuition reimbursement if they terminate employment prior to completion of an approved course. There is a limited budget allocation for this cost item and tuition reimbursements will be made on a first come basis. Depending on amount of employees enrolling and budget restraints, not everyone will be reimbursed for tuition for classes.*

The employee should complete the Request for Tuition Reimbursement Form 14 days prior to each course the employee wants to take in conjunction with this program. When completed, the Request for Tuition Reimbursement Form is submitted to the Human Resource Department for review and approval.

Upon completion of the course, applicant must submit, within 45 days, legible copies of the following: (1) College/university invoice or statement indicating fees charged and the amount paid (the invoice must contain the school's name and address. and (2) College/university grade card/report indicating the applicant's name, quarter/semester, course name(s) and grade(s) for the term.

## **EMPLOYEE BENEFIT PROGRAMS**

The Center for Family Support has established a variety of employee benefit programs designed to assist you and your eligible dependents in meeting the financial burdens that can result from illness, disability and death, and to help you plan for retirement. This portion of the Employee Handbook contains a general description of the benefits to which you may be entitled as an employee. Please understand that this general explanation is not intended to and does not provide you with all the details of these benefits. Therefore, this Handbook does not change or otherwise interpret the terms of the official plan documents. Your rights can be determined only by referring to the full text of the official plan documents, which are available for your examination in the Human Resources Department. To the extent that any of the information contained in this Handbook is inconsistent with the official plan documents, the provisions of the official documents will govern in all cases.

Please note that nothing contained in the benefit plans described herein shall be held or construed to create a promise of future benefits or a binding contract between CFS and its employees, or their dependents, for benefits or for any other purpose. All employees shall remain subject to discharge or discipline to the same extent as if these plans had not been put into effect.

As in the past, CFS reserves the right, in its sole and absolute discretion, to amend, modify or terminate, in whole or in part, any or all of the provisions of the benefit plans described herein. Further CFS reserves the exclusive right, power, and authority, in its sole and

absolute discretion, to administer, apply and interpret the benefit plans described herein, and to decide all matters arising in connection with the operation or administration of such plans.

For more complete information regarding any of our benefit programs, please contact the Human Resources Department.

### **EMPLOYEE INSURANCE COVERAGE**

**Medical/Hospitalization/Life/Dental:** Full-time regular employees who work thirty-five (35) hours or more per week are eligible for health, life and dental insurance. This coverage is available after three months of employment. Benefits and conditions of these policies are contained in descriptive booklets which may be obtained in the CFS office. Whether or not there is a charge to the employee for coverage depends upon the plan chosen by the employee. The Human Resources Department can provide you with exact information on each plan. The existence and scope of charges is changed annually.

**Worker's Compensation:** All employees are covered by Worker's Compensation which provides benefits in case of on-the-job injury.

**Short-Term Disability Insurance:** All employees are covered for off-the-job short-term disability benefits. Short-term disability benefits provide temporary income to replace, in part, wages lost because of injury, illness, or pregnancy, which do not arise on the job.

**Long Term Disability:** All employees working 35 hours or more per week, after three months of employment, will be eligible to participate in our group long-term disability program. The Long Term Disability Program begins after the short-term disability ends. It provides the benefit for long-term disability covering up to 60% of earnings up to the maximum of \$5,000.00 per month.

**Pension Plan:** This plan is paid for fully by the agency. For additional information, contact the Human Resource Department.

**A Tax Deferred Annuity (TDA) (403b)** plan is available to all employees who elect to participate. The employee makes a voluntary deduction from each paycheck. For additional information contact the Human Resources Department.

### **GROUP HEALTH CONTINUATION COVERAGE "COBRA"**

The Consolidated Omnibus Budget Reconciliation Act ("COBRA") requires that most employers sponsoring group health plans offer employees and their families the opportunity for a temporary extension of health coverage (called "continuation coverage") at group rates in certain instances where coverage under the plan would otherwise end.

CFS employees who are currently covered by the Company's plan have the right to continue their current coverage at their expense in accordance with COBRA regulations if they terminate employment with us for any reason other than gross misconduct.

During the exit interview, covered employees are presented with a letter complete with the various rates and plans available to terminating employees. Employees and their covered dependents have 60 days in which to elect continuation coverage.

### **DIRECT DEPOSIT**

As a convenience for you, CFS can arrange to have your paycheck directly deposited into your bank checking account. Direct deposit can save you the time of having to go to the bank to deposit your check. If you wish to have your paycheck directly deposited into your account send a blank check to the office with the word "**VOID**" written across it. The check should have your name, the name and address of the branch of your bank and your account number on it. Direct deposit will commence approximately six weeks after we receive your check.

**Montauk Credit Union:** All employees are welcome to join Montauk Credit Union where a variety of services are available. Some of their services include checking, savings, loans, (personal, car, mortgage). You may contact our Human Resources Department for further details.

## **PERFORMANCE REVIEWS**

Employees are reviewed at the end of the six-month initial employment period and annually thereafter by their immediate supervisors. The performance review is to assist the employee to enhance and improve his/her professional skills and on-the-job performance. The supervisor will discuss the details of the review with the employee. The employee may prepare a written statement for the record in response to the performance review.

Employees who are promoted will have a performance review after six months in that position.

## **TRANSFERS AND PROMOTIONS**

The Center for Family Support encourages employees to assume higher-level positions or lateral transfers for which they qualify. Toward this end, CFS has a job posting program that offers employees the opportunity to apply for positions within the agency.

Generally, employees must be in their job for at least one year before applying for a change in position. In addition, employees must have a good performance, attendance and punctuality record.

Each employee requesting a transfer will be considered for the new position along with all other applicants. Each transfer is judged on an individual basis, depending on the needs of both departments involved. All final decisions regarding transfers will be made by Management.

Employees who wish to apply for a transfer should discuss it first with their supervisor/manager to determine if their skills fit the requirements of the desired job. Employees should also feel free to discuss their career aspirations with their supervisor/manager or the Human Resources Department at anytime.

Any employee fitting the basic criteria for the position should contact the Human Resources Department directly.



## **TERMINATION OF EMPLOYMENT**

Every CFS employee has the status of “employee-at-will,” meaning that no one has a contractual right, express or implied, to remain in the Center’s employ. CFS may terminate an employee’s employment, or an employee may terminate his/her employment, without cause, and with or without notice, at any time for any reason. No Center for Family Support employee or representative (except the Board of Directors) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above.

### **Resignation**

Employees are expected to give the Center advance notice of resignation, in writing, so that the Center can ensure a smooth transition of work and responsibilities. Employees are expected to give notice in conjunction with the amount of vacation time earned according to their job title. Accordingly, employees may need to give 1 week, 2 weeks, 3 weeks or 4 weeks, depending on their job title and vacation accrual.

CFS reserves the right, however, to accept an employee’s resignation effective immediately or at some point prior to the conclusion of the notice period.

Please note that vacation time may not be used during the notice period. Employees who resign without giving the required notice shall not be entitled to payment for any unused, accrued vacation time remaining at the time of resignation.

### **Involuntary Termination**

Involuntary termination may result from a variety of situations, including deficiencies in work performance, misconduct and/or a violation of CFS’s policies. If an employee does not meet CFS’s standards, the Center may, under appropriate circumstances, take corrective action other than immediate dismissal. The intent of corrective action is to formally document problems while providing the employee with a reasonable time within which to improve performance. The process is designed to encourage development by providing employees with guidance in areas that need improvement such as poor work performance, attendance problems, personal conduct, general compliance with the Center’s policies and procedures and/or other disciplinary problems. Corrective action may include a written warning that identifies areas requiring remediation, placement on probation for a specified time period, or suspension. Employment will be terminated if performance does not improve after a process of progressive corrective action, or if the employee is uncooperative or otherwise engages in conduct detrimental to the interests of the Center during a course of progressive corrective action.

An employee will be subject to immediate termination, without advance notice, for misconduct or policy violations, including (but not limited to): refusal to do work reasonably expected; wrongful use of or taking agency or service recipients’ property; service recipient neglect or abuse; possession of firearms or dangerous instruments or substances;

commission of a crime on agency or service recipient premises; conviction of a felony; reporting to work under the influence of alcohol or drugs or consumption of alcohol or drugs on agency or service recipient premises.

Employees will not be entitled to notice or pay for any unused, accrued vacation in the event of an involuntary termination of their employment.

### **INCLEMENT WEATHER**

As the Center for Family Support provides services to people who need us it is our policy to be open at all times. If weather conditions are unusually severe the offices or programs may have abbreviated schedules for that day. The Executive Director will make a decision as to whether or not conditions warrant an Inclement Weather day being declared. Unless the employee's work site is closed for the day, only employees who are demonstratively unable to report to work will be paid for the day.

### **EMPLOYEE REFERRAL BONUS**

We encourage employees to refer their friends to the Human Resources Department to apply for posted positions. All referred applicants must, of course, compete in an open recruitment and hiring process and must meet the qualifications required by the job for which they are applying.

If both the employee and the referred applicant continue to be employed by CFS for the following period (6 months), the employee who made the referral will receive a referral bonus of \$250.00.

### **TELEPHONE USAGE**

#### **Office Phones**

CFS's offices have a large volume of incoming and outgoing telephone calls. Telephone service is a significant program cost. For this reason, personal calls must be kept to an absolute minimum – only in the event of an emergency or critical need. When personal calls are necessary, please limit the length of these calls. Telephone books are readily available at the offices. Please use them to look up phone numbers as directory assistance is costly.

### **Personal Cellular Phones**

Employees are prohibited from using personal cell phones, beepers or other personal digital assistant devices ("PDAs") during working hours and must keep their PDAs off or on vibrate mode. Employees may use their PDAs during their break period.

Employees may not use the recording or photographic features on their PDAs on the work premises. PDAs with recording or photographic features are not permitted under any circumstances in locker rooms, rest rooms, dressing rooms or other locations where individuals would have a reasonable expectation of personal privacy.

### **CFS-Issued Cellular Phones**

CFS issues cell phones to many of its employees to be used for business purposes. Staff are subject to the following guidelines with regard to use of CFS-issued phones:

- a) Non-CFS-related calls are not permitted, except in the event of an emergency.
- b) Personal calls are to be limited to emergencies. Employees will be required to reimburse CFS for time charges resulting from personal use of CFS-issued cell phones.
- c) Cell phones are to be used solely by the individual to whom they are assigned, not friends or family members.
- d) Each user is responsible for safekeeping, care and custody of his/her CFS-issued cell phone.
- e) Camera phones are for photographing CFS incidents only.
- f) Cell phones are to be activated with appropriate ring tones  
While in the office, the ring volume should be lowered or put on vibrate mode.
- g) Employees are prohibited from charging personnel cell phones at the group home residences or service recipient's homes.

### **USE OF CELL PHONES WHILE DRIVING**

CFS is aware that many employees use cellular telephones and other wireless communication devices ("cell phones") in carrying out their daily duties and responsibilities. CFS is also aware of the potential distractions that may arise when cell phones are used by employees while operating a moving vehicle, such as a van, automobile or truck ("moving vehicle"). This policy applies to employee use of CFS-issued cell phones, as well as use of personal cell phones while traveling on CFS business or in a CFS-owned vehicle.

Employees are required to comply with state and local laws that limit use of a cell phone while operating a moving vehicle. Except in a bona fide emergency, no employee is to use a cell phone while operating a moving vehicle, unless the cell phone is equipped and used with a hands-free device. Consistent with current CFS driving policy, any DMV moving violation accrued as a result of an employee's failure to comply with this policy will be the employee's responsibility.

Even with a hands-free device, while operating a moving vehicle cell phone use should be kept to a minimum, conversations should be as brief as possible, and employees should refrain from making unnecessary calls.

Employees using cell phones should always remember not to discuss confidential issues with others present who do not have a “need-to-know” such information, and that cell phone “courtesy” should be practiced at all times, i.e., when others are present, don’t talk loud or in a manner which could be offensive to others.

### **SOLICITATIONS, DISTRIBUTIONS, AND USE OF BULLETIN BOARDS AND ELECTRONIC MAIL**

Employees may not solicit any other employee during work time, nor may employees distribute literature in work areas at any time. Under no circumstances may an employee disturb the work of others to solicit or distribute literature to them during their work time.

Persons not employed by The Center for Family Support may not solicit CFS employees for any purposes on Company premises.

**Bulletin Boards and Electronic Mail:** Bulletin boards and the electronic mail system maintained by CFS are to be used only for posting or distributing material of the following nature:

- ☐ notices regarding matters directly concerning Company business
- ☐ announcements of a business nature which are equally applicable and of interest to employees.

All material posted or distributed must have authorization from the Executive Director.

### **COMPUTER SYSTEMS POLICY**

The computer hardware, software, electronic mail, voice mail and other computer or electronic communication or data storage systems (“Computer Systems”) provided by the Center are the property of CFS'. Every CFS employee is responsible for using the Computer Systems properly and in accordance with this policy. **Employee use of the Center’s Computer Systems constitutes consent to all the terms and conditions of this policy.** Any questions about this policy should be addressed to the Human Resources Department.

#### **Use Limited to Business Purposes**

The Computer Systems have been provided by CFS for use in conducting Center business. All communications and information transmitted by, received from, or stored in these

systems are Center records and property of CFS. The Computer Systems are to be used for Center purposes only. Use of the Computer Systems for personal purposes is prohibited.

### **No Expectation of Privacy**

Employees have no reasonable expectation of personal privacy with respect to any matter stored in, created, received, or sent over the Computer Systems. The Center may monitor or review any and all aspects of its Computer Systems and all files, documents or other information contained or accessible through the Computer Systems for *any* reason and without the permission of any employee. This includes possible monitoring of web sites visited by employees, chat and news groups, e-mail, and blogs, as well as review of deleted files, metadata, and other electronic information stored on the Center's central back-up system or otherwise available as part of its data management. An employee does not have any greater right of privacy or otherwise diminish CFS's right of access by using passwords or other security measures on the Center's Computer Systems.

### **Professional Use of Computer Systems Required**

All the Center's policies with respect to workplace conduct apply equally to conduct with respect to its Computer Systems. This includes, but is by no means limited to, CFS's policies against discrimination and harassment, sexual or otherwise, its non-solicitation policy, and its policies against disclosure of trade secrets or other confidential or proprietary information of CFS or its customers. Employees may not use the Center's Computer Systems to download or copy copyrighted materials or another Company's trade secrets or confidential, proprietary information.

Creation, solicitation, posting or distribution of offensive e-mail messages, computer "wallpaper" and the like violate the Center's policies against harassment and discrimination. Although the Center may employ filters or other screening devices to block offensive, sexually explicit or inappropriate material, it generally is not possible to block out all such offensive content. Employees encountering or receiving this kind of material should immediately report the incident to their supervisor.

### **Be Courteous and Considerate of Others**

Employees are reminded to be courteous to other users of the system and always to conduct themselves in a professional manner. E-mails, in particular, are sometimes misdirected or forwarded and may be viewed by persons other than the intended recipient. Users should write e-mail communications with no less care, judgment and responsibility than they would use for letters or internal memoranda written on CFS letterhead. Employees are not authorized to retrieve or read any e-mail messages that are not sent to them, absent prior approval from CFS management. Finally, employees may not send unsolicited SPAM e-mail to persons with whom they do not have a prior relationship absent the express permission of their supervisor.

### **Preserve and Respect Confidentiality of Internal Electronic Data**

All information stored in the computer system or data files or word processing documents is to be treated as confidential information, of a proprietary nature to the Center. Only certain information printed out as a word processing document for purposes of public correspondence may be considered non-proprietary or non-confidential.

Libraries for filing word processing documents have been identified for individual use and for department use. Access to libraries not related to the performance of one's job assignment is viewed as inappropriate behavior. Such action is similar to going through another employee's desk drawers and files. Accordingly, such inappropriate behavior will be subject to appropriate discipline, up to and including dismissal.

### **Limitations on Internet Use**

Although CFS recognizes that the Internet may have useful applications to CFS's business, employees may not engage in random Internet use ("surfing the net", playing games, shopping, blogging or accessing or downloading entertainment software) during work time. CFS's Computer Systems may not be used to disseminate, view or store commercial or personal advertisements, solicitations, promotions, destructive code (e.g., viruses, Trojan horse programs, etc.) or any other unauthorized materials. Management approval is required before anyone can use the Center's Computer Systems to post any information on commercial on-line systems or the Internet. Any approved material that is posted should contain all proper copyright and trademark notices.

### **On-line Representations with Respect to the Center and Its Information**

Absent prior approval from CFS to act as an official representative of CFS, employees who make reference, on the Internet (including on a blog) to CFS, CFS employees, or service recipients or customers *must* include a disclaimer indicating that the thoughts and opinions expressed belong to the author and do not necessarily reflect those of The Center for Family Support.

Employees may not disclose trade secrets or other confidential or proprietary information of CFS or its customers through blogs and other Internet postings. Violation of any provision of these subparagraphs with regard to on-line representations (even if posted by the employee outside of work hours and through non-Center computer systems) is grounds for disciplinary action, up to and including termination.

### **Maintaining and Securing the Systems**

Users should routinely delete outdated or otherwise unnecessary e-mails, voice mails and computer files. These deletions will help keep the system running smoothly and effectively, as well as minimize maintenance costs.

To ensure security and to avoid the spread of viruses, employees accessing the Internet through a computer attached to the Center's network must do so through an approved Internet firewall. Accessing the Internet directly by modem is strictly prohibited unless the computer you are using is not connected to the Center's network.

In addition, files obtained from sources outside the Center, including disks brought from home; files downloaded from the Internet, news groups, bulletin boards, or other online services; files attached to e-mail; and files provided by customers or vendors may contain dangerous computer viruses that may damage the Center's computer network. Employees may not download or use these disks or files on the Computer Systems without first scanning the material with Center-approved virus checking software. If you suspect that a virus has been introduced into the Center's network, notify the IT Department immediately.

### **Violations of Policy**

Any employee who discovers misuse of any of the Computer Systems should immediately contact the IT Department. Violations of CFS's Computer Systems policy may result in disciplinary action up to and including discharge.

## **COMPUTER SYSTEMS POLICY ACKNOWLEDGMENT FORM**

I acknowledge that I have received a copy of CFS Center's Computer Systems Policy. I agree to read it thoroughly, and agree that if there is any provision I do not understand, I will seek clarification from the Human Resources Department.

I understand that my use of CFS's Computer Systems constitutes my consent to all the terms and conditions of that policy.

In particular, I understand that (1) the Computer Systems and all information transmitted by, received from, or stored in that system are the property of CFS', (2) the Computer Systems are to be used only for business purposes and not for personal purposes, and (3) I have no expectation of privacy in connection with the use of the Computer Systems or with the transmission, receipt, or storage of information in those Systems.

I agree not to use a code, access a file, or retrieve stored communications unless authorized. I acknowledge and consent to CFS's monitoring my use of the E-mail system and the Internet at any time at its discretion, including printing and reading all E-mails entering, leaving, or stored in the system.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_



### **ACKNOWLEDGMENTS**

I hereby acknowledge that I received and read The Center for Family Support's **Personnel Policies & Procedures Manual** describing CFS policies and procedures and my benefits as an employee of the Agency. I agree to follow the policies, procedures, and work and safety rules of The Center for Family Support.

I further acknowledge that I have been given an orientation to and understand the Agency's payroll system.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_