

GOSHEN HELP DBA WYO HELP PERSONNEL POLICY

(Policy in Effect since 2018, reviewed and policy changes approved by the WyoHelp Board of Directors November 2023)

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Personnel Policies

Personnel Policy Statement

Performance Objective:

Goshen HELP is dedicated to the principle of providing a progressive and sound system of personnel administration. The purpose of this manual is to establish policies by which personnel activities shall be conducted.

Operational Procedures:

1. With the approval of the Board of Directors, the Executive Director is responsible for establishing personnel policies and procedures which will best implement these policies. This responsibility is accompanied by the authority to employ, promote, assign duties and responsibilities, reprimand, suspend, discharge, and reward employees in accordance with the guidelines set forth in the manual.
2. This manual may be amended by the Executive Director with the approval of the Board of Directors. However, the elected Board of Directors of Goshen HELP has and retains the right to revise, modify, amend, delete, or cancel these policies without notice at the sole discretion of the Board. The subject matter contained herein reflects the policy of Goshen HELP and does not constitute an employment contract.

P1. Volunteers and/or Employment Trainees

Performance Objective:

Goshen HELP desires to create a rewarding and valuable experience for all volunteers and employment trainees. All volunteers and employment trainees will be subject to all policies that speak directly to their positions or involvement with Goshen HELP.

Operational Procedures:

1. Volunteers subject to this Personnel Policy Manual are those who hold a designated title, have a job description, and volunteer on a regular and consistent basis.
2. Employment Trainees subject to this Personnel Policy Manual are those who hold a designated title, have a job description, and provide services to Goshen HELP on a regular and consistent basis. Employment Trainees must have an MOU on record from their supporting organization.

- a. The organization providing the employment trainee shall dictate and determine wages, benefits and all other determinations regarding wages and employment law. Goshen HELP will comply with those requirements as dictated by identified state and federal law.
- b. In all other regards the employment trainee will comply with Goshen HELP personnel policies as it pertains to the position they hold.

P2. File & Records System – Personnel File

Performance Objective:

To establish, on the date of appointment, an official personnel file, which includes a written description of the position and salary schedule, a statement indicating the employee has read and understands the personnel policies, background check information as applicable, an “At-Will Statement” and where applicable, a statement of bond. Outside of pay and all records relating to pay, volunteers acting as staff members will be required to comply with all Personnel Policies as if they are employees.

Operational Procedures:

1. All materials are filed on a timely basis using the existing system.
2. Files are labeled for easy reference.
3. At a minimum all personnel files include copies of:
 - a. I-9 and supporting documentation.
 - b. Personnel action forms including personal data (Hiring, training, discharge, promotions, etc.)
 - c. Signed “At Will Statement”, Personnel Policy Statement, Whistleblower statement, and any other required acknowledgments or statements.
 - d. Job Descriptions
 - e. Employment applications/resumes
 - f. W-4 form.
 - g. Benefits Applications (if applicable)
 - h. Yearly Driving Records (if applicable)
 - i. Employee Performance Evaluations
 - j. Physical screenings (if applicable)
 - k. Background Checks (if applicable)
 - l. Reference letters and checks as required.
 - m. State Licensing Documents
 - n. Educational Background Data
 - o. Professional Certifications

4. Files are kept confidential in filing cabinets in a locked room. Files are available only to the Fiscal Officer, Fiscal Assistant, Executive Director, the employee, the employee's supervisor, and the Goshen HELP Board of Directors.
5. Employees should immediately report to their supervisor any changes in name, address, or telephone number. Supervisors are responsible for reporting any changes in an employee's status such as demotions and promotions to their supervisor or human resources so changes can be made to the Personnel Action Form and the personnel file updated.

P3. Identification and Reporting of Abuse and Neglect

Performance Objective:

Goshen HELP reports abuse and neglect in accordance with the provisions of state law.

All individuals in Wyoming are mandatory reporters.

Operational Procedures:

Definitions:

1. **"A person responsible for child or person's welfare"** includes the child's parent, non-custodial parent, guardian, custodian, stepparent, foster parents, or other person, institution or agency having the physical custody or control of the person.
2. **"Abuse"** with respect to a person means inflicting or causing physical or mental injury, harm or imminent danger to the physical or mental health or welfare of a child other than by accidental means, including abandonment, excessive or unreasonable corporal punishment, malnutrition or substantial risk thereof by reason of intentional or unintentional neglect, and the commission or allowing the commission of a sexual offense against a person as defined by law
3. **"Mental Injury"** means an injury to the psychological capacity or emotional stability of a child as evidenced by an observable or substantial impairment in his ability to function within a normal range of performance and behavior with due regard to his culture.
4. **"Physical injury"** means death or any harm to a person, including but not limited to disfigurement, impairment of any bodily organ, skin bruising, bleeding, burns, fracture or any bone, subdural hematoma, or substantial malnutrition.
5. **"Substantial risk"** means a strong possibility as contrasted with a remote or insignificant possibility.
6. **"Imminent danger"** includes threatened harm and means a statement, overt act, condition, or status, which represents an immediate and substantial risk of sexual abuse or physical or mental injury.
7. **"Child"** means any person under the age of 18.

8. **“Child protective agency”** means the field or regional offices of the Department of Family Services.
9. **“Court proceedings”** means protective proceedings which have as their purpose the protection of the person through an adjudication of whether the person is abused or neglected, and the making of an appropriate order of disposition.
10. **“Institutional abuse and neglect”** means situations of abuse or neglect where a foster home or other public or private residential home, institution or agency is responsible for the person’s welfare.
11. **“Neglect”** with respect to a person means a failure or refusal by those responsible for the person’s welfare to provide adequate care, maintenance, supervision, education or medical, surgical or any other care necessary for the person’s well-being.
12. **“State agency”** means the State Department of Family Services.
13. **“Subject of the report”** means any person reported under these statutes, or the person’s agent, guardian or other person responsible for the person’s welfare.
14. **“Unfounded report”** means any report made pursuant to the reporting laws that is not supported by credible evidence.
15. **“Substantiated report”** means any report of child abuse or neglect made pursuant to the reporting laws that is determined upon investigation that credible evidence of the alleged abuse, neglect, exploitation, or abandonment exists.

Exceptions:

Treatment given in good faith by spiritual means alone, through prayer, by a duly accredited practitioner in accordance with the tenets and practices of a recognized church or religious denomination is not child neglect for that reason alone.

P4. Sexual Harassment and Other Unlawful Harassment is Prohibited

Performance Objectives:

Goshen HELP is committed to providing a work environment that is free from harassment. In keeping with this commitment, we maintain a strict policy prohibiting unlawful harassment on any basis protected by state or federal law.

Operational Procedures:

1. All employees/volunteers/employment trainees have the right to work in a discrimination-free environment. This policy applies to all employees, agents or vendors of the program who have contact with the employees during working hours. This policy prohibits harassment in any form, including sexual, verbal, physical and visual harassment.

2. *Definition of Harassment* – Sexual harassment as defined by law is any unwanted sexual advances, requests for sexual favors or visual, verbal, or physical conduct of a sexual nature when:
 - a. Submission to such conduct is made a term or condition of employment; or
 - b. Submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual; or
 - c. Such conduct has the purpose or effect of unreasonably interfering with an employee’s work performance or creating an intimidating, hostile or offensive working environment because of the persistent, severe, or pervasive nature of the conduct.
3. *Sexual Harassment* – The program prohibits sexual harassment in any form. It is a violation of both State and Federal laws. Examples of sexual harassment are:
 - a. *Written* – Suggestive or obscene letters, notes, or invitations,
 - b. *Verbal* – Derogatory comments, slurs, jokes, epithets,
 - c. *Physical* – Assault, touching, impeding, or blocking movement,
 - d. *Visual* – Leering, gestures, displaying of sexual suggestive objects or pictures, cartoons, or posters.
4. In addition to the examples outlined above, no supervisor shall threaten or insinuate, either explicitly or implicitly, that an employee’s willingness or refusal to submit to sexual advances will adversely affect the employee’s employment, evaluation, wages, advancement, assigned duties, or any other condition of employment or career development. Other sexually harassing conduct in the workplace, whether committed by supervisors or other no-supervisory personnel, is also prohibited. This includes making unsolicited written, verbal, physical and or visual contact with sexual overtones.
5. An employee who believes that he/she has been discriminated against or harassed should promptly report the facts of the incident and the names of the individuals involved to their supervisor and/or executive director who will investigate all claims and follow-up with the appropriate action. Disciplinary action will be taken swiftly up to and including termination in founded cases of unlawful harassment. If the executive director is the accused the employee will contact the President to the board.
6. **Employees reporting alleged harassment cannot be retaliated against.**

P5. Confidentiality

Performance Objective:

Efforts are made to ensure the security and confidentiality of personnel, children, and family files.

Operational Procedures:

1. Confidentiality is strictly enforced.
2. The confidentiality concerning information about a child, family or other staff members is closely observed.
3. Any employee, volunteer, employment trainee, or consultant who violates the “Confidentiality Policy” may be disciplined or removed from their position.
4. We ensure confidentiality by following these confidentiality procedures:
 - a. Files are kept under lock and key.
 - b. Only authorized staff members may access files.
 - c. Staff are trained in how to maintain confidentiality.
5. The sharing of information with community partners is done in accordance with our confidentiality Policy.

P6. Written Policies

Performance Objectives:

The program establishes and implements written personnel policies for staff that are approved by the Policy Committee and are made available to all grantee and delegate agency staff.

Operational Procedures:

1. The program establishes and implements these written personnel policies for staff that are approved by the Policy Committee and are made available to all staff.
2. The program’s personnel policies and subsequent changes to those policies, including standards of conduct, are developed with the Policy Committee, key management staff, and the governing body working in partnership.

P7. Attendance and Absenteeism

Performance Objective:

All employees, staff volunteers, and employment trainees are expected to be at their assigned location for every scheduled workday and to report to work on time. These

expectations are based on the realization that program quality requires good attendance and punctuality on the part of every staff member, and compliance with work schedules is vital to the maintenance of program activities on a continuous basis.

Operational Procedures:

1. *Definitions:*
 - a. Unscheduled Absences – Any absence that has not been pre-approved (i.e., a leave of absence is a pre-approved absence, as is a pre-approved vacation.)
 - b. When a staff member is unable to work due to illness or other personal problems, she/he must contact his/her supervisors at least **one hour** prior to the start of his/her shift.
 - c. Abuse of unscheduled absenteeism (including, among other issues, absenteeism without good cause, a failure to call-in in a timely manner, a pattern of absences immediately before or after holidays or weekends) will be cause for disciplinary action.
 - d. Should poor health be the cause of unscheduled absences, the possibility of medical leave should be considered. If personal problems are the cause, the employee should be encouraged to consult with the Employee Assistance Program.
 - e. A full-time or part time with benefits employee who calls in sick for a scheduled workday may use any available personal leave time for that day.
2. Punctuality Standards – An employee is considered excessively tardy when he or she reports to work late three or more times in a thirty-day period.
3. Unauthorized Absences
 - a. An employee, volunteer, or employment trainee who is absent from work without notification to the supervisor may be subject to disciplinary action.
 - b. When time off is taken after having been specifically denied by the supervisor, the employee will be subject to disciplinary action.
 - c. An incidence of “no call, no show” may result in immediate termination and will not be subject to progressive disciplinary action.
4. In situations that management deems appropriate, a request for a doctor’s certification of illness and return to work may be requested from the employee for any absence.

P8. Staff Positions

Performance Objective:

The program maintains updated job descriptions of each staff position, addressing as appropriate, roles and responsibilities, relevant qualifications, and salary ranges.

Operational Procedures:

1. Goshen HELP maintains adequate, up to date descriptions of each job position. 2. Job descriptions are reviewed by the Program Directors and Executive Director on an as needed basis.
3. Proposed changes to job descriptions must be submitted to the Board of Directors and the Policy Committee for approval.

P9. Staff Recruitment and Selection Procedure

Performance Objective:

Goshen HELP fills vacancies with the most qualified candidates while providing equal employment opportunities to all.

Operational Procedures:

STAFF RECRUITMENT

1. As positions become vacant, an announcement will be prepared. The announcement will include the title, a description of duties and qualifications, the salary range, and how an applicant should apply. Current Goshen HELP employees, volunteers, and employment trainees will be given first consideration for any position vacancy for which they are qualified. Outside circulation of the vacancy may then be made.
2. All applications for employment will be accepted and interviews shall be arranged at the discretion of the supervisor. Resumes will be kept on file for one year for possible future employment.
3. Announcement of job opening is made through any combination of the following methods as determined by the Executive Director or Program Director.
 - a. Classified advertisement in selected area newspaper(s)
 - b. Flyers posted on site and/or posted in the community
 - c. Announcement in the program social media avenues
 - d. Program representation at a job fair
 - e. Public announcement over radio or through web sites.

SELECTION PROCEDURES

1. It is the policy of the organization to employ only capable personnel who are responsible and of good character. Every consideration shall be given to providing employment opportunities to low-income people and persons with disabilities. The organization will make certain that its recruiting procedures offer adequate opportunity for the hiring and advancement of persons served by Goshen HELP programs.
2. Recent conviction of a serious crime shall be considered strong evidence of

unfitness for professional, fiscal, and supervisory personnel. Conviction of any violent crime shall prohibit hiring for any position requiring direct client contact.

3. No individual may be employed who has been convicted by federal, state, or local court of inciting, promoting or carrying on a riot or any group activity resulting in damage to property or injury to persons. Membership in any organization whose objectives include overthrow of the government of the United States by violence and force is inconsistent with employment in our programs.
4. No person who serves as a voting member of the governing body may be employed by Goshen HELP.
5. No person shall be employed as a reward for the support or defeat of any political party or candidate for office, nor may any employee engage in partisan political activity, in his/her official capacity as a Goshen HELP employee or representative.
6. Goshen HELP reserves the rights to all information relevant to business affairs of the Employer and ownership of any ideas, inventions, improvements, or written materials produced during employment with Goshen HELP. Employees will agree to such rights at the time of employment.
7. Before an employee is hired, a verification of personal and employment references is conducted. Candidates for employment should submit their references with their resume or application.

STAFF SELECTION

1. The Board of Directors has the responsibility for selecting the Executive Director. The Executive Director will select administrative staff, area administrators and program directors. The director of each program has the responsibility for selecting all other professional and non-professional employees, volunteers, and employment trainees.
2. Employee personnel records and applications for employment will be reviewed by the Executive Director (or a delegate) to identify individuals meeting the qualifications of the vacant positions. All applications and personnel records selected during the screening process will be forwarded to the people responsible for final selection.
3. If an outside applicant is selected, the applicant's prospective supervisor will verify the applicant's previous employment and shall gather such other information as is necessary to verify the background of the prospective employee.
4. When an agency employee is selected, the Executive Director will consult with the employee's supervisor to confirm that the employee's performance has been satisfactory. The Executive Director (or a delegate) will then notify the employee of the selection and determine the date that the new responsibilities will be assumed.
5. Unsuccessful candidates will be notified that they were not selected.
6. All applicants receive a written response to their job application from the program.

P10. Change of Contact Information

Performance Objective:

All employees are required to advise the program of any change in name, address, or telephone number.

Operational Procedures:

1. Employees must file any name, address, or telephone number changes in writing, and forward it to Human Resources.
2. This information will be filed in the employee's personnel file.

P11. Termination of Employment

Performance Objective:

This termination policy is designed to be equitable and to ensure consistent practices for all separation procedures.

Operational Procedures:

1. *Termination of Employment* – also known as Separation, comes in the following forms:
 - a. *Resignation* – To resign in good standing requires that an employee submit written notice at least fifteen (15) calendar days in advance of the resignation. The Executive Director, Fiscal Officer, Program Directors, and comparable graded personnel are expected to give at least thirty (30) days written notice. Employees who resign in good standing are, upon application for reinstatement, eligible for re-employment, provided a position for which they are qualified is available.
 - b. *Layoff Policy* – Reduction in force or layoffs shall be made at the discretion of the Executive Director. Considering both seniority and performance the Executive Director will attempt to retain the services of the agency's most valuable personnel. Temporary employees will be laid off before employees with seasonal or regular status.
 - c. *Dismissals* – a program-initiated separation for unresolved employee problems may result in immediate dismissal. These include **but are not limited to:**
 - i. Stealing from the company or from other employees
 - ii. Possession or use of drugs
 - iii. Distribution or sale of illegal drugs

- iv. Blatant negligence that results in the damage to or loss of machinery or equipment.
- v. Falsifying company records
- vi. Violation of confidentiality agreements
- vii. Misappropriation of company assets
- viii. Making threatening remarks to other employees or managers
- ix. Engaging in activities that represent a clear case of conflict of interest
- X. Lying about credentials
- xi. Injury of a child or client.

d. *Special Provision* – The Goshen HELP Board of Directors reserves the exclusive right to dismiss or release the Executive Director.

2. *Procedure for voluntary resignations/separation/retirement:*

- a. As soon as notice of a pending resignation has been received from the employee, the supervisor shall notify the Fiscal Officer so the Personnel Action Form can be processed and filed in the employee file with the resignation letter.
- b. All program property, keys, uniforms, and identification must be returned to the program on or before the last day worked and before the final paycheck is issued.
- c. The original timesheet, signed by both the employee and the supervisor, must reach the payroll section of the Fiscal Office the day before the final day worked for the final check to be processed.

3. *Procedures of Termination*

- a. All terminations must be reviewed with the Program Directors to ensure that proper procedures and appropriate disciplinary steps have been followed.
- b. The employee should have been informed of the problem leading to the termination and have been given an opportunity to improve his/her performance when appropriate. Disciplinary actions must be in writing and on file in the Human Resources office.
- c. In the case of serious misconduct, in which the Program Director considers the employee a serious hazard to either participants, parents, staff or the program, or other conduct which appears to warrant immediate dismissal or removal from the work site, the employee should be informed that he/she is on suspension without pay pending investigation, effective immediately.
- d. Once the decision has been made to terminate, the time sheet must be sent with the Supervisor's signature, with final on the last day worked, and forwarded to Payroll.

- e. When terminating an employee, the final paycheck will be paid out on the next regularly scheduled payroll date.

P12. Equal Opportunity Employer

Performance Objective:

Goshen HELP is an Equal Opportunity Employer.

Operational Procedures:

It is the policy of Goshen HELP that it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, pregnancy, disability, age or national origin. Further, Goshen HELP, will not tolerate retaliation against any individual who has complained about discrimination or has participated in an investigation of any allegation of discrimination.

Goshen HELP will act affirmatively to ensure employees are treated fairly without regard to their race, color, religion, sex, pregnancy, disability, age, or national origin. This policy applies to all activities including but not limited to, the following: employment, promotions, demotions or transfers, recruitment including recruitment advertising, layoffs or termination, rates of pay or other forms of compensation, benefits, selections for training and/or on-the-job training, reasonable accommodations for medical conditions or physical limitations, including pregnancy.

Employees who believe that they have been subjected to or have witnessed job-related discrimination, are encouraged to report any alleged discrimination to any supervisor or manager, or to the Executive Director. Within 10 calendar days of the complaint, management officials will conduct a full investigation, which will include a thorough interview with the complaining employee, the person or persons accused of discrimination, and any witnesses, as appropriate. Upon the conclusion of the investigation, the investigating managerial official will report back to the complaining employee and take any appropriate action against the offending party. Employees may also complain by contacting the Equal Employment Opportunity Commission by telephone at 303-866-1300 or by mail at 303 East 17th Avenue, Suite 510, Denver, Colorado 80203.

Goshen HELP respects the right of its employees to work in an environment that is free from discrimination or harassment based on race, color, religion, sex, pregnancy, disability, age, or national origin. In compliance with federal law, no official at Goshen HELP will retaliate against an employee who complains about discrimination or who participates in a discrimination investigation either: 1) through the internal complaint procedure described above; or 2) through any municipal, state, or federal equal employment opportunity agency investigation.

P13. Employee-Management Relations

Performance Objective:

The program implements these employee-management relations procedures, including those for managing employee grievances and adverse actions.

Operational Procedures:

1. All Goshen HELP employees, volunteers, employment trainees, are encouraged to continually work at problem solving any issues relating to their individual jobs. Goshen HELP provides a process for resolving job conflicts through a formal grievance procedure. All employees may utilize the grievance procedure for resolution of any job issues except for a termination decision.

2. In cases of disagreement in an employee/employer relationship, employees have the right to initiate a grievance procedure within 14 calendar days of the incident. The following steps should be taken.
 - a. *Step 1 Informal Discussion with Immediate Supervisor* – Whenever an employee has a complaint or request, it should be discussed with the immediate supervisor who should make every effort to resolve the problem in a fair and equitable manner which is consistent with Goshen HELP policies. The process should normally take no longer than 3 working days.
 - b. *Step 2 Formal Presentation to Immediate Supervisor* – The employee who has been unsuccessful in resolving the grievance in an informal manner shall specify in writing the grievance and the desired remedy to the immediate supervisor. All matters must be lodged as formal grievances, clearly marked as such, within 14 calendar days after the incident occurred. The supervisor must give the employee a written answer within five working days which will be placed in the employee's personnel file.
 - c. *Step 3 Hearing by the Director* – If a satisfactory settlement cannot be reached in Step 2, the employee must submit a written report to Human Resources within five working days of the supervisor's ruling. Human Resources shall affirm, overrule, or modify prior decisions, within five working days and shall provide the employee with a written response which shall be placed in the personnel file.
 - d. *Step 4 Hearing by the Executive Director* – If a satisfactory settlement cannot be reached in step 3, the employee must submit a written report to the Executive Director within three working days of Human Resources' ruling. The Executive Director shall affirm, overrule, or modify prior decisions within five working days and shall provide the employee with a written response which shall be placed in the personnel file.

3. The decision of the Executive Director is final.
4. In all four steps of the grievance procedure, the person with a grievance may, at his/her option, represent himself/herself, choose to be represented by another employee, or may elect to secure outside legal representation, at the cost of the employee.
5. Anyone receiving a grievance, who is not the next person in line designated to receive the grievance per the above procedures, should refer the person making the grievance to the next person in the grievance procedure. An employee who chooses to go outside the grievance procedure forfeits the right to proceed through the full Goshen HELP grievance procedure.

P14. Compensation Determination

Performance Objective:

To provide information concerning salaries and establish policies regarding merit pay increases and within grade increases.

Operational Procedures:

1. *Salary Administration* – All employees shall be paid at a rate no lower than the current Federal minimum wage.
2. *Wage Increases* – Goshen HELP employees will receive an annual wage increase if it is within the budgetary constraints of the grants and donations they are working under.
3. *Merit Increase Award* – A merit increase may be awarded to employees whose performance or contributions have been outstanding.

P15. Criminal History Information

Performance Objective:

Certain positions within Goshen HELP require a review of criminal history information as a condition of employment.

Operational Procedures:

1. Each Goshen HELP program reviews each application for employment individually in order to assess the relevancy of an arrest, a pending criminal charge, or a conviction.
2. The designation will be based on the relationship of criminal convictions to the qualifications, responsibilities, duties, and sensitivity of the job classifications or positions, including applicable statutory requirements.

3. The designations will include a determination as to whether criminal convictions will preclude appointment or whether the candidates with criminal convictions can be certified for appointment, with consideration to:
 - a. The nature and seriousness of the offense
 - b. The circumstances under which the offense occurred
 - c. When the offense took place
 - d. Age of the person at the time the offense was committed
 - e. The offense within the context of the total pertinent criminal history record
 - f. Evidence of rehabilitation
 - g. When a class or position has been designated as requiring a review of criminal history information, any appointment to the class or position shall be contingent on a review by the Program Director of criminal history information not disclosing conviction of crimes which preclude employment.
 - h. An applicant can be suspended from the employment list when the applicant has been charged with a crime in which a conviction would preclude employment, until disposition of the charges.
 - i. The Program Director obtains and reviews criminal history information concerning incumbents of designated job classifications or positions when:
 - i. In the opinion of the Program Director, there is reason to believe that such information exists and that it is material to the competence of the employee in question.
 - ii. Upon re-appointment to service after resignation or separation.
 - iii. Upon application for employment to a classification other than that held at the time this regulation is promulgated.
 - j. The Program Director is authorized to seek and obtain access to state summary criminal history information respecting all applicants for or incumbents in job classifications or positions designated as requiring a review of criminal history information.
 - k. The Program Director is authorized to require that applicants and employees be fingerprinted for the purpose of obtaining criminal history records. The cost of fingerprinting and obtaining criminal history records is borne by Goshen HELP.
 - l. Criminal history records shall be retained in the employee's file for a period required by State and Federal law. After such time, the criminal history records shall then be destroyed.

P16. Conflict of Interest

Performance Objective:

It shall be the policy of Goshen HELP not to allow board members or staff to engage in activities which might be construed as involving a conflict of interest.

Operational Procedures:

In general, most business dealings between board members or staff and the agency are precluded. Where such dealings occur, they must involve full prior disclosure of interest by the board member or staff person. The board member or staff person should also refrain from all discussion and voting on the issue. A full and open record of the dealings shall be kept and made available for audit and review.

Nothing in this policy shall preclude a board or staff person from receiving services for which they may be eligible based on income or need. Such services shall, however, be provided on a fair and equitable basis. Eligibility documents shall be made available to appropriate officials.

P17. Probationary Period

Performance Objective:

Goshen HELP has a 90 day probation period for employees who are “at will” employees.

Operational Procedures:

Each person hired by Goshen HELP is employed for no definite term and either Goshen HELP or the employee have the right to terminate the employment relationship at any time, with or without cause, and with or without written notice. This status may only be affected by a written contract of employment which is specific as to all material items and is signed by both the employee and Goshen HELP.

P18. Days and Hours and Locations of Work

Performance Objective:

To explain the agency’s expected work hours and overtime policy.

Operational Procedures:

1. Hours of Work –

- a. The normal workday for full time staff working 40 hours per week shall consist of eight hours per day beginning at 8am and ending at 5pm with an hour lunch to be

coordinated with fellow staff to ensure functional operation of the program office. A normal work week shall be five days a week, Monday through Friday.

b. The normal workday for part time staff working 20 hours per week shall consist of 4 hours per day beginning at 1pm and ending at 5pm with no lunch provided.

c. Time sheets must be prepared for each employee. Whenever an employee works less than the established number of hours per day, the hourly rate for the position shall be paid.

2. *Overtime* – Overtime is defined as all hours over 40 hours worked during a normal work week for non-exempt employees. All non-exempt employees must be paid overtime when hours actually worked exceed 40 hours in one week. Hours worked in excess of the 40 hours will be paid at 1.5 times the regular hourly rate. Incurrence of overtime requires prior written approval by a supervisor. All efforts must be made to avoid overtime since most positions are supported by grants with a finite yearly total allowance. If an employee must work late one day or anticipates working late, they must coordinate with their supervisor to work fewer hours another day to ensure that they do not work over 40 hours.

3. *Holiday Rate* – Employees who work a holiday will be paid at the regular rate of pay.

4. *Changes in Hours or Location of Work* – The supervisor may require an employee to change hours or location of work, by giving the employee notice of such a change. A change in hours will require 24 hours advance notice. A long-term change of location will require a 30-day advance notice to the employee in order that arrangements may be made.

5. *Time Outside Regular Working Hours During Travel Status* – Overnight travel that occurs outside regular working hours as a passenger on an airplane, train, bus or car and where the employee is free to relax is non-compensated. In addition, free time outside regular working hours while in travel status is non-compensated. This includes weekend days which are non-compensated unless the employee is required to work on these days.

P19. Drug Free Workplace

Performance Objective:

To explain the agency's Drug Free Workplace Policy.

Operational Procedures:

1. All employees, volunteers, and employment trainees will maintain a drug free workplace at all properties and work sites. Employee drug and alcohol testing is a possible tool in ensuring a drug free workplace. Employee drug and alcohol testing may be required of all potential and current employees, volunteers serving as staff,

and employee trainees. If required it will be posted on vacancy announcements and prominently in all program offices. If required, the process will be described in a Employee Drug and Alcohol Testing policy.

2. The illicit use, possession, transfer, or sale of a controlled substance by an employee is prohibited. If an employee is utilizing a Schedule I-Schedule V medication it must be monitored by the prescribing physician.
3. Employee use of alcohol is strictly prohibited at any location. If a visitor has been consuming alcohol which results in putting program participants and staff at risk or their behavior is unacceptable, they will be asked to leave the premises. Employees cannot be under the influence of any controlled substance or alcohol while on duty or while on Goshen HELP property or while attending any Goshen HELP event.
 - a. Goshen HELP will not reimburse for any alcohol purchased while traveling and alcohol must not be consumed while on the clock.
4. All employees are required to report to a member of management any suspected use of drug or alcohol in the workplace to ensure the health, safety and well-being of program participants and staff.

P20. Tobacco Use

Performance Objective:

To define and express the agency's policy regarding the use of tobacco products.

Operational Procedures:

The use of any tobacco product including but not limited to; cigars, cigarettes, pipes, smokeless tobacco, chewing tobacco, vaping, and/or any other unlisted tobacco product or method of delivering a tobacco product, by any person is strictly prohibited on or in any vehicle, building, or outside space which is owned, leased, or managed by Goshen HELP. The use of tobacco products is also strictly prohibited by any employee or volunteer while on duty at any location. On-duty is defined as any person employed by Goshen HELP in any paid capacity or unpaid volunteer capacity and has been scheduled or assigned to work in a legitimate area of the organization. Under either circumstances no paid or unpaid person who is on duty in the presence of participants or representing the company in any official capacity may engage in the use of the above defined tobacco products.

P21. Employee Drug and Alcohol Testing Procedure

Performance Objective:

To clarify the policy and procedure the agency will use if required by the program served by the employee.

Operational Procedures:

1. All affected employees will sign acknowledgements of the procedure stating that they are aware and understand the procedure and the original of that form will be placed in the employee's personnel file.
2. All new employees required to drug test according the program for which they are hired, will be tested for drug usage prior to hire. Goshen HELP will be responsible for the testing costs of all new hires.
3. Drug and alcohol test results are confidential and will be kept in separate, locked medical files by the employer and exclusive access to those files are given to the Executive management and the employee themselves. A contracted medical lab will do the testing.
4. The Drugs of Abuse Screen includes: Amphetamines, Barbiturates, Benzodiazepines, Cocaine Metabolite, Opiates, Phencyclidine (PCP), Marijuana (THC) Metabolite, Methadone, Methaqualone, and Propoxyphene.

Types of Testing Conducted

New Hire

1. Any prospective employee refusing initial drug testing will not be hired for any reason under any circumstance once the policy is in effect.
2. No prospective employee will be hired for any reason or under any circumstance until pre-employment drug testing is completed, once the policy is in effect.
3. Any prospective employee testing positive during pre-employment drug testing will not be hired for any reason under any circumstance once the policy is in effect.
4. If the prospective employee wishes to give a second sample at the time the first sample is taken, they may elect to do so. However, this process will be at the employees cost and Goshen HELP reserves the right to accept or reject the outcome of the second sample.

Random

1. Random drug testing must be done within the same working day as requested unless the request was made after the normal business hours of the company's designated testing provider. If testing cannot be done the day requested, the testing must be completed by noon of the next regular business day for any random testing.
2. Goshen HELP will be responsible for all costs for the random testing program. The employee will remain on duty at full pay until the results of the test have been received. If a random drug test is positive the employee will be terminated immediately.

3. If the employee wishes to give a second sample at the time the first sample is taken, they may elect to do so. However, this process will be at the employee's costs and Goshen HELP reserves the right to accept or reject the outcome of the second sample.
4. Random testing will be conducted, at a minimum, on 20% of the average staff on an annual basis.

Reasonable Suspicion

1. Any employee may be tested for drug and alcohol usage upon reasonable suspicion. Goshen HELP will be responsible for the costs of this testing.
2. Reasonable suspicion may be determined by the observation of symptoms (smell, speech, and motor function impairments, pupil dilation, action or result of action, etc.) by a member of management and/or report of another person observing the employee having symptoms (smell, speech, and motor function impairments, pupil dilation, action or result of action, etc.). Reasonable suspicion may also include suspected theft of program participant or company owned medication, a significant participant medication error which results in the program participant requiring emergency medical treatment, the involvement in a 'critical incident', or involvement in a motor vehicle while on duty and driving either a company vehicle or a personal vehicle.
3. All drug and alcohol testing for reasonable suspicion must be approved by Executive management or the administrator on-call during non-business hours.
4. If an employee refuses drug and alcohol testing when there is reasonable suspicion the employee will be terminated immediately.
5. For cases of reasonable suspicion, while waiting for test results, employees will be suspended until test results are available to determine if any further action is warranted. If the test is negative, the employee will be compensated at their normal wage rate for any absences incurred due to their suspension. If the test is positive, the employee will be terminated immediately.
6. If the employee wishes to give a second sample at the time the first sample is taken, they may elect to do so. However, this process will be at the employee's cost and Goshen HELP reserves the right to accept or reject the outcome of the second sample.

Challenging Drug Screen Results

1. If the organization has received a positive, confirmatory result for an employee's drug screen test the employee may request a confirmatory retest of the original urine sample at their expense.
2. The employee has five working days after notice of this positive test result to notify Goshen HELP in writing that they want to obtain a confirmatory retest.
3. Within three days after receiving any such notice from the employee, Goshen HELP will notify the original testing laboratory that the employee is requesting a confirmatory retest. The confirmatory retest will use the same drug or alcohol threshold detection levels as used in the original confirmatory test.
4. If the confirmatory retest does not confirm the original positive test results, no

adverse personnel action based on the original confirmatory test will be taken.

5. Each employee has the right to request and receive a copy of the test result report.

Post-Accident and/or Employees Injured on the Job

1. An employee will undergo drug and alcohol testing for all accidents as well as any injury incurred while on the job. Drug and alcohol testing will occur whether the employee files a Worker's Compensation Injury Report or not.
2. If an employee refuses drug and alcohol testing when they are involved in an accident or injury while on the job, they will be terminated immediately.
3. If the employee wishes to give a second sample at the time the first sample is taken, they may elect to do so. However, this process will be at the employee's cost and Goshen HELP reserves the right to accept or reject the outcome of the second sample.

P22. Dress Code

Performance Objective:

All employees are expected to present a professional image to Goshen HELP, its participants, and the public.

Operational Procedures:

1. Employees are asked to utilize good judgment in determining their dress and appearance.
2. All employees are asked to observe good habits of grooming and personal hygiene. Employees should dress appropriately and professionally, according to the requirements of their positions. If there are any questions as to what constitutes proper attire within a given program, the employee's supervisor or Program Director should be consulted.

P23. Emergency Procedures

Performance Objective:

The program adopts procedures to ensure the health and safety of employees during an emergency.

Operational Procedures:

1. Emergencies may be any number of circumstances calling for some time of immediate response including, but not limited to:
 - a. Medical Emergencies
 - b. Fire
 - c. Earthquake
 - d. Bomb Threat

- e. Natural Disasters
 - f. Flood
 - g. Hurricane
 - h. Tornado
 - i. Blizzard
2. Each work site must have an Emergency Plan including the following elements:
- a. Designation of a Building Warden, including an alternative whose authority during an emergency will supersede that of all other employees at that location.
 - b. Posting of emergency telephone numbers and basic response procedures.
 - c. Training for all employees in emergency reporting and responses.
 - d. Evacuation Plan with posted exit routes, assembly area, means of assisting handicapped people, notification or alarm technique, and means of accounting for all personnel.
3. Elevator use is restricted to handicapped people in emergencies.
4. Medical Emergency Responses include:
- a. Providing appropriate first aid and/or cardiopulmonary resuscitation (CPR).
 - b. Calling the fire department if advanced first is required (911).
 - c. Calling an ambulance if appropriate (911).
 - d. Sending the injured to either the physical location of his or her choice or to the nearest medical emergency center or hospital.
 - e. Reporting injuries to the appropriate supervisor immediately.
 - f. If an injury results in death or hospitalization of an employee for over 24 hours, the Safety Division and the State Division of Occupational Safety and Health should be called.
5. Fire Emergency Responses include:
- a. Notifying the fire department immediately. Building, room number, address, and other means of identifying location of the fire is required as well as a description of the size and type of fire, relaying if there are any injured people, name, telephone number and extension.
 - b. Evacuating all people from the area of the fire and closing off the fire area.
 - c. Reporting to the assembly area (Consult Evacuation Plan).
 - d. Using the appropriate type of fire extinguisher. If smoke or heat endangers safety, evacuating the area to allow emergency personnel to handle the situation is required.
6. Earthquake Emergency Responses include:
- a. Ducking and covering under a table or desk, crouching on knees with face down and hand covering the back of the head.
 - b. Staying clear of outer walls, windows, glass, file cabinets, bookshelves, and other furniture that may fall or move.
 - c. Evacuate the building to the assembly area.
 - d. Avoiding re-entry into the building.
 - e. Allowing the Building Warden to re-enter the building to search for missing persons, assess the extent of the damage, turn off utilities as needed, and check

for gas leaks. NOTE: It is the responsibility of the Building Warden to turn off gas if a leak exists.

f. Keeping clear of overhead wires, poles, buildings, trees, and falling objects if outside. g. Preparing for aftershocks.

7. Bomb Threat Emergency Responses include:

- a. Attempting to get the following information from the caller while on the phone:
 - i. When the bomb is set to detonate?
 - ii. Where is the bomb located?
 - iii. What kind of bomb is it?
 - iv. What does it look like?
 - v. Sex of the caller
 - vi. Approximate age of the caller
 - vii. Tone of voice, accent, unusual speech mannerisms, or phrases
 - viii. Association with any organizational affiliation
 - ix. Distinguishable background noises
- b. Notifying local police (911).
- c. Evacuating to designated assembly areas as directed by the local supervisor.
- d. Scanning the work area for unusual items.
- e. Taking personal items.
- f. Locking up cash on the way out.
- g. Bomb searching is to be done by the police, by experts that the police summon.

P24. Credit Cards

Performance Objective:

It is the policy of Goshen HELP that the agency credit card is to be used only for purchases for agency business and that documentation be provided by the employee for each purchase made with the credit card.

Operational Procedures:

Agency personnel requiring the credit card to conduct agency business will be issued a credit card with a preset spending limit. They are to be used only for agency business. No personal purchases (in any amount) are permitted. The staff person is required to turn in all itemized receipts as they are received. Expenses charged without proper documentation may be charged to the employee.

1. Online payments made by Credit Card for established bills must comply with existing budget allocations. Correspondence received for the transaction must be printed to provide a hard copy of the expense. Hard copy will be kept on file within the fiscal office.
2. Payments made by Credit Card by staff must be approved via a line item within the

agency budget. Receipts will accompany a normal purchase order with supervisor's authorization.

P25. Employee Benefits

Performance Objective:

To identify the benefits available to eligible employees. These benefits are subject to amendment or revocation by the Goshen HELP board at any time.

Operational Procedures:

1. *Health and Dental Insurance* – This benefit is not currently offered by Goshen HELP.
2. *Tax Sheltered Annuity* – This benefit is not currently offered by Goshen HELP.
3. *Eyeglass Plan* – This benefit is not currently offered by Goshen HELP.
4. *Health Savings Account* – This benefit will be available to all employees who have completed their probationary period. Depending on funding sources, this benefit will be paid monthly to all employees based on a percentage of wages as determined by the funds available in the grants being utilized. Full time employees with at least one year of employment with Goshen HELP will be considered for lump sum contributions (not to exceed the annual percentage amount), all depending on grant funds availability.

P26. Employee Relations

Performance Objective:

As a part of a team providing services for the benefit of the public, each employee must cooperate with co-workers and the public to set a high standard for work performance.

Operational Procedures:

1. Unwillingness or failure to cooperate shall be cause for disciplinary action.
2. The total staff of Goshen HELP must function as a team, and each employee is required to make a positive contribution in the interest of effective and efficient public service.

P27. Employees as Recipients of Agency Services

Performance Objective:

Goshen HELP provides employees with a uniform mechanism with which to become participants of the programs that are under the jurisdiction of the Agency.

Operational Procedures:

1. An employee who wants to enter a program other than the one that he/she is currently employed in must follow the applicable eligibility requirements for that program. 2. An employee who wants to enter the program in which he/she is employed must obtain supervisory approval as part of the eligibility process and safeguards. If the employee is a current supervisor in the program, then the Program Director of the program must be involved in establishing eligibility to ensure fair admittance procedures and the Executive Director must be advised of the activity. Full limits of confidentiality will be adhered to in order to protect the privacy of the employee.

P28. Employment Status

Performance Objective:

Goshen HELP employs the following classification for employees to determine benefits eligibility and accrual rates.

Operational Procedures:

All employees will be assigned a classification status depending on the number of hours regularly scheduled to work. This classification will be used in establishing guidelines for providing a standardized, equitable total compensation program, including employer provided benefits to employees based on full and part time work commitments.

1. *Regular, Full Time Employee* – A regular, full-time employee is hired to a position which does not have a pre-set ending date and in which the hours worked will normally be 40 hours per week and is eligible for all fringe benefits (if any are available).
2. *Regular, Part-Time Employee* – A regular, part-time employee is hired to a position which does not have a pre-set ending date and in which the hours worked will be less than 40 hours per week. Annual leave and sick leave will be accrued on a pro-rata basis, if available. Regular, part-time employees will be paid for holidays they are scheduled to work.
3. *Seasonal, Full-Time and Part-Time Employee* – A seasonal employee is hired to a position with a preset ending date and must apply on a year-to-year basis. Such an employee will not receive payment for holidays and will not be eligible for benefits.
4. *Temporary, Full-Time and Part-Time Employee* – A temporary employee is hired to a position of limited duration. Such an employee will not receive payment for holidays during the term of employment and will not be eligible for benefits.
5. *Job Descriptions* – All positions will have job descriptions detailing individual job responsibilities. 6. *Contract Employees* – Contract employees are considered temporary employees which are utilized for a specified period. They may be used for work that is based on a piecework or incentive reimbursement schedule or for a short-term project.

These employees are required to sign contracts that must be approved and signed by the Program Director, and be in accordance with all applicable Federal, State and conflict of interest regulations.

P29. Expense Reimbursement

Performance Objective:

Goshen HELP reimburses employees for direct out of pocket expenses that occur in the conduct of assigned work for the program.

Operational Procedures:

1. All out of area travel or travel involving per diem must be approved in writing by the employee's immediate supervisor prior to the travel. Such travel should be accomplished by the most economical means possible within reason. Where this is not possible an explanation should be attached for approval by the Executive Director.
 - a. *Per Diem* – Employees will be paid per diem at a rate not to exceed current federal guidelines.
 - b. *Per Diem Without Lodging* – Per diem not involving an overnight stay will be paid on the basis of actual meal costs documented with receipt up to the amounts specified by the Administration office. Per diem without lodging requires travel out of assigned workspace city and a documented business reason for expense.
 - c. *Mileage Expenses* – Mileage will be paid at a rate not to exceed federal guidelines. Employees must complete a mileage sheet and submit it to the Fiscal Office for payment.
 - d. *Miscellaneous Expenses* – Taxi expenses are reimbursable. Fares over \$25.00 one way must show a receipt.

P30. Gift Acceptance and/or Delivery

Performance Objective:

Gift acceptance and solicitation of goods is prohibited in accordance with these procedures. Providing gifts to customers outside of accepted and designated policy is prohibited.

Operational Procedures:

1. Employees will discourage personal gifts and will not accept any gift or other valuable things offered in the course of work or in connection with it when such a gift is given in the hope or expectation of receiving a favor or better treatment than accorded to other persons.

2. Employees shall not accept nor receive money in the form of tips or rewards for services rendered.
3. Solicitation of funds from employees or the public is not permitted. Employees desiring to solicit or to have someone else solicit, either directly or indirectly, money or materials of any kind, including prizes, for the purpose of assisting in the promotion of any program area or activity must secure approval before starting such solicitation.
4. Violation of this gift acceptance policy will result in disciplinary action, up to and including termination.
5. All items of substance provided to a Goshen HELP customer must comply with our policies and procedures for providing resources.
6. Employees are expressly prohibited from personally providing gifts and/or resources to customers. The exception to the rule would be a customer who is related to the employee. In this instance the employee must not provide services to their relatives and said gifts must not be in answer to a service being provided by Goshen HELP.

P31. Holidays

Performance Objective:

Employees are provided with pay for holidays selected by Goshen HELP. (Exceptions are those ineligible for holiday pay.)

Operational Procedures:

1. Goshen HELP will be closed and will provide full time and part time employees holiday pay for the following observed holidays each calendar year.
 - a. New Year's Day
 - b. Memorial Day
 - c. Independence Day
 - d. Labor Day
 - e. Thanksgiving Day
 - f. Christmas Day
 - g. Federal Holidays
 - h. Employee Birthday.
2. Certain employees (such as part-time) receive a **prorated** benefit, based on hours worked. Temporary status employees do not receive holiday pay. Employment trainees' pay and benefits are dependent upon their supporting agency to determine if holidays will be paid.
3. Holiday pay is effective upon hire.
4. The employee must be active on the payroll (not on a leave of absence) to be eligible for holiday pay.
5. Whenever a holiday falls on a Saturday, the Friday before the holiday will be

observed as the holiday. If the holiday falls on a Sunday, the following Monday will be observed as the holiday.

6. Holidays falling within a period of annual or sick leave will not be counted as workdays if used to compute annual or sick leave.
7. On General Election Day, employees will be allowed to take up to two hours off work to vote

P32. Illness and Injury at Work

Performance Objective:

Goshen HELP is committed to the prevention of accidents at all levels of the program and in all its activities.

Operational Procedures:

Any work-related injury/illness must be reported by the employee to the supervisor as soon as is practical. Necessary medical attention will be facilitated by the organization. Workers Compensation claims will be filed by both the employer and the employee within 10 days. Goshen HELP administrative staff will review any employee injuries on a regular basis for corrections of unsafe conditions or procedures.

P33. Jury Duty

Performance Objective:

Employees can assume the civic duty of jury duty, jury selection, or jury participation.

Operational Procedures:

Employees serving as a member of a jury panel will be granted leave of absence with pay less the amount paid by the court.

P34. Leave of Absence

Performance Objective:

Employees are provided with time off to resolve medical, personal and military matters by means of leave of absence.

Operational Procedures:

1. Extended leave of absence will be based upon special determination by the Executive Director.
2. *Family Leave Policy* – Goshen HELP will comply with the Family Leave Act at locations with 50 or more employees. To be eligible the employee must have been on the job for a year and have worked at least 1,250 hours in the past year. Under the act an employee will be provided without up to 12 weeks per year of unpaid leave to handle the birth or adoption of a child, or a serious illness involving self, parent, spouse, or child. Health care (if available) will be maintained during the leave if the employee pays his/her portion of the policy. The Goshen HELP fiscal office can provide information for the application and detailed eligibility process.

P35. Nepotism (Employment of Relatives)

Performance Objective:

It is the policy of Goshen HELP that when employees are related as specified below, such person will not have direct supervisory or administrative relationships.

Operational Procedures:

No person shall hold any position over which any member of the immediate family has authority, either as a member of the governing body or as an employee, to order or recommend personnel actions. A member of the immediate family includes any of the following:

Husband, Father, Brother, Son, Son in Law, Wife, Mother, Sister, Daughter, Stepson, Father in Law, Mother in Law, Brother in Law, Sister in Law, Daughter in Law, Step Father, Step Mother, Step Brother, Step Sister, Step Daughter.

If a family member is the only suitable candidate for a position in which an immediate family member would supervise, the decision must be authorized by the Executive Director. If the familial connection concerns the Executive Director, the decision must be authorized by the Board of Directors.

P36. Outside Employment

Performance Objective:

To require that employees report outside employment.

Operational Procedures:

1. To inform staff to report a description of all employment or business activities engaged in outside the employment of Goshen HELP to their immediate supervisor.

2. Regular full-time employees are required to inform Goshen HELP about outside employment or starting a business. Those employees taking on a second job or starting a business will report this to Goshen HELP immediately. Second jobs will not be allowed to interfere with the regularly scheduled work routine. In case of conflict between jobs, Goshen HELP must take precedence.
 - a. Exceptions to the rule may be made in contracts specifying the relationship between the employee and the two employers and specifying precedence and conflict resolution.
3. Goshen HELP employees who hold second jobs or have businesses should report the following to the fiscal office:
 - a. State name of business
 - b. Complete mailing address
 - c. Type of outside work or business.
 - d. Title of outside position.
 - e. Outside employment supervisor's name, business address and telephone number.
 - f. Number of hours per week expected to work and what hours.
 - g. A description of any direct interest in any contract with a city or county not connected with Goshen HELP employment and any involvement or prospective involvement in a substantial conflict of interest situation.
 - h. Signature of employee
 - i. Date.

P37. Pay for Attendance at Meetings

Performance Objective:

Specified job-related meetings and/or training sessions will be compensated as time worked.

Operational Procedures:

1. Attendance at lectures, meetings, training sessions, and similar activities directly related to the employee's job is compensable.
2. The training is considered directly related to the employee's job if it is designed to make the employee handle his/her job more effectively, hence resulting in the employee becoming more efficient in the current, present job, as distinguished from training him/her for another job, or to acquire new additional skills.
3. Mandatory training may be required by the employer, if the employer determines that safe working conditions would be adversely affected by non-attendance.
4. The determination of job-related training will be the responsibility of the Program Director, along with the designation given to which activities will be counted as working time and for which employees.

5. Orientation is a mandated training that is required by all programs.
6. Most training days that are required and therefore compensable time will be treated as a normal day's work (i.e., 4 hours, 6 hours, 8 hours).
7. Due to the nature of operations and funding source dollars, training is customarily limited to job-related sessions.

P38. Payroll Procedures

Performance Objective:

Employees are compensated based on hours worked and leave taken which is recorded daily on time sheets. Most Goshen HELP employees are paid once a month on the 25th of the month.

Operational Procedures:

1. For most Goshen HELP employees, each pay period ends on the 20th of the month. Time sheets will be turned in to the supervisor on the last business day of the pay period. It is mandatory that timesheets be submitted by the last business day of the pay period. Failure to comply with this policy is subject to the disciplinary process detailed in this employee handbook.
2. Supervisors are responsible for ensuring the routing of times sheets to the fiscal office for processing. Paychecks will normally be issued by the 25th of the month.
3. When a payday falls on a weekend or holiday, payday is ordinarily the last workday before a weekend or holiday. Unless otherwise specified, paychecks are delivered to the supervisor of their location or electronically if signed up for electronic deposit.
4. If an employee receives a paycheck which has an error in the amount of compensation to be received and if this error occurred because of a mistake by the Fiscal Officer, the error will be corrected, and a new paycheck will be issued within forty-eight working hours.
5. Pay errors found in employee pay are corrected as soon as possible as to the current pay rate, but no recovery of either overpayment or underpayment to an employee is made retroactively except for the six-month period immediately preceding discovery of the pay error. This provision applies regardless of who made the error.
6. Recovering fraudulently accrued overpayment or underpayment is excluded from this policy for both parties.
7. When the program notifies an employee of an overpayment and proposed repayment schedule and the employee chooses to meet with the program, a meeting will be held at which time a repayment schedule will be determined.
8. Mandatory payroll deductions include Federal and State income tax and social security

P39. Prohibited Discrimination

Performance Objective:

No person shall be appointed, promoted, disciplined, reduced, removed, or in any way favor, disfavored or discriminated against because of race, color, national origin, religion, age, sex, disability, political affiliation or belief.

Operational Procedures:

1. A person may file a complaint of unlawful discrimination with the local affirmative action officer.
2. A person may file a complaint of unlawful discrimination with the EEOC.
3. Goshen HELP is an Equal Opportunity Employer. This statement must appear on all public employment notices.

P40. Promotions and Transfers

Performance Objective:

Goshen HELP is committed to providing job advancement opportunities, including promotions and transfers for interested and qualified employees.

Operational Procedures:

1. All interested employees are encouraged to apply for promotions and transfers. Any decisions made after the interviewing process will be based upon the ability, qualifications, and the performance of the candidates for the open posted positions.
2. Employees interested in a posted position must notify their supervisor.
3. All employees who meet the required qualifications will be interviewed by the appropriate management staff. All other qualifications and abilities being equal, priority consideration will be given to internal candidates for available positions.
4. *Promotion* – A promotion is defined as a position where the salary range is two or more pay grades higher than the former position and range. In the case of the promotion, the employee will be eligible for an increase to the new position’s minimum salary step, or an increase calculated to fit into the new range. A new review cycle will begin with the date of this change.
5. *Transfer* – A transfer is a lateral move to a different position with no more than one pay grade difference in the wage and salary system. The employee’s rate will not change, except to fit to the closest step on the new position pay grade. A new review cycle, as outlined above, will begin with the transfer.
6. *Benefit Accruals* – If an employee transfer results in an employee becoming benefit eligible, then benefit accruals will begin the effective date of the transfer. If there are health or dental benefits available a waiting period may be required by the insurance.

P41. Public Relations and Release of Information

Performance Objective:

To establish agency policy regarding an employee's contacting representatives of radio, television, newspaper and other public media and appearing as agency representatives before public or private civic, religious or fraternal organizations.

Operational Procedures:

1. Employees desiring to make public statements as representatives of Goshen HELP shall obtain prior approval of the Executive Director. Prior approval may be obtained by submitting a letter to the Executive Director outlining the type of contact to be made, with whom the issue is to be discussed, and the position to be taken by the employee.
2. Employees desiring to make public statements as a taxpayer or private citizen may do so at will but should refrain from referring to their place of employment, position, title or function within Goshen HELP.

P42. Right to Privacy

Performance Objective:

Goshen HELP respects the individual privacy of its employees.

Operational Procedures:

1. Goshen HELP owned equipment may be subject to inspection at any time.
2. Personal belongings will only be the subject of inspections in rare circumstances, such as when violations of the Standards of Conduct are suspected.
3. Although the program respects the individual privacy of its employees, an employee cannot expect privacy rights to extend to work-related conduct or the use of program-owned equipment or supplies.
4. Goshen HELP reserves the right to search workstations, desks, lockers, and program vehicles. In addition, briefcases, purses, and other personal belongings are subject to inspections only when there is reasonable cause to believe that illegal drugs, alcohol, weapons, or stolen property may be in an employee's possession.
5. *Program's right to access information* – Although employees have individual access codes to voice mail and computer network systems, these systems are accessible at all times by various staff and may be subject to periodic unannounced inspections for business purposes. All system pass codes must be available to Program Directors, and employees may not use pass codes that are unknown.
6. System use is restricted to program business. Employees are expected to use the voicemail and computer network systems for program business only and not for

personal purposes. Personal purposes include, but are not limited to, soliciting or proselytizing for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations.

7. *Forbidden Content* – Employees are prohibited from using the program’s information systems in any way that may be disruptive or offensive to other, including, but not limited to the transmission of sexually explicit messages, cartoons, ethnic or racial slurs, or anything that may be construed as harassment or disparagement of others.
8. *Password security and integrity* – Employees are prohibited from the unauthorized use of the access codes of other employees to gain access to their computer network systems and/or voice mail messages.
9. Personal or other inappropriate use of the information systems will result in disciplinary action up to and including termination.
10. The intent of the policy is to ensure our commitment to all Goshen HELP employees the provision of a safe, comfortable and high-quality enhanced employment atmosphere.

P43. Unemployment Compensation

Performance Objective:

Employees of Goshen HELP may be eligible for unemployment compensation.

Operational Procedures:

1. The contribution to the unemployment compensation system is borne by Goshen HELP.
2. To qualify for unemployment compensation, an employee must meet the requirements imposed by the State of Wyoming.

P44. Use of Facilities - 10/22/2020

Performance Objective:

Goshen HELP facilities are used in accordance with these regulations.

Operational Procedures:

1. Use of Goshen HELP building space by private organizations is allowed with the approval from the Fiscal Officer or Executive Director.
2. Program Directors are responsible for the program facilities and property used by employees under their jurisdiction. In controlling and administering use of space and facilities, the Program Directors should see that employees do not introduce material which others will find objectionable or offensive for reasons such as their differing

social, political, religious or moral beliefs.

3. Employees are to reserve the best parking for customers whenever possible by parking in employee lots.

P45. Use of Materials and Equipment

Performance Objective:

Materials and equipment owned and/or operated by Goshen HELP are used in the designated manner, comply with safety standards, and are kept in operating condition.

Operational Procedures:

1. Every employee is responsible for the safe and proper usage of Goshen HELP materials and equipment.
2. Materials and equipment are used in the manner for which they are intended.
3. Materials and equipment comply with safety standards, as evidenced by instructions and valid warranty documents.
4. Materials and equipment are kept in operating condition.
5. The Program Directors are responsible for having equipment or materials replaced or repaired.
6. Materials and equipment owned and/or operated by Goshen HELP are for program use only, and not for personal use.
7. The telephone system is provided for the use of Goshen HELP employees in the conduct of their assigned duties. The telephone system is not to be used by employees or the general public for personal calls except as may be authorized by the employee's supervisor.
8. Fax machines are available for Goshen HELP use. The number for fax machines will be listed in an inter-office directory.
9. Use of computers
 - a. Employees may use Goshen HELP computers to conduct their work.
 - b. Employees may not use Goshen HELP computers for personal use.

P46. Personal Leave

Performance Objective:

Personal leave is used to compensate employees for personal days off.

Operational Procedures:

1. Regular, full-time employees will accrue personal leave at the following rate based on the number of years of service. The company will calculate hours beginning October 1st

following your anniversary date. The maximum number of hours that can be earned in 1 year are:

Date of Hire until October 1st - 8 hours per pay period.

October 1st until after the third anniversary 8 hours per pay period or 12 days per year.

October 1st after the fifth anniversary 12 hours per pay period or 18 days per year.

October 1st after the eighth anniversary 16 hours per pay period or 24 days per year.

2. Full-time employees will be provided with 48 hours (6 days) of personal leave on October 1st and accrue leave at their regular rate per month thereafter on payday. Currently, payday is once a month on the 25th of each month. No more than one year accrual can be carried over from year to year. If the carryover exceeds 1 year's accrual, the amount in excess will be lost. Personal leave may be taken only with the permission of the supervisor. Seasonal and Temporary employees are not eligible for paid personal leave.

3. Part-time employees will accrue at 4 hours per pay period (currently, pay periods are once a month), and this will not change unless this policy is altered by the Board of Directors. Part-time employees will not be given an advance of hours on October 1st.

4. *Requests for Leave* – An employee shall submit a written leave request form for leave at least five days before the leave is to be taken. Program Directors may grant accrued leave at any time but shall have the authority to schedule personal leave according to the needs of their program. If a holiday occurs during vacation leave, such holiday(s) shall not be charged against accrued personal leave. All leave requests will be filed in the employee's personnel file with the time sheets.

P47. Funeral Leave

Performance Objective:

Goshen Help understands the need from time to time for funeral leave.

Operational Procedures:

1. Absence from work because of a death in the immediate family will be charged to annual leave.
2. Consideration has been given to bereavement needs in establishing annual leave.

P48. Educational Leave

Performance Objective:

Goshen HELP has established a policy for educational leave.

Operational Procedures:

1. Directed education leave mandated by Goshen HELP will be compensated at full pay and is not charged to annual leave.
2. Employee selected educational leave may not conflict with their Goshen HELP work schedule.

P49. Administrative Leave

Performance Objective:

Goshen HELP has established a policy for administrative leave.

Operational Procedures:

Administrative leave with pay may be granted by the administrator in charge, during dangerous weather, an Act of God, to comply with a subpoena to appear in court or before a judge, to attend professional conferences, institutes, meetings or training seminars or in service.

P50. Military Leave

Performance Objective:

Goshen HELP has established a policy for military leave.

Operational Procedures:

Military leave will be granted in accordance with State and Federal requirements pertaining to military leave.

P51. Disciplinary Procedure

Performance Objective:

To establish and maintain a system of progressive discipline with Goshen HELP.

Operational Procedures:

1. Progressive discipline requires that the employee be told:
 - a. The behavior or weak performance for which the reprimand is given.
 - b. The specific improvement expected.
2. What will happen if improvement is insufficient.
 - a. Step 1 – Written Warning – The Supervisor will provide a written summary of the rule that has been violated, the expected level of performance and warn the employee that the next time a similar offense could result in termination. A copy of the warning shall be provided to the employee, the supervisor and the Executive Director. The employee shall sign a receipt indicating he/she has received the warning notice and it shall be placed in the employee’s personnel file.
 - b. Step 2 – Dismissal – If the disciplinary status is not successfully completed, the person will be terminated. Dismissal may be warranted as a first step in serious situations.

P52. Policy on Indemnification

Performance Objective:

To establish a policy to indemnify supervisory personnel.

Operational Procedures:

1. It shall be the policy of Goshen HELP to indemnify supervisory personnel for expenses incurred in the performance of their duties. This includes, but is not limited to, legal expenses related to personnel matters in which the staff person is represented by legal counsel. Non-supervisory staff who choose to be represented by legal counsel in personnel matters may do so at their own expense.

P53. Children in the Workplace

Performance Objective:

The workplace is not a place for children unless they are enrolled specifically in a Goshen HELP program that serves children.

Operational Procedures:

If under extreme circumstances an employee must have their child with them at work, it will be for no longer than one hour. Any longer period than one hour and the employee will be required to take personal leave time.

P54. Reference Guide

Performance Objective:

To provide a reference to appropriate guidelines from funding sources.

Operational Procedures:

1. In addition to the policies contained in this manual, employees may be subject to regulations from the funding source. Each employee should consult with his/her supervisor to determine these requirements. Nothing contained in the guidelines from any funding source shall be construed to have any effect on employees whose positions are not funded from that source unless specifically indicated in these Personnel Policies and procedures.

P55. Social Media

Performance Objective:

To provide guidance on the proper usage of social media as an employee or volunteer representing Goshen HELP and how private usage might impact their association with Goshen HELP.

Operational Procedures:

1. Goshen HELP realizes that many employees/staff volunteers may participate in social media as a way to share their life experiences and thoughts with family, friends and colleagues. Social Media includes all means of communicating or posting information or content of any sort on the internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or chat room whether or not associated or affiliated with Goshen HELP, as well as any other form of electronic communication.
2. An employee's/staff volunteer's use of Social Media may involve certain risks and requires an employee to exercise certain responsibilities. Thus, it is important for employees to remember that any conduct that adversely affects the employee's job performance, the performance of colleagues or others who work on behalf of or for Goshen HELP, such as suppliers, vendors, etc., may result in disciplinary action up to and including termination.
3. To assist employees/staff volunteers in making responsible decisions about the use of social media, Goshen HELP has established the following guidelines for the appropriate use of Social Media.

Personal Use (Not Business related)

1. Employees/staff volunteers may not participate in Social Media while on work time, except as explicitly permitted below in the section entitled "Business-Related Use". Any personal use of Goshen HELP computer or communications equipment such as workstations, phones, laptops, or network infrastructure, to participate in Social Media must be minimal, occasional, limited to non-work times, may not be at the expense of an employee's job performance or interfere in any way with the business needs and operations of Goshen HELP and may not impose costs on Goshen HELP.
2. An employee should not use her/his Goshen HELP email address to register on any social media website for personal use. Any social media postings by an employee shall be consistent with Goshen HELP's policies including, but not limited to Goshen HELP's anti-harassment and non discrimination policies as well as Goshen HELP's policies regarding the non-disclosure of information Goshen HELP is required to keep confidential pursuant to state and federal laws. Inappropriate postings that may include discriminatory remarks, harassment and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject an employee to disciplinary action up to and including termination.
3. If Goshen HELP is a subject of social media content an employee is creating, the employee must be clear and open about the fact that she/he is an employee and her/his views do not represent those of Goshen HELP. (Example Statement: "The views and comments state herein are personal and do not necessarily reflect the views of my employer.") Goshen HELP reminds employees that work-related complaints are more likely to be resolved if the employee speaks directly with his/her co-workers or follows the procedures set forth in Goshen HELP's complaint policy.
4. However , if an employee decides to use social media to post complaints or criticism, Goshen HELP asks that the employee avoid using statements, photographs, video or audio that could be reasonably viewed as malicious, obscene, threatening, intimidating, disparaging to Goshen HELP employees and clients or that might constitute harassment or bullying.
5. An employee should be honest and accurate when posting information or news and if a mistake is made, the employee should quickly correct it. An employee should never post any information or rumors that she/he knows to be false about Goshen HELP, Goshen HELP clients, or people working on behalf of Goshen HELP.
6. Employees must also be aware that using free speech in an inflammatory way or in a manner that creates ill will within the public they serve, may impact their ability to serve their community. If a situation occurs where said employee is unable to discharge their duties due to a refusal by the public to be served, then the employee may be reassigned duties or job titles which may impact their corresponding pay schedules. If said free speech creates harm to Goshen HELP or prevents it from serving the public the employee may be terminated without cause.

Goshen HELP Business Related Use

1. An employee is not permitted to visit social media websites during work hours, unless specifically authorized to do so for business related purposes, either:
 - a. By virtue of employee's job responsibilities
 - b. With express authorization as specified below.
2. Those employees who do have authorization and post messages on Goshen HELP websites or social media accounts should understand they are posting on behalf of Goshen HELP and must adhere to Goshen HELP's professional standards, values, policies and applicable laws at all times.
3. Employees who have job responsibilities that include posting information to Goshen HELP maintained websites and/or social media accounts understand and agree that the content and followers of the blog or other website belong exclusively to Goshen HELP and that upon request the employee must provide Goshen HELP with any information necessary to log in to a Goshen Help Maintain website or social media account. No employee may create an official Goshen HELP account or change a password, as this is solely the responsibility of Goshen HELP's IT Department or Executive Director. Further, employees must be mindful of the issue of copyright infringement when posting materials that may be owned by others.
4. Individuals who do not have job responsibilities that include the posting of information to Goshen HELP maintained websites and/or social media accounts in the name of Goshen HELP or in a manner that could be reasonably be attributed to Goshen HELP must obtain express written authorization from the Executive Director.
5. All employees authorized to post on Goshen HELP social media accounts should identify themselves and their affiliation with Goshen HELP. Any content posted should be current and accurate. If you do make an error, take responsibility for it and correct it quickly. Do not post any information that is obscene, defamatory, libelous, threatening, harassing, or intimidating to another person or entity. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or Goshen HELP policy. Individuals may be held personally liable for such remarks.

Employment Representations

1. Following the end of your employment relationship with Goshen HELP, you shall take prompt affirmative steps to ensure that no social media website represents you to be a current employee of Goshen HELP.

P56. Religious Expression

Performance Objective:

To create policy specifying the context in which an employee may express their religious views without encumbrance, while also defining the prohibitive action of denying service because of one's religious beliefs or the religious beliefs of the customer.

Operational Procedures:

Acknowledging that employees may hold specific religious beliefs, views, and practices, Goshen HELP specifically warrants and acknowledges their right to speak to those beliefs, including the way those beliefs speak to their involvement with Goshen HELP.

However, at no time may those beliefs be used to deny service to any member of the public in opposition to federal, state, or local laws prohibiting discrimination.

While religious faith is a strong foundation as to why many will serve through Goshen HELP and while Goshen HELP shares many of the same foundations as those of religious faith, Goshen HELP will not require an expression or statement of religious faith in order to receive service. Goshen HELP will also not use the opportunity of service to impress a specific faith upon a person.

Where warranted in providing service to our customers, we may provide referrals to a church or religious institution as desired by the customer.

Those with credentials from religious institutions either employed or as volunteers within Goshen HELP will not receive preferential treatment regarding potential referrals and must not use their positions to influence potential referrals.

If customers ask for information regarding beliefs or request specific religious acts, our staff may comply as they are capable so long as said act complies with all federal, state, and local laws.

P57. Whistleblower Policy

Performance Objective:

To specify the policy protecting an employee's right to report illegal or dishonest activities.

Operational Procedures:

A whistleblower as defined by this policy is an employee of Goshen HELP who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties specified in this policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

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

If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee is to contact his/her immediate supervisor. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Whistleblower protections are provided in two important areas – confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation and to comply with the law and to provide accused individuals their legal rights of defense. Goshen HELP will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the human Resources Director immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

Defend Trade Secrets Act Compliance: Immunity from Liability for Confidential Disclosure of a Trade Secret to the Government or in a Court Filing:

1. Immunity – An individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that:
 - a. Is made -
 - i. In confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney.
 - ii. And solely for the purpose of reporting or investigating a suspected violation of the law.
 - b. Is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.
2. Use of Trade Secret Information in Anti-Retaliation Lawsuit – An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual –
 - a. Files any document containing the trade secret under seal; and
 - b. Does not disclose the trade secret, except pursuant to court order.

All reports of illegal and dishonest activities will be promptly submitted to the Executive Director who is responsible for investigating and coordinating correcting action. Employees with any questions regarding this policy should contact the Executive Director and/or Board President.