



# **Employee Handbook & Guidelines**

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*Amended August 25, 2006*

*Amended June 25, 2012*

*Amended April 14, 2014*

*Draft Updated for 4-17-2017 changes and explanations highlighted*

# Foreword

Whether you have just joined our staff or have been with One Voice for Volusia, Inc. for a while, we are confident that you will find One Voice for Volusia a dynamic and rewarding place in which to work and we look forward to a productive and successful association. We consider the employees of One Voice for Volusia to be one of its most valuable resources.

This handbook contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit, or the applicability of a policy or practice to you, you should address your specific questions to the Executive Director. In addition, the procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will inform you of any changes as they occur.

Finally, some of the subjects described here are covered in more detail in specific official policy documents. You should refer to these documents for specific information, since this handbook only briefly summarizes those benefits.

# One Voice for Volusia

## Organizational Structure

The organizational structure of One Voice for Volusia shall be reviewed by the Executive Director and the Board of Directors on an as needed basis to ensure that the structure meets the needs of the community and the coalition members being served and to maximize the contributions made by staff members.

## Chain of Command

The Board of Directors and the Executive Director of One Voice for Volusia are responsible for setting policies for its employees. The board employs the Executive Director, to whom it delegates responsibility for the day-to-day administration of One Voice for Volusia. The Executive Director manages the staff, using policies approved by the Board of Directors. One Voice for Volusia employees are accountable only to the Executive Director.

## About One Voice for Volusia

One Voice for Volusia advocates for efficient use of resources and data-driven outcomes, and promotes system improvements by fostering diverse partnerships in the health and human services field. One Voice for Volusia is a neutral convener, engaging leaders, organizations and individuals to develop and implement strategies to improve the community.

**Our Methodology:** One Voice for Volusia is using a research, planning and community mobilization framework designed by Drs. Hawkins and Catalano. This model, based on their risk and protective factor research, involves a process that includes:

- Convening for the purpose of educating and providing networking opportunities among health and human services
- Facilitating impartial and progressive methodologies to positively affect systemic change
- Monitoring community trends affecting quality of life issues
- Encouraging open dialogue about key community issues

- Advocating for the efficient and effective use of community resources
- Fostering diverse partnerships among all sectors of the community
- Mobilizing the community to support measurable outcomes and an effective evaluation of all health and human services programming
- Engaging leaders and citizens by developing and implementing community improvement strategies through priority-setting and consensus building
- Collecting, analyzing, interpreting, and sharing indicator data with the community
- Supporting other coalitions locally and throughout the state to further the field of work.

**Our Mission:** The mission of One Voice for Volusia is to mobilize all sectors of the community by strengthening our organized capacity to meet human needs.

**CODE OF ETHICS/CONDUCT**

By signing an acknowledgment for this handbook, I, as an employee of One Voice for Volusia Inc., affirm that:

- I will not discriminate against or refuse professional services to anyone on the basis of race, color, creed, age, sex, religion, disability, nationality or marital status.
- I will maintain a professional attitude, which upholds confidentiality towards colleagues and citizens.
- I will respect the rights and views of my colleagues, and treat them with fairness, courtesy and good faith.
- I will not exploit the trust of the public or my co-workers. I will make every effort to avoid relationships that could impair my professional judgment.
- I will not engage in or condone any form of harassment or discrimination. I will comply with One Voice for Volusia Conflict of Interest Policy.
- I will accurately represent my education, training, experience and competencies as they relate to my profession.
- I will abide by One Voice for Volusia policies related to public statements.
- I will act in accordance with standards of professional integrity.

I understand that violation of this code ethics/conduct may result in my dismissal from employment by the agency.

**AT-WILL DISCLAIMER**

Every One Voice for Volusia employee has the status of "employee-at-will," meaning that no one has a contractual right, express or implied, to remain in One Voice for Volusia employ. One Voice for Volusia may terminate an employee's employment, or an employee may terminate his/her employment, without cause, and with or without notice, at any time for any reason. No representative of One Voice for Volusia (except the Executive Director and/or Board President) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above.

One Voice for Volusia often works on contracts or offers Professional Services that may require adopting the hiring practices or policies of the contractor. Employees must be willing to comply and One Voice for Volusia may be required to adopt the hiring practices or policies as a requirement of these contracts.

Moved at- will disclaimer to forward of handbook to coincide with employee practices.

**EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT**

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at One Voice for Volusia, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, age, national origin, disability, or any other protected class established by law. This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment. Employees' questions or concerns should be referred to the Executive Director. Appropriate disciplinary action may be taken against any employee willfully violating this policy.

### **NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY**

One Voice for Volusia is committed to a work environment in which all employees are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, One Voice for Volusia expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

### **AMERICANS WITH DISABILITIES POLICY STATEMENT**

It is One Voice for Volusia policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such employee's disability or perceived disability so long as the employee can perform the essential functions of the job.

### **CONFLICT OF INTEREST AND OUTSIDE EMPLOYMENT STATEMENT**

One Voice for Volusia expects our employees to conduct business according to the highest ethical standards of conduct. Employees are expected to devote their best efforts to the interests of One Voice for Volusia. Business dealings that appear to create a conflict between the interests of One Voice for Volusia and an employee are unacceptable. One Voice for Volusia recognizes the rights of employees to engage in activities outside of their employment which are of a private nature and unrelated to our business. However, the employee must disclose any possible conflicts so that One Voice for Volusia may assess and prevent potential conflicts of interest from arising. If an employee has any question whether an action or proposed course of conduct would create a conflict of interest, he or she should immediately contact the Executive Director to obtain advice on the issue. A violation of this policy will result in immediate and appropriate discipline, up to and including immediate termination.

In general, outside work activities are not allowed when they:

- Prevent the employee from fully performing work for which he or she is employed at One Voice for Volusia, including overtime assignments;
- Involve organizations that are doing or seek to do business with One Voice for Volusia, including actual or potential vendors or customers; or
- Involve competing organizations; or
- Violate provisions of law or One Voice for Volusia policies or rules.

In cases of conflict with any outside employment, the employee's obligations to One Voice for Volusia must be given priority. Employees are hired and continue in One Voice for Volusia employment with the understanding that One Voice for Volusia is their primary employer and that other employment or commercial involvement, which is in conflict with the business interests of One Voice for Volusia, is strictly prohibited.

## **CONFIDENTIAL NATURE OF WORK**

Many projects of One Voice for Volusia require that records and information are considered confidential and employees must, therefore, treat all matters accordingly. No One Voice for Volusia information, including without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of One Voice for Volusia) may be removed from One Voice for Volusia premises without permission from management. Employees must not disclose any confidential information, purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside One Voice for Volusia. Employees who are unsure about the confidential nature of specific information must ask management for clarification. Employees will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature.

# Employment

All One Voice for Volusia employees are classified in one of the following categories: Full-Time Exempt, Full-Time Hourly, Part-Time Hourly and Temporary Hourly.

**Full-Time Exempt Employees** – are those employees, by classification and law, not subject to the Fair Labor Standards Act (FLSA) minimum wage and overtime pay requirements. At One Voice for Volusia, “salaried employee” is equivalent to “exempt employee”. Full-time Exempt Employees are expected to work until a particular task is completed or the goal is accomplished; be that forty hours in a week or sixty hours in a week.

**Full-Time Non-Exempt Hourly Employees** – are employees working at least 32 hours per week (hourly employees) not exempt from overtime regulations of the FLSA. “Hourly employee” is equivalent to “non-exempt employee”. In the case where a full-time employee works more than the 40 hours in a single week, the employee must be paid overtime rate of time-and-one-half of the regular hourly rate for all hours worked over 40. All overtime work and pay must be approved by the Executive Director prior to an employee working over their normal hours per week.

Changed for consistency

**Part-Time Hourly Employees** – are employees (hourly employees) not exempt from overtime regulations of the FLSA. At One Voice for Volusia “hourly employee” is equivalent to “non-exempt employee”. Part-time employees are expected to work not more than 31 hours per week. The work schedule will be determined by the employee and the Executive Director. The Executive Director has the final decision on the work schedule.

Changed for consistency

Dual Employment- is an option to employees per the full approval of both hiring bodies/employers.

## **PERFORMANCE EVALUATIONS**

In order to attract and retain a highly qualified and competent work force, One Voice for Volusia has instituted a performance management program to compensate employees in a fair and equitable manner based upon demonstrated job performance, and in accordance with its Equal Employment Opportunity policy. Through this program employees will receive constructive work reviews designed to address performance and skill developmental needs and interests. Each year (in the month of the employee’s hire date), an employee

becomes eligible for consideration of a performance and salary review. Employees may receive constructive work reviews on the following schedule:

- 3-month introductory work review
- Annual work and salary review

Under usual and appropriate circumstances, employees should receive a performance review annually. If an employee's job responsibilities change substantially at any time after the annual work review, however, another review may be performed before the next annual review, after the new assignment has begun. Additionally, interim reviews may be conducted if the employee's behavior or performance is not meeting One Voice for Volusia standards and expectations.

# Employee Compensation and Benefits

## GENERAL INFORMATION

Eligible employees at One Voice for Volusia are provided a wide range of benefits. A number of the programs (such as Social Security, workers compensation, and unemployment insurance) cover all employees in the manner prescribed by law. Benefits eligibility is dependent upon a variety of factors, including employee classification. The following benefit programs are available to eligible employees:

- Personal Time Off Leave
- Bereavement Leave
- Jury Duty Leave
- Paid Holidays
- Health Reimbursement Account

One Voice for Volusia reserves the right, in its sole and absolute discretion, to amend, modify or terminate, in whole or in part, any or all of the provisions of the compensation and benefit plans described herein. Further, One Voice for Volusia reserves the exclusive right, power and authority, in its sole and absolute discretion, to administer, apply and interpret the benefit plans described herein, and to decide all matters arising in connection with the operation or administration of such plans. For more information regarding any of One Voice for Volusia benefits, please refer contact the Executive Director.

## TIME RECORDS

All employees are required to complete daily time sheets. The time sheet will be submitted to the Executive Director bi-weekly according to the One Voice for Volusia Payroll Schedule. All employees must record the hours worked, each day, on his/her time record.

## PAY DEDUCTIONS

Mandatory deductions: Social Security, Medicare and federal withholding taxes. An employee's paycheck may also be garnished for alimony, child support, and delinquent loans or for some other reason, by court order and subject to the requirements of law for notice of payment. All mandatory deductions will be made without written authorization of the employee.

**PERSONNEL RECORDS**

One Voice for Volusia employee personnel files are not considered confidential information and certain contents may be inspected by the public. Employee personnel files may contain the following information:

- Application and resume
- Letters of employment and acceptance
- Job Description
- Copies of educational transcripts and diplomas
- Copies of certificates and licenses, if applicable
- Performance evaluations
- Background screening (Youth/Data files)
- Any memoranda or documents relating to performance of current relevance
- Any memoranda or documents relating to job changes or transfers
- Any records of disciplinary action
- Training records, including grades and notations of attendance at in house programs

To keep necessary records up to date, it is extremely important that you notify in writing management of any changes in:

- Name and/or marital status
- Address and/or telephone number
- # of eligible dependents
- W-4 deductions
- Person to contact in case of emergency

**ATTENDANCE and PUNCTUALITY**

Employees are expected to be punctual according to their work schedule (determined between them and Executive Director). Unscheduled absences, lateness and early outs place an undue hardship on One Voice for Volusia. When an employee’s unscheduled time away from work becomes excessive and/or causes a business or production disruption, the Executive Director will discuss the situation with the employee and attempt to reach an agreement of resolution. If the situation does not improve to the satisfaction of the Executive Director, the Executive Director will take disciplinary action up to and including termination. One Voice for Volusia understands that employees will occasionally experience unavoidable circumstances that prevent them from reporting to work or reporting to work on time.

**PERSONAL TIME OFF (PTO)**

All full-time exempt and full-time hourly employees will accrue Personal Time Off (PTO) leave and part-time employees will receive a pro-rated PTO for each full pay period worked based on years of service. The accrual will be credited to the employees account on each scheduled pay day. PTO will be prorated for employees who are hired mid-pay period. Full-time non-exempt hourly employees and full-time non-exempt hourly Full-time employee’s PTO will be pro-rated if the employee works less than 40 hours and part-time employee’s PTO will be prorated if the employee works less that 31 hours in the pay period. Full-time Exempt and Full-Time Non-Exempt Hourly employees should take a minimum of 5 consecutive days off per calendar year (32 to 40 hours of PTO). Full-time Non-Exempt Hourly Employees may retain 187.5 hours of leave to the following year Full-Time Exempt employees may retain a maximum of 200 hours of leave at the end of the calendar year and part-time employees may retain a maximum of 100 hours . Unused hours will be forfeited.

Years of Service	Full-Time - 40 hours per week	Maximum Leave Time Allowable	Part-Time Hourly – 31 hours per week	Maximum Leave Time Allowable
0-2 years	5.0 hours per pay period	200 hours	4.0 hours per pay period	100 hours
3-5 years	6.0 hours per pay period	200 hours	5.0 hours per pay period	100 hours
6-8 years	7.0 hours per pay period	200 hours	5.5 hours per pay period	100 hours
9+ years	8.0 hours per pay period	200 hours	6.0 hours per pay period	100 hours

Per Business Committee Meeting 3-29-17 we added PTO for part-time staff.

PTO Leave is intended to compensate employees for time taken away from work. It can be used for scheduled time away from work such as vacation or other planned absences. Leave can also be used for unscheduled time away from work, early outs, or illnesses, etc. Using leave pay for unscheduled time off does not “excuse” the absence but merely compensates the employee for the time off. The Executive Director must approve scheduled leave 1 business day prior to each requested day off. The Executive Director and employee requesting PTO must coordinate to ensure any meetings and work is completed timely during the employees PTO. Dually employed staff may earn PTO based on the days and hours worked per pay period at a rate determined by the employee and Executive Director.

Society of Human Resources Management: Organizations may or may not have restrictions on the amount of leave an employee can carry over from year to year. On average, employees were allowed to roll over a maximum of 30 days into the following year. Additionally, some companies indicated that the number of days an employee could carry over depended on the number of days an employee accrued for the year (for example, an employee could roll over half the number of leave days earned that year).

Other practices are to roll it into a sick bank that employees apply for. A committee would approve or decline requests. State agencies often allow all rollover hours and have a formula for dispensing unused leave at retirement or job transition (ex. Vested staff receive 50% banked leave and 25% banked sick time). The 250/185 recommendation above is in keeping with the average maximum listed above and used the years of service/full-time exempt and full-time hourly formula above. Per Suzy Suring, HR specialist

## **HOLIDAYS**

All employees are paid for One Voice for Volusia approved holidays. One Voice for Volusia recognizes ten paid holidays per year. The specific holidays are as follows:

1. New Year’s Day
2. Martin Luther King’s Birthday
3. Good Friday
4. Memorial Day
5. Independence Day
6. Labor Day
7. Thanksgiving Day
8. Day after Thanksgiving Day
9. Christmas Day
10. Day before/after Christmas Day

If a holiday occurs during the employee’s scheduled approved paid leave, the employee will be paid for the holiday and will not be charged with a leave day for the day that the holiday is observed. In order to be paid for an observed holiday, the employee must be on paid status on both the workday prior to and following the observed holiday. Full-time exempt and full-time hourly employees earn 8 hours per holiday; part-time hourly employees (up to 31 hours) will earn 4 hours per holiday if the holiday falls on an established work day. Questions regarding this should be directed to the Executive Director. Should work be required on an approved holiday due to contract requirements or obligations, the paid holiday may be floated to a day approved by the Executive Director.

## **JURY DUTY**

A paid leave of absence for jury duty will be granted to any full-time or part-time employee who has been notified to serve. One Voice for Volusia will pay up to five (5) days of jury duty. An employee on jury duty is expected to report to work any day he/she is excused from jury duty. Upon receipt of the notice to serve jury duty, the employee should immediately notify management. Additionally, a copy of the notice to serve jury duty should be attached to the employee's attendance record for attendance purposes. Upon the employee's return, the employee must notify the Executive Director and must submit a signed Certificate of Jury Service indicating the number of days served.



## **BEREAVEMENT LEAVE**

In the unfortunate event of a death in the immediate family, a leave of absence of up to 3 days with PTO will be granted at the discretion of the Executive Director. The approved bereavement leave days are to be taken consecutively within a reasonable time of the day of the death or day of the funeral, and may not be split or postponed. For this purpose, immediate family is defined as:

- Spouse/Partner
- Child, Step-child
- Parents (including in-laws), step- parents, and legal guardians
- Siblings, step-siblings
- Grandparents
- Grandchildren
- Son-in-law or daughter-in-law

## **PERSONAL LEAVE OF ABSENCE WITHOUT PAY**

Should a situation arise that temporarily prevents an employee from working, he/she may be eligible for a personal time leave of absence without pay. However, employees must be employed for at least twelve months prior to the requested leave. Any request for a leave of absence without pay must be submitted in writing as far in advance as possible and will be reviewed on a case-by-case basis by the Executive Director. Leaves of absence will be considered only after all personal leave time have been exhausted.

## **HEALTH REIMBURSEMENT ACCOUNT (HRA) This section can be written into a contract as needed.**

~~One Voice for Volusia established a Health Reimbursement Account (HRA) plan for all eligible full time exempt, certain dually employed and full time hourly employees (not part time). One Voice for Volusia will reimburse employees for medical expenses not covered by the employees' traditional individual health insurance such as dental, vision, or certain deductibles. The contributions to the HRA by One Voice for Volusia are tax free to employees. One Voice for Volusia will comply with any provisions of the Affordable Care Act and has consulted "FAQs About Affordable Care Act (ACA) Implementation (Part XII)" issued jointly from Departments of Labor (DOL), Health and Human Services (HHS) and the Treasury on January 24, 2013.~~

~~A One Voice for Volusia employee becomes eligible for HRA benefits after thirty (30) days of employment. Each eligible employee will accrue a benefit amount of \$150 per pay period that will be maintained in a separate account. Employees may be reimbursed for approved health care costs directly from their account. Request for reimbursements must not exceed the amount in the employee's account. Unused benefits will roll over until depleted, even after the employee is no longer employed by One Voice for Volusia.~~

~~Employees will complete the HRA reimbursement form for each HRA claim. Upon receipt and approval of expenditure One Voice for Volusia will reimburse the employee. The employee may continue to receive reimbursement until the funds are expended from the HRA account, even after the employee retires, terminates employment or is terminated. The accrual of HRA funds will end on their employee termination date.~~

~~Full time, exempt employees not eligible for the HRA due to ACA restrictions may receive increased bi-weekly compensation as part of their salary package at the discretion of the Executive Director and Executive Committee.~~

## **WORKERS' COMPENSATION BENEFITS**

One Voice for Volusia is covered under statutory state Workers' Compensation Laws. The Executive Director must immediately be notified should an employee sustain a work-related injury or accident. Should an employee's injury require the attention of a doctor, you can obtain a list of approved Medical Service Provider located in the Employee Resource File or by calling our Workers' Compensation Carrier's Physician Network Referral Unit (the Executive Director will give you the Referral Unit's telephone number). In the case of an emergency, you should go to the nearest hospital emergency room for treatment and then utilize the Medical Service Provider Referral Network if additional treatment is necessary. All employees should review One Voice for Volusia Worker's Compensation Policy and Procedure.

# On The Job

## **DRUG & ALCOHOL ABUSE**

Manufacture, distribution, dispensation, possession, or use of any illegal drug, alcohol, or controlled substance is strictly prohibited. These activities constitute serious violations of rules, jeopardize One Voice for Volusia and can create situations that are unsafe or that substantially interfere with job performance. Employees in violation of the policy are subject to appropriate disciplinary action, up to and including termination. Additionally, One Voice for Volusia reserves the right to require an employee to undergo a medical evaluation under appropriate circumstances. An exception to this policy is when a One Voice for Volusia-sanctioned event allows the responsible consumption of alcohol.

It is One Voice for Volusia desire to provide a **smoke-free**, drug-free, healthful, and safe workplace. While on One Voice for Volusia premises and while conducting business-related activities off One Voice for Volusia premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. At no time, and under no circumstances, may an employee use, possess, distribute, sell or be under the influence of illegal drugs. **Aligns with P & P's.**

No employee shall drive any vehicle for One Voice for Volusia related business, while under the influence of alcohol or illegal drugs. No employee shall drive any vehicle of One Voice for Volusia, or any other vehicle for One Voice for Volusia related business, while impaired as a result of using prescription or over the counter medications.

Violations of these policies may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program.

## **DRUG & ALCOHOL TESTING**

One Voice for Volusia does not test applicants as part of the employment application process, for the presence of illegal drugs. One Voice for Volusia may request an employee take a test for drug and alcohol use based upon reasonable suspicion that the employee has violated One Voice for Volusia Drug-Free Workplace Policy. Reasonable suspicion testing may be based upon, but not limited to, the following:

- Observable phenomena, such as an employee's behavioral pattern and physical manifestations, or direct observation (a confidential eyewitness account from another credible employee, consumer or family member) of drug use or possession, and/or the physical symptoms of being under the influence of a drug.

- A pattern of abnormal conduct or erratic behavior; being emotionally or physically unfit for duty.
- Arrest or conviction for a drug-related offense, or the identification of an employee as the focus of a criminal investigation into illegal drug possession, use or trafficking.
- Evidence the employee has tampered with a previous drug test.
- Information an employee has caused or contributed to an accident while at work.

One Voice for Volusia recognizes drug and alcohol abuse is a serious problem that is not always easy for a user to control. As a result, employees who voluntarily come forward prior to a request they be tested and report their drug or alcohol abuse problem to the Executive Director or Board President, will be given a single opportunity to remain employed by One Voice for Volusia by agreeing to the terms of rehabilitation/treatment. If an employee is convicted of a drug-related crime, pleads guilty or nolo contendere, the employee may be terminated.

### **APPEARANCE STANDARDS**

It is the responsibility of each One Voice for Volusia employee to contribute to the positive image of One Voice for Volusia. "First impressions" are vitally important and each employee contributes personally in this aspect. A neat appearance and appropriate attire conveys the attitude of excellence and professionalism. Employees are not to wear any obscene or profane images. Employees are not to wear attire that exposes their body inappropriately. One Voice for Volusia expects employees to maintain a neat, well-groomed appearance at all times. One Voice for Volusia requires order and discipline to succeed and to promote efficiency, productivity and cooperation among its employees and customers.

### **VIOLENCE IN THE WORKPLACE**

One Voice for Volusia strongly believes that all employees should be treated with dignity and respect. Acts of violence will not be tolerated. Any instances of violence must be reported to the Executive Director or designee. All complaints will be fully investigated. The Executive Director will promptly respond to any incident or suggestion of violence. Violation of this policy will result in disciplinary action, up to and including immediate termination.

### **INCLEMENT WEATHER AND EMERGENCY CLOSINGS**

The Executive Director may close the One Voice for Volusia office due to inclement weather or emergencies on days other than regularly scheduled holidays. Should this occur, every attempt will be made to notify staff members by telephone. This absence will be considered an excused absence for all employees and will not be charged to earned leave time. Should an emergency closing occur while an employee is already on earned PTO leave, he or she will continue to use earned leave time during that time. Employees who do not report for work because of the weather, in the absence of an official closing that day, will be charged one day of PTO leave.

### **OPEN DOOR POLICY**

One Voice for Volusia promotes an atmosphere whereby employees can talk freely with the Executive Director. Employees are encouraged to openly discuss with the Executive Director any problems so appropriate action may be taken. If the Executive Director cannot be of assistance, the Board President is available. One Voice for Volusia has a vested interest in the success and happiness of its employees.

### **GRIEVANCE POLICY**

**PURPOSE:** It is the policy of One Voice for Volusia that employees have an opportunity to present their work related complaints and to appeal management decisions through a dispute resolution or grievance procedure.

GENERAL STATEMENT: One Voice for Volusia will attempt to resolve promptly all grievances that are appropriate for handling under this policy. Please see the corporate policies and procedures regarding the specifics of the grievance policy.

### **INFORMATION AND PROPERTY**

The protection of One Voice for Volusia business information, property and all other assets is vital to the interests and success of One Voice for Volusia. No One Voice for Volusia related information or property, including without limitation, artwork, documents, files, records, computer files, equipment, office supplies or similar materials (except in the ordinary course of performing duties on behalf of One Voice for Volusia) may, therefore, be removed from One Voice for Volusia premises. In addition, when an employee leaves One Voice for Volusia, the employee must return to One Voice for Volusia all the business related information and property that the employee has in his/her possession, including without limitation, artwork, documents, files, records, manuals, information stored on a personal computer or on a computer disc, supplies and equipment. Violation of this policy is a serious offense and will result in appropriate disciplinary action, up to and including discharge and/or prosecution.

### **VOICE AND E-MAIL POLICY**

Every One Voice for Volusia employee is responsible for using the Voice and E-Mail system properly and in accordance with this policy. Any questions about this policy should be addressed to the Executive Director.

Employees have no right of personal privacy in any matter stored in, created, received, or sent over One Voice for Volusia Voice and E-Mail system. One Voice for Volusia, in its discretion as owner of the Voice and E-Mail system, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created, received, or sent over the Voice and E-Mail system, for any reason without the permission of any employee and without notice.

~~Any password used by employees must be revealed to One Voice for Volusia, as Voice and E-Mail messages may need to be accessed by the Executive Director in an employee's absence. Even though One Voice for Volusia reserves the right to retrieve and read any Voice and E-Mail messages, those messages should still be treated as confidential by other employees and accessed only by the intended recipient. Remove as this has not is not best practice.~~

One Voice for Volusia policies against sexual or other harassment apply fully to the Voice and E-Mail system, and any violation of those policies is grounds for discipline up to and including immediate termination. The Voice and E-Mail system may not be used to solicit for religious or political causes, commercial enterprises, outside organizations, or other non-job related solicitations.

Users should routinely delete outdated or otherwise unnecessary Voice and E-Mails. These deletions will help keep the system running smoothly and effectively, as well as minimize maintenance costs. Any employee who discovers misuse of the Voice and E-Mail system should immediately contact management. Violations of the One Voice for Volusia's Voice and E-Mail policy may result in disciplinary action up to and including discharge. One Voice for Volusia reserves the right to modify this policy at any time, with or without notice.

### **USE OF EQUIPMENT AND COMPUTER SYSTEMS**

One Voice for Volusia provides supplies, equipment, and materials necessary for employees to perform their job. These items are to be used solely for One Voice for Volusia purposes. Employees are expected to exercise care in the use of equipment and property and use such property only for authorized purposes. Loss,

damages or theft of property should be reported at once. Negligence in the care and use of property may be considered grounds for discipline, up to and including termination.

One Voice for Volusia equipment, including but not limited to telephones, facsimiles, copiers, and postage is intended to be used for business purposes. An employee may only use this equipment for non-business purposes in an emergency and only with the permission of the Executive Director. Personal use, in an emergency, of these or other equipment that results in a charge to One Voice for Volusia should be reported immediately to Executive Director so that reimbursement can be made. Upon termination of employment, the employee must return all property, equipment, work product and documents in his/her possession or control.

It is the policy of One Voice for Volusia that the use of its computers and software is limited to appropriate business use. Employees are strictly forbidden from installing software on the system. Further, this policy reaffirms that One Voice for Volusia employees have no reasonable expectation of privacy with respect to any computer hardware, software, electronic mail or other computer or electronic means of communication or storage, whether or not employees have private access or an entry code into the computer system. One Voice for Volusia reserves the right to monitor the use of its computer system.

#### Telephone Use

Because a large percentage of our business is conducted over the phone, it is essential to project a professional telephone manner at all times. Although One Voice for Volusia realizes that there are times when an employee may need to use the telephone for personal reasons, it is expected that good judgment will be used in limiting the length and frequency of such calls. Additionally, no long distance personal calls may be made on phones without prior approval from the Executive Director. Employees are responsible for reimbursing One Voice for Volusia for the cost of personal phone use.

#### **INTERNET USE POLICY**

One Voice for Volusia employees are provided with access to the Internet to assist them in performing their jobs. Use of the Internet, however, must be tempered with common sense and good judgment. If you abuse your right to use the Internet, it will be taken away from you. In addition, you may be subject to disciplinary action, including termination, and civil and criminal liability.

#### Disclaimer of liability for use of Internet

One Voice for Volusia is not responsible for material viewed or downloaded by users from the Internet. The Internet is a worldwide network of computers that contains millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. In addition, having an E-mail address on the Internet may lead to receipt of unsolicited E-mail containing offensive content. Users accessing the Internet do so at their own risk. Employee intentional viewing or downloading offensive, sexually explicit and inappropriate material is subject to disciplinary action including termination.

#### No expectation of privacy

The computers and computer accounts given to employees are to assist them in performance of their jobs. Employees should not have an expectation of privacy in anything they create, store, send, or receive on the computer system. The computer system belongs to One Voice for Volusia and may only be used for business purposes.

### Monitoring computer usage

One Voice for Volusia has the right, but not the duty, to monitor any and all of the aspects of its computer system, including, but not limited to, monitoring sites visited by employees on the Internet, monitoring chat groups and news groups, reviewing material downloaded or uploaded by users to the Internet, and reviewing E-mail sent and received by users.

### Illegal copying

Employees may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material you wish to download or copy. You may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of management.

### Virus Detection

Files obtained from sources outside One Voice for Volusia, including disks brought from home; files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to E-mail; and files provided by customers or vendors may contain dangerous computer viruses that may damage One Voice for Volusia computer network. Employees should never download files from the Internet, accept E-mail attachments from outsiders, or use disks from non-One Voice for Volusia sources, without first scanning the material with One Voice for Volusia approved virus checking software. If you suspect that a virus has been introduced into One Voice for Volusia network, notify the Executive Director immediately.

### **INTERNAL INVESTIGATIONS AND SEARCHES**

From time to time, One Voice for Volusia may conduct internal investigations pertaining to security, auditing or work-related matters. Employees are required to cooperate fully with and assist in these investigations if requested to do so. Under extraordinary circumstances and with reasonable suspicion and/or cause, the Executive Director or Board President, reserves the right to search work areas (i.e., desks, file cabinets, etc.) without notice. One Voice for Volusia respects the privacy and dignity of its employees and does not take this authority lightly. One Voice for Volusia does not perform random or routine searches.

### **REFERENCE CHECKS**

All inquiries regarding a current or former One Voice for Volusia employees must be referred to the Executive Director. Should an employee receive a written request for a reference, he/she should refer the request to the Executive Director for handling. In response to an outside request for information regarding a current or former employee, the Executive Director will furnish or verify only an employee's name, dates of employment, job title and department. No other data or information regarding any current or former employee, will be furnished unless the employee authorizes One Voice for Volusia to furnish this information in writing, that also releases One Voice for Volusia from liability in connection with the information furnished.

### **SMOKING POLICY (Changes are congruent with P&P language)**

~~In order to comply with government regulations,~~ One Voice for Volusia is a smoke-free workplace and prohibits smoking throughout its workplace as well as during any workrelated functions outside the office. ~~Smoking is only permitted outside of the building.~~ Employees are protected from retaliatory action or from being subjected to any adverse personnel action for exercising or attempting to exercise his/her rights under the smoking policy. Any questions regarding the smoking policy should be directed the Executive Director.

# Leaving One Voice For Volusia

## RESIGNATION

When an employee decides to leave for any reason, the Executive Director would like the opportunity to discuss the resignation before final action is taken. It is required that employees in director level positions give 3 weeks written notice and that all other employees provide One Voice for Volusia with a written two-week advance notice period and that the Executive Director provide the Executive Committee 4 weeks advanced written notice (personal time leave/PTO over 4 days may not be included in the notice period). One Voice for Volusia will only compensate employees for unused personal time leave when the employee works throughout the notice period, and is not terminated for gross misconduct or cause; otherwise, unused personal time leave will be forfeited.

Changed after BOD discussion at September meeting and to reflect best practices of similar positions such as HND's policy

## Immediate Dismissals for Misconduct

Any employee whose conduct, actions or performance violates or conflicts with One Voice for Volusia policies or best interest may be terminated immediately and without warning. In addition to items referenced in this document, the following are some examples of grounds for immediate dismissal of an employee:

- Breach of trust or dishonesty
- Conviction of a felony
- Willful violation of an established policy or rule
- Falsification of records
- Gross negligence
- Insubordination
- Time sheet
- Undue and unauthorized absence from duty during regularly scheduled work hours
- Deliberate non-performance of work
- Larceny or unauthorized possession of, or the use of, property belonging to any co-worker, visitor, or customer of One Voice for Volusia
- Possession of dangerous weapons on the premises
- Unauthorized posting or removal of notices from bulletin boards
- Marring, defacing or other willful destruction of any supplies, equipment or property of One Voice for Volusia
- Fighting or serious breach of acceptable behavior
- Disorderly conduct, including fighting, acting in an obscene manner, or using obscene, abusive or threatening language, or obscene horseplay.
- Excessive personal use of the One Voice for Volusia phone system.
- Carelessness or inefficient performance of job duties, including the failure to maintain proper standards of performance or interfering the with the work of other employees.
- Theft
- Violation of One Voice for Volusia Conflict of Interest/Outside Employment Policy and/or Confidentiality Policy

This list is intended to be representative of the types of activities that may result in disciplinary action. It is not exhaustive, and is not intended to be comprehensive and does not change the employment-at-will relationship between the employee and One Voice for Volusia.

## DISCIPLINE OTHER THAN IMMEDIATE TERMINATION

All employees are expected to meet One Voice for Volusia standards of work performance. Work performance encompasses many factors, including attendance, punctuality, personal conduct, job proficiency and general compliance with One Voice for Volusia policies and procedures. If an employee does not meet

these standards, One Voice for Volusia may, under appropriate circumstances, take corrective action, other than immediate dismissal. Disciplinary action will, under most circumstances proceed as follows:

- Verbal warning
- Written warning
- Disciplinary probation or suspension
- Termination

### **POST RESIGNATION/TERMINATION PROCEDURES**

The Executive Director will schedule an exit interview with a terminating employee on or near the employee's last day of employment. The exit interview is intended to address administrative incidentals such as:

- Forwarding address
- Computer and telephone system passwords
- Collect pagers, laptop computers, cellular phones, organization credit cards or phone
- cards, keys, documents or other property and documents.
- Discuss benefits and final pay

### **Final Pay**

Employees leaving One Voice for Volusia must return all One Voice for Volusia property before their final pay can be issued. This final pay will be processed during the next normal pay period. If there are unpaid obligations to One Voice for Volusia, the final pay will reflect the appropriate deductions.



**RECEIPT FOR EMPLOYEE HANDBOOK**

I acknowledge that I have received a copy of the One Voice for Volusia Employee Handbook. I agree to read it thoroughly, including the statements in the foreword describing the purpose and effect of the Handbook. I agree that if there is any policy or provision in the Handbook that I do not understand I will seek clarification from the Executive Director. I understand that One Voice for Volusia is an "at will" employer and as such employment with One Voice for Volusia is not for a fixed term or definite period and may be terminated at the will of either party, with or without cause, and without prior notice. No other representative of One Voice for Volusia (except the Executive Director and/or the Board of Directors) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above. In addition, I understand that this Handbook states One Voice for Volusia policies and practices in effect on the date of publication. I understand that nothing contained in the Handbook may be construed as creating a promise of future benefits or a binding contract with One Voice for Volusia for benefits or for any other purpose. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time at the sole discretion of One Voice for Volusia. I agree to adhere to the policies and procedures of One Voice for Volusia. I understand that failure to do so may result in disciplinary action up to and including my termination of employment with One Voice for Volusia.

Please sign and date this receipt and return it to the Executive Director.

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

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

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