



Shasta
Historical
Society

Employee Handbook

Shasta Historical Society

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Employee Handbook

January 26, 2014

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Welcome!

Introduction

Welcome to Shasta Historical Society! As a member of the staff of Shasta Historical Society, hereinafter referred to throughout this handbook as “the Society” or “SHS” or “the Company”, you are an important member of a team effort. We hope you will find your employment to be rewarding, challenging, and productive. Because our success depends upon the dedication of our employees, we are highly selective in choosing new members of our team. We look to you and the other employees to contribute to the success of SHS.

Each employee of the Shasta Historical Society has the responsibility to know and understand the operation procedures and policies which govern his or her employment with the Society. This handbook summarizes the policies and practices in effect at the time of publication. This handbook supersedes all previously issued handbooks and any policy or benefit statements or memoranda that are inconsistent with the policies described here.

In selecting the Shasta Historical Society as your place of employment you have become part of a progressive organization serving the residents and community of Shasta County. Working together we can provide the people of Shasta County with the quality of service they are entitled to receive.

We welcome you and extend our best wishes for your personal and professional success.

Purpose and History

The mission statement of the Shasta Historical Society is “to collect, preserve, promote and communicate the history of Shasta County.” The Society is committed to the education and enrichment of the community through the vast collections housed in the facility. We are dedicated to making this information available to the public unless there is a federal law, a state statute, or a Society or an individual’s need to restrict such access.

The Shasta Historical Society was formed January 18, 1930, under the name of “Trails of ‘49”, with interest in pioneer history and in historical landmarks. The original purposes of the Shasta Historical Society were to obtain, preserve, and perpetuate the early history of Shasta and other counties of northern California and the pioneers thereof; to identify and preserve the places of historic and romantic interest. SHS became a non-profit 501(c)3 organization in 1951, whose vision and purpose is led by a group of volunteer Board of Directors (BOD).

Right to Revise

The Society reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy of at-will employment. However, any such changes will be in writing from the Executive Director and approved by the Board of Directors.

Any written changes to this handbook will be distributed to all employees so that employees will be aware of the new policies or procedures. No oral statements or representations can in any way alter the provisions of this handbook.

This handbook sets forth the entire agreement between you and the Society as to the duration of employment and the circumstances under which employment may be terminated. Nothing in this employee handbook or in any other personnel document creates or is intended to create a promise or representation of continued employment for any employee.

At-Will Employment

Shasta Historical Society personnel are employed on an at-will basis. Employment at-will may be terminated with or without cause and with or without notice at any time by the employee or the Society. Nothing in this handbook shall limit the right to terminate at-will employment. No employee of SHS has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment on other than at-will terms. Only the Board of Directors has the authority to make any such agreement, which is binding only if it is in writing.

Our Company Principles

Equal Employment Opportunity

SHS is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available persons in every job. Company policy prohibits unlawful discrimination based on race, color, creed, gender (including gender identity and gender expression), religion (all aspects of religious beliefs, observance or practice, including religious dress or grooming practices) marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition (including cancer or a record or history of cancer, and genetic characteristics), sex (including pregnancy, childbirth, breastfeeding or related medical condition), genetic information, sexual orientation, military and veteran status or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is **unlawful**.

SHS is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to **all** persons involved in Society operations and prohibits unlawful discrimination by any employee of SHS.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, SHS will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact the Executive Director and request such an accommodation. The individual with the disability should specify in writing what accommodation he or she needs to perform the job. The Company will engage in an interactive process with the employee to identify possible accommodations that will help the applicant or employee

perform the job. If the accommodation is reasonable and will not impose an undue hardship, SHS will make the accommodation.

If you believe you have been subjected to any form of unlawful discrimination, present your complaint to the Executive Director. If the complaint involves the Executive Director, or if the Executive Director is unavailable, take your complaint to the Board of Directors President or Executive Committee. You may be asked to submit your complaint in writing. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. The Society will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

If SHS determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. SHS will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management employees or your coworkers.

Unlawful Harassment

The Society is committed to providing a work environment free of harassment, disrespectful or other unprofessional conduct. Company policy prohibits conduct that is disrespectful, unprofessional as well as harassment based on sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin or ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military and veteran status or any other basis protected by federal, state or local law or ordinance or regulation. Company policy prohibits sexual harassment and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age, sexual orientation or any other basis protected by federal, state or local law or ordinance or regulation. **All such harassment is unlawful.** The Society's anti-harassment policy applies to all persons involved in the operation of SHS and prohibits unlawful harassment by any employee of SHS, including supervisors and managers, as well as vendors, customers, volunteers, independent contractors and any other persons. It also prohibits unlawful harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;

- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes any harassing conduct that is prohibited by state and/or federal law, or by company policy.

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy. For example, hostile acts toward an employee because of his/her gender can amount to sexual harassment, regardless of whether the treatment is motivated by any sexual desire.

If you believe that you have been unlawfully harassed, you should present your complaint to the Executive Director as soon as possible after the incident. If the complaint involves the Executive Director, or if the Executive Director is unavailable, take your complaint to the Board of Directors President or Executive Committee. You will be asked to provide details of the incident or incidents, names of individuals involved and names of any witnesses. It is best to communicate your complaint in writing. SHS will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

If the Society determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination. Executive Director and/or the BOD will advise all parties concerned of the results of the investigation. SHS will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

The Society encourages all employees to report any incidents of harassment forbidden by this policy **immediately** so that complaints can be quickly and fairly resolved. You also should be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. The nearest office is listed in the telephone book.

Open Door Policy and Grievance Procedure

Suggestions for improving SHS are always welcome. At some time, you may have a complaint or grievance, a suggestion, or a question about your job, your working conditions, or the treatment you are receiving. Your good-faith complaints, questions, and suggestions also are of concern to the Society.

Our goal is to handle most of these on an informal basis, by simply discussing your ideas, concerns, suggestions, and complaints with your supervisor or the Executive Director. They will work with you on resolution, or providing a solution or explanation.

If you do not feel satisfied or a concern persists, you should put your issue in writing and present it to the Executive Director and copy to the Board of Director President. This will prompt a more formal meeting and/or investigation to provide a solution or explanation. The Executive Director still will be handling the situation, but the BOD will be aware of the situation, and will be advised as to what the outcome is.

If the situation is one that involves the Executive Director, or you still do not feel satisfied, your issue should be presented in writing to the Executive Committee of the Board of Directors. This step is reserved for only critical issues involving concern of ethical, immoral or illegal conduct. The Executive Committee will investigate the situation thoroughly and take necessary actions, advising you of the outcome.

This procedure, which we believe is important for both you and the Society, cannot guarantee that every problem will be resolved to your satisfaction. However, the Society values your observations and you should feel free to raise issues of concern, in good faith, without the fear of retaliation. Your concerns will be handled as confidentially as possible; we ask you to also honor the confidentiality of the process and outcome as well.

Hiring and Employment

Introductory Period

The first 90 days of continuous employment at SHS is considered an introductory period. During this time you will learn your job responsibilities, performance expectations, get acquainted with fellow employees, and have the opportunity to determine whether or not you are happy with your job and the Society. Also, during this time, your supervisor will closely monitor your performance, provide you ongoing feedback, explaining expectations, and evaluate your potential as an employee and member of our team.

Upon completion of the introductory period, SHS will assess your performance. If the Society finds your performance satisfactory and decides to continue your employment, it will advise you of any improvements expected from you. At that time, you may express suggestions to improve the Society's efficiency and operations. In some cases, at the Society's discretion, an employee's introductory period may be extended beyond the initial 90 day period. Completion of the introductory period does not entitle you to remain employed by SHS for any definite period of time, or guarantee an increase in pay, but rather allows both you and the Society to evaluate whether or not you are right for the position.

Job Duties

During the introductory period, your supervisor will explain your job duties and responsibilities and the performance standards expected of you. Job responsibilities and work schedules may change at any time during your employment. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or the Society. Your cooperation and assistance in performing such additional work is expected.

Due to the nature of being non-profit, fundraising and related events are a critical part of the success of the Society. All staff is expected to regularly participate in certain fundraising or public relations events.

The Society reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities based on business needs.

Employee Classifications

Your position classification may determine your eligibility for overtime and other benefits. The Society uses the following classifications:

Introductory Employees: Employees newly hired and during their first ninety (90) days of employment are considered Introductory Employees. Certain benefits are not offered to Introductory employees as outlined in this handbook.

Regular Employees: Regular employees are those who are hired to work on a regular schedule. Regular employees may be full-time or part-time.

- **Full-Time Employees:** Regular full-time employees are those who are normally scheduled for and do work 40 hours per week.
- **Part-Time Employees:** Part-time employees are those who are normally scheduled for and do work fewer than 40 hours per week. Work schedules and hours per week may vary.

Temporary Employees: Temporary or seasonal employees are those employed for short-term assignments, to cover during someone's leave or for special projects. Short-term assignments generally are periods of six (6) months or fewer. Temporary employees are not eligible for employee benefits except those mandated by applicable law.

On-Call / As-Needed Employees: On-call, as-needed employees are those employed to be called in when workload demands, on a part-time or full-time schedule, to fill-in as needed, but are not on a regular work schedule. On-call as-needed employees are not eligible for employee benefits except those mandated by applicable law.

Exempt: The term exempt means the provisions of the Fair Labor Standards Act (FLSA) and/or state wage and hour law do not cover you. In general, if you are an exempt employee, you are paid for the job you perform not the hours you work, you are paid a salary, and you are not eligible for overtime pay.

Non-exempt: The term non-exempt means that you are covered by the wage and hour provisions of the FLSA and/or applicable state laws. These laws establish pay practice regulations for minimum wage, overtime, breaks and meal periods, among other specifics. In general, if you are a non-exempt employee, you are paid for the hours you work, and you are eligible for overtime.

Performance

Each employee will receive periodic performance feedback and/or assessments by his or her supervisor and/or the Executive Director, verbally and/or in writing. The purpose for performance feedback is to recognize good work and progress, communicate expectations, identify areas needing improvement, and help employees succeed in their position. The frequency of performance feedback, assessments or evaluations may vary depending upon length of service, job position, past performance, changes in job duties, or recurring performance problems.

Performance assessments or evaluations may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude, and your attitude toward others. You will be made aware of your progress, areas for improvement, and objectives or goals for future work performance. Favorable performance assessments or evaluations do not automatically imply increases in pay or promotions. Pay increases and promotions are solely within the discretion of the Society and depend upon many factors in addition to performance. After any written performance assessment, you will be required to sign simply to acknowledge that it has been presented to you, that you have discussed it with your supervisor, and that you are aware of its contents.

Performance concerns that continue will be handled as outlined in the *Discipline and Termination of Employment* section of this handbook.

Hours and Pay

Office Hours and Work Schedules

Society business office hours are Monday through Friday from 10 am to 4 pm. Business office hours may vary and variances will be announced - some regularly closed days we may open for special events, some regularly open days we may decide to close for business reasons. We will try to give as much advance notice as possible to accommodate personal schedules.

Employees will be assigned a specific work schedule by their supervisor or the Executive Director. Work schedules are subject to change to better accommodate business needs and workloads. To enable us to provide quality customer service and ensure timely delivery of services, you are expected to observe your assigned work schedules. Other than for temporary absences, such as vacations or other personal time off, any variance from these hours should be cleared with the Executive Director.

Employees may be required to attend certain planned special public events, including events in the evening or on weekends, to represent the Society. Employees will be appropriately paid for these required events. Employees attending but not requested to work or required are welcome as guests but will not be paid.

All employees are expected to be at their workstations at the start of their scheduled shifts, ready to work. It is the employee's responsibility to be aware of work schedule and adhere to it unless otherwise discussed with their supervisor. Continued disregard for schedule will be considered attendance issues and appropriate disciplinary actions will be imposed.

Flextime (varied days/hours) may be available in certain situations, but must be requested in writing and approved in advance by the Executive Director.

Alternative workweek schedules (i.e. 4-10's) may be available in certain work units to meet business needs and employee preferences. Your supervisor will inform you of these opportunities if they exist and specifics involved.

Payment of Wages

Paydays are bi-weekly every other Friday for the two (2) work weeks prior. The workweek for pay purposes begins at 12:01 a.m. Monday and ends at midnight on Sunday. If a regular payday falls on a weekend or holiday, generally employees will be paid on the prior business day. Any deviations will be announced by management.

Paychecks are normally distributed by 4:00 p.m. by the Executive Director. If you are not working on a payday, your pay check will be held at the office, unless otherwise requested.

SHS offers automatic payroll deposit for employees. You may begin and stop automatic payroll deposit at any time. To begin automatic payroll deposit, you must complete a form and return it to the office. You should carefully monitor your payroll deposit through your bank to ensure it is successful.

If you observe an error on your pay check, please report it immediately. Corrections will generally be made on the next pay check, unless otherwise agreed.

Timekeeping Requirements

All non-exempt employees are required to use the online web clock to record time worked on a time card for payroll purposes. Employees must clock in at the start and at the end of each work period, including for their unpaid meal period. Employees leaving the building for any reason other than approved work duties (i.e. personal appointments) will need to clock out for such time.

At the end of each bi-weekly pay period, timecards are to be completed and turned in by employee and are reviewed and approved by the Executive Director or other designated employee. Any handwritten marks or changes on the timecard must be initialed by the employee. Clocking in or out for another employee, altering another employee's timecard, allowing another employee to alter your timecard, is not permissible and is grounds for disciplinary action.

Any errors on your timecard should be reported immediately to your supervisor and difference in pay will generally be corrected on the next pay check, unless otherwise agreed.

Meal Periods and Rest Breaks

Non-exempt employees are to be provided with a minimum thirty (30) minute unpaid meal period. This meal period is to be taken approximately in the middle of the workday, but at least before the end of the 5th hour of work, unless six (6) hours will end their shift, in which case the employee can waive a meal period if mutually agreed to by employer. Employees

wishing to take a one (1) hour unpaid meal period should get approval by the Executive Director.

Non-exempt employees are allowed a 10-minute paid rest period for every four (4) hours of work or major portion thereof. Employees do not have to clock out for rest breaks.

Employees are expected to take their allowable meal periods and rest breaks. Employees may leave the premises during their meal period and must clock out for their meal period. Meal periods and rest breaks should not be combined to leave work early or, in the case of a rest break, to extend a meal period.

All meal and break periods should be taken, and if, due to unforeseen reasons, you are unable to take your breaks, you must notify your supervisor immediately. Employees who continually and unnecessarily neglect to take their rest breaks and meal periods without authorization, or who do not stay within time allowed, will be subject to disciplinary actions.

Overtime

Employees may be required to work overtime on occasion. The Society will attempt to distribute overtime evenly, request volunteers among staff to work required overtime, and accommodate individual schedules, but working overtime will be required when business needs demand. Continual inability to work requested overtime will lead to disciplinary action.

Only actual hours worked in a given workday or workweek can apply in calculating overtime. The Society provides compensation for all overtime hours worked by non-exempt employees in accordance with state and federal law as follows:

- All hours worked in excess of 8 hours in one workday or 40 hours in one workweek will be treated as overtime. A workday begins at 12:01 a.m. and ends at midnight 24 hours later. Workweeks begin each Monday at 12:01 a.m.;
- Compensation for hours in excess of 40 for the workweek, or in excess of 8 and not more than 12 for the workday, and for the first 8 hours on the seventh consecutive day of work in one workweek, shall be paid at a rate one and one-half (1.5) times the employee's regular rate of pay;
- Compensation for hours in excess of 12 in one workday and in excess of 8 on the seventh consecutive workday in a workweek shall be paid at double (2) the regular rate of pay; and

All overtime hours, not previously authorized or requested, must be authorized in advance by the Executive Directors. Working unnecessary overtime without approval from the Executive Director will result in disciplinary action.

Exempt employees may have to work hours beyond their normal schedules as work demands require. No overtime compensation will be paid to exempt employees.

Makeup Time

The Society allows the use of makeup time when non-exempt employees need time off to tend to personal obligations. Employees may request to take time off on one or more days and make-up the time on other days resulting in hours over 8 hours on those days in that work week. Note, makeup time is restricted to the work week.

Makeup time worked that is requested in advance and pre-approved by management is not subject to overtime rate of pay.

Makeup time requests must be submitted in advance in writing to your Executive Director. Requests will be considered for approval based on the legitimate business needs of the Society at the time the request is submitted. A separate written request is required for each occasion the employee requests makeup time.

All makeup time must be worked in the same workweek as the time taken off. The Society's seven-day workweek is Monday through Sunday. Employees may not work more than 11 hours in a day or 40 hours in a workweek as a result of making up time that was or would be lost due to a personal obligation.

If you take time off and are unable to work the scheduled makeup time for any reason, the hours missed will normally be unpaid. However, your supervisor may arrange with you another day to make up the time if possible, based on scheduling needs. If you work makeup time in advance of time you plan to take off, you must take that time off, even if you no longer need the time off for any reason.

An employee's use of makeup time is completely voluntary. The Society does not encourage, discourage, or solicit the use of makeup time. Makeup time may not always be approved, depending on business needs.

Payroll Deductions

SHS makes certain required payroll deductions to make payments to several state and federal programs on your behalf, including Social Security, State Disability/Paid Family Leave Insurance, Federal and State Income Tax. SHS will comply with legally required garnishments as required by law. Your prior authorization is required for all voluntary payroll deductions.

If you have any questions concerning your paycheck please contact your Executive Director.

Travel Time Pay

Time spent in home-to-work travel by an employee whether in personal vehicle or an employer-provided vehicle are *not* hours worked and therefore *not paid*.

Employees who are asked to run business errands, attend meetings, presentations, or training sessions will be paid for their time to and from these events. In addition, they would be eligible for mileage reimbursement as outlined in this handbook.

Employees traveling long distance on company business will also be compensated for their time spent in travel. Details will be discussed in advance with Executive Director.

Since time spent in long distance travel does not require the employee to employ his/her skills, a non-exempt employee's pay for long distance travel time may be at a rate of pay that is less than their normal rate of pay. Any overtime incurred on days where travel time pay rates were used would be calculated by using a weighted average of travel time rate and normal rate to arrive at overtime rate. SHS will notify employees when a special travel time pay rate will be used.

Call-In Pay

SHS will pay a minimum of two (2) hours of pay to employees who are required to report to work on a day other than their normally scheduled workday, unless part of a schedule exchange with another employee.

Reporting to Work Pay

SHS will pay employees for half of the regularly scheduled workday (minimum 2 and maximum 4 hours) if employees report to work as scheduled but no work is available.

SHS will not pay employees for reporting under the following circumstances:

- Interruption of work because of the failure of any or all public utilities; or
- Interruption of work because of natural causes or other circumstances beyond the SHS's power to control.

Pay for Mandatory Meetings/Training

SHS will pay employees for their attendance at meetings, lectures, and training programs under the following conditions:

- Attendance is mandatory;
- The meeting, course, or lecture is directly related to the employee's job; and
- The employee who is required to attend such meetings, lectures, or training programs will be notified of the necessity for such attendance by his or her supervisor;
- Employees who perform productive work during attendance at meetings, lectures or training programs will be compensated at their regular rate of pay;
- In some cases, non-exempt employees may be paid at less than their regular rate for time spent at meetings, lectures, and training programs if the employee does not perform any productive work during such attendance; and
- Any hours worked by non-exempt employee in excess of eight in a day or 40 in a week will be paid at the appropriate overtime rate at the hourly rate in effect at the time the overtime work is being performed.

Employees should discuss details and questions about pay during meetings and trainings with the Executive Director prior to each event.

Business Expenses

SHS reimburses employees for reasonable business expenses. Employees must receive pre-approval for all business expenses from the Executive Director. Employees who incur pre-approved business expenses must submit required receipts to the Executive Director for reimbursement. Maximum expense reimbursement for travel-related items will be based on the per diem and standard rates established by the IRS. Excessive and unauthorized expenses will not be reimbursed.

Mileage reimbursement for business use of personal vehicles should be pre-approved and will be reimbursed through payroll. Employee incurring mileage expense should keep record of miles driven and purpose and turn in to Executive Director for reimbursement.

Company Policies and Procedures

Business Conduct and Ethics

SHS will conduct its business honestly and ethically. We will constantly improve the quality of our services and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust and sound judgment.

The success or reputation of our organization is highly dependent upon the individual character, and commitment to excellence and customer service philosophy of each employee. In carrying out the mission of the Society, employees will cooperate and coordinate their efforts in a manner that will establish and maintain the highest possible standard of efficiency and conduct. Employees will cooperate with and assist all others involved in the successful operation of the Society in their efforts. No illegal or unethical conduct on the part of officers, managers, contractors, employees, volunteers or affiliates is in the Society's best interest. The Society will not compromise its principles for short-term advantage. The ethical performance of the Society is the sum of the ethics of the men and women who work here. Thus, we are all expected to adhere to high standards of personal integrity.

No employee may accept a gift or gratuity from any customer, vendor, supplier, or other person doing business with the Society without informing the Executive Director, to ensure proper treatment and appropriate follow up.

Conducting Personal Business

Employees are to conduct only the Society business while at work. Employees may not conduct personal business or business for another employer during their scheduled working hours. Personal matters that arise during the day should be handled during rest breaks and meal periods, and not be excessive. Violations of this policy may subject employee to appropriate disciplinary actions.

Confidentiality

Each employee is responsible for safeguarding the confidential information obtained during employment. In the course of your work, you may have access to confidential information

regarding the Society, its customers, suppliers, volunteers, donors, visitors, and fellow staff members. It is our policy to protect the confidentiality of all such information and we are committed to the practice of safeguarding the confidentiality of this information. You have a responsibility to prevent revealing or divulging any such information, directly or indirectly, or to use them in any way during employment or at any time thereafter, except as necessary for you to do so in the performance of your duties. Access to confidential information should be on a “need-to-know” basis and must be authorized by the Executive Director. Direct all requests for information about the Society, your job, co-workers, customers or the Society’s policies to your supervisor. Misuse or unauthorized disclosure of confidential information or any breach of this policy will not be tolerated and will result in disciplinary action, up to and including termination.

Discussion of salaries and wages amongst employees is inappropriate and prohibited; these questions should be directed to the Executive Director.

Conflicts of Interest

All employees must avoid situations involving actual or potential conflict of interest. A “conflict of interest” generally means a situation where the Society’s interests and an employee’s interest may differ. A potential conflict of interest may exist where, for example, the interests of the Society and the employee may differ, but the employee is presented with a decision or other arrangement from which the employee could personally benefit, and the question arises whether the employee’s interest could influence the decision. The Society relies on the integrity and good judgment of all employees and trusts them to observe ethical, professional and legal codes of good business practices in the conduct of SHS affairs. Employees must take care to avoid not only actual impropriety, but also the appearance of impropriety. Stated below are examples of a few situations that could result in a conflict of interest and which are forbidden by ethics or law.

Personal gain: Employees are prohibited from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.

Family Members: No member of the Board of Directors may be employed by the Society and no immediate family member of one of the Board of Directors may be hired by the Society.

Disclosure: Employees and members of the Board of Directors shall not accept gifts, salary, consulting fees, director’s or trustee’s fees, or any other payments, appointments, favors, services or other forms of remuneration for personal gain in any form whatsoever from any individual, agency, corporation, organization or individual having vendor, investor or familiar relationships with such persons which do business with SHS unless such remuneration is disclosed. No employee or member of the Board of Directors shall accept consulting fees, vendor contracts or employment from another individual, agency, corporation or organization which an employee or member of the Board of Directors of SHS has a financial interest without written approval by SHS. For employees, such approval shall be granted by the Executive Director. For the Executive Director and members of the Board, the Board as a whole shall grant such approval.

Political Activities: Employees will comply with the provisions of the Hatch Act, which limits the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds. No employee may engage in political activity during work time.

Lobbying: All grants received from federal and state sources, as well as most of the funding received from private foundations, prohibit SHS employees from lobbying during work time. Lobbying may only be done by employees authorized to do so by the Executive Director and shall keep accurate time and expense records as instructed.

Relationships Between Employees: Generally, if you are related or have an intimate personal relationship outside the workplace, you may not work in a direct supervisory relationship with each other or in circumstances where your working together may create a conflict of interest or other difficulties in supervision, security, safety or morale. A relative or intimate personal friend will be hired only if a position is available which does not involve such a situation. If you become related by marriage or from an intimate personal relationship, it is your responsibility to advise the Executive Director of this situation. The Society will evaluate the situation to determine whether a conflict of interests exists.

Customer Relations

All employees at SHS exist to serve our customers. Employees are expected to be polite, courteous, prompt, attentive and responsive to every customer. When an employee encounters an uncomfortable situation that he or she does not feel capable of handling, a supervisor or Executive Director should be called immediately.

Ours is a service organization and all of us must remember that the customer always comes first. Remember, while the customer is not always right, the customer is never wrong.

Customers are to be treated courteously and given proper attention at all times. Never regard a question or concern as an interruption or an annoyance. You must respond to inquiries, whether in person or by telephone, promptly and professionally.

To ensure prompt attention and avoid missed calls, all telephone calls should be picked up promptly. Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate person and make sure the call is received. All customer calls must be returned on the same day.

Through your conduct, show your desire to assist the customer in obtaining the help he or she needs. If you are unable to help a customer, find someone who can.

All correspondence and documents, whether to customers or others, must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.

Never argue with a customer. If a problem develops or if a customer remains dissatisfied, ask your supervisor or an Executive Director to intervene.

Dress Code and Personal Hygiene

Because each employee is a representative of the Society in the eyes of the public, each employee must report to work wearing appropriate clothing for their work and with good hygiene and grooming. Generally, the office atmosphere is business casual, however clothing should be consistent with the nature of the work to be performed and always be professional and conservative in nature.

- All clothing should be clean and without rips or holes.
- Tops must have thick straps (2 inches) or sleeves, must not expose your mid-section, excessive cleavage, or otherwise be provocative. Wear a sweater or over-shirt if in doubt. Undergarments must be worn.
- Shorts may be worn when weather permits, but no cut-offs are allowed, and appropriate length shorts are required (no shorter than 2 inches over knee).
- Avoid clothing or shoes that can create a safety hazard.
- Avoid perfume in the workplace for the courtesy of those sensitive to smells.
- Jeans are only acceptable on Fridays or when physical work will be conducted, but should be in good taste and condition, without holes, cutoffs, or excessively frayed edges.

When employees have appointments or other contact planned with the public, attire should be appropriate for the event. Employees who report to work inappropriately dressed or without hygiene may be asked to clock out and return in acceptable attire and/or hygiene.

This policy is not gender-specific and applies to all employees of the Society.

Drug and Alcohol Abuse

The Society is concerned about the use of alcohol, illegal drugs, or controlled substances as it affects the workplace. Use of these substances, whether on or off the job can detract from an employee's work performance, efficiency, safety, and health, and therefore seriously impair the employee's value to the Society. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees and exposes the Society to the risks of property loss or damage, or injury to other persons.

Manufacturing, distribution, dispensation, possession, or use of any illegal drug, alcohol, or controlled substance while on Society premises or on Society time is strictly prohibited. These activities constitute serious violations of Company rules. Employees in violation of the policy are subject to appropriate disciplinary action, up to and including dismissal. The Society also may bring the matter to the attention of appropriate law enforcement authorities. Additionally, the Society reserves the right to require an employee to undergo a medical evaluation under appropriate circumstances, as outlined in the next section.

In order to enforce this policy, the Society reserves the right to conduct searches of Company property or employees and/or their personal property, and to implement other measures necessary to deter and detect abuse of this policy, including drug and alcohol testing.

An employee's conviction on a charge of illegal sale or possession of any controlled substance while off Company property will not be tolerated because such conduct, even though off duty, reflects adversely on SHS. In addition, the Society must keep people who sell or possess controlled substances off Company premises in order to keep the controlled substances themselves off the premises.

The use of prescription drugs and/or over-the-counter drugs may affect an employee's job performance and may seriously impair the employee's value to the Society. Any employee who is using prescription or over-the-counter drugs that may impair the employee's ability to safely perform the job, or affect the safety or well-being of others, must notify a supervisor of such use immediately before starting or resuming work.

An employee reporting to work visibly impaired and unable to properly perform required duties will not be allowed to work and may be sent home or be subject to testing, depending on the circumstances. Management will follow procedures outlined in Drug Testing section below.

The Society encourages and may reasonably accommodate employees with alcohol or drug dependencies to seek treatment and/or rehabilitation. Employees desiring such assistance may request a treatment or rehabilitation leave from the Executive Director. Treatment or rehabilitation will be reasonably accommodated provided it does not cause undue hardship to SHS. The Society will not continue to employ any person whose performance of essential job duties is impaired because of drug or alcohol use, nor re-employ any person who has participated in treatment and/or rehabilitation if that person's job performance remains impaired as a result of dependency. Additionally, employees who are given the opportunity to seek treatment and/or rehabilitation, but fail to successfully overcome their dependency or problem, will not automatically be given a second opportunity to seek treatment and/or rehabilitation. This policy on treatment and rehabilitation is not intended to affect the Society's treatment of employees who violate the regulations described previously. Rather, rehabilitation is an option for an employee who acknowledges a chemical dependency and voluntarily seeks treatment to end that dependency.

Drug and Alcohol Testing

The Society is determined to eliminate the use of illegal drugs, alcohol, and controlled substances at our work sites. The purpose of this program is to improve job safety at all times. This program is designed solely for the benefit of our employees to provide reasonable safety on the job and protection from offending individuals. In addition, this program attempts to meet our responsibility to the public, whom we serve.

Drug and alcohol tests will be administered under the following conditions:

- When an employee shows signs of impairment on the job which causes reasonable suspicion of any substance abuse; or

- After any accident or occurrence or near miss which provides reasonable suspicion to believe the employee may be impaired;

Supervisor will seek the opinion of another staff person regarding the employee's status whenever possible. The supervisor should consult privately with the employee to get the employee's explanation. If, in the opinion of the supervisor, there is reasonable suspicion that the employee is impaired, the employee will be taken to a designated medical facility for testing. An impaired employee is not allowed to drive themselves. Employees required to submit to a test will be immediately placed on an unpaid leave of absence pending receipt of the test results. Employees who test negative will be paid for regular time lost from work, unless other concurrent disciplinary action is imposed.

Employees who refuse to submit to drug and alcohol testing will be terminated.

Employees who test or screen positive will be terminated.

Employee Communication

The Society believes open communication provides for the best work environment and will keep staff informed of important matters through regular communications and staff meetings. Management will provide employees with necessary communication and information pertaining to their work, schedules, and employment issues. Written documents will be provided when appropriate.

Employment and labor law related posters and notices are posted in the lunchroom.

Employees with questions regarding company notices or employment related information should contact the Executive Director.

Employee Property

For security reasons, employees should not leave personal belongings of value in the workplace. Personal items are subject to inspection and search, with or without notice, with or without the employee's prior consent.

Terminated employees should remove any personal items at the time they leave SHS. Employees on leaves of absence may also be asked to remove personal items from the workplace. Personal items left in the workplace are subject to disposal if not claimed at the time of an employee's termination.

Employee Records

The Society is required by law to keep current all employees' information including, full name, address, telephone number, marital status, W-4 deductions, dependents status, and person(s) to contact in case of emergency. Employees are responsible for notifying SHS in the event of a change of any employee record information by providing changes in writing to their supervisor.

Employment of Relatives

Relatives of employees are generally not eligible for employment with SHS if doing so could result in actual or potential problems in supervision, safety, security, confidentiality, or morale, or if doing so could create potential conflicts of interest. If present employees become involved or married or become related, causing problems such as those described above, only one employee will typically be retained. Employees are asked to try to work it out between themselves, however, if not, the Executive Director and/or BOD will make the decision as to which employee will stay with SHS, taking position, employment history and job performance into consideration.

Employer Property

Desks, phones, computers, tools, products, and equipment are Company property and must be maintained according to Company rules and regulations. They must be kept in working condition and are to be used only for work-related purposes. SHS reserves the right to inspect all Company property to ensure compliance with its rules and regulations, without notice to the employee and at any time, not necessarily in the employee's presence.

Employee theft will not be tolerated and any signs of theft will be grounds for immediate dismissal.

Company voice mail and/or electronic mail (e-mail) are intended for business purposes. Personal use of phones, computer and communication systems should be limited to employee breaks and meal periods and should be approved by management. SHS reserves the right to monitor voice mail messages and e-mail messages to ensure compliance with this rule, without notice to the employee and at any time, not necessarily in the employee's presence. Abuse of personal use of any employer property may subject employee to disciplinary actions.

SHS may periodically need to assign and/or change "passwords" and personal codes for certain systems (i.e. e-mail). SHS reserves the right to keep a record of all passwords and codes used and/or may be able to override any such password system.

Prior authorization must be obtained before any Company property may be removed from the premises.

Housekeeping

All employees are expected to keep their work areas clean and organized. Personal items at workstations should be limited and professional. Eating food at workstations is discouraged, and food should not be visible to customers and other visitors. Drinks at workstations should be in cups/containers with lids on them. When leaving at the end of each day be sure work space is tidy and your work is organized.

People using common areas such as break areas and restrooms are expected to keep them cleaned up after each use. At the end of each day, please clean up kitchen, put food away, and dispose of trash properly on Company premises.

Cleaning duties, including vacuuming, trash, kitchen area, and restrooms are rotated among staff members as agreed. Employees are expected to perform cleaning duties as part of their regular job duties.

Keys and Alarm System

Certain authorized employees will be issued keys to the building and will be provided the security alarm codes. These individuals are expected to open and close the building properly, and should not provide key and alarm codes to any other employees, unless authorized by the Executive Director or BOD President. Lost keys should be reported immediately.

Lactating Policy

The Society accommodates lactating employees by providing a reasonable amount of break time to any employee who desires to express breast milk for an infant child. The break time shall, if possible, run concurrently with any break time already provided to the employee. Any break time provided to express breast milk that does not run concurrently with break time already provided to the employee shall be unpaid.

We will make reasonable efforts to provide employees who need a lactation accommodation with the use of a room or other private and comfortable location. Employees with private offices will be required to use their offices to express breast milk.

Employees who desire lactation accommodations should contact their Executive Director to request accommodations.

Mail Procedures

The Society address, stationery, and postage are to be used for business purposes, not for personal mail. Employees wishing to use the Society shipping services for personal items must make arrangement ahead of time. Using shipping materials and postage for personal use without prior approval is the same as employee theft, and may subject employee to disciplinary actions up to immediate dismissal.

News Media Contacts

Employees may be approached for interviews or comments by the news media. All such media should be referred to the Executive Director or BOD President for information on the Society services or events relevant to the Society.

Off-Duty Conduct

While the Society does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with SHS's legitimate business interests and/or reputation. For this reason, employees are expected to conduct their personal affairs in a manner that does not adversely affect SHS or their own integrity, reputation or credibility. Illegal or immoral off-duty conduct by an employee that adversely affects SHS's legitimate business interests or the employee's ability to perform his or her job will not be tolerated.

While employed by SHS, employees are expected to devote their energies to their jobs with the Society. The following types of employment or involvement elsewhere are strictly prohibited:

- Additional employment or obligation that conflicts with an employee's work schedule, duties, and responsibilities at the Society;
- Additional employment or obligation that creates a conflict of interest or is incompatible with the employee's position with the Society;
- Additional employment or obligation that impairs or has a detrimental effect on the employee's work performance with the Society (not getting proper rest);
- Additional employment or obligation that requires the employee to conduct work or related activities on Company property during the employer's working hours or using Company facilities and/or equipment; and
- Additional employment or obligation that directly or indirectly competes with the business or the interests of the Society.

Employees who wish to engage in additional employment or volunteer work must notify the Executive Director explaining the details of the additional employment or involvement. If the additional employment or involvement is authorized, SHS assumes no responsibility for it. The Society shall not provide workers' compensation coverage or any other benefit for injuries occurring from or arising out of additional employment. Authorization to engage in additional employment or volunteer work can be revoked at any time.

Off-Duty Use of Facilities

Employees are prohibited from remaining on the Society premises or using property, facilities, equipment or tools for personal use while not on duty, unless previously authorized to do so by their supervisor or the Executive Director. Violations to this policy may subject employee to disciplinary actions.

Parking

To provide ample parking to the customers and visitors patronizing businesses in the area, employees should not park in the parking spots closest to the store fronts. Employees should use their best judgment, and may be asked to move vehicles if management deems necessary. The Society is not responsible for any loss or damage to employee vehicles or contents while parked on street or in parking lots.

Personal Cell Phones, PDAs, Smartphones

To avoid disruption of the work day, personal cell phones, PDAs, Smartphones, and other related equipment, should be turned off, put on silent, and preferably stored away from employee when working. Employees should only use devices during breaks and meal periods. This includes text messaging, emailing, games, Internet browsing, and social media use. *SHS will not tolerate employee use of Company time for personal cell phone use.* Excessive personal use of these devices during working hours will subject employee to disciplinary actions.

For privacy and security reasons, SHS prohibits the use of personal cell phones with cameras in certain areas of the workplace. Employees should not use camera phones in restroom areas, offices or any other areas designated as private or which maintain confidentiality. No pictures should be taken of Company property, employees or customers without consent and approval.

Personnel File and Privacy of Records

You have a right to inspect certain documents in your personnel file, as provided by law, in the presence of a Company representative at a mutually convenient time. Employees should make an appointment with the Executive Director to inspect their personnel file. No copies of documents in your file may be made, with the exception of documents that you have previously signed. You may add your comments to any disputed item in the file.

SHS will restrict disclosure of your personnel file to authorized individuals within SHS. Any request for information contained in personnel files must be directed to the Executive Director. Only the Executive Director or BOD President is authorized to release information about current or former employees. Disclosure of personnel information to outside sources will be limited. However, SHS will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations and as otherwise legally required.

Punctuality and Attendance

As an employee of the Society, you are expected to be punctual and regular in attendance. Any tardiness or absence causes problems for your fellow employees and your supervisor. When you are absent, your assigned work must be performed by others.

Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees also are expected to remain at work, performing their job duties, for their entire work schedule, except for meal periods or when required to leave on authorized Company business. Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided.

If you are unable to report for work on any particular day, you must reach your supervisor or Executive Director at work or by cell phone prior to the beginning of your shift. Do not leave absentee messages with the answering service or another employee, as we may have work related questions. If you do not call and do not arrive in time for your assigned shift, you will be considered tardy for that day. In all cases of absence or tardiness, employees must provide an honest reason or explanation. Employees also must inform their supervisor or Executive Director of the expected duration of any absence.

Excessive absenteeism or tardiness, whether excused or not, cannot not be tolerated. Generally, the Society considers three (3) absences or tardies in a month to be excessive. Employees will generally be put on disciplinary notice, and if unable to improve attendance as outlined by management, will be subject to termination.

Absences for illnesses and injuries of three (3) or more days may require a note from your physician verifying inability to work or restrictions, and estimated length. In addition,

employees that have been off for illness or injury are required to provide physician's note verifying ability to return to work (fit for duty), and any limitations or restrictions.

If you fail to report for work without any notification to your supervisor or other management and your absence continues for a period of three (3) days, the Society will consider that you have abandoned your employment and will process your separation as a voluntary quit.

Prohibited Conduct

The following conduct is prohibited and will not be tolerated by the Society. This list of prohibited conduct is illustrative only; other types of conduct that threaten security, confidentiality, personal safety, employee welfare and Company operations also may be prohibited.

- Falsifying employment records, employment information, or other Society records;
- Recording the work time of another employee or allowing any other employee to record your work time, or falsifying any time card, either your own or another employee's;
- Theft, or deliberate or careless damage or destruction of any Society property, or the property of any employee or customer;
- Removing or borrowing Society property without prior authorization;
- Unauthorized use of Society equipment, time, materials, or facilities;
- Altering, modifying, adding or deleting Society related data, collections, or other electronic records without proper authorization;
- Breaching confidentiality of donor, customer, employee or any confidential information;
- Provoking a fight or fighting during working hours or on Company property;
- Participating in horseplay or practical jokes on Company time or on Company premises;
- Carrying firearms or any other dangerous weapons on Company premises at any time;
- Engaging in criminal conduct whether or not related to job performance;
- Causing, creating, or participating in a disruption of any kind during working hours or on Company property;
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a supervisor, member of management or BOD, or the use of abusive or threatening language;
- Using abusive or hostile language and displaying hostility at any time on Society premises;
- Failing to notify a supervisor when unable to report to work;
- Unreported absence of three consecutive scheduled workdays (will be considered voluntary quit);
- Failing to obtain permission to leave work for any reason during normal working hours;
- Failing to observe working schedules, including rest and lunch periods;

- Failing to provide a physician's certificate when requested or required to do so;
- Malingering or sleeping on the job;
- Making or accepting excessive personal telephone calls, including cell phone calls and text messages, during working hours, except in cases of urgency;
- Working overtime without authorization or refusing to work assigned overtime or work outside regular schedule;
- Wearing disturbing, unprofessional or inappropriate styles of dress or hair while working;
- Violating any safety, health, security or policy, rule, or procedure;
- Committing a fraudulent act or a breach of trust under any circumstances; and
- Committing of or involvement in any act of unlawful harassment or discrimination of another individual.
- Any act of misconduct or any other action inconsistent with orderly, reasonable and common sense conduct necessary to the mutual welfare of the Society and its employees, volunteers, donors and customers;

The above list of prohibited conduct is illustrative only. Other types of conduct injurious to security, personal safety, employee welfare and the Society operations are also prohibited. All impermissible conduct will subject you to disciplinary action, up to and including termination of employment. This statement of prohibited conduct does not alter The Society's policy of at-will employment. Both you and the Society remain free to terminate the employment relationship at any time, with or without reason and with or without advance notice.

Smoking and Tobacco Use

Smoking and chewing tobacco is not allowed in the facility or anywhere near entrance or within sight of front entrance. Smoking and chewing tobacco use should be limited to designated work breaks only, and should be unnoticeable by our customers, volunteers, visitors and your co-workers - both visually and by scent. Neutralizing spray must be used and if the odor bothers others, employee will be asked to leave or otherwise take care of odor. Tobacco waste should be disposed of properly. Violation of this policy may subject employee to disciplinary actions.

Solicitation and Distribution of Literature

In order to ensure efficient operation of the Society's business and to prevent disruption to employees, we have established control of solicitations and distribution of non-business literature on Company property.

Employees who wish to solicit or promote support for any cause or organization must obtain approval from their supervisor and must do so during breaks and meal periods, not during working hours which disrupts employees.

Non-employees may not solicit or to distribute written material for any purpose on Company property without prior approval from the Executive Director.

Use of Company Phone

Use of Company phone lines for personal use should be limited to breaks and should be brief. No personal long distance calls should be charged to Company phone lines. Excessive use of the Society phone lines for personal use or personal charges for long distance calls will subject employee to disciplinary actions.

Use of Electronic Media

The Society uses various forms of electronic communication including, but not limited to computers, e-mail, telephones, Internet, cell phones, PDAs. All electronic communications, including all software, databases, hardware, and digital files, remain the sole property of The Society and are to be used only for Company business and not for any personal use.

Electronic communication and media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal, against Company policy, or not in the best interest of The Society.

Employees who misuse electronic communications and engage in defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions will be subject to discipline and/or immediate termination.

Employees may not install personal software on Company computer systems without prior approval from the management.

All electronic information created by any employee using any means of electronic communication is the property of the Society and remains the property of the Society. Personal passwords may be used for purposes of security, but the use of a personal password does not affect the Society's ownership of the electronic information. Employees setting up personal passwords must provide all passwords to the Executive Director for Master Password list.

The Society will override all personal passwords if necessary for any reason. Employees should not change passwords to any company communication system (computers, phones, etc.) without prior authorization and without notifying management of new passwords.

The Society reserves the right to access and review electronic files, messages, mail, and other digital archives, and to monitor the use of electronic communications as necessary to ensure that no misuse or violation of Company policy or any law occurs.

Employees are not permitted to access the electronic communications of other employees or third parties unless directed to do so by Company management.

No employee may install or use anonymous e-mail transmission programs or encryption of e-mail communications, except as specifically authorized by the Executive Director.

Employees who use devices on which information may be received and/or stored, including but not limited to cell phones, cordless phones, portable computers, fax machines, and voice mail communications are required to use these methods in strict compliance with the Confidentiality policy outlined in this handbook, and as the Society establishes. These communications tools should not be used for communicating confidential or sensitive information or any trade secrets. Any information about the Society, its products or services, or other types of information that will appear in the electronic media about the Society must be approved by the Executive Director before the information is placed on an electronic information resource that is accessible to others.

Access to the Internet, websites, and other types of Company-paid computer access are to be used for Company-related business, personal use must be approved by your manager and must only occur during your breaks and meal periods.

Questions about access to electronic communications or issues relating to security should be addressed to the Executive Director.

Electronic and Social Media

The Society does not condone the use of social media in the workplace for personal purposes. Social media is a set of Internet tools that aid in the facilitation of interaction between people online. Use of Internet based programs such as Facebook, Linked In, and Twitter (this is not meant to be an exhaustive list - if you have specific questions about which programs the Society deems to be social media, consult with your supervisor or the Executive Director) is a violation of Company policy and use of these programs either on Company owned property or on your personal property during work hours on the work premises can result in discipline up to and including termination.

Visitors to the Office

While friends and relatives may stop by the workplace to say hello during the work day or at lunch, they should not accompany you to work. When you have visitors in the workplace, please get prior authorization from management. We encourage you to be sensitive and help ensure that visitors are not placed at risk of any injury and that co-workers are not inconvenienced by their visit.

Due to privacy and confidentiality issues, visitors should not visit working areas where confidentiality is a concern, and should visit in the break areas, waiting room or other areas without confidential information present.

Benefits

Holidays

The Society observes the following holidays and the business office closes, and all employees, both part-time and full-time are eligible for holiday pay.

- New Year's Day

- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the Friday after
- Christmas Eve (1/2 day) and Christmas Day

When a holiday falls on a Saturday or Sunday, it is usually observed on the preceding Friday or the following Monday, accordingly. Holiday observances may vary from year to year, and will be announced in advance. There may be other 'holidays' the office will close due to business needs; in these cases employees may use vacation pay if they have it, otherwise it will be unpaid.

To receive holiday pay, the observed office holiday must fall on a day which the employee normally works. If they holiday falls on a regular day off, the employee does not get paid for the holiday. Employees on leave are not eligible or holiday pay.

Vacation

The Society recognizes the value of rest and relaxation and provides a paid vacation benefit. All employees, part-time and full-time, begin accruing vacation hours after 90-days of employment. Eligible employees will accrue ten (10) days of vacation per year (80 hours for full time), accrued per hour worked (.0385 per hour). Vacation hours are accrued based on regular hours paid, including regular hours worked, paid vacation, paid sick, paid holiday, but excluding overtime hours.

An employee may not use vacation hours before its accrual. Employees will not be paid for any vacation time in excess of accrued vacation. Vacation time accrued may be affected when an employee takes time off without pay).

Employees must submit vacation requests in writing to Executive Director and should receive approval prior to making vacation plans. Executive Director should request approval from the BOD President for vacation. Vacations shall be scheduled and approved to provide adequate coverage of job responsibilities and staffing requirements. While the Company will try to grant requested dates for vacation, we must reserve the right to determine whether an individual's vacation schedule must be changed due to operational needs. Employees taking time off that has not been approved and creates a hardship on the operations, are subject to disciplinary actions up to and including termination.

The Society encourages employees to take vacation annually; vacation time should be taken within the year or year following accrual. Earned vacation time can rollover from year to year up to a maximum of 1.5 times the annual accrual rate. When the maximum is reached, no further vacation is earned until some vacation is used.

Eligible employees whose employment terminates will be paid for any remaining, accrued, unused vacation.

Sick Leave

If an employee is ill or injured, or employee's dependents are ill or injured, and cannot report to work, they are responsible for notifying their supervisor or the Executive Director before their scheduled start time. Employee should also notify their supervisor daily before the end of their regular shift whether the employee plans to work the following day.

All employees are eligible to receive up to five (5) days of paid sick leave per year (40 hours for full time). Sick leave will accrue by hours worked at the rate of .01923 per hour. Employees may carry over sick leave up to a maximum of 10 days (80 hours for full time). Employees without sick leave or who run out, may use their vacation, or may otherwise eligible to receive income through State Disability Insurance (SDI), Paid Family Leave (PFL), covered by Workers' Compensation or some other available government program.

Absences for illnesses and injuries may require a note from your physician verifying inability to work or restrictions/limitations, and estimated length of time off. Employees are discouraged from coming to work ill or prior to an injury being healed. Employees that have been off for contagious illness or an injury are generally required to provide physician's note verifying ability to return to work (fit for duty), and any job related limitations or restrictions.

State Disability Insurance

Each employee contributes through payroll tax to California's state disability insurance programs. Disability insurance is mandated by the California Unemployment Insurance Code and administered by the Employment Development Department. Disability insurance is payable when you cannot work because of illness or injury not caused by employment at SHS. Specific rules and regulations governing disability are available from the Executive Director.

Paid Family Leave

Employees may be eligible for Paid Family Leave (PFL) replacement benefits through the Employment Development Department (EDD), which are funded through payroll deductions and coordinated through the EDD. PFL provides limited compensation for up to six (6) weeks after an unpaid, seven day wait period, when an employee needs to take leave to care for a parent, child, spouse, or domestic partner who is seriously ill, or for a working parent who wants time to bond with his or her newborn. The PFL program does not provide employees with a right to a leave of absence or job protection, therefore employer is NOT obligated to hold position open during PFL. It is limited to a state-mandated wage replacement benefit. More information is available from your local EDD office.

Unemployment Compensation

SHS contributes to the California Unemployment Insurance Fund on behalf of its employees. These funds are available to employees who find themselves out of work due to no fault of their own.

Social Security

Social Security is an important part of every employee's retirement benefit. SHS pays a matching contribution to each employee's Social Security taxes.

Workers' Compensation

In accordance with state law, SHS provides insurance coverage for employees in case of work-related injury. The workers' compensation benefits provided to injured employees may include medical care, cash benefits, tax free, to replace lost wage, assistance to help qualified injured employees return to suitable employment.

Continuation of health insurance benefits while an employee is out on work-related injury or illness is generally treated in the same manner as other employees out on non-work-related injury or illness and leaves of absence. See *Leaves of Absence* section for more details. The Society will follow all applicable laws.

Employee Training and Education

Some employees may need to attend training programs, classes, seminars, conferences, lectures, meetings, or other outside activities for the benefit of the Society or the individual employees. Attendance at such activities, whether required by the Society or requested by individual employees, requires the approval of the Executive Director and/or Board of Directors. To obtain approval, any employee wishing to attend an activity must submit a written request detailing all relevant information, including date, hours, location, cost, expenses, and the nature, purpose, and justification for attendance.

For attendance at events required or authorized by the Society, customary and reasonable expenses will be reimbursed upon submission of proper receipts. Reimbursement policies regarding these expenses should be discussed with the Executive Director in advance.

Employee attendance at authorized outside activities will be considered hours worked for non-exempt employees and will be compensated in accordance with normal payroll practices.

This policy does not apply to an employee's voluntary attendance, outside of normal working hours, at formal or informal educational sessions, even if such sessions generally may lead to improved job performance. While the Society generally encourages all employees to improve their knowledge, job skills, and promotional qualifications, such activities do not qualify for reimbursement or compensation under this policy unless prior written approval is obtained as described previously.

Leaves of Absence

SHS may grant leaves of absence to eligible employees in a variety of circumstances on a non-discriminatory basis. Leaves include those which are required by law and those which are company policy. Generally leaves of absence are unpaid, unless required otherwise by law. Employees generally must use any remaining paid vacation time as appropriate. Employee may also be eligible for benefits provided by the state or in the case of work related injury, workers

compensation. In all cases, the Society will follow federal and state laws as they apply. The types of leaves available include the following:

- Bereavement Leave
- Crime Victim Leave
- Jury and Witness Duty Leave
- Military Service Leave
- Medical Leave
- Personal Leave
- Pregnancy-Disability Leave
- School Appearance
- Time Off for Voting
- Volunteer Civil Service Leave
- Work-related Disability Leave

Eligibility/Duration of Leave: Eligibility for a leave of absence and the maximum duration available for a leave depends upon the reason for the leave and the applicable laws, as well as position held and business needs. Please refer to each specific type of leave outlined below.

Advance Request and Approval Required: All leaves of absence must be requested in advance in writing for all absences that are anticipated. The written request should state the purpose of the leave being requested and the anticipated length of leave. Approval will be as soon as administratively possible. If approved, the leave must be used for that purpose. Misrepresenting reasons for a leave may result in disciplinary action, including termination.

Performance Evaluations / Disciplinary Action: The Society may hold in abeyance or proceed with any counseling, performance evaluation or disciplinary action, including discharge that was contemplated prior to any employee's request for a leave of absence or for conduct or performance of the employee that comes to the Society's attention during the leave. If any action is held in abeyance during the leave of absence, the Society reserves the right to proceed with the action upon the employee's return. Requesting or receiving a leave of absence in no way relieves employees of their obligation while on the job to perform their job responsibilities capably and up to the Society standards and to observe all the Society policies, rules and procedures.

Return from Leave/Reinstatement: When you return from a leave of absence you will ordinarily be able to return to the same or a comparable position, unless the position has ceased to exist because of legitimate business reasons unrelated to your leave, you would have been terminated for reasons unrelated to the leave, or to keep your job open would have created an undue hardship on the Society. If your former position is unavailable when you are ready to return from an approved leave, every effort will be made to place you in a comparable position for which you are qualified if such a position exists and to do so would not create an undue hardship for the Society. The Society is not, however, required to create a position for you. Due to operational needs, there may be times when a position cannot be held open. Accordingly, it is not possible to guarantee reinstatement for employees taking leave, unless specifically required by law. Reinstatement rights will be reviewed on a case-by-case

basis and decisions will be made on a non-discriminatory basis, consistent with all applicable laws.

Fitness-for-Duty Certificate: When you return from a leave due to your own serious health condition or disability, you are required to provide written medical certification attesting that you are released to return to work, are able to perform the essential functions of your former job without endangering the health and safety of yourself or others, and listing any limitations or restrictions you may have.

Temporary Transfer: Employees who request a temporary transfer for medical and/or family reasons will be considered for that transfer if a position exists at the time the transfer is requested and the employee is qualified to perform the job. The employee will be paid in accordance with the responsibilities and duties of the temporary job.

Taking More Than The Approved Leave: It is not fair to our other employees when we keep jobs open indefinitely. Failure to return as scheduled from a leave ordinarily will be considered to be a voluntary separation from the the Society's employ, unless you have applied for and been approved for an extension to your leave prior to your leave expiration date.

Bereavement Leave

The Society will allow *unpaid* time off to employees in the event of the death of the employee's family member or close friend. An employee with such a death should notify their supervisor immediately to work out the details that are mutually agreeable.

Crime Victims Leave

An employee who is themselves a victim or who is the family member of a victim of a violent felony or serious felony may take time off from work under the following circumstances:

- The crime must be a violent or serious felony, as defined by law; and
- You must be the victim of a crime, or you must be an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim.

The absence from work must be in order to attend judicial proceedings related to a crime listed above. Before you are absent for such a reason, you must provide documentation of the scheduled proceeding. Such notice is typically given to the victim of the crime by a court or government agency setting the hearing, a district attorney or prosecuting attorney's office or a victim/witness office. If advance notice is not possible, you must provide appropriate documentation within a reasonable time after the absence. Any absence from work to attend judicial proceedings will be unpaid, unless you are eligible and choose to take paid time off.

Jury Duty and Witness Leave

The Society encourages employees to serve on jury duty when called and supports their appearance as a witness. Employees called to be a juror or witness will be granted *unpaid time off* to fulfill these obligations. You should notify your supervisor of the need for time off for jury duty or when you are called as a witness as soon as a notice or summons from the court is received. You may be requested to provide written verification from the court clerk of performance of jury service. If work time exists before or remains after any day of jury

selection, jury duty or appearance as a witness, you will be expected to work for the remainder of your work schedule.

Medical Leave of Absence

The Society may grant a medical leave of absence to employees at the discretion of the Society. Leaves are typically not approved for employees with less than 1 year of service, unless required by law. Duration of approved leaves may vary based on reason for leave request, job duties, ease of temporary replacement, business needs and hardship created. Generally, maximum leave granted is three (3) months for medical leave, unless otherwise required by law. Employee must use all paid vacation prior to taking unpaid medical leave. Employees may be eligible for State Disability Income (SDI) benefits through the state Employment Development Department (EDD) or the employers Workers Compensation Insurance carrier.

It is important to request any leave in writing as far in advance as possible, to keep in touch with the our supervisor regularly during your leave to provide an update on your status, and to give prompt notice if there is any change in your return date. If your leave expires and you have not contacted your supervisor, it will be assumed that you do not plan to return and that you have terminated your employment.

Upon return employee will be offered the same position held at the time leave began, if available. If former position is not available, a comparable position will be offered. If neither the same nor a comparable position is available, return to work will depend on job openings existing at the time of your scheduled return. The Society makes no guarantees of reinstatement, and return will depend on qualifications for existing openings. The Society will comply with all laws, including the Fair Employment Housing Act (FEHA) and Americans with Disabilities Act (ADA), in regards to qualifying disabilities and accommodations.

California workers' compensation laws govern work-related injuries and illnesses. California pregnancy disability laws govern leaves taken because of pregnancy, childbirth, and related medical conditions.

Military Leave

Employees who serve in the military and take military leave should contact management for information about their rights before and after such leave. You are entitled reinstatement upon completion of military service as outlined by the law, provided you return or apply for reinstatement within the time allowed by law. More details on these requirements can be found by reviewing the Uniformed Services Employment and Re-Employment Rights Act of 1994 (USERRA).

Personal Leave of Absence

The Society may grant a personal leave of absence to employees in certain circumstances. Leaves are typically not approved for employees with less than 1 year of service, unless required by law. Duration of approved leaves may vary based on reason for leave request, job duties, ease of temporary replacement, business needs and hardship created. Generally,

maximum personal leave granted is one (1) month for personal leave. Requests for leave should be limited to unusual circumstances. Personal leave is unpaid, however, employees must use all paid vacation time prior to unpaid time off. Employees with qualifying reasons may be eligible for Paid Family Leave (PFL) benefits through the state Employment Development Department (EDD).

It is important to request any leave in writing as far in advance as possible, to keep in touch with our supervisor regularly during your leave, and to give prompt notice if there is any change in your return date. If your leave expires and you have not contacted your supervisor, it will be assumed that you do not plan to return and that you have terminated your employment.

Upon return you will be offered the same position you held at the time your leave began, if available. If your former position is not available, a comparable position will be offered. If neither the same nor a comparable position is available, your return to work will depend on job openings existing at the time of your scheduled return. The Society makes no guarantees of reinstatement, and your return will depend on your qualifications for existing openings, unless otherwise required by law.

Pregnancy Disability Leave

When the Society employs 5 or more employees, this leave applies. Pregnancy, childbirth, or related medical conditions will be treated like any other disability, and an employee on leave will be eligible for temporary disability benefits in the same amount and degree as any other employee on leave.

Any female employee planning to take pregnancy disability leave should advise the Executive Directors and/or BOD President as early as possible. The individual should make an appointment with the appropriate staff to discuss the following issues:

- Employees who need to take pregnancy disability must inform the Society when a leave is expected to begin and how long it will likely last. If the need for a leave or transfer is foreseeable, employees must provide notification at least 30 days before the pregnancy disability leave or transfer is to begin. Employees must consult with the Executive Directors and/or BOD President regarding the scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of the Society. Any such scheduling is subject to the approval of the employee's health care provider;
- If 30 days' advance notice is not possible, notice must be given as soon as practical;
- Upon the request of an employee and recommendation of the employee's physician, the employee's work assignment may be changed if necessary to protect the health and safety of the employee and her child;
- Requests for transfers of job duties will be reasonably accommodated if the job and security rights of others are not breached;
- Temporary transfers due to health considerations will be granted when possible. However, the transferred employee will receive the pay that accompanies the job, as is the case with any other temporary transfer due to temporary health reasons;

- Pregnancy leave usually begins when ordered by the employee's physician. The employee must provide SHS with a certification from a health care provider. The certification indicating disability should contain:
 - The date on which the employee became disabled due to pregnancy;
 - The probable duration of the period or periods of disability; and
 - A statement that, due to the disability, the employee is unable to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy, or to other persons.
- Leave returns will be allowed only when the employee's physician sends a release;
- An employee may use up all paid vacation time during a pregnancy disability leave. These payments must be coordinated with any SDI payments employee is receiving from the EDD, so employee must notify management of any SDI payment when using vacation hours; and
- Duration of the leave will be determined by the advice of the employee's physician, but employees disabled by pregnancy may take up to four (4) months. The four months of leave includes any period of time for actual disability caused by the employee's pregnancy, childbirth, or related medical condition. This includes leave for severe morning sickness and for prenatal care.
- Leave does not need to be taken in one continuous period of time and may be taken intermittently, as mutually agreed to with management.
- Employer contributions to any supplemental health insurance programs will continue as if employed for up to 4 months, as required by law. Employees must still make their portion of insurance premium payments. Payments may be made through use of vacation, if any; otherwise payment should be made directly to the Society. Employees who do not make their portion of insurance premium payments are in jeopardy of losing coverage. Should the employee fail to return, all employer contributions will be recovered by employer.

Leave returns will be allowed upon physician's approval; typical disability periods after birth are six (6) weeks for vaginal delivery and eight (8) weeks for c-section. Under most circumstances, upon submission of a medical certification that an employee is able to return to work from a pregnancy disability leave, an employee will be reinstated to her same position held at the time the leave began or to an equivalent position, if available. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed.

School Activities or Appearances

If an employee who is the parent or guardian of a child facing suspension from school is summoned to the school to discuss the matter, the employee should alert his or her supervisor as soon as possible before leaving work. In agreement with California Labor Code Section 230.7, no discriminatory action will be taken against an employee who takes time off for this purpose.

While the Society is supportive of employee involvement in their children's school activities, too frequent of requests for time off can become a hardship for the business. With reasonable advance notice and when time off does not present staffing issues, employees may be granted time off for the purpose of participating in school activities of children.

Temporary Transfers

Employees who request a temporary transfer for medical reasons will be considered for that transfer if a position exists at the time the transfer is requested and the employee is qualified to perform the job. The employee will be paid in accordance with the responsibilities and duties of the temporary job.

Time Off for Voting

We encourage employees to vote. We also believe all employees have sufficient time outside working hours to vote as voting hours begin in early morning hours and extend into late evening hours. If due to unforeseen workload or personal situations, an employee does not have sufficient time outside of working hours to vote in an official state-sanctioned election, the employee may take off enough working time to vote. Such time off shall be taken at the beginning or the end of the regular working shift, whichever allows for more free time, and the time taken off shall be combined with the voting time available outside of working hours to a maximum of two hours combined.

Volunteer Civil Service Personnel

No employee shall be disciplined for taking time off to perform emergency duty as a peace officer, volunteer fire fighter, or emergency rescue personnel. If you are an official civil service volunteer, please alert your supervisor that you may have to take time off for emergency duty. Details will be discussed upon notification.

Work-Related Medical Leave

If you are disabled from work as a result of work-related injury or illness, you will be granted an unpaid leave. As with all disability leaves of absence, you may be required to regularly provide SHS with medical verification regarding the status of the disability, including the expected date of return to work and changes in your medical condition. The Society intends to comply with all laws that govern work-related injuries and illnesses.

You will be retained on work-related disability leave status until one of the following circumstances occurs:

- You are released to work with no restrictions;
- You are released to work with some restrictions and work is offered by the Society which is consistent with the restrictions;
- You are released to work with some restrictions and the Society is unable to offer you work which complies with your physician's work restrictions without creating an undue hardship on the Society; or

- You inform the Executive Director and/or BOD President of your intent not to return to work by either directly communicating that intention to her or by actions inconsistent with an intent to return, such as moving out of state or accepting other employment.
- Whether or not you will be returned to the same position, a comparable position or laid off will depend upon a number of factors, including but not limited to:
- Medical evidence establishes that you are permanently disabled from returning to usual duties;
- Your position is eliminated for reasons unrelated to your leave, or
- Your position has been filled in order to avoid undermining the Society's ability to operate efficiently.

In all cases, the Society intends to comply with all laws that relate to time off for work-related injuries or illnesses.

Safety and Health

Employee Safety

The Society is committed to the safety of each and every employee. There is no place at work for an employee who will not work safely or who will endanger the safety of his/her fellow workers. All employees are responsible for their own safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must be safety-conscious at all times. All employees will be responsible for the following:

- Performing all work in as safe a manner as possible, using common sense rules if no other safety rule is available.
- Thoroughly knowing and abiding by all safety rules and general safe work practices;
- Learning the fire rules, the location of fire alarm boxes, fire extinguishers, evacuation routes and meeting place, and your own duties in the case of fire;
- Reporting all work-related injuries or illnesses immediately to the Executive Director;
- Responding timely, honestly, cooperatively, and accurately to accident investigators regarding the details and circumstances surrounding any employee accident or injury;
- Encouraging your co-workers to work safely;
- Reporting unsafe practices and conditions immediately to the Executive Directors.

The Society believes that accidents and injuries are unnecessary and can be prevented. Prevention of injuries and illnesses is consistent with sound management practices, quality customer service and optimum employee relations. Employee injuries and illnesses result in lost work days, disability, pain and suffering, loss of earnings, and poor work quality.

In compliance with California law, and to assist us in achieving a safe environment, maximum productivity and quality service, The Society has established an *Illness and Injury Prevention*

Program (IIPP). In compliance with Proposition 65, The Society will inform employees of any known exposure to a chemical known to cause cancer or reproductive toxicity.

Work Related Injuries/Illnesses

Employees must report all work-related injuries or illnesses immediately to the Executive Director. To ensure that you receive any workers' compensation benefits to which you may be entitled, you will need to:

- Immediately report any work-related injury to the Executive Director, no later than the end of your shift;
- As necessary, seek first aid, medical treatment and follow-up care;
- Complete a written Employee's Claim Form (DWC Form 1) and return it to the Executive Director within one-day of incident;
- Provide SHS with any certification from the health care provider regarding any work restrictions, or the need for workers' compensation disability leave and estimated length of leave.

SHS supports an early-return-to-work policy in order to minimize serious disabilities due to on-the-job injuries and reduce the effects to our injured workers. SHS is concerned with time loss claims and whenever possible will offer modified work. Modified jobs will be identified after obtaining and examining the injured employee's physical limitations or restrictions. Modified might be the employee's regular job, modified by removing heavier tasks and reassigning these to other employees; a different regular job currently existing in the workplace; or a job which is specifically designed around the employee's restrictions. A modified job offer will be made only when the work is available and of benefit to The Society. The modified job, if offered, will end with the date the employee receives a regular release, and may be ended at any time if there is no longer a need for the modified work. Each case will be assessed individually, based on needs. Modified work may not be implemented in every time loss claim. Wages will not necessarily be the same as that of the regular job, but will comply with related laws. More details on early-return-to-work policy will be discussed as the issue arises.

Employees who are unable to return to modified work will be on a leave of absence until they obtain medical certification which allows them to return to modified or regular position. Workers compensation leaves of absence are treated in the same manner as any other medical leave of absence, as outlined in this handbook. Employees on workers compensation leave of absence must contact their supervisor weekly during leave to provide an update on disability status, and to give prompt notice if there is any change in return date. Employees who fail to return to work after the health care provider has released them, may be terminated for abandoning their position.

Upon submission of a medical certification that an employee is able to return to work after a workers' compensation leave, the employee under most circumstances will be reinstated to his or her same position held at the time the leave began, or to an equivalent position, if available. An employee returning from a workers' compensation leave has same right to reinstatement as if the employee had been continuously employed rather than on leave. For

example, if the employee on workers' compensation leave would have been laid off had he or she not gone on leave, or if the employee's position has been eliminated or filled in order to avoid undermining the Society's ability to operate safely and efficiently during the leave, and no equivalent or comparable positions are available, then the employee would not be entitled to reinstatement.

An employee's return depends on his or her qualifications for any existing openings. If, after returning from a workers' compensation disability leave, an employee is unable to perform the essential functions of his or her job because of a physical or mental disability, the Society's obligations to the employee may include reasonable accommodation, as governed by the Americans with Disabilities Act.

The law requires the Society to notify the workers' compensation insurance company of any concerns of false or fraudulent claims.

Medical Provider Network

The Society uses the designated Medical Provider Network (MPN) designated by their workers compensation carrier. The MPN is a diverse network of qualified physicians, specialists, and providers that specialize in the treatment of occupational injuries. Employees will be directed to use a provider on the MPN list, who will treat, or refer when necessary, initial injuries during the first 30-days of injury, unless employee has pre-designated their personal physician prior to the injury. Employee may select their own physician upon the expiration of the 30-day period, or if they have previously provided notice of a pre-designated physician to SHS.

Employees Who Drive on Business

Employees who are authorized to drive their own vehicles on Company business will be required to show proof of current valid driving license, driving record, and current insurance coverage before they drive on Society business.

Anyone driving on Company business must obey all traffic rules, drive courteously, and practice defensive driving techniques. Non-employees may not accompany employee during driving while conducting Company business.

Employees who are authorized to drive on Company business must notify the Society when their license is suspended or revoked.

Prohibited Use of Cell Phones While Driving

In the interest of the safety of our employees and other drivers, SHS employees should not use personal cell phones while driving on Company business and/or Company time without a hands-free device, and only in cases of urgency. If your job requires that you use your cell phone while you are driving, you must use a hands-free device and safely pull off the road before conducting Company business. SHS recommends pre-programming frequently used numbers into your phone rather than looking up numbers before dialing them. Under no circumstances should employees place phone calls without hands-free device while operating a motor vehicle while driving on Company business and/or Company time.

Writing, sending, or reading text-based communication - including text messaging, instant messaging, and e-mail - on a wireless device or cell phone while driving is also prohibited under this policy.

A person under the age of 18 years is prohibited from driving a motor vehicle while using a wireless telephone, even if equipped with a hands-free device, or while using a mobile service device. The prohibition would not apply to such a person using a wireless telephone or a mobile service device for emergency purposes.

Ergonomics and Repetitive Motion Injuries

The Society is committed to minimizing workplace repetitive motion injuries (RMI) through proper ergonomics. *Ergonomics* is the applied science of equipment design in the workplace intended to maximize productivity by reducing operator fatigue and discomfort, and minimize work-related RMIs. SHS will make necessary adjustments to reduce exposure to ergonomic hazards through modifications to equipment and processes and employee training, when necessary. SHS encourages safe and proper work procedures and requires all employees to follow safety instructions and guidelines. Employees with any workstation set-up issues or questions should discuss with the Executive Director.

Inclement Weather/Natural Disasters

In the event of severe weather or a natural disaster that prevents employees from safely traveling to and from work, the following leave policies will apply:

- **Inclement weather:** Conditions that excuse absence from work include snow, road closure, heavy rain, or severe flooding. If weather conditions prevent you from safely traveling to work, you must notify your supervisor or other management by phone, if telephone service is functional, or by any other available means.
- **Natural disasters:** In the event of a natural disaster such as earthquake, fire, or explosion the office will be closed if the building is damaged or highways leading to the office are damaged. For instructions on reporting to another location, contact the office immediately, if possible.

In general, time off for these reasons is unpaid unless paid vacation is used. The Society will announce any variation to this policy.

Recreational Activities and Programs

The Society or its insurer will not be liable for payment of workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee's work-related duties.

Security/Workplace Violence

The Society is concerned with maintaining a secure workplace. Employees should be aware of persons loitering for no apparent reason in lobby, parking areas, walkways, entrances and exits, and service areas. Report any suspicious persons or activities to management. Secure

your desk or office at the end of the day. When called away from your work area for an extended length of time, do not leave valuable and/or personal articles in or around your workstation that may be accessible. The security of facilities as well as the welfare of our employees depends upon the alertness and sensitivity of every individual to potential security risks. You should immediately notify your Executive Director when unknown persons are acting in a suspicious manner in or around the facilities.

Discipline and Termination of Employment

Discipline

Violation of SHS policies and rules may warrant disciplinary action. The Society typically approaches disciplinary actions utilizing a progression of verbal warnings - coaching and counseling, written warnings, suspension, and termination of employment. The disciplinary approach is not formal and SHS may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of. SHS's policy of discipline in no way limits or alters the at-will employment relationship.

Involuntary Termination

Your employment at SHS is on an at-will basis. The decision and right to terminate you or any other employee remains the sole discretion of SHS. It is impossible to list all the circumstances that might result in an involuntary termination, some specific examples are listed in the *Prohibited Conduct* section of this handbook. Any employee whose conduct, actions or performance violates or conflicts with the Society policies and rules may be terminated immediately and without warning.

Voluntary Termination

Voluntary termination results when an employee voluntarily resigns his or her employment at SHS, or fails to report to work for three consecutively scheduled workdays without notice to, or approval by, his or her supervisor. All Company-owned property must be returned immediately upon termination of employment.

Reductions in Force

Under some circumstances, SHS may need to restructure or reduce its workforce due to business needs and/or financial situations. If restructuring our operations or reducing the number of employees becomes necessary, SHS will attempt to provide advance notice, if possible, to help prepare affected individuals. If possible, employees subject to layoff will be informed of the nature of the layoff and the foreseeable duration of the layoff, whether short-term or indefinite.

In determining which employees will be subject to layoff, SHS will take into account, among other things, operation and requirements, the skill, productivity, ability, and past performance of those involved, and also, when feasible, the employee's length of service.

Employee Out-Processing

Your Executive Director and/or Executive Committee BOD members will schedule time with you upon termination - last day of employment - to arrange necessary out-processing, which will include:

- Return all Company property, including office keys, Company-issued credit cards, manuals, equipment, etc.
- Review benefit status details
- Receive final paycheck
- Acquire forwarding address changes
- Discuss any other questions or issues employee has

If employee is not available for out-processing, SHS will attempt to contact employee on final day of employment to come and pick up their pay check and process related paperwork. Final paychecks will be handled as outlined in *Final Pay Check* section. Any related separation paperwork will be sent to employee at the address of record if employee is not available to come in to the office.

Final Pay Check

The final pay for employees who resign with at least seventy-two (72) hours advance notice will be provided on their last day of employment. Employees who do not give such notice will receive their pay within seventy-two (72) hours of their resignation date. Employees who are involuntarily terminated, discharged or laid off, will be provided their final pay on their last day of employment.

Final pay will include all hours worked through last day of employment, unused vacation, less any normal administrative deductions. If there are any monies due employer by employee, deductions will be made from final pay check with employee authorization only.

If employee is unable to pick up a final pay check in person, SHS will hold the final pay check in the business office, unless employee requests employer to mail a final pay check.

Employee References

All requests for references must be directed to the Executive Directors or BOD Executive Committee. No other employee is authorized to release references for current or former employees.

By policy, the Society discloses only the dates of employment and the title of the last position held of former employees; as well as verify last wage rate.

Employee Handbook Acknowledgement

I have received my copy of *Shasta Historical Society Employee Handbook*. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the handbook.

I understand that except for employment at-will status, any and all policies or practices can be changed at any time by the Society. SHS reserves the right to change my hours, wages, and working conditions at any time. I understand and agree that other than the Executive Director or the Board of Directors President of SHS, no representative of the Society has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the Executive Director and/or the BOD President have the authority to make any such agreement and then only in writing, signed by the Executive Director and/or BOD President.

I understand and agree that nothing in the employee handbook creates or is intended to create a promise or representation of continued employment and that employment at SHS is employment at-will; employment may be terminated at the will of either SHS or me. My signature certifies that I understand that the foregoing agreement on at-will status is the sole and entire agreement between SHS and me concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings, and representations concerning my employment with SHS.

I also understand that this Handbook is the property of SHS and is intended solely for the use of its employees during their course of employment. Upon termination of employment, it is to be returned to the Executive Director. Any other use of the contents of this handbook without express written consent of SHS is strictly prohibited.

Employee's Signature: _____

Employee name: _____

Date: _____