



Executive Committee Meeting

AGENDA

Wednesday, September 2, 2020 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/85023490125>

Phone No: 1-646-558-8656 (EST) Meeting ID: 85023490125

Call to Order		K. Baxley
Roll Call		C. Schnettler
Approval of Minutes, August 17, 2020	Pages 2 - 4	K. Baxley

DISCUSSION ITEMS

Rosen Contract		R. Skinner
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PUBLIC COMMENT

ACTION ITEMS

Breach of Security/Incident Response Policy	Pages 5 - 14	D. French
Budget	Pages 15 - 17	K. Woodring
Employee Handbook Updates	Pages 18 - 116	K. Woodring
Customer Code of Conduct Policy	Pages 117 - 126	D. French
Joint Audit Proposal Selection	Pages 127 - 128	D. French

PROJECT UPDATES

None

MATTERS FROM THE FLOOR

ADJOURNMENT

2020 – 2021 MEETING SCHEDULE						
Performance/ Monitoring	Business and Economic Development	Career Center	Marketing/ Outreach	Executive	Full Board	
All in-person committee meetings are held at the CF Ocala Campus, Enterprise Center, Room 206. All teleconference meetings will be held through Zoom.						
Tuesday, 9:00 am	Thursday, 9:00 am	Thursday, 9:30 am	Wednesday, 9:00 am	Wednesday, 9:30 am	Wednesday, 11:30 am	
8/11/2020	8/13/2020	8/20/2020	8/26/2020	9/2/2020	9/9/2020	Zoom
11/3/2020	11/5/2020	11/19/2020	11/18/2020	12/2/2020	12/9/2020	CF Ocala
2/9/2021	2/11/2021	2/18/2021	2/24/2021	3/3/2021	3/24/2021	CF Lecanto
5/11/2021	5/13/2021	5/20/2021	5/26/2021	6/2/2021	6/9/2021	CF Ocala

OUR VISION STATEMENT

To be recognized as the number one workforce resource in the state of Florida by providing meaningful and professional customer service that is reflected in the quality of our job candidates and employer services.



**CAREERSOURCE CITRUS LEVY MARION
Executive Committee**

MINUTES

DATE: August 17, 2020
PLACE: College Of Central Florida, Enterprise Center, Building 42, Ocala, FL
TIME: 10:00 a.m.

MEMBERS PRESENT

Albert Jones
Brandon Whiteman
Charles Harris
Fred Morgan
Kimberly Baxley
Pete Beasley
Ted Knight

MEMBERS ABSENT

Rachel Riley

OTHER ATTENDEES

Rusty Skinner, CSCLM
Kathleen Woodring, CSCLM
Dale French, CSCLM

Cira Schnettler, CSCLM
Iris Pozo, CSCLM
Robert Stermer, Attorney

CALL TO ORDER

The meeting was called to order by Kim Baxley, Chair, at 10:00 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Charles Harris made a motion to approve the minutes from the June 25, 2020, meeting. Al Jones seconded the motion. Motion carried.

DISCUSSION ITEMS

Staff Changes

Kathleen Woodring announced her December 11 retirement. She expressed gratitude for a wonderful career and is excited for her new chapter. Committee members thanked her for her service to CareerSource CLM. Rusty Skinner briefly reviewed the Proposed Organizational Changes. The management team is confident in the succession plan and the staff shifts allow for continuity.

Staff Evaluations

Kathleen Woodring explained that a couple of years ago a committee comprised of three volunteers from each county and different CLM service areas was created to

develop a new evaluation form. The previous platform used for annual evaluations was not meeting the needs of supervisors and staff. The committee reviewed a variety of different types of evaluations for reference and created a simplified form that allowed for comments and focused on three competency areas; Needs Improvement, Successful, and Exceptional. The HR team reviewed and approved the form. The committee members provided the training to staff. The format of the new form allows for the option to connect competency areas to merit pay. Each area would be aligned with a percentage pay increase. Committee members were in agreement with adding the merit pay percentages to the evaluation form.

PUBLIC COMMENT

None

ACTION ITEMS

Board Member Orientation

Rusty Skinner requested feedback from the committee on developing a stronger approach to in-person board orientations. He reviewed current and past methods of orientation. Attorney Stermer reminded the committee that any meeting with two or more board members discussing board business must be noticed due to Sunshine Laws. The committee discussed holding meet and greet at the beginning of regular board meetings for new and existing members to get to know each other. The formal orientation will be noticed and members invited to attend. At Board meetings, when we have new members, the meetings will start 30 minutes earlier for a meet and greet. This will be noticed as part of the Board meeting. The roll will be called and the meeting started, then we will have the new member(s) "mingle". Of course with Zoom meetings that will be somewhat restrained. The committee agreed on this process. Charles Harris made a motion to accept the new format of the board orientation and Pete Beasley seconded the motion. Motion carried.

Special Trust Positions

Rusty Skinner explained that the Sub-grantee Agreement requires the Board to identify and disclose to DEO all Board staff positions that may be granted access to confidential data, including confidential data stored in the information systems used by workforce service providers to manage and report participant information. These positions are designated as Special Trust positions and the individuals in the positions must pass a level 2 background screening. FDLE handles the screenings through a designated provider. Ted Knight made a motion to accept the positions recommended for consideration as Special Trust positions: CEO; Executive Vice President; Director of Finance; Director of IT; Accountant; and Bookkeeper II. Al Jones seconded the motion. Motion carried.

Required Positions

Rusty Skinner explained that the Sub-grantee Agreement requires local positions be approved by the Board. Positions are listed below with corresponding staff recommendations:

- a. A Regional Security Officer- Dale French
- b. A custodian for purchased property and equipment- Dwain Henderson
- c. A personnel liaison (must be a DEO merit staff member)- Bonnie Johnson
- d. A public records coordinator- Cory Weaver
- e. An Equal Opportunity Officer, consistent with 29 CFR part 38- Iris Pozo
- f. An Ethics Officer- Iris Pozo

g. A Disability Navigator- Luis Perez

Pete Beasley made a motion to approve required local positions and the individuals recommended. Al Jones seconded the motion. Motion carried.

Schedule of Operations

Al Jones made a motion to accept the following Schedule of Operations recommendations:

- Adopt the Federal Holiday Schedule, with the following deviation: substitute Washington's Birthday and Columbus Day for the Friday after Thanksgiving and Christmas Eve
- Approve CEO designating up to four(4) staff training days per year
- Approve the normal hours of operation to be Monday through Friday 8:00 am through 5:00 pm and authorize COVID hours of public operation to be Monday through Friday, 9:00 am through 4:00 pm.

Pete Beasley seconded the motion. Motion carried.

Data Sharing Agreement

Rusty Skinner explained that since data has not been uploaded into EmployFlorida since work registration was waived, DEO is providing an opportunity for our region to receive the data under the Data Sharing Agreement. Charles Harris made a motion to approve the Board Chair and Consortium Chair signing the Data Sharing Agreement. Pete Beasley seconded the motion. Motion carried.

Signature Authority

Pete Beasley made a motion to give signature authority to the Executive Vice President position. Al Jones seconded the motion. Motion carried.

PROJECT UPDATES

None

MATTERS FROM THE FLOOR

Rusty Skinner provided an update on the hotel contract, where the FWDA annual Summit was to be held in late September. Attorney Stermer sent the hotel a letter requesting cancelation of the contract due to the pandemic under the "force majeure" clause. The hotel responded that they will not accept the "force majeure". After discussion, committee members agreed to re-address this item at the next Executive committee meeting.

Rusty Skinner notified the committee that an EEOC complaint has been filed and a response is in development.

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:48 a.m.

APPROVED: _____



RECORD OF ACTION/APPROVAL

**Executive Committee
Wednesday, September 2, 2020**

TOPIC/ISSUE:

Breaches of Security Policy and Procedures

BACKGROUND:

Per our sub-grantee agreement with the Department of Economic Opportunity, we are required to have policy and procedures in place for handling and reporting all breaches of security through the management information systems that house sensitive and confidential workforce system participant data.

POINTS OF CONSIDERATION:

Staff have drafted Administrative policy **ADM-25 Breaches of Security** to address all of the requirements as set forth under the sub-grantee agreement.

STAFF RECOMMENDATIONS:

Approve ADM-25 to be implemented under our official policies and procedures

COMMITTEE ACTION:

BOARD ACTION:



Policies and Procedures

SECTION: Administration	POLICY # ADM-25	PAGE 1 of 10
TITLE: Breaches of Security and Fraudulent Actions	EFFECTIVE DATE: July 1, 2020	
SUPERCEDES: N/A	Dated: N/A	

DISTRIBUTION: All CareerSource Citrus Levy Marion employees and contractors.

PURPOSE: This policy outlines the process by which personnel shall respond and report instances of security breaches including DEO data and local data, fraudulent practices, and crimes, and provides guidance for staff members pursuant to 817.5681, Florida Statutes and Chapter 443 Florida Statute and section 501.701, Florida Statutes. The purpose of this policy also provides the basis of appropriate response to incidents that threaten the confidentiality, integrity, and availability of CareerSource CLM digital assets, information systems, and the networks that access and deliver DEO data and information. The Security Breach Policy provides a process for documentation and appropriate reporting to DEO and communication to the community. Finally, the policy establishes responsibility and accountability for all steps in the process of addressing security breaches.

POLICY: It is the policy of CareerSource CLM that in all instances where an employee suspects fraudulent practices, crime, and/or a breach of security concerning confidential personal information in third-party possession (personal information is defined in section 817.5681(5), Florida Statutes, as "an individual's first name, first initial and last name, or any middle name and last name, in combination with any one or more of the following data elements when the data elements are not encrypted such as

- (a) social security number,
- (b) driver's license number or Florida Identification Card number,
- (c) account number, credit card number, or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account

Ref: Grantee Sub-Grantee Agreement – LWDB10-2020 item 7g.

DEO Breaches of Security applies to any data belonging to DEO. DEO reserves the right to determine whether the provisions of section 501.701, Florida Statutes, apply.

CareerSource Citrus Levy Marion is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed above may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. If you need accommodations, please call 800 434-5627, ext. 7878 or e-mail accommodations@careersourceclm.com. Please make request at least three business days in advance. A proud member of the American Job Center network.

The Breach of Security Policy applies to all members of CareerSource CLM staff and contractors. This Policy also includes computing or network devices owned, leased, or otherwise controlled by CareerSource CLM that can potentially access DEO data. Additionally, incidents involving confidential information apply to any computing or network device, regardless of ownership, on which confidential or restricted information is stored or by which access to confidential or restricted information might be gained. (Examples include, but are not limited to: any computer containing confidential data, a mobile device including a flash drive or mass storage device on which DEO data and credentials are stored which could be used to access confidential data, a server with access to DEO data).

Monitoring

CareerSource CLM will have systems in place to monitor email, web traffic and firewall incidents to identify possible security breaches or fraudulent activities.

Computer Crimes

Computer crimes are a violation of disciplinary standards and the commission of computer crimes may result in felony criminal charges. The Florida Computer Crimes Act, Chapter 815, Florida Statutes, addresses the unauthorized modification, destruction, disclosure or taking of information resources. The minimum-security requirements are:

- 1) Personal passwords are not to be disclosed.
- 2) Information may not be obtained for personal use by an employee or other person's personal use.
- 3) Computer crimes such as the unauthorized modification, destruction and disclosure of computer data or computer systems are a violation of the Computer Crimes Act, Chapter 815, F.S. and the commission of computer crimes may result in felony criminal charges. Whenever you change offices, change work locations, or leave CareerSource CLM, you do NOT, under ANY circumstances, have a right to delete or otherwise remove data from a CareerSource computer or resource.
- 4) A breach of security concerning data belonging to DEO are determined by the provisions of section 501.701, Florida Statutes.

Action

CareerSource CLM Employees, DEO Employees, Service Provider Employees and Partner Employees suspecting security breaches, fraudulent practices and crimes will adhere to this policy and follow the procedures outlined below under procedures.

Security breaches, theft or loss of data and other security related incidents perpetrated against CareerSource CLM must be reported to the designated Regional Security Officer for Region 10. Any staff member with knowledge, or a reasonable suspicion, of an incident which violates the confidentiality, integrity, or availability of digital information that belongs to DEO, will make an immediate report to the following e-mail address: dfrench@careersourceclm.com.

The Regional Security Officer in collaboration with other senior staff including HR and IT shall determine if a reported incident IS or IS NOT a confidential information security breach or a breach of security concerning data belonging to DEO. The Regional Security Officer will inform

the CEO of the results of the determination.

If the incident is a breach of security concerning data belonging to DEO, DEO will be notified by the Board and DEO reserves the right to determine whether the provisions of section 501.701, Florida Statutes apply.

DEO will make the determination if notifications are necessary and, if so the procedure for making and the content included in, those notifications. It will then be the responsibility of the Board to provide notifications if deemed necessary by DEO and will not provide said notifications without prior approval from DEO.

DEO will not unreasonably withhold approval to send notifications and will make all decisions regarding said notifications as quickly as possible and consistent with timelines in section 501.171, Florida Statutes.

The Board is responsible for all fees and costs incurred due to a breach of security occurring in an operation, program, or physical setting under the Board's control, including, but not limited to, the cost of sending breach notifications.

For any further questions or clarification contact:

Region 10 Regional Security Officer: Dale French, (352) 732-1700 ext. 2204 or email dfrench@careersourceclm.com.

PROCEDURES:

1) Any employee who maintains computerized data in a system that includes personal information shall provide notice of any breach of the security of the system, following a determination of the breach, to their immediate supervisor, and CareerSource CLM's Regional Security Officer. CareerSource CLM's Board is required to provide notification to the individual and/or business entity of this state whose unencrypted personal information was, or is reasonably believed to have been, acquired by an unauthorized person. Such notification will be made to CareerSource CLM's CEO. The notification shall be made without unreasonable delay, consistent with the legitimate needs of law enforcement, or subject to any measures necessary to determine the presence, nature, and scope of the breach and restore the reasonable integrity of the system. Notification must be made no later than ten (10) days following the determination of the breach unless otherwise provided in this section.

2) The notification required by this section may be delayed upon a request by law enforcement if a law enforcement agency determines that the notification will impede a criminal investigation. The notification time period required by this section shall commence after the person receives notice from the law enforcement agency that the notification will not compromise the investigation.

3) For purposes of this section, the terms "breach" and "breach of the security of the system" mean unlawful and unauthorized acquisition of computerized data that materially compromises the security, confidentiality, or integrity of personal information maintained by the person. Good faith acquisition of personal information by an

employee or agent of the person is not a breach or breach of the security of the system, provided the information is not used for a purpose unrelated to the business or subject to further unauthorized use.

4) For purposes of this section, the term "personal information" means an individual's first name, first initial and last name, or any middle name and last name, in combination with any one or more of the following data elements when the data elements are not encrypted:

- a. Social security number.
- b. Driver's license number or Florida Identification Card number.
- c. Account number, credit card number, or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account.

5) For purposes of this section, the term "personal information" does not include publicly available information that is lawfully made available to the general public from federal, state, or local government records or widely distributed media.

6) For purposes of this section, notice may be provided by one of the following methods:

- a. Written notice;
- b. Electronic notice, if the notice provided is consistent with the provisions regarding electronic records and signatures set forth in 15 U.S.C. s. 7001 or if the person or business providing the notice has a valid e-mail address for the subject person and the subject person has agreed to accept communications electronically; or
- c. Substitute notice, if the person demonstrates that the cost of providing notice would exceed \$250,000, the affected class of subject persons to be notified exceeds \$500,000, or the person does not have sufficient contact information. Substitute notice shall consist of all of the following:
 - i. Electronic mail or e-mail notice when the person has an electronic mail or e-mail address for the subject persons.
 - ii. Conspicuous posting of the notice on the web page of the person, if the person maintains a web page.
 - iii. Notification to major statewide media.

7) For purposes of this section, the term "unauthorized person" means any person who does not have permission from, or a password issued by, the person who stores the computerized data to acquire such data, but does not include any individual to whom the personal information pertains.

8) For purposes of this section, the term "person" means an individual or business entity. For purposes of this section, the State of Florida, as well as any of its agencies or

political subdivisions, and any of the agencies of its political subdivisions constitutes a person.

9) The Department of Legal Affairs may institute proceedings to assess and collect the fines provided in this section.

10) If a person discovers circumstances requiring notification pursuant to this section of more than 1,000 persons at a single time, the person shall also notify, without unreasonable delay, all consumer reporting agencies that compile and maintain files on consumers on a nationwide basis, as defined in 15 U.S.C. s. 1681a(p), of the timing, distribution, and content of the notices.

DEO Data

Ref: Grantee Sub-Grantee Agreement – LWDB10-2020 item 7g.

The Board will immediately notify DEO of any breach of security, pursuant to section 501.171, Florida Statutes, occurring in any operation under its control. If a breach of security concerns data belonging to DEO, DEO reserves the right to determine whether the provisions of section 501.701, Florida Statutes, apply. DEO will determine if notifications are necessary and, if so, the procedure for making, and the content included in, those notifications. The Board will provide notifications if deemed necessary by DEO and will not provide said notifications without prior approval from DEO. DEO will not unreasonably withhold approval to send notifications and will make all decisions regarding said notifications as quickly as possible and consistent with the timelines in section 501.171, Florida Statutes. The Board is responsible for all fees and costs incurred due to a breach of security occurring in an operation, program or physical setting under the Board's control, including, but not limited to, the cost of sending breach notifications.

Unemployment Insurance Confidentiality

Pursuant to Florida's Unemployment Compensation Law (Chapter 443 Florida Statutes) Sections 443.171 (5) and 443.1715, F.S., it is prohibited to disclose unemployment insurance (UI) information except as authorized by law. The minimum security requirements are:

- 1) UI information is to be used only in an official capacity for valid administrative purposes;
- 2) UI information will not be disclosed except in accordance with the provision of ss. 443.171(5) and 443.1715, F.S. and Title 20 Part 603, Code of Federal Regulations.
- 3) The use of UI information is limited to only purposes authorized by law.
- 4) UI information will be stored in a place physically secure from access by unauthorized persons.
- 5) UI information stored and processed in electronic format, such as magnetic tapes or discs, will be maintained in such a way that unauthorized persons cannot retrieve the information by any means.

- 6) Precautions will be taken to ensure that only authorized individuals can access UI information stored in computer systems.
- 7) UI information and any copies that are no longer needed in the performance of official duties shall be disposed of in such a way that the data cannot be reconstructed, accessed or obtained by unauthorized means.
- 8) Individuals who violate the confidentiality provisions set forth in ss. 443.171(5) and 443.1715, F.S, commit a misdemeanor of the second degree, punishable as provided in s. 775.082 or 775.083, F.S.
- 9) An individual who makes a false representation in order to obtain a social security number is in violation of s. 119.0721 F.S. and commits a felony of the third degree, punishable as provided in s. 775.082 or 775.083, F.S.
- 10) Passwords authorizing access to UI information are not to be divulged to any other individual.

Action

CareerSource CLM Employees and Board of Directors, DEO Employees and Service Provider Employees suspecting security breaches, fraudulent practices and crimes will report security breaches as stated above.

For any further questions or clarification contact the Regional Security Officer:
Dale French @ (352) 732-1700 ext. 2204.

OFFICIAL SIGNATURE

Thomas E. Skinner, Jr.
Chief Executive Officer

EVP Coord:



Date Issued: 1 Oct 2018

Effective Date 1 Oct 2018

Subject: Incident Response Policy

Expiration: Until Rescinded or Superseded

A. Purpose

It is vital to CareerSourceCLM that computer security incidents that threaten the security or privacy of confidential information are properly identified, contained, investigated, and remedied.

The purpose of this policy is to provide the basis of appropriate response to incidents that threaten the confidentiality, integrity, and availability of CareerSource CLM digital assets, information systems, and the networks that deliver the information. The Incident Response Policy provides a process for documentation, appropriate reporting internally and externally, and communication to the community as part of an ongoing educational effort.

Finally, the policy establishes responsibility and accountability for all steps in the process of addressing computer security incidents.

B. Scope

The Incident Response Policy applies to all members of CareerSource CLM staff. This Policy also includes computing or network devices owned, leased, or otherwise controlled by CareerSource CLM. Additionally, incidents involving confidential information apply to any computing or network device, regardless of ownership, on which confidential or restricted information is stored or by which access to confidential or restricted information might be gained. (Examples include, but are not limited to: a home computer containing confidential data, a mobile device on which credentials are stored which could be used to access confidential data, a server housed in an off-site facility.)

C. Policy

Intrusion attempts, security breaches, theft or loss of hardware and other security related incidents perpetrated against CareerSource CLM must be reported to the Director of Information Technology (DIT)). Anyone with knowledge, or a reasonable suspicion, of an incident which violates the confidentiality, integrity, or availability of digital information, will make an immediate report to the following e-mail address:

dhenderson@careersourceclm.com

The DIT, in collaboration with other appropriate staff, shall determine if a reported incident IS or IS NOT a confidential information Security Incident.

If the incident IS NOT considered a confidential information Security Incident, the incident shall be referred to a Systems Administrator who shall insure that the incident is handled in accordance with the procedures described herein. The DIT will inform the CEO acting in the capacity of Director of Risk Management.

If the DIT, in collaboration with other appropriate staff, determines that the incident IS a confidential data security incident, an Incident Response Team is formed. The purpose of the Incident Response Team is to determine a course of action to appropriately address the incident. The DIT shall designate the membership of the Incident Response Team. Normally, membership will include appropriate individuals from senior staff.

It is the responsibility of the Incident Response Team to assess the actual or potential damage to CareerSource CLM caused by the Confidential Data Security Incident, and to develop and execute a plan to mitigate that damage. Incident Response Team members will share information regarding the incident outside of the team only on a need-to-know basis and only after consultation with and consensus by the entire team.

The Incident Response Team should review, assess, and respond to the incident for which it was formed according to the following factors, in decreasing order of priority:

- Safety - If the system involved in the incident affects human life or safety, responding in an appropriate, rapid fashion is the most important priority.
- Urgent concerns - Departments may have urgent concerns about the availability or integrity of critical systems or data that must be addressed promptly. Appropriate operations staff shall be available for consultation in such cases.
- Scope - Work to promptly establish the scope of the incident and to identify the extent of systems and data affected.
- Containment - After life and safety issues have been resolved, identify and implement actions to mitigate the spread of the incident and its consequences. Such actions might well include requiring that affected systems be disconnected from the network.
- Preservation of evidence - Promptly develop a plan to identify and implement steps for the preservation of evidence, consistent with needs to restore availability. The plan might include steps to clone a hard disk, preserve log information, or capture screen information. Preservation of evidence should be addressed as quickly as possible in order to restore availability of the affected systems as soon as practicable.
- Investigation - Investigate the causes and circumstances of the incident, and determine future preventative actions.
- Incident-specific risk mitigation - Identify and recommend strategies to mitigate the risk of harm arising from this incident.

If, in the judgment of the DIT, the incident might reasonably be expected to cause significant harm to the subjects of the data, CareerSource CLM's customers or to CareerSource CLM the DIT may recommend to the CEO that a Senior Response Team be established. The Senior

Response Team shall be comprised of senior-level administrators designated and recommended by the DIT. The Senior Response Team will determine whether Careersource CLM should make best efforts to notify individuals whose personally identifiable information might have been at risk due to the incident. In making this determination, the following factors shall be considered:

- Legal duty to notify
- Length of compromise
- Human involvement
- Sensitivity of compromised data
- Existence of evidence that data were compromised
- Existence of evidence that affected systems were compromised for reasons other than accessing and acquiring data
- Additional factors recommended for consideration by members of the Incident Response Team or Senior Response Team

IT shall maintain a log of all confidential information Security Incidents, recording the date, type of confidential information affected, number of subjects affected (if applicable), summary of the reason for the breach, and corrective measures taken.

IT shall issue a report for every confidential information Security Incident describing the incident in detail, the circumstances that led to the incident, and a plan to eliminate the risk of a future occurrence.

IT shall provide annually to the DIT a report containing statistics and summary-level information about all known confidential information Security Incidents, along with recommendations and plans to mitigate the risks that led to those incidents.

D. Definitions

Confidential Information - Sensitive personally-identifiable information that must be safeguarded in order to protect the privacy of individuals and the security and integrity of systems and to guard against fraud. This includes, but is not limited to:

- Social Security numbers
- Credit and debit card numbers
- Bank account or other financial account numbers
- Salary information
- FERPA protected information
- HIPAA protected information
- Passwords, passphrases, PIN numbers, security codes and access codes
- Tax returns
- Credit histories or reports
- Background check reports

Additionally, proprietary information, data, information, or intellectual property, in which Careersource CLM has an exclusive legal interest or ownership right may also be considered confidential information. Examples include, but are not limited to:

- Financial information
- Business planning data
- Data, software, or other material from third parties which Careersource CLM has agreed to keep confidential

Malware - Any software designed with malicious intent. Examples include, but aren't limited to:

- Viruses
- Worms
- Trojan
- horses
- Spyware

Security Incident - Any event that threatens the confidentiality, integrity, or availability of Careersource CLM systems, applications, data, or networks. Examples of Careersource CLM's systems include, but are not limited to:

- Servers
- Desktop computers
- Laptop computers
- Workstations
- Mobile devices
- Network equipment

Examples of Security Incidents include, but aren't limited to:

- Unauthorized access
- Intentionally targeted but unsuccessful unauthorized access
- Accidental disclosure of Confidential Data
- Infection by malware
- Denial-of-service (DoS) attack
- Theft or loss of a Careersource CLM system
- The theft or physical loss of computer equipment known to store SSNs
- Loss or theft of tablets, smartphones or other mobile device

- A server known to have sensitive data is accessed or otherwise compromised by an unauthorized party
- A firewall accessed by an unauthorized entity
- A DDoS (Distributed Denial of Service) attack
- The act of violating an explicit or implied security policy
- A virus or worm uses open file shares to infect from one to hundreds of desktop computers
- An attacker runs an exploit tool to gain access to CareerSource CLM's server's password file

E. Enforcement

Any behavior in violation of this policy is cause for disciplinary action. Violations will be adjudicated, as appropriate, by the DIT, CEO and HR. Sanctions as a result of violations of this policy may result in, but are not limited to, any or all of the following:

- Attending a class or meeting on Security Incident issues, as well as successful completion of a follow up quiz;
- Prosecution under applicable civil or criminal laws;
- Employees may be subject to disciplinary action.

F. Violations

Reports of data and systems compromises and the exposure of personal and restricted information should be immediately reported to:

Dwain Henderson, Director of IT
 CareerSource CLM
dhenderson@careersourceclm.com



RECORD OF ACTION/APPROVAL

**Executive Committee
September 2, 2020**

TOPIC/ISSUE:

Updated 2020 budget

BACKGROUND:

POINTS OF CONSIDERATION:

Budget 2020 (attachments 1 & 2) was updated for the below:

- Carryforwards after 6/30/20 reports
- Supplemental WIOA funds \$330,297
- WIOA Performance Incentive funds \$37,716

STAFF RECOMMENDATIONS:

Approve updated 2020 budget

COMMITTEE ACTION:

BOARD ACTION:

Admin %	7.11%
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ATTACHMENT 2				
FUNCTIONAL BUDGET				
PY 2019				
7/1/2020-6/30/2021				
Direct charge staff	625,890			
Supportive/Special Svs./Operating/DEO staff trv	832,242			
50% ITA	256,921			
OJT	10,000			
Training staff	536,420			
Internships	30,000			
Employed worker	2,000			
Eckerd contract	1,329,545			
Eckerd participant	482,117			
Carryforward	825,946			
Program Support	3,590,571			
Indirect Costs	<u>830,455</u>			
Total Budget	9,352,106	-		



RECORD OF ACTION/APPROVAL

**Executive Committee
Wednesday, September 2, 2020**

TOPIC/ISSUE:

Approval to Combining the Personnel Rules and Policy Handbook and the Employee Handbook

BACKGROUND:

The personnel policy handbook was a more comprehensive copy of polices and rules and the Employee handbook was just a summary of it.

POINTS OF CONSIDERATION:

Updated policy # to reflect board approval August 17, 2020 of staff evaluation form

Updated policy # to reflect board action on January 31, 2019 of changes made to PLT.

Updated policy # to reflect board action on January 31, 2019 of changes made to titles of infractions.

Edited typos, formatting and title changes

Added Policy #801 to reflect safety as it relates to automobile usage policy and pandemic.

STAFF RECOMMENDATIONS:

By combining the two will eliminate the need for staff to have to refer to two places when looking for information on specific policies. Give the Handbook a new title of "Employee Benefits and Personnel Policies Handbook"

COMMITTEE ACTION:

BOARD ACTION:



Employee Benefits and Personnel Policies Handbook

Board Adopted:

Updated: August 26, 2020

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Introduction

I. Purpose

- A. The purpose of these Employee Benefits and Personnel Policies Handbook is to provide a general guide for the personnel administration of the Citrus Levy Marion Regional Workforce Development Board, Inc. (CLMRWDB) Board. These Policies are subject to change at any time and do not constitute an employment agreement between the employee and the CLMRWDB Board.
- B. It is the intent of these policies to assure fair treatment of all CLMRWDB employees in all aspects of personnel administration. These policies shall be carried out without regard to an employee's political affiliation, race, color, creed, national origin, religion, marital status, handicap, age, or sex and with proper regard for an employee's privacy and rights as a citizen.
- C. Each employee of CLMRWDB shall be given access, via CSCLM Intranet, of the Personnel Handbook containing these rules and shall sign a written statement that they will access and read the handbook. This statement shall be placed in the employee's personnel file. Each employee shall be given a reasonable opportunity to discuss these rules with the Chief Executive Officer or Human Resources Manager. The Human Resources Manager shall take reasonable measures to inform employees of any change in the position of these rules.
- D. No employee shall have any vested rights in his or her employment or in the practices and procedures set forth in these Personnel Policies except only by a specific written contract. It is the intent of CLMRWDB to have a mutually beneficial relationship with each employee. Each employee should endeavor to improve his/her performance and skills to enable CLMRWDB to offer quality service to the public and provide opportunities for advancement of employees.
- E. If any section, subsection, or provision of these policies are found to be invalid by any court of competent jurisdiction the ruling shall not affect the validity of any other section.

II. Positions Covered

- A. These Employee Benefits and Personnel Policies Handbook cover most employees under the jurisdiction of CLMRWDB. Positions not covered are Board Members, CLMRWDB Attorney, seasonal and temporary positions.
- B. Those positions which are exempt from overtime under the Fair Labor Standards Act are covered by all other provisions except overtime policies.
- C. Personnel employed under the provisions of government programs or grants approved by CLMRWDB may be considered as non-covered positions. CLMRWDB will determine the methods of appointment, rights, and benefits, unless otherwise specified by the governmental agreement.

CLMRWDB may authorize the extending of benefits to other positions when it is determined to be in the best interest of the organization.

III. Administration

- A. The CEO, as designated by the CLMRWDB Board, shall be responsible for the administration and direction of the personnel program.
- B. Department Heads will be responsible for the proper and effective administration of these personnel policies within their respective departments. Routine matters pertaining to enforcement may be delegated within the operating department.
- C. Each Department Head employed by CLMRWDB shall be appointed by the CEO. Any Department Head may be discharged with or without cause or reassigned at the discretion of the CEO.

IV. Amendments, Changes, and/or Additions

- A. CLMRWDB shall adopt policies, rules, regulations, and changes as necessary for the administration of the personnel system.
- B. When an issue or previously unaddressed topic requires the establishment of a new policy, the matter is to be referred to the CEO. The CEO will evaluate the issue and draft an appropriate policy. This draft will then be sent to the Board for approval. Upon approval, the new policy will be distributed to all employees.
- C. Any change or revision to current policy will follow the same process as that described above for the creation of a new policy.
- D. Amendments, changes, or revisions of the Employee Benefits and Personnel Policies Handbook approved by the CLMRWDB Board shall be posted on appropriate bulletin boards and distributed to all CLMRWDB departments.

V. Department Policies

Department operating policies and procedures serve as supplements to these policies. In the event of conflict in any section, these Employee Benefits and Personnel Policies Handbook shall prevail.

VI. Grants/Contracts

If any provision of these Employee Benefits and Personnel Policies Handbook is in conflict with an existing provision of any grant/contract agreement between CLMRWDB and an outside agency, the grant/contract will prevail.

Policies

I. General Policy

- A. CLMRWDB has established a system of personnel management to assist in providing superior service to the community.
- B. CLMRWDB advocates the concept that the quality of public service can reach a standard of efficiency through a Personnel Management System based on merit principles.
- C. Employees are encouraged to develop skills and seek formal training that will enhance their personal development and add to the overall expertise of the organization.
- D. It is the policy of the CLMRWDB Board to expect compliance from employees with all Employee Benefits and Personnel Policies Handbook, State Statutes, and Federal regulations in the performance of duties. An employee who violates any of the Personnel Rules or Policies shall be subject to disciplinary action.
- E. The CLMRWDB Board retains all management rights including, but not limited to, the following:
 - 1. To determine the organization of CLMRWDB;
 - 2. To determine the purpose of each of its units/departments;
 - 3. To exercise control and discretion over the organization and efficiency of operations;
 - 4. To set levels and standards for services to be offered to the public;
 - 5. To manage and direct the employees of the organization and to determine the number of personnel to be employed;
 - 6. To hire, examine, classify, promote, train, transfer, assign, schedule and retain employees; to suspend, demote, discharge, or take other disciplinary action against employees; to increase, reduce, change, modify, or alter the composition and size of the workforce, including the right to relieve employees from duties because of the lack of work, lack of funds or other reasons;
 - 7. To determine the location, methods, means, and personnel by which operations are to be conducted including the right to contract and sub-contract existing and future work;
 - 8. To establish, change, or modify the number, types, and grades of positions or employees assigned to an organization, unit, department, division, or project;
 - 9. To establish, change, or modify duties, tasks, responsibilities or requirements within job descriptions in the interest of efficiency, economy, technological

change or operating requirements.

II. Policies, Rules, and Procedures

The following policies, rules, and procedures are guidelines and do not in any way constitute and should not be construed as a contract of employment, expressed or implied, or a promise of employment, expressed or implied, or a promise of employment for any specified time.

CLMRWDB Board at its option, may change, delete, suspend, or discontinue any part or parts of the policies in the Employee Benefits and Personnel Policies Handbook Manual at any time without prior notice. Any such action shall apply to existing as well as future employees with continued employment being the consideration between the employer and the employees. Employees may not accrue eligibility for monetary benefits that they have not earned through actual time spent at work and such benefits must be provided for in writing. Employees shall not accrue eligibility for any benefits for rights and privileges beyond the last day worked.

Policy 100 – Equal Employment Opportunity/Affirmative Action

I. Purpose

The Equal Employment Opportunity (EEO) policy of CLMRWDB provides for the equal opportunity before and during employment for all applicants and employees regardless of race, color, religion, sex, age, national factors (except where such factor is a bona fide occupational qualification, or is required by law), political affiliation, handicap, marital status, or other similar factors not job related. This policy applies to all CLMRWDB Board employees and any employees of outside agencies contracted by the CLMRWDB Board to perform work for CLMRWDB.

II. Scope and Policy

- A. CLMRWDB policy of equality of opportunity applies to all levels of employment in the organization and to all job classifications under the jurisdiction of the Board. In addition, it is the responsibility of each Department Head and supervisor to give the organization's non-discrimination policy full support through leadership and by personal example. It is the duty of each employee to help maintain a work environment which is conducive to and which reflects the organization's commitment to equal employment opportunity. Each Department Head shall assure to each applicant or employee of CLMRWDB that recruitment, training, promotion, demotion, compensation, retention, discipline, separation, and other employment practices shall be accomplished without regard to that person's age, race, color, sex, religious creed, national origin, political opinions or affiliations, marital status or handicap, except when such requirement constitutes a bona fide occupational qualification necessary to perform the tasks associated with the position.
- B. The CLMRWDB Board shall designate an employee to serve as the organization's Equal Employment Opportunity Officer (EEO) who shall have the responsibilities for administering all equal employment opportunity programs. Unless otherwise designated, the EEO Officer shall have that responsibility.
- C. Any employee of CLMRWDB who believes he/she has been discriminated against should contact the person whom the Board has appointed as EEO Officer. This person shall, along with the CEO and the CLMRWDB Attorney attempt to resolve the problem as soon as possible. If the employee's complaint is against the CEO, the employee shall bring the complaint to the attention of the Board Chair.

It shall be prohibited for any person employed by CLMRWDB to discriminate or take any other retaliatory action against an individual who in good faith has: Opposed an alleged unlawful employment practice, or has made a charge, testified, assisted or participated in any manner in an investigation, proceeding or hearing.

Policy 101 – Prohibition of Harassment

I. Policy

A. The CLMRWDB Board is committed to maintaining a work environment free of harassment whether such harassment is based on gender, sexual preference, race, national origin, disability, religion, age, or familial status. The CLMRWDB Board will not tolerate the harassment of any of its employees, supervisors, coworkers, vendors, customers, or anyone else. Any employee who becomes aware of any harassment by an employee and/or a non-employee shall report such harassment to the supervisor who will be responsible for investigating and reporting all incidents to the appropriate person. All personnel are responsible for maintaining a workplace that is free of harassment and intimidation. The CLMRWDB Board is committed to promptly and thoroughly investigating all complaints of harassment. If after a thorough investigation it is determined that harassment has occurred, immediate and appropriate disciplinary action, up to and including discharge, will be taken to end the harassment. Appropriate follow-up steps will be taken to ensure that the harassment has stopped.

B. Definition and Example of Sexual Harassment

Unwelcome or unwanted sexual advances, requests for sexual favors and any other physical, verbal, or visual conduct of a sexual nature constitute sexual harassment when:

1. Submission to the conduct is an explicit or implicit term or condition of employment or continued employment; or,
2. Submission to or rejection of the conduct is used as a basis for employment decisions affecting an employee, such as promotion, demotion, or evaluation; or,
3. The conduct has the purpose or effect of interfering with an employee's work performance or creating an intimidating, hostile, or offensive work environment; and,
4. Sexual harassment may include, but not limited to:
 - a. Unwelcome sexual propositions;
 - b. Sexual innuendos;
 - c. Sexually suggestive remarks;
 - d. Vulgar or sexually explicit comments, gestures, or conduct;
 - e. Sexually oriented kidding, teasing, or practical jokes; physical contact such as brushing against another's body, pinching or patting;
 - f. The publication, to anyone, or documents (including pictures and text) in the workplace that contain any material that is of sexual nature;
 - g. Using the computer to access any web site, news group, CD, floppy disk, or any other resource, that contains material that is of a sexual nature.

Sexual harassment may occur when the intended target of the conduct is not offended. However, others reasonably find the conduct to be intimidating, hostile, or abusive.

C. Definitions and Examples of other Forms of Harassment

Unlawful harassment is verbal or physical conduct that shows hostility or aversion toward an individual because of their race, color, religion, gender, national origin, age, familial status or disability when it:

1. Has the purpose or effect of creating an intimidating, hostile, or offensive working environment;
2. Has the purpose or effect of unreasonably interfering with an individual's work performance; or creating an intimidating, hostile, or offensive environment;
3. Otherwise adversely affects an individual's employment opportunities; or,
4. Unlawful harassment includes, but is not limited to the following:
 - a. Epithets, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to race, color, religion, gender, national origin, age, marital status, or disability; and
 - b. Written graphic material, that shows hostility toward an individual or group because of race, color, religion, gender, national origin, age, marital status or disability and that is placed on walls, bulletin boards, or elsewhere on the organization's premises, or circulated in the workplace. This also includes acts that purports to or are meant to be "jokes" or "pranks", but that are hostile or demeaning, such as hate mail, threats, defaced photograms, or other such conduct.

D. Prevention of Harassment in the Workplace Employees' Responsibilities

All personnel are responsible for maintaining a workplace that is free of harassment and intimidation. If any person experiences or witness's harassment in the workplace, they have an affirmative obligation to report such conduct to his/her supervisor or the Department Head, EEO Officer, CEO or CLMRWDB Board Chair. If, after an investigation is conducted, it is determined that the harassment has occurred, and it is determined that any employee(s) failed to fulfill their affirmative obligation to report such conduct, such a failure may be grounds for discipline. It should be noted that if an employee is experiencing conduct that they find offensive or harassing in nature they should notify the person or persons involved (or their immediate supervisor) that they find the behavior offensive.

E. Supervisors' Responsibility

In addition to the aforementioned responsibilities, supervisors are also responsible for immediately reporting any complaints, observations, or concerns of harassment to one of the individuals designated below. Failure to take the foregoing action may be grounds for discipline. When receiving a complaint of harassment, supervisors should instruct the

complaining employee that anything they say might be reported to the investigating officials (Department Head, EEO Officer, or CEO, CLMRWDB Board Chair.

F. Procedures for Filing a Complaint

Complaints shall be filed in writing within five (5) calendar days from the date giving rise to the complaint, be signed by the Complainant, and contain the following information:

1. The name, address, and telephone number of the person filing the complaint.
2. The name(s) of the person(s) who allegedly committed the act of harassment and the alleged victim(s).
3. A clear and concise statement of the facts, including pertinent dates, and any other documentation in support of the complaint.

G. Investigation Procedure for Complaints not Against the CEO

1. Upon the receipt of a complaint of harassment, the CEO shall be advised. The EEO Officer shall:
 - a. Promptly interview the Complainant in person to obtain any additional information that may be needed to clarify the complaint.
 - b. Prepare a written summary of the complaint.
 - c. Obtain the Complainant's signature verifying that the written summary accurately represents the information provided by the Complainant.
2. Upon signature by the Complainant, the EEO Officer's written summary, along with the initial complaint filed by the Complainant, shall become the final complaint.
3. Prior to proceeding further with the investigation, the Respondent shall be furnished a copy of the final complaint. At this point the EEO Officer may inquire of the Complainant and the Respondent to an acceptable resolution of the complaint, the matter shall be closed.
4. If the investigation proceeds further, within thirty (30) calendar days after receiving the final complaint, the EEO Officer shall interview such witnesses and take such statements deemed necessary in his/her judgment to provide a written report of the facts of the matter. Copies of all written reports shall be provided to the Complainant and the Respondent.

H. Complaint Disposition

The EEO Officer will forward the Respondent's and Complainant's final decision.

I. Disciplinary Action

1. Any employee of the CLMRWDB whom the EEO Officer has determined to have harassed another employee or applicant for employment shall be subject to disciplinary action up to and including dismissal.
2. Any employee in a supervisory capacity who has actual knowledge of harassment

involving employees he/she supervises and does not take corrective action or report the matter directly to the EEO Officer shall be subject to discipline up to and including dismissal.

3. Any employee who knowingly files a false complaint of harassment shall be subject to discipline up to and including dismissal.

J. Records of Investigation and Disposition

No information regarding the filing or investigation of a complaint of harassment shall be placed in the Respondent's personnel file until a decision is made by the CEO that discipline is warranted. Only substantial findings shall be placed in the Respondent's personnel file. The Respondent shall be afforded the right to place a rebuttal of the findings in his/her personnel file or any other records retained by CLMRWDB regarding the investigation and disposition of a complaint of harassment.

K. Prohibition Against Retaliation

Retaliation against an employee for either filing a complaint of harassment or providing information regarding such complaints is prohibited. Any employee found to be engaging in such retaliation shall be subject to discipline up to and including dismissal.

L. Procedure for Dealing with Complaints or Harassment Against the Chief Executive Officer

The cornerstone of any defensible process in dealing with these types of complaints is that the organization take prompt and appropriate action. An investigation could be initiated within a week of the receipt of allegation. The investigation should be conducted by an outside party such as a labor attorney or trained human resource consultant. The attorney or consultant should be a neutral party with no previous affiliation with the CEO.

Once the investigation is conducted, the investigator should file a written report of his/her findings. If the findings indicate that there are no grounds to believe that any discrimination or harassment has occurred, the CEO and the person making the allegation should be notified of those results.

If the investigation finds that there is a cause to believe that discrimination or harassment has occurred, the organization should take prompt action to remedy the situation. The Executive Committee of the Board is chartered with this responsibility as specified in the Problem-Solving Procedure.

The actions taken by the Executive Committee should be of two types:

1. Remedy on behalf of the employee who suffered the discrimination or harassment. This could range from an apology to making the "employee whole". Making the "employee whole" could involve monetary awards and/or a job change in those cases when the employee was denied a raise or promotion.

2. Disciplinary action taken against the CEO. This could range from a verbal warning to termination of employment, depending upon the seriousness of the offense. The organization's Code of Conduct should be used as a guideline in making that determination.

In all cases the situation should be documented and the employee making the allegation should be notified of the determination.

Policy 110 – Employment Policies, Methods, and Procedures

I. Purpose

The following describes the methods and procedures used by the CLMRWDB Board to fill the human resource needs of the organization.

II. Policy

- A. The applicant screening and employee selection process is the responsibility of the functional manager with an approved opening with oversight from the CEO. Current employees are given first consideration for positions that are consistent with their ability to perform the higher-level job and their performance in their present position.
- B. CLMRWDB will consider only valid job-related criteria in selecting individuals for employment. Equal employment opportunity will be afforded to all qualified applicants regardless of race, color, religion, national origin, age, sex or marital status, as well as to qualified disabled individuals, or amnesty or status as a Veteran consistent with the requirements of Title VII of the Civil Rights Act of 1964. Persons with physical and/or mental disabilities will be considered for employment on the basis of their capacity to perform the position for which they have applied and allowing for reasonable accommodations made by the organization.
- C. All necessary staffing procedures relating to applications, interviewing and job offers shall be reserved as the responsibility of the CEO to ensure conformance with CLMRWDB Board policies and government standards, criteria and practices relating to employment.

III. Procedure

- A. Recruitment action will be initiated by the office of the CEO upon approval that the position has been authorized.
- B. Notice of the open position will be posted at all CLMRWDB locations so that employees of the organization will have the opportunity to express their interest in filling the position. Notice of the position and solicitation of outside applicants may be done concurrently with the internal notification process.
 - 1. Employees who are interested in applying for the open position shall notify the hiring manager, in writing, not later than the closing date of the announcement. The employee shall also submit an application for employment form and/or a resume to the hiring manager.
 - 2. The hiring manager may interview all or some of the internal candidates that meet the requirements of the position.
 - 3. All internal candidates will receive written notification of the final disposition of the position. An employee who has been turned down for a position may request a meeting with the functional manager for the purpose of career

counseling.

- C. When deemed appropriate by the CEO, a vacancy may be filled by a demotion, transfer, or the reinstatement of an employee from an authorized leave of absence. Temporary positions may be filled without going through this procedure.
- D. Announcements of vacancies shall set forth the job requirements, the time and place for filing applications, and the closing date of the announcement.
- E. Restrictions -- The organization requires compliance with certain employment restrictions as follows.
 - 1. All applicants must meet minimum age requirements in conformance with state and federal laws and regulations.
 - 2. Relatives of CLMRWDB employees will be considered for employment on the same basis as other applicants except that a relative or domestic partner of an employee or a board member may not be employed to work in any position that would create a situation of a potential conflict of interest. (Policy 120)
 - 3. Foreign Nationals desiring employment with the organization must possess the appropriate legal authorization to work in the United States. Applicants will be asked to provide necessary authorization to work or United States citizenship, and personal identification, after a job offer has been extended as a condition of employment.
 - 4. It shall be the responsibility of the Human Resources Manager to ensure that newly hired employees are properly processed for employment.
 - 5. Managers who become interested in hiring applicants of their personal acquaintance must do so with the knowledge and approval of the CEO. Such candidates must follow the prescribed employment procedure followed by all other candidates.
 - 6. Under no circumstances will recruiting (i.e. contacting agencies, placing ads) be allowed by any department until the functional manager has received final approval from the CEO.
 - 7. The CEO may cancel, postpone, reschedule, or re-announce any announcement or examination deemed to be in the best interests of CLMRWDB.
- F. Applications for Employment -- All persons seeking employment shall be required to complete an employment application and/or resume and other related written forms necessary to initiate employment processing.
 - 1. No person responding to a job announcement shall be denied the opportunity to apply for the position in the announcement.
 - 2. Functional managers shall be responsible for establishing the minimum

employment criteria specifically relating to the performance of the duties of open positions under their direction with the approval of the CEO.

The functional manager may interview external candidates whose applications/resumes indicate that they meet the employment criteria. The interview is for purpose of qualifying the applicant's skills, experience, and education as it relates to the performance of the job opening directly under their supervision as contained in the job description.

G. Examinations

1. All appointments, either at the entrance or promotional level, are made on the basis of merit to be determined as far as practical and possible by competitive techniques such as:
 - a. oral tests
 - b. selection interviewing
 - c. evaluation of training, education and knowledge
 - d. type and length of related experience
 - e. drug screening
 - f. any other applicable criteria which meets applicability and fairness standards.
2. Managers must not administer any written form of test to candidates referred to them without the specific authorization of the CEO.
3. Prior to employment, but subsequent to an employment offer, applicants will be required to have a drug screening. The purpose of this screening shall be to ensure that the applicant's physical condition will not endanger the health, safety, or well-being of existing employees.
4. An incumbent employee may be promoted to an upgraded position without examination, as defined in III.G1 above, on the recommendation of the CEO.
5. All contractor and board employees who will come into direct contact with youth will have a criminal investigation and a fingerprint/background check as a condition of employment.
6. All potential employees, prior to employment, will have background checks performed. These checks will be conducted using a nationwide criminal service to determine if the prospective employee has any record of fraudulent activities or unethical behavior which, in the opinion of the CEO, endangers the integrity of CLMRWDB.

Employees whose positions are in key management positions, or who are finance staff, will have background investigations conducted every two years. All other employees will upon promotion, or after five (5) years of employment, undergo a background investigation. If such investigation indicates a record of fraudulent activity or unethical behavior, the EEO Officer may, depending

upon the job of the employee, recommend termination. The results of the background check will be reviewed by the Chair, CLMRWDB Board and if warranted, shared with the Executive Committee for any action.

Subcontractors who are engaged in providing workforce services will be required to perform the same checks on their employees. The CEO of the subcontractor shall review the results and advise the Chair of the CLMRWDB Board of any instances where an employee has a record of fraudulent activities or unethical behavior. The CEO's records should be reviewed by the subcontractor's Board Chair.

7. Internal candidates will compete on the same criteria as external candidates. If an internal candidate's qualifications are determined to be equal to the qualifications of an external candidate, then preference shall be given to the internal candidate.
 8. Candidates' are removed from consideration for employment for any of the following reasons:
 - a. If the applicant does not possess one or more of the requirements as specified in the announcement and job description.
 - b. The applicant has been convicted of a felony or of a first-degree misdemeanor that directly relates to the position sought.
 - c. The applicant has made false statements of any fact in the Employment Application form.
 - d. Whether or not an applicant will be rejected under items 2 and 3 will depend on the facts, including the nature of the offence, relevance to employment, the passage of time since the incident occurred, evidence of rehabilitation, or other mitigating factors.
 - e. Discovery that the candidate is unable to perform the essential duties of the position, with reasonable accommodations as provided by the Americans with Disability Act and all other relevant federal, state, or local legislation.
 - f. The applicant's past performance record is unsatisfactory.
 - g. When other required qualifications or conditions are not met.
 - h. The applicant has failed adequately or sufficiently to complete the application, or in any other way has failed to cooperate (to any extent) with CLMRWDB.
 - i. The applicant has not signed the application.
 - j. The applicant is ineligible for employment pursuant to the standards of eligibility set forth in the Immigration Reform and the Control Act of 1986 and applicable regulations.
 - k. The applicant has not satisfactorily completed the probationary period for the position in which the applicant is currently employed. (This applies to current CLMRWDB employees)
 - l. Filling or cancelling of the position.
- H. Offers of Employment -- No manager may tender an offer of employment to an applicant without the specific concurrence of the CEO, or Executive Vice President

(EVP).

1. All employment offers shall state the applicable bi-weekly or hourly salary or wage, job title, and grade.
 2. At the time of offer or acceptance of employment, appropriate information about the benefits of the organization and pertinent personnel policies and regulations shall be given to the applicants.
- I. It is the responsibility of the manager to clearly define job content of the position to be filled. Any salary offer must conform to the current pay range established for the position. All new employees who have met all organizational requirements and completed all necessary processing shall be placed in the job classification which is authorized for the job he/she is hired to perform.
- J. All applicants for positions shall be notified of their examination (as defined in III.G1) results.
- K. Pre-employment Drug Screening
1. Pre-employment drug screening shall be required as follows for prospective appointees to:
 - a. All regular full and part-time positions
 - b. As may be required by federal law, state statute, or other regulations, special risk/safety sensitive positions.
 2. Appointment to the identified position shall be contingent upon successful completion of the pre-employment drug test. The prospective appointee shall comply with established policy and instructions as given to complete pre-employment drug screening.
- L. Veterans Preference

The CLMRWDB Board's policy is to hire and promote employees who have served their Country in the Armed Forces, in accordance with federal guidelines, provided they have the ability to perform the assigned tasks satisfactorily of the position they seek. Veteran preference may be selected when completing an application for employment.

IV. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

REQUIRED APPLICATION AND BACKGROUND CHECK AND/OR DRUG SCREENING FORMS TO BE COMPLETED CAN BE FOUND IN H.R.

Policy 120 – Employment of Relatives

I. Purpose

To establish guidelines for the employment of individuals who are related to or domestic partners of CLMRWDB employees and Board members.

II. Definition

A relative is defined as: spouse, child, step-child, mother, step-mother, father, step-father, brother, step-brother, sister, step-sister, mother-in-law, father-in-law, brother-in-law, sister-in-law, grandparent, grandchildren, first cousin, aunt, uncle, niece and nephew.

A domestic partner is a person of the same or opposite sex who has a long-standing personal relationship with an employee or board member. That personal relationship includes joint residency or other situations where some mutual dependence is required.

III. Policy

- A. The organization will consider relatives or domestic partner of CLMRWDB employees or Board members for employment on an equal basis with other applicants for those positions where neither relative would be directly or indirectly supervising or checking the work of the other.
- B. The CEO has the responsibility to review all employee promotions, transfers and offers of employment when the individual considered is related to a CLMRWDB employee, or Board member.
- C. If present employees become related through marriage or a domestic partner relationship, their job assignments will be reviewed by the CEO and the appropriate functional manager(s) for conformance with this policy. Depending upon the scope of the respective job assignments, one or both of the relatives may be required to transfer to another department, or, if that is not possible, one of the relatives may be asked to resign. In the unusual situation where this might become necessary, the decision as to which employee must transfer or resign will be made entirely by the relatives and not by CLMRWDB management.
- D. It is the responsibility of the related employees to inform, and the functional manager to notify the CEO of those situations which are covered under this policy.

IV. Exceptions

All exceptions to this policy must have the prior approval of the CEO and the Board.

Policy 130 – Categories (Types) of Employment

I. Purpose

To establish a uniform system for identifying and classifying CLMRWDB employees.

II. Definitions

The following definitions have been established in order to standardize terminology and provide a common understanding in referencing categories of employment.

- A. Employee -- A person who receives wages or salaries directly from the CLMRWDB Board
- B. Regular Full-Time Employee -- An employee whose normal work schedule is for a minimum of thirty (30) hours per week and who maintains continuous regular employment status.
- C. Regular Part Time Employee -- An employee whose normal work schedule is for less than thirty (30) hours per week and who maintains continuous regular employment status. Eligibility for benefits for Employees will be in accordance with the restrictions defined by the current policy provider/carrier.
- D. Temporary Employment -- An employee whose services are intended to be of limited duration (i.e., filling in for illness, vacations, summer months, short-term program support, etc.) and whose employment is not expected to exceed 6 months in duration, or 1,040 payroll hours within a 12 month period per funded program.
- E. Non-Exempt Employee -- An employee who is not exempt from the provisions of the Fair Labor Standards Act. Non-Exempt employees receive overtime pay at the rate of time and one-half of their regular earnings for all hours worked in excess of forty (40) in any payroll week.
- F. Exempt Employee -- An employee who meets the Executive, Administrative, or Professional's exemptions of the Fair Labor Standards Act.
- G. Standard Employment -- This is an employment category where an employee is appointed by the CEO and serves at his/her pleasure in accordance with the rules and policies of the organization.
- H. Executive Employment -- This is an employment category where an employee is appointed by the Board and serves at its pleasure in accordance with the rules and policies of the organization.

III. Policy

- A. All employees will be classified in accordance with the following categories:
 - 1. Hourly -- An hourly employee is classified as Non-Exempt and is paid at an hourly rate of pay.

2. Salaried -- A salaried employee is classified as Exempt and is paid a salary for the performance of the duties of his/her job. Salaried employees are not paid for overtime hours worked.
- B. It will be the responsibility of the CEO to determine the employment status and the employment category of each employee.
- C. Employees who were hired as Temporary employees, at the end of six months must be converted to Regular status or terminated from employment with the organization.
- D. Nothing in this policy is intended to be or should be construed as being a contract of employment.

IV. Exceptions

All exceptions to this policy must have the prior approval of the CEO and the Board.

Policy 140 – Probationary/Trial Period

I. Purpose

The first one hundred and eighty (180) calendar days of employment are a probationary or trial period for all employees. During this period the new employee's job performance, ability to learn, punctuality, attendance, and suitability for the job are reviewed.

Probationary periods are also used for employees who have received a final warning for disciplinary problems. (Code of Conduct policy)

II. Policy

- A. A newly hired employee is termed "probationary" for the first one hundred and eighty (180) calendar days of employment.
- B. Completion of the probationary period will result in one of the following:
 - 1. The employee successfully completes the probationary period.
 - 2. The employee is not qualified for his/her present job but is recommended for transfer elsewhere within the organization.
 - 3. The employee will be terminated prior to the expiration of the probationary period without cause.
- C. Probationary periods may be extended for up to an additional ninety (90) days should job performance warrant it. Extension of the probationary period requires the approval of the CEO.
- D. Completion of the probationary period does not provide for a contract of employment for a specific term.

III. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Policy 150 – CLMRWDB Board Service Date and Seniority

I. Purpose

To define the procedures for determining credited CLMRWDB Board service for the purposes of participation in CLMRWDB Board benefits.

II. Definitions

- A. Service Date - The date that an employee is first employed in an active status. The Service date is used to determine the eligibility for CLMRWDB Board benefits prior to an interruption of Company service.
- B. Rehire Date - The date a former employee is rehired or reinstated. If rehired more than once, the most recent employment date is the rehire date.
- C. Adjusted Service Date - The date established after an interruption in active service, in which case, the Adjusted Service Date becomes the date used to determine the eligibility for CLMRWDB benefits.

III. Policy

- A. The Human Resources Manager will determine the service date for all employees at the time of their initial employment date and subsequent rehire or reinstatement date(s).
- B. The initial employment date or rehire date, as applicable, will be adjusted and an adjusted service date established for the following interruptions in active CLMRWDB service:
 - 1. Voluntary Terminations - Employees rehired subsequent to a voluntary termination will receive credit for all previous CLMRWDB service if they are rehired within two (2) years of their termination date.
 - 2. Involuntary Terminations - Employees rehired subsequent to an involuntary termination will receive credit for previous CLMRWDB service depending on the circumstances surrounding their termination, if within a two-year period of their date of termination.
 - a. Employees rehired from an involuntary termination due to a force reduction will be treated the same as if they had been a voluntary termination for the purposes of this policy.
 - b. Employees rehired from an involuntary termination who were terminated because of poor performance or a violation of the CLMRWDB Code of Conduct will not receive any credit for previous CLMRWDB service.
 - 3. Formal Leaves of Absence and Layoffs - Employees rehired or reinstated from a leave of absence or layoff will have their service dates adjusted as follows:

- a. Employees returning from a Personal Leave of Absence will have an adjusted service date which is calculated to exclude all time spent on the leave of absence.
- b. Employees on Medical Leaves of Absence that are a direct result of work-related illnesses or injuries will continue to accrue service for the duration of the period of inactive employment. All other Medical Leaves will be treated the same as Personal Leaves.
- c. Employees returning from Short- or Long-Term Military Leave will continue to accrue service for all active service time, providing they return to work within the time limits defined in the policy on Military Leaves of Absence.

C. The effect on benefits will be as follows:

1. Rehired Employees

- a. Rehired employees shall be eligible for benefits after meeting the waiting periods specified in the policies describing the specific benefits in question.
- b. Accrual rates for benefits shall be based on the Adjusted Service Date.

2. Reinstated Employees

- a. Employees reinstated from leaves of absence or layoffs will not be subject to benefit waiting periods.
- b. Accrual rates for benefits shall be based on the Adjusted Service Date.

IV. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Policy 200 – Wage and Salary Administration

I. Purpose

In order to attract and retain qualified personnel to fill openings at all levels, and with the potential to assume responsible positions within the organization, it is the CLMRWDB Board's policy to maintain fair and competitive salary ranges consistent with the economic requirements of the organization and commensurate with those of similar organizations. The compensation plan is constructed with regard to the following:

- A. Relative difficulty, responsibility, and training experience requirements existing between the various levels of positions.
- B. Prevailing rates of pay for the same or similar work in the area.
- C. Availability of candidates for recruitment for the various positions in the organization.
- D. Economic conditions in the area.
- E. Financial position of the CLMRWDB Board. (Ability to fund)

II. Objectives

It is our objective to establish and maintain a compensation system that will:

- A. Attract, retain, and reward qualified personnel at all levels of responsibility.
- B. Reflect the difficulty and responsibility of the jobs.
- C. Be externally competitive, internally consistent and fair.
- D. Motivate employees to work toward achievement of the organization's goals.
- E. Create incentive for personal growth and monetary advancement on the basis of demonstrated performance.
- F. Control personnel costs.
- G. Foster good employee understanding and relationships by providing individual employees with information on the pay structure and its administration.
- H. Be flexible and simple to administer.
- I. Comply with applicable laws.

III. Definitions

- A. Non-exempt employees are subject to the overtime pay provisions of the Fair Labor

Standards Act and are paid time and one half for all hours worked in excess of forty in a work week. Non-exempt employees are paid bi-weekly.

- B. Exempt employees are administrative, professional, and executive personnel as defined by the Fair Labor Standards Act and are exempted from the overtime pay provisions of that Act. Exempt employees are salaried and are paid bi-weekly.
- C. Salary Structure -- A series of salary grades with assigned dollar salary ranges that apply to all employees.
- D. Salary Grade -- A single level of a salary structure to which jobs are assigned.
- E. Salary Range -- The range of dollar limits associated with each salary grade.
- F. Job Evaluation -- The systematic process of determining the relative value of the content of each job in order to assign it to a salary grade.
- G. Merit Increase -- An increase in base salary, the relative amount of which is based on individual performance compared to established measurement criteria for the employee's job.
- H. Promotion -- The reassignment of an employee to a position assigned to a higher salary range (grade) involving significantly increased responsibility, tasks of greater complexity, and requiring the application of additional skill, judgment, and/or decision making. Must fill a vacancy resulting from attrition, force expansion, or reorganization.
- I. Upgrade -- The reclassification of an employee to a position assigned to a higher salary range (grade) as defined in "H" above. This "non-opportunity" promotion may result from the normal progression of an employee through a job family hierarchy (see definition O), or to recognize that the employee has assumed additional responsibilities. Employee is not filling a vacancy as in a promotion.
- J. Demotion -- The reclassification of an employee to a job assigned to a salary grade with a lower salary range. A demotion is the result of a demonstrated lack of acceptable performance of job responsibilities in the previous, higher-graded job. A determination of the individual circumstances will determine if a pay adjustment is made. A demotion can be voluntary and/or involuntary action.
- K. Re-evaluation -- The adjustment of a job to a grade with a lower or higher salary range due to a re-evaluation of the job content with no actual change in the duties and responsibilities of the job.
- L. Equity Adjustment -- A salary adjustment provided to remove salary inequities caused by range adjustments, changes in hiring rates, or other factors.
- M. Downgrade -- The reclassification of an employee to a job assigned to a lower salary range where the change is not the result of inadequate performance, but may be due to reorganization, reduction in force, job obsolescence as a result of changing technology, or reassignment at the request of the employee.

- N. Reclassification -- The reclassification of an employee to a job assigned to an equivalent or higher salary range where the new job contains advanced or different duties and responsibilities, but those duties and responsibilities are equal in difficulty and complexity to those of the level of the reclassification.
- O. Transfers: Employees transferred to a position in the same classification or to a different position with the same pay grade should not be eligible for an increase.
- P. Job Family Hierarchy -- A series of related jobs requiring the same basic skills and knowledge but increasing in complexity and responsibility from the "bottom" to the "top" of the hierarchy.
- Q. Red-Circle/Green-Circle -- A red-circle salary is a salary which exceeds the maximum of the salary range for the job. A green-circle salary is a salary which is lower than the minimum of the salary range for the job.
- R. Merit Compensation Incentives – Compensation granted at the Board's discretion to employees for performance to specified goals or other predetermined criteria.
- S. General Salary Adjustment – An across the board increase for all employees in an amount to be recommended by the Chief Executive Officer and approved by the Board of Directors. The increase is determined by a number of factors including the increase in the cost of living, the organization's pay position in the community, and the organization's ability to fund the increase.

IV. Policy

- A. Establish wage and salary ranges that reflect the value to the organization of the various jobs, as determined by a system of continuing job evaluation and review, taking into account the duties and level of responsibility of each job.
- B. Establish and maintain justifiable differentials between job levels.
- C. Ensure that, for comparable jobs, pay rates and benefits are equal to or better than those offered by other organizations providing similar employment.
- D. Provide equal pay for equal work under comparable working conditions without regard for race, color, religion, marital status, sex, age, national origin, disability, or amnesty or status as a veteran.
- E. Wherever possible, reflect a direct relationship to individual job performance.
- F. Adjust pay ranges when warranted by changing economic and competitive factors, as determined by periodic reviews.

V. Policy Administration

The following administrative provisions of this policy apply to all job categories.

A. Job Classification and Grade Assignment

1. An accurately written description of duties and responsibilities will be prepared and maintained for each job.
2. The job description will be used as the basis for assignment of each job to the appropriate salary grade.
3. Each unique job will be assigned a descriptive title.

B. Salary Ranges

1. Salary range dollars will be established for each salary grade and will be reviewed periodically for competitive posture.
2. An employee may not be granted a salary increase which would result in a salary that exceeds the range maximum of the salary grade for that job.
3. Trainee Status - If an applicant for a position does not meet the minimum qualifications, but is otherwise qualified, the department head may request the appointment as a "Trainee." In such cases, the employee could be hired at a rate of ten to fifteen (10 – 15 %) below the minimum salary, until the minimum qualifications have been satisfied.
4. The most appropriate of the following actions will be taken to correct the status of an employee whose salary is below the range minimum of the salary grade for that job. In no case will an employee's salary remain below range minimum for more than six (6) months.
 - a. If performance is acceptable, adjust the salary to at least the minimum of the salary range.
 - b. If performance is unacceptable, reclassify the job or downgrade the employee to a more suitable position.
5. Each employee will be informed of the salary grade and range assigned to his/her job by his/her supervisor.

VI. Compensation Administration Guidelines

- A. Hiring rates for new employees shall be determined by the functional manager and the CEO. Normally, this rate should not be less than the minimum rate for the position and not more than the top of the first salary grade quartile, unless the applicant possesses qualifications clearly exceeding those generally required for the position, or competitive conditions in the area indicate the starting rate should be increased.

Starting salaries for positions in Salary Grade 110 or higher that are above the first quartile of the salary range must have the prior approval of the Board.

- B. Merit increases are in-grade adjustments in salary, granted for increased proficiency

and/or changes in position content which are not sufficient to warrant reclassification. Length of service may be considered in assessing proficiency, but it shall not be the determining factor. Merit increases, normally, should not be less than two (2) percent nor more than ten (10) percent of the employee's current salary, depending upon where the new rate falls in the salary range, and the amount and date of the immediately preceding salary adjustment.

- C. Promotion is the advancement from a position in one salary grade to another in a higher salary grade. When promoted, a fully qualified employee should receive at least the minimum salary for the new position. However, the new salary should be as much above the minimum salary as is necessary to provide a reasonable promotional increase. Normally, promotional increases should not be less than five percent nor more than 15 percent of the employee's current rate. Where provisional promotional appointments are involved or the promoted employee must undergo a significant on the job training program to meet the minimum requirements of the job, and the increase is in excess of 15 percent, the amount of increase should be equitably split and granted in two stages not exceeding an interval of six months. Promotions in excess of 15 percent require prior approval of the organization's Executive Committee. The date of the promotional increase establishes a new annual merit review date.
- D. Employees who are assigned to a higher graded position for a limited period of time will be considered to be on a temporary assignment. In such cases, employees will receive the minimum salary for the new position or a temporary premium of five (5) percent, whichever is higher.
- E. Reclassifications may be made when a major change in the position content occurs, or when the incumbent in the position relinquishes or assumes substantial responsibilities. When a position warrants reclassification, it shall be re-described and re-evaluated and assigned to the proper position classification.
- F. When a position is upgraded because of a change in marketplace value, this is not a promotional increase. The only salary change is an adjustment to bring the incumbent(s) up to the minimum of the new grade should the current salary be below the minimum of the new grade established.
- G. Transfers may be affected from one position to another within the same salary grade, or from a position in one department to a position of equal value in another department. An employee shall not be transferred to a new or revised position, however, until the position has been described, evaluated, and approved. An employee shall not receive an adjustment in salary unless a promotion is involved.
- H. The compensation plan is prepared and modified as necessary by the CEO for approval by the Board.
- I. Special Assignment Category (SAC) This category can be used when an individual in a position is given an assignment(s) which encompasses duties and responsibilities of a different, advanced, and/or supervisory nature. These assignments are usually for a specified limited period of time. This type assignment is of a temporary nature and can be rescinded unilaterally by CLMRWDB and does

not constitute a promotion. A pay supplement may be given for the period of time of the assignment. All assignments must be approved by the CEO.

VII. Exceptions

All exceptions to this policy must be approved by the Board.

Policy 210 – Overtime Payments

I. Purpose

To describe the manner of payment, and rules regarding overtime pay.

II. Policy

- A. It is CLMRWDB Board policy to pay non-exempt employees at the rate of time and one-half for all time actually worked in excess of forty (40) hours per week.
- B. Employees classified as Exempt from the provisions of the Fair Labor Standards Act regarding overtime payments will not be eligible for overtime pay.
- C. All overtime for non-exempt employees must be approved by the functional manager prior to the overtime being worked.
- D. Overtime should only be assigned in those situations where the Manager in charge is convinced that the work is essential in order to meet established schedules or deadlines. Advance notice will be given to employees whenever possible; however, employees should be aware of the fact that emergencies occasionally arise that do not permit advance notification. In an emergency situation, the Manager in charge will make every effort to notify the employees who are scheduled for overtime work as soon as possible.

III. Procedure

A. Notice

- 1. Daily overtime shall be mandatory if notice is given two days prior to the overtime being worked. In the absence of such notice, overtime shall be solely voluntary. Failure to work on the voluntary basis shall not be a cause for discipline, unless the party agrees to work and does not appear.
- 2. Weekend overtime (usually Saturday) shall be mandatory only if notice is extended by the close of business on the prior Wednesday. In the absence of such prior notice, fulfillment of overtime shall be strictly voluntary. Failure to volunteer for overtime in the absence of sufficient notice shall be without prejudice; unless the employee has volunteered and fails to appear as agreed.

B. Discipline

- 1. Persons who have been assigned to work overtime, whether voluntary or mandatory, shall be expected to report to work as scheduled.
- 2. Failure to report shall be subject to disciplinary procedures as specified for any other non-appearance for a regularly scheduled work time.
- 3. Employees should be released from mandatory overtime, without fear of discipline, when they can provide a reasonable excuse such as the following:

- a. Personal family emergency
 - b. Personal or family health maintenance
 - c. Personal long-range commitments, such as: legal appointments, long-range planned projects which would be breached at great expense, or where personal penalty is involved (court dates, defaults of deposits, etc.)
 - d. Important immediate family functions (weddings, etc.). The employee's immediate family is defined the same as in the policy on Bereavement Pay.
4. If there is doubt concerning the employee's sincerity in offering such an excuse, the burden of proof will rest with the employee.
 5. Secondary employment shall not constitute grounds for refusal of mandatory overtime, providing the employee has been provided two days' notice of the scheduled overtime.

C. Holidays and Personal Leave Time

1. If overtime is worked on a holiday, overtime payment will be made in addition to holiday pay.
2. Holiday time paid is counted as time worked for the purpose of calculating overtime. Example: It shall only be necessary to work thirty-two (32) hours to qualify for overtime pay at time and one-half (straight time for Exempt employees) during a week in which an eight-hour holiday is observed.
3. Personal Leave Time will not be considered as time worked when computing overtime hours.

D. Time Reporting

Employees must record overtime hours worked on their timecards or time sheets. Intentional falsification of overtime records will result in disciplinary action up to and including termination.

IV. Exceptions

All exceptions to this policy must be approved by the CEO.

Policy 220 – Hours of Work and Payroll Periods

I. Purpose

To define the workday, work week, and the payroll periods for employees of CLMRWDB.

II. Definitions

- A. Standard Work Week - The standard workweek for CLMRWDB employees shall be the one hundred sixty-eight (168) hour period beginning at 12:01 a.m. on the regularly scheduled first day of the employee's workweek and ending at 12:00 midnight on the seventh day of the employee's workweek.
- B. Standard Work Week Schedule - The standard workweek schedule for CLMRWDB employees consists of Saturday as the first workday in the week and Friday as the seventh.
- C. Standard Workday - The standard workday for CLMRWDB employees shall be the twenty-four-hour period beginning at 12:01 a.m. of an employee's regularly scheduled working day and ending at 12:00 midnight on that day.

III. Policy

- A. The normal working hours for the main CLMRWDB office shall be from 8:00 a.m. to 5:00 p.m. The office shall be open from 8:00 am to 5:00 p.m. each regularly scheduled workday. Any modification of the hours of work requires the approval of the CEO.
- B. Employees shall receive a one-hour unpaid lunch break each workday. The scheduling of the lunch periods shall be coordinated with other department employees and approved by the functional manager.
- C. A modified flextime schedule shall be adopted if approved by management. If approved, employees shall be allowed to modify their hours of work to better accommodate their personal responsibilities when these modifications do not create hardships for clients, fellow employees, or the organization.
 - 1. Employees will be expected to work at least eight hours on each regularly scheduled workday. Lunch hours cannot be flexed in order to shorten the workday, except in one-time situations as approved by the supervisor.
 - 2. All flextime schedules must be coordinated with other employees and approved by the functional manager to assure that there is coverage for all normal hours of business operation.
 - 3. Some functional areas and/or outlying offices may not be eligible for flextime due to the limited number of employees available and the need for coverage of all normal hours of business operation.
 - 4. There may be times when the special needs of the operation (i.e. Summer

Youth Program) require that the hours of work be adjusted by management. These requirements will supersede flextime scheduling. All reasonable efforts will be made to accommodate both the needs of the operation and the needs of the employees.

5. Employees who abuse flextime scheduling will lose flextime privileges.

D. All employees shall be paid on a bi-weekly schedule.

IV. Procedure

A. All tardiness, early departure, absence, and leaving the building on personal business (except for regularly scheduled lunch periods) during the normal workday are to be recorded on the employee's time sheet.

B. Non-exempt employees are to record all hours worked. Any overtime hours worked (in excess of forty in a work week) must be recorded on the time sheet.

C. Non-exempt employees are not to perform CLMRWDB work at their home or other non-work locations except in highly unusual circumstances, with prior management approval and with management's ability to verify the compensable hours worked.

D. Non-exempt employees who are tardy, late or leave early, may be allowed to make up the time missed if it is within the same work week and the makeup schedule has been approved by the functional manager. Time not made up shall be charged against the employees Personal Leave Time Account in 1/4-unit increments. Unauthorized tardiness, lateness, or leaving early will be counted against the employee in accordance with the attendance policy even if the time is made up.

E. Exempt employees are paid a salary and are not paid by the hour. They are to record all hours worked on an exception basis. If they work a regular workday the time may be recorded by noting "eight hours" on the time sheet.

1. Exempt employees must notify their respective supervisors of all tardiness, early departure, absence and leaving the building (except for regularly scheduled lunch periods) during the normal workday.

2. Exempt employees are not to charge units of time of less than eight hours to their Personal Leave Time Accounts.

3. Excessive tardiness, leaving early, absence, and leaving the building on personal business (except for regularly scheduled lunch periods) shall be considered a disciplinary issue and dealt with accordingly.

F. Functional managers are responsible for reviewing and approving time records.

V. Exceptions

All exceptions to this policy must be approved in advance by the CEO.

Policy 300 – Employee Benefits

I. Purpose

To define the CLMRWDB Board's policy on employee benefits.

II. Policy

- A. It is the CLMRWDB Board's policy to maintain fair and competitive benefits consistent with the economic requirements of the organization and commensurate with those of the community in which we operate.
- B. No manager or other employee is allowed to authorize any benefits not previously approved by the CLMRWDB Board.
- C. CLMRWDB will offer benefits to regular, full-time employees as follows:
 - 1. Employee Group Medical/Dental/STD Insurance Coverage - Insurance premiums for employee coverage under group medical/dental insurance is paid by CLMRWDB. The eligibility period is the first of the month following 60-days.
 - 2. Dependent Medical/Dental Insurance - Employees may elect to receive health insurance coverage for their dependents. The cost of such coverage is the responsibility of the employee.
 - 3. Employee Life Insurance - Employees will receive life insurance in the amount of one and one-half (1 1/2) times their annual salary. CLMRWDB will pay the full cost of the premiums. The eligibility period is the first of the month following 60-days. Benefit is reduced by 25% at age 65 and another 25% at age 70.
 - 4. Retirement Plan - This plan provides for an employer match of up to five percent (5%) of the employee's salary for all full-time regular employees who have 180 days employment with the CLMRWDB. All employees are 100% vested effective on the 180th day of employment.
 - 5. Vacations - Vacations are scheduled through the functional manager. Time taken while on vacation is charged off to the employee's Personal Leave Time account. Please refer to the policy on Personal Leave Time. (400)
 - 6. Holidays - Please refer to the policy on Holidays. (410)
 - 7. Sick Days - Employees who need to take sick days charge those days to their Personal Leave Time Account. Please refer to the policy on Personal Leave Time. (400)
 - 8. Injured Employee Pay - Employees injured on the job and unable to continue working will be paid for a full day of pay for the day of the injury.
 - 9. Worker's Compensation - CLMRWDB pays the full premium for coverage under the State's Worker's Compensation Plan.

10. Bereavement Pay - Employees are eligible for up to three days of bereavement leave in the event of a death in their immediate family. Please refer to the policy on Bereavement Pay. (430)
11. Educational Reimbursement - CLMRWDB will reimburse 100% of the eligible costs for outside courses or programs related to their jobs. The policy requires prior management approval and a passing grade of "C" to be eligible for reimbursement. Tuition reimbursement shall be limited to the prevailing residential tuition fee schedule at the State University and /or Community College systems. Eligibility period is 180 days. (320)
12. Jury/Witness Duty - Employees who spend time on Jury or Witness Duty will be paid for a maximum of fifteen days of jury service, at their regular rate of pay for an eight-hour day.
13. Wellness Plan - Employees shall be eligible to participate in CLMRWDB subsidized wellness activities to a maximum expense of up to \$60 per quarter (\$240 per year) after 180 days eligibility period. Wellness programs eligible for this subsidy include health club memberships, weight reduction programs, smoking cessation programs, and other such programs approved by the CEO.

Employees wishing to participate in the Wellness Plan must submit a **Wellness Plan Request Form**. You should include information that details the total cost of the plan, such as a promotional statement and quote or a copy of the contract. This request form should be sent to HR, who will submit to the CEO or the EVP for approval.

To receive the subsidy, the employees must submit quarterly receipts showing the payments they have made. Employees must submit a new **Wellness Plan Request Form** each year starting in July in order to continue this benefit in the new fiscal year. You must submit a new **Wellness Plan Request Form** each time you change the type, cost or vendor of the plan.

- D. All the benefits referenced above are fully described in separate plan descriptions, policies, and other documents which are to be available through the office of the CEO.
- E. CLMRWDB will periodically review the benefit plan and make changes necessary to keep the plan competitive and to control benefit costs.

III. Benefits for Temporary and Part-Time Employees

- A. Temporary and Part-Time employees are those employees who are positions defined as temporary or part-time in the Categories of Employment policy.
- B. Temporary and Part-Time employees are not eligible for Medical Benefits, Personal Leave Time, Life Insurance, Retirement Plan Participation (except regular part time employees who work 1,000 hours or more in 12 consecutive months), or Educational Assistance. Eligibility for benefits for Employees will be in accordance

with the restrictions defined by the current policy provider/carrier.

- C. Temporary employees are eligible for Holiday Pay if they are scheduled to work the day before and the day after the holiday. Temporary employees are eligible for Jury Duty/Witness Pay and Bereavement Pay.
- D. Part-Time employees are not eligible for Holiday Pay, Jury/Witness Duty Pay and Bereavement Pay.
- E. Temporary and Part-Time employees are eligible for Workers' Compensation coverage if they are injured on the job.

IV. Exceptions

All exceptions to this policy must have the prior approval of the CLMRWDB CEO. Substantive changes to this policy require the approval of the Board.

Policy 310 – Worker's Compensation

I. Purpose

To ensure that employees' rights under applicable Worker's Compensation and Occupational Diseases Acts are strictly observed.

II. Definitions

- A. Workers' Compensation is a statutory scheme for the payment of benefits to employees injured in accidents which arise out of and in the course of employment.
- B. Occupational Disease Compensation is a statutory scheme for the payment of benefits to employees who have been exposed to conditions which cause a disease arising out of and in the course of employment.

III. Policy

- A. In accordance with applicable state laws, employees who have suffered a compensable injury or who have been exposed to an occupational disease are entitled to all necessary medical, surgical and hospital care to effect a cure or until their condition has reached a state of permanency.
- B. If the employee is unable to drive, CLMRWDB shall provide necessary transportation for employees who must be sent to a physician or hospital for medical care.
- C. If an employee's compensable injury or illness is found by competent medical evidence to be of a disabling nature, such as will preclude a return to employment, the employee will then be entitled to temporary compensation as provided by the applicable Workers' Compensation Act or Occupational Diseases Act.

IV. Procedure

- A. Employees who are injured while at work, regardless of how minor the injury appears to be, must advise their functional managers immediately.
- B. An employee suffering an accidental injury or occupational disease will be paid for the full amount of the actual time worked and for the time lost on the date of injury or exposure to disease at his or her regular pay rate, up to a maximum of eight hours, subject, however, to any other CLMRWDB policy to the contrary.
- C. In all cases of a work-related injury or illness where either a permanent disability or a compensable claim may result, the CEO must be contacted. The CEO or other designated individuals will file the necessary reports with the applicable state industrial commission or board as required by law.

V. Exceptions

All exceptions to this policy must be approved by the CEO.

Policy 320 – Educational Assistance

I. Purpose

To provide CLMRWDB employees the opportunity to enrich and enhance their value to themselves and to CLMRWDB by providing them with assistance for educational expenses. Courses of study must be related to the employee's current or potential work assignments.

II. Scope

This program applies to all full-time employees with six months or more of continual CLMRWDB service.

III. Policy

- A. CLMRWDB will reimburse One Hundred Percent (100%) of all resident tuition costs and lab fees to employees enrolled at an accredited college, university, or school system continuing education program for courses that are:
 - 1. Part of a formal degree program of study that leads to a specified goal related to CLMRWDB objectives.
 - 2. Credit courses that are directly related to an employee's present position.
 - 3. Credit courses that are part of a documented individual development plan approved by employee's functional manager which relates to the employee's present job, or potential work assignments. These individual development plans must be coordinated and approved by the CEO prior to enrollment.
 - 4. Non-credit courses relating to the employee's current or future work assignment.
 - 5. There will be a limit of two courses per term that will be eligible for reimbursement.
- B. Tuition reimbursement shall be limited to the prevailing residential tuition schedule at the State University and Community College systems.

IV. Eligibility

- A. All full-time employees having a minimum of six months of continual service with CLMRWDB are eligible to participate.
- B. A detailed program of study or individual development plan must be submitted and approved by the employee's functional manager and CEO prior to enrollment and be related to the employee's present job or a future position at CLMRWDB to which the employee may be logically assigned in the normal course of events.

- C. At the completion of each term, graded course reports indicating that full credit has been established and tuition, fee receipts must be submitted to the employee's functional manager within sixty (60) days for reimbursement. Reimbursement will be made only for those courses in which a grade "C" or better is obtained.
- D. Unless prior approval to adjust the work week is obtained from the employee's functional manager, the hours at which a course is offered must not conflict with the employee's normal working hours.
- E. Where tuition is partially paid by scholarships, fellowships, grants, or other forms of financial assistance, reimbursements will not exceed the difference between the amount of the outside assistance and the total cost of the tuition and fees.
- F. Correspondence and extension courses shall be approved for reimbursement subject to the following conditions:
 - 1. The inability of an employee to attend regularly scheduled programs at local institutions due to unavailability of desired courses, extenuating job demands such as extensive travel, or lack of proper educational facilities in the area.
 - 2. Institutions conducting correspondence or extension courses must be approved by the CEO or designee prior to enrollment.
 - 3. Seminars are not included within this policy.
- G. If, prior to completion of an approved course, an employee is involuntarily separated (layoff or medical leave) from the payroll for any reason other than discharge for cause, the employee will be eligible for reimbursement under the provision of this policy upon completion of course work currently being taken. However, no employee will be permitted to enroll in a program while separated from the payroll regardless of reason. Upon voluntary separation from the payroll, the employee immediately shall cease to be eligible for educational assistance benefits of any kind, including reimbursement for courses in progress at the time of voluntary separation.
- H. Employees who voluntarily resign from their employment with CLMRWDB and who have been reimbursed in educational assistance in the past twelve months or who have had in educational expenses paid on their behalf in the past twelve months will be responsible for reimbursing CLMRWDB for the total amount received in the past twelve months. The Company reserves the right to deduct any monies owed by the employee from unused Paid Leave Time.

V. Procedure

- A. Prior to enrollment, the employee will state in writing his/her intentions to apply for educational assistance and will present a planned program of study and present it to his/her functional manager for approval.
- B. The request for educational assistance and the planned program of study are then sent to the CEO or designee for final approval.

- C. Upon completion of the course, the employee will submit to his/her functional manager within sixty (60) days, evidence of satisfactory completion of course work ("C" or better) and receipts for tuition, lab costs. These receipts will be retained as part of the employee's Educational Assistance file. The employee will complete and sign a form stating and agreeing to re-payment terms of tuition if voluntary quits.
- D. An Educational Assistance file must be kept for each employee enrolled in the program containing:
 - 1. An approved copy of a program of study that leads to an Associate, Bachelor, Master, or Doctoral degree; or,
 - 2. An approved documented individual development plan.
 - 3. Records of course completion and reimbursements.
- E. Educational Assistance reimbursements may be subject to tax withholding in accordance with Internal Revenue rules and regulations.

VI. Exceptions

All exceptions to this policy must be approved by the CEO.

Policy 400 – Personal Leave Time (PLT)

I. Purpose

To provide all employees with time off with pay in order to maintain employee health, morale and efficiency. Personal Leave Time combines time off for vacations, and unexpected absences such as short-term illness, etc., to provide employees maximum flexibility in planning for and taking time off.

II. Policy

- A. Requested time off for planned absences (i.e. vacations) will be approved only when arrangements can be made to assure required staff coverage. Time off for vacation must be requested in accordance with departmental procedures. Other scheduled absences must be approved at least 24 hours in advance by the functional manager.
- B. Employees are not eligible to use PLT for vacation during the first six months (180 days) of their employment.
- C. Vacation time may be taken at any time as long as the functional manager approves. When there is a conflict, scheduling will be at the manager's discretion. Preference in scheduling will normally be given to the employee who requested the time off first.
- D. It shall be the policy of CLMRWDB to encourage employees to take some of their PLT each year for vacation purposes.
- E. Employees are eligible to use PLT time for unscheduled absences due to illness, illness in the family, personal business, and other necessary causes for absences from work.
- F. PLT hours used during a pay period are not counted as hours worked for the purpose of computing overtime.
- G. PLT time is paid at the employee's current hourly rate plus differentials and other premiums if applicable, at the time that it is taken.
- H. Employees may use PLT hours down to a zero balance. Employees may not take PLT time that has not yet been earned.
- I. All PLT time will be paid to terminating employees, provided they have completed their initial probationary period.

- J. PLT hours are accrued according to the number of hours worked each pay period (to a maximum of 80). ***The employee accrual will be increased once they have completed their 5th, 10th, & 15th year. The accrual will be increased in the pay period following the anniversary date.***

The accrual schedule is as follows:

Length of Service	Accrued for 80 hours	Total Annual Possible	Total Days Possible
0 – less than 5 years	6.77	176	22
5 – less than 10	8.62	224	28
10 – less than 15	9.54	248	31
15 and up	10.46	272	34

- K. At the end of each year, each employee may allow their unused leave to “rollover” for use in the next fiscal year. The accumulation of PLT hours shall not exceed a total of 800 hours. Those hours in excess of 800 may be lost to the employee if not used or paid out. All eligible employees are required to take at least 5 days of PLT each fiscal year.
- L. An employee may select to have PLT converted and paid out once each fiscal year if:
1. The employee has taken leave for 80 hours (10 days) during the fiscal year and prior to the request. **AND**
 2. The employee retains at least 80 hours of PLT to cover emergencies and/or illness.
 - i. Employee retirement contributions are permitted with the PLT payout; however, there will be no employer match contributions.
 - ii. The approval of taking payouts will be made by EVP after determining that funds are available and the payout will not adversely affect the Board’s budget.
- M. PLT is charged according to the actual number of hours used by the employee for the days that the employee would normally work.
- N. In the case of any CLMRWDB employee experiencing a catastrophic family illness, based on the Chief Executive Officer's determination, solicitation of voluntary contributions of PLT hours from other CLMRWDB employees may be accomplished. All donations will be made in increments of eight (8) hour multiples only. All donations will be addressed to the affected employee’s PLT account for use during the catastrophic illness. Recipient may receive a maximum of 160 hours of donated PLT per program year. Recipient will not accrue Personal Leave Time while on donated PLT.

All donations must be strictly voluntary as individually determined responses to a memorandum with an attached donation completion form.

No pressure to donate time will be tolerated.

III. Exceptions

All exceptions to this policy must be approved by the CEO.

Policy 410 – Holidays

I. Purpose

To identify the holidays observed by the Organization for receipt of holiday pay.

II. Policy

CLMRWDB annually grants employees payment for each of the following eleven (11) holidays as though they were assigned workdays:

New Year's Day	January 1
Martin Luther King Jr.'s Birthday	3rd Monday in January
Memorial Day	Last Monday in May
Independence Day	July 4th
Labor Day	1st Monday in September
Veteran's Day	November 11
Thanksgiving Day	4th Thursday in November
Friday after Thanksgiving	
December 24th	
December 25th	
One Personal Floating Day	

The date of observance of each of the above holidays will be determined annually and communicated to all employees in December of the preceding year.

Regarding the Personal Floating Day, the following rules apply:

- This day must be used by the end of the fiscal year (June30) or it will be forfeited.
- This day must be used in full, i.e. all hours 8 hours must be used as a full day off.
- As with other holidays, staff is eligible for the Personal Floating Day upon hire.
- Using the Personal Floating day must be approved by the direct supervisor

III. Policy Provisions

- A. When a holiday falls on a Saturday or Sunday and is observed on Friday or Monday, the date of observance is considered the holiday for pay purposes.
- B. If an observed holiday(s) occurs within an employee's approved vacation period, the holiday(s) is not considered as a vacation day(s) and will be paid as a Holiday.
- C. No provision of this policy shall be construed as authorizing the compounding or pyramiding of overtime or holiday pay.
- D. All full-time regular employees are eligible for holiday pay. Employees must work the full regularly scheduled workday before and after the holiday unless that day has been approved by management as a Personal Leave Day.

III. Exceptions

All exceptions to this policy must be approved by the CEO.

Policy 420 – Jury/Witness Duty

I. Purpose

To provide salary protection for full-time employees who must be absent from work because they are legally obligated to serve as jurors or subpoenaed to serve as witnesses.

II. Policy

- A. Employees who are summoned and perform jury duty are eligible for administrative leave for up to a maximum of 15 workdays every 12 months.
- B. Employees who are subpoenaed and serve as witnesses are eligible for administrative leave for the time that they miss from work because of witness duty.
- C. Employees will receive pay at their regular pay rate (excluding overtime) for the time spent on jury or witness duty.
- D. A copy of the summons or subpoena must be submitted by the employee to his/her Manager.
- E. Employees are expected to report to work if they are excused from jury duty, during any time of postponement, or other delay while serving as a juror.
- F. Absence due to jury/witness duty is not considered as time worked in computing overtime pay. Absence for jury/witness duty is treated as an authorized absence on the attendance records of the employee.

III. Procedure

Upon the presentation of a recognized subpoena for jury duty or witness service to the Manager, the Manager will arrange for the employee's time off from work and communicate to the employee that he/she is required to provide a written statement from the court verifying the time served when they return to work.

IV. Exceptions

All exceptions to this policy must be approved in advance by the CEO.

Policy 430 – Bereavement Pay

I. Purpose

To continue the salary of an employee for time off due to a death in the employee's immediate family.

II. Definitions

- A. Immediate Family -- For the purposes of this policy, immediate family is defined as your spouse, child, mother, father, step-parent, sister, brother, step-sister, step-brother, mother-in-law, father-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, domestic partner, person who has acted in loco parentis, or immediate grandparent of employee
- B. The bereavement period as the term is used in this policy shall be defined up to three (3) consecutive workdays following the death of a member of the employee's immediate family. The amount of time taken, to a maximum of three days, will be left solely to the employee's discretion.
- C. The term "base salary" as used in this policy means the employee's base salary but excluding overtime pay.

III. Policy

- A. Bereavement pay shall be paid at the employee's base salary.
- B. Employees on layoff or leave of absence when the death occurs are not eligible for bereavement pay.
- C. Employees on vacation when an immediate family member dies will be compensated under this policy, and the days for which they are so compensated will not be counted as part of their vacation time.
- D. An employee will not be permitted to take a full or partial paid bereavement day off at a later time in lieu of any hours worked on a bereavement day.
- E. In extenuating circumstances, when more than three days are required for the bereavement leave, the additional time will be charged to accrued personal leave time with management approval.
- F. Part-time employees are not eligible for Bereavement Pay.
- G. Time lost under this provision will not be counted against the employee's attendance record.

IV. Procedure

In order to receive Bereavement Pay:

- A. Notice of intent to be absent must be given unless due to extenuating circumstances, it is unreasonable for an employee to give such advance notice.
- B. The employee, if requested, must present evidence acceptable to the management of their relationship to the deceased, which may be in the form of a published obituary, church notice, record that lists the employee as a member of the immediate family, a copy of the death certificate or a birth certificate.

In administering proof requirements, it is not the intent to impose an unreasonable or unnecessary burden of proof upon an employee but merely to ensure that the provisions of this policy are not abused.

V. Exceptions

All exception to this policy must be approved in advance by the CEO.

Policy 500 – Leaves of Absence

I. Purpose

To state the CLMRWDB's policy on granting medical and Personal Business Leaves of Absence.

II. Scope

This policy applies to all full-time CLMRWDB employees.

III. Eligibility

All full-time CLMRWDB employees who have completed their initial probationary period.

IV. Policy

- A. Medical and Personal Business leaves of absence of up to twelve weeks are available to employees who have completed their probationary period. This provision covers the Family and Medical Leave Act of 1993.
- B. Medical leave is granted to employees temporarily unable to work due to illness, injury, maternity, or other medical conditions. Such leaves are at the discretion of the CEO and must be specifically authorized in writing.
- C. Personal leaves may be granted to employees temporarily unable to work due to the need to care for an ill child, parent or spouse (domiciled with the employee), or for a newborn or a newly adopted child. If the leave is for a newborn or newly adopted child, the leave must be completed within the twelve-month period beginning on the date of birth or placement. Personal leaves, except those listed above, are granted at the discretion of the CEO.
- D. A Medical Leave of Absence may be granted upon proper certification by a medical doctor that the employee has a medical condition requiring absence from work. The certificate from the doctor must contain an estimate of the duration of the employee's expected absence from work. An employee who is unable to provide a doctor's certificate within 15 days after the leave is requested will be required to return to work. If the employee fails to return to work, his/her failure to return shall be deemed a voluntary resignation and employment will be terminated on that basis.
- E. An employee who knows in advance that he or she will require a medical or personal leave, must advise his/her Department Manager immediately, and provide at least 30 days prior written notice. An employee who does not know in advance that he or she will require a medical or personal leave must advise his/her Department Manager, in writing, as soon as possible but no later than the second day of absence.
- F. The maximum duration of a medical or personal leave of absence is normally twelve weeks from the last day of work.

- G. If a medical leave is taken for the purpose of delivering a baby and caring for the newborn child, the total amount of time allowed for the leave of absence is twelve weeks.

V. Benefits

- A. All medical and personal leaves are without pay. If the medical leave or personal leave is due to the need to care for an ill child, parent or spouse or for a newborn or a newly adopted child, any accrued PLT is paid to the employee. The substitution of PLT does not extend the 12 weeks leave period.
- B. During an approved unpaid leave of absence, the organization will maintain health benefits as though the employee continued to be actively employed; however, the continuation of insurance benefits, during the unpaid leave period, will be at the expense of the employee, unless the leave of absence is applied for and approved under the provisions of the FMLA. In the case of an approved Family and Medical Leave, the organization will continue to pay the employer portion of the health insurance premiums, and the employee will be responsible for paying his/her portion of the health insurance premiums, if any. If paid leave is substituted for unpaid leave, during a Family and Medical Leave, the organization will deduct the employee contribution of the health plan premium as a payroll deduction during the paid leave period of the leave. If any portion of the FML leave is unpaid, the employee must prepay his/her portion of any premiums that are due during such leave. Health care coverage will cease if your premium payment is more than 30 days late.

With respect to other types of leaves of absence (personal, medical, military, etc.), if paid leave is substituted for unpaid leave, the organization will continue to pay the base health insurance premiums, for the employee only, during the paid leave period, and will deduct the employee portion of the health plan premium as a payroll deduction during the paid leave period. If any portion of the leave is unpaid, the employee must prepay any premiums that would ordinarily be due during such leave.

With respect to all types of leaves, health care coverage will cease if your premium payment is more than 30 days late. Upon return from unpaid leave, if an employee owes the company any health insurance premiums, that amount will be deducted from his/her pay.

- C. Time spent on a leave of absence does not count as time worked in determining PLT.

VI. Return From Leave

- A. Employees who return from an approved medical or personal leave of absence will be placed into the position they held prior to their going on the leave, providing it is available. Every reasonable effort will be made to place the employee into the position he/she held prior to the leave of absence. If that position is not available, every reasonable effort will be made to place the employee into a position at the same level in the operation. If there are no available positions, the employee will be placed on layoff status.

- B. An employee returning from a Medical Leave of Absence will not be permitted to resume active employment without a release furnished by his/her doctor. The Department Manager must ensure the employee has Return to Work Medical Certification forms before allowing the employee to return to work. The organization reserves the right to require the employee to submit to an examination by a physician chosen (and paid for) by CLMRWDB, and to be guided by that physician's diagnosis in determining whether or not to grant the leave and whether or not to permit the employee to return to work.
 - C. If an employee has restrictions verified by the attending physician which prevent him/her from performing the essential job functions, with or without accommodation, the company will endeavor to provide a reasonable accommodation for that employee. If no reasonable accommodation can be made without creating an undue hardship for the company, the company will attempt to identify a suitable position of equal pay for which the employee is qualified. If such a position cannot be identified, other positions will be identified, and the employee's pay will be adjusted accordingly.
 - D. An employee who has not or is unable to return to work from a medical or personal leave of absence upon the expiration of the leave will be separated from CLMRWDB. Any employee so separated may reapply for employment when ready to return to work. If accepted for reemployment, the employee will be treated as a new hire. Employees who fail to return to work upon the expiration of their leave of absence, and fail to contact CLMRWDB, will be considered to have voluntarily terminated their employment.
- VII. All exceptions to this policy must have the prior approval of the CEO.

ALL REQUIRED FORMS CAN BE OBTAINED IN H.R.

Policy 520 – Leave of Absence -- Military

I. Purpose

To establish the basis upon which CLMRWDB will authorize Military Leaves of Absence.

II. Short Term Military Leave Policy

- A. Employees who are members of the Armed Forces Reserve or National Guard shall be eligible for pay continuation for up to fourteen (14) days per year while they are on active, legally required, short term military service.
- B. Employees shall receive the difference between their regular pay and the daily pay provided by the military (less all allowances received for rations and travel).
- C. Payment shall be limited to eight hours per day or forty hours per week.
- D. The employee must be ordered to temporary active duty by his/her National Guard or Reserve Unit. A copy of the orders must be presented to the employee's manager as far in advance as possible.
- E. Copies of military payment records must be presented to the employee's manager as soon as possible after the duty has been served.

III. Long Term Military Leave Policy

- A. Long Term Military Leave of Absence is interpreted to mean a leave of absence for the purpose of performing active military duty with the United States Armed Forces for a period of 30 or more consecutive days, but not more than five years unless extended involuntarily by law.
- B. A leave of absence for military service will be granted to employees who received orders to report for induction or have enlisted in the Armed Forces of the United States.
- C. Employees who wish to go on Military Leave status must present a copy of their orders to their functional managers as far in advance as possible.
- D. Employees who have served six months or less of active duty in the ready reserves must notify CLMRWDB of their availability to return to work within 90 days of the date active duty was completed or release from hospitalization continuing not more than one year after discharge, in order to be eligible for reinstatement.
- E. Employees who serve a full military term of active duty (other than ready reserves) must notify CLMRWDB of their availability to return to work within 90 days of their date of completion of active duty to be eligible for reinstatement.
- F. Employees must report to their functional manager within 90 days after discharge and present suitable proof that they have completed their training and service in the

Armed Forces in a satisfactory manner. They must be eligible for reinstatement under the conditions provided in the Universal Military Training Act and other applicable legislation.

- G. The Veterans Reemployment statute provides that "an eligible veteran who left a position to enter military service shall be restored to such position or to a position of like seniority status and pay" (comparable job).
- H. Returning employees will receive the salary they were paid at the time they were granted a Military Leave of Absence plus all increases which they would have received had they not been on a Military Leave of Absence.
- I. Employees returning from Military Leave of Absence will be entitled to such benefits as they would have had if they had not been on leave.
- J. Employees returning from a Military Leave of Absence, who reject offers to return to a job comparable -- defined as like status, pay (including all appropriate increases), to that from which they took leave will be terminated. However, such employees may be considered for rehire.
- K. Employees must be considered still qualified to perform their old jobs. If they are not qualified because of a disability received in the service, they will be placed in whatever job they can perform which is closest to their prior status and pay.

IV. Exceptions

All exceptions to this policy must be approved by the CEO.

Policy 530 – Leave of Absence under FMLA

I. Purpose

This policy contains information consistent with and in addition to the information contained in the “Employee Rights and Responsibilities” (separate document) and is meant to provide additional information about the Employer’s specific policies and procedures under the Family and Medical Leave Act (FMLA). In the event of any conflict between the “Employee Rights and Responsibilities” and this policy, the “Employee Rights and Responsibilities” will prevail.

II. Basic Leave Entitlement

A. Employees may be eligible to take up to 12 weeks of unpaid family/medical leave (FML) within a 12-month period and be restored to the same or an equivalent position upon return provided that the employee has worked for the Employer for at least 12 months AND worked at least 1250 hours in the last 12 months.

B. The “12 month-period” is measured as a **rolling 12-month period backward**.

III. Reasons for Leave

A. If an employee is eligible, the employee may take family/medical leave (FML) for any of the following reasons:

1. the birth of a child and in order to care for such child;
2. the placement of a child with the employee for adoption or foster care;
3. to care for a spouse, son, daughter or parent (“covered family member”) with a serious health condition; or
4. because of the employee’s own serious health condition which renders the employee unable to perform the functions of the employee’s position.

B. Leave because of reasons one and two above must be completed within the 12-month period beginning on the date of birth or placement. In addition, spouses employed by the Employer who request leave because of reasons one or two or to care for an ill parent may only take a combined aggregate total of 12 weeks leave for such purposes during any 12-month period.

IV. Military Family Leave Entitlement

A. If an employee is eligible, the employee may use the 12-week FML entitlement to take military family leave.

B. This leave may be used to address certain qualifying exigencies related to the covered active duty or call to covered active duty of a spouse, son, daughter or parent. Qualifying exigencies may include:

1. attending certain military events.
2. arranging for alternative childcare;
3. addressing certain financial and legal arrangements;
4. attending certain counseling sessions;
5. addressing issues related to short-notice deployment;
6. spending time with a covered family member who is resting and recuperating;

7. attending post-deployment briefings; and
 8. for certain activities relating to the care of the military member's parent who is incapable of self-care where those activities arise from the military member's covered active duty.
- C. An employee may also be eligible for up to 26 weeks of leave to care for a covered service member during a single 12-month period. *This single 12-month period begins with the first day the employee takes the leave.* A covered service member includes:
1. a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy or is in outpatient status; or
 2. is on the temporary disability retired list; or
 3. a covered veteran, meaning one who is undergoing medical treatment, recuperation or therapy for a serious injury or illness and:
 - o (i) was a member of the Armed Forces (including a member of the National Guard or Reserves);
 - o (ii) was discharged or released under conditions other than dishonorable; and
 - o (iii) was discharged within the five-year period before the eligible employee first takes FMLA military caregiver leave to care for the veteran."
- V. Employees may not be granted an FML to gain employment or work elsewhere, including self-employment. If an employee misrepresents facts in order to be granted FML, the employee may be subject to immediate termination.
- VI. Notice of Leave
- A. If the FML is foreseeable, the employee must give the Employer at least 30 days' notice in accordance with the usual procedure for requesting a leave of absence.
 - B. Failure to provide such notice may be grounds for delay of the leave.
 - C. Where the need for leave is not foreseeable, the employee is expected to notify the Employer as soon practicable and, absent unusual circumstances, in accordance with the Employer's normal leave procedures.
 - D. Please refer to our policy on "Leaves of Absence" for additional details.
- VII. Medical Certification—Leave for Employee's Own or a Covered Family Member's Serious Health Condition
- A. If the employee is requesting leave because of the employee's own or a family member's serious health condition, the employee and the relevant health care

provider must supply appropriate medical certification.

- B. The medical certification must be provided within 15 days after it is requested, or as soon as reasonably possible under the circumstances. Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided.
- C. The Employer, at its expense, may require an examination by a second health care provider designated by the Employer, if it reasonably doubts the medical certification you initially provide. If the second health care provider's opinion conflicts with the original medical certification, the Employer, at its expense, may require a third, mutually agreeable health care provider to conduct an examination and provide a final and binding opinion.
- D. The Employer may also require medical recertification periodically during the leave and employees may be required to present a fitness for duty verification upon their return to work following a leave for the employee's own illness specifying that the employee is fit to perform the essential functions of the job.

VIII. Certification for a Qualifying Exigency

- A. If the employee is requesting leave because of a qualifying exigency arising out of a covered family member's active duty or call to active duty, the employee must supply a copy of the covered military family member's active duty orders or other documentation issued by the military indicating that the covered military member is on active duty or call to active duty (including the dates of the active duty service).
- B. The Employer may also request additional information pertaining to the leave.

IX. Certification for Service Member Family Leave

- A. If an employee is requesting leave because of the need to care for a covered service member with a serious injury or illness, the Employer may require the employee to supply certification completed by an authorized health care provider of the covered service member.
- B. In addition, the Employer may also request additional information pertaining to the leave.

X. Certification for Serious Injury or Illness of a Veteran for Military Caregiver Leave

- A. If an employee is requesting leave because of the need to care for a covered veteran with a serious injury or illness, the Employer may require the employee to supply certification completed by an authorized health care provider of the covered veteran.
- B. In addition, the Employer may request additional information pertaining to the leave.

XI. Substitution of Paid Leave:

- A. FML is unpaid leave. If you request leave for any FML covered reason, you will be required to use any remaining applicable paid leave time (PLT).
- B. The exhaustion of this paid leave time (PLT) does not extend the leave period.
- C. In addition, if you are eligible for any additional paid leaves, such as short term/long term disability or worker's compensation, these leaves will also run concurrently with FML (where appropriate) and will not extend the leave period.
- D. When using paid leave time (PLT) in conjunction with FML, employees must comply with the requirements of the applicable paid leave time policy.

XII. Benefits During Leave

- A. During an approved FML leave, the Employer will maintain the employee's health benefits as if the employee continued to remain actively employed. If the employee is normally responsible for paying a portion of the health insurance premium, those premiums will be deducted from the paid leave time payments while on FML.
- B. If the employee exhausts all accrued paid leave time while on FML, (s)he will be required to continue to pay the employee contribution of the health insurance premiums, if any.
- C. Payment of health insurance premiums are payable on the first of each month and should be submitted to the Finance Department at CareerSource Citrus Levy Marion.
- D. Failure to pay the insurance premiums within 30 days from the due date will result in loss of coverage.
- E. If an employee fails to return to work, following FML except for reasons beyond the employee's control, (s)he may be required to repay the employer's share of the premium payment.

XIII. Intermittent Leave

- A. Leave because of a serious health condition, to care for a service member with

a serious injury or illness or because of a qualifying exigency may be taken intermittently (in separate blocks of time due to a single covered health condition) or on a reduced leave schedule (reducing the usual number of hours an employee works per workweek or workday) if necessary.

- B. If leave is unpaid, the Employer will reduce the employee's salary based on the amount of time actually worked.
- C. In addition, while the employee is on an intermittent or reduced schedule leave, the Employer may temporarily transfer the employee to an available alternate position which better accommodates the recurring leave and which has equivalent pay and benefits.
- D. A fitness for duty certification may be required to return from an intermittent absence if reasonable safety concerns exist concerning the employee's ability to perform job duties.

XIV. Job Restoration

- A. If the employee wishes to return to work at the expiration of the leave, the employee is entitled to return to the same position or to an equivalent position with equal pay, benefits and other terms and conditions of employment.
- B. If the employee takes leave because of the employee's own serious health condition, the employee will be required to provide medical certification that the employee is fit to perform the essential functions of the job. Employees failing to provide the certification will not be permitted to resume work until it is provided.

Policy 600 – External Communications

I. Purpose

To define CLMRWDB's policy with respect to formal communication between its employees and the media and the community at large, excluding ongoing client and vendor relations.

II. Policy

- A. Information of a sensitive and/or confidential nature will be handled with the utmost discretion and confidentiality on the part of all employees. Employees are discouraged from discussing such information, either within or outside the organization, unless this discussion becomes a part of the employees work activities.
- B. Only authorized employees may issue statements to members of the media. All other employees must obtain the prior approval of the CEO.
- C. All requests for financial information must be referred to the office of the CEO and/or Executive officers.
- D. All requests for information regarding benefits, employee relations, etc. must be referred to the office of the CEO.
- F. All press releases must be approved by the CEO prior to distribution. In the event of the CEO absence, the EVP may approve any press release prior to distribution.
- F. Political statements will not be made on the behalf of CLMRWDB for any reason.

III. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Policy 610 – Problem-Solving Procedure

I. Purpose

To establish a procedure through which an employee can communicate with Management to resolve work-related problems.

II. Policy

It is the policy of CLMRWDB to ensure all employees the right to voice their opinions and to receive a prompt response from Management.

III. Procedure

- A. The employee should first discuss the problem with his/her functional manager. The functional manager will respond to the employee's problem within ten working days. If the problem is of a personal nature that precludes the use of normal channels, it may be directed specifically to the CEO. The CEO will make every effort to assist the employee in resolving the problem while observing confidentiality.
- B. If the employee is not satisfied with the functional manager's response, or if the problem exists with the functional manager, the employee should seek resolution through the CEO, who will respond to the employee within ten working days.
- C. If the employee is not satisfied with the decision rendered by the CEO, he/she may request a review with the CLMRWDB Executive Committee.
- D. The Executive Committee will attempt to schedule the conference within ten working days after the request has been received. The Executive Committee will respond to the employee within thirty days of its hearing the issue.
- E. The decision of the Executive Committee will be final, except in cases where the WIA Grievance Procedures apply.

IV. Exceptions

All exceptions to this policy must be approved by the CEO.

Policy 620 – Performance Review

I. Purpose

To provide a formal review program to evaluate and improve work performance, provide documentation and understanding needed to resolve employee complaints, and to promote employee-supervisor communications.

The objectives of the Performance Review Program are to:

1. Provide a means for mutual understanding of job standards and for two-way communication.
2. Evaluate and communicate work performance.
3. Identify performance improvement needs so that management can implement constructive programs such as counseling, additional training, or reassignment.
4. Motivate and assist employees in improving their performance and define their personal career goals.
5. Provide objective information for making decisions on salary increases, promotions, transfers and discipline.

II. Policy

A. Performance Review Forms

Only approved Performance Review Forms may be used in reviewing employees.

B. Frequency of the Performance Review

1. All employees will have a written review once each year. All Staff reviews for merit increases will be completed on July 1 of each year, and special circumstances may dictate a special review at other periods.
2. If there is a change in supervision during the year, the employee should be given a written performance appraisal at the time of the change. The outgoing supervisor should provide input to the new supervisor as to the employee's performance. If the change is made within a period of ninety (90) days after the annual review, individual discretion can be used.
3. Informal performance discussions are to be conducted as the need arises. These discussions will provide the basis for an objective summarization of performance during formal performance reviews and allow more time for discussion of future plans and organizational, as well as personal, objectives. The functional manager is to document the more pertinent points discussed and place in the employee's personnel folder after both functional manager and employee sign the document.

4. Reviews conducted between normal review dates do not relieve the functional manager of the responsibility for conducting reviews at the normal review date.
5. If there is a significant difference of opinion between the functional manager and subordinate as a result of the performance appraisal process, the functional manager should implement the Problem-Solving Procedures as described in this policy manual.

III. Procedures for Performance Reviews

- A. The functional manager will complete the review of all employees annually, as designated by upper management.
 1. Successful rated employees will be given a basic increase which the Board will define each June. This increase will be designed to approximate the cost of living and therefore, "theoretically," maintain the employee's relative standard of living.
 2. Those rated "Exceptional" on their performance review may be given an increase above and beyond that awarded to S employees. This increase will also be decided on by the Board each June.
 3. Those rated "Needs Improvement" on their review will either happen when someone is new in a position and has not learned the skills yet, or when someone needs to improve.
- B. The performance review forms are to be completed by the employee's functional manager no later than the end of the review month. If any subsequent changes are made to the review forms, they must be initialed by both the functional manager and the employee. The completed forms must also be signed by the next level of supervision.
- C. Questions or problems regarding the forms, on conducting the performance review, or the results of the performance review should be referred to the CEO.
- D. A supply of performance review forms will be available for functional managers who want to conduct reviews at other than the normal review date.
- E. It is the responsibility of each functional manager to ensure that a performance appraisal has been conducted on every employee each year.
- F. Conducting a performance review, including the performance interview, of a transferred employee will be the responsibility of the releasing functional manager at the time of transfer, if one has not been performed within the last three (3) months.

The receiving functional manager must ensure that the performance review was conducted and assume responsibility for setting future goals and objectives.

- G. Upon completion of the performance appraisal interview, the functional manager will forward the performance appraisal form to the CEO. This form will be permanently retained in the employee's personnel folder for future review and is not subject to permanent removal at any time. The employee will be given a copy of the completed performance appraisal form.
- H. Performance review information will be available on a "need to know" basis.
- I. Once the performance review has been conducted and the form completed, it should be referenced periodically by the functional manager to ensure that goals and objectives, training programs and improvement factors are being met. If two performance reviews are insufficient to meet the achievement goals or standards established for a department, the functional manager may establish additional performance reviews. The performance review form completed in the prior interview should be referred to in preparation for the next interview.

IV. Exceptions

All exceptions to this policy must be approved by the CEO.

Policy 630 – Personnel and Medical Records

I. Purpose

To keep accurate and updated information deemed pertinent by the Company in every employee personnel and medical file.

II. Policy -- Personnel Records

- A. All personnel records and all other records and materials relating to the administration of the Personnel Management System shall be considered the property of CLMRWDB. The decision of the CEO relating to the use, maintenance, and disposition of such records and material, and as to whether or not any information contained therein may be disclosed, in accordance with prevailing laws. The CEO will determine the time limit that any personnel records shall be kept on file and the final disposition of such records, in accordance with applicable State statutes.
- B. The Human Resource Manager shall be responsible for maintenance, updating, and confidentiality of personnel records.
- C. Employees should be aware of the importance of keeping their personnel records current. This means notifying the Human Resource Manager of any change of telephone number, change of beneficiary, number of dependents, marriage or any change not previously reported. This is the responsibility of the employee and failure to comply may result in loss of employee benefits.
- D. The Research & Executive Assistant should be informed of any special training courses completed by an employee to maintain training staff required CEU's record. Copies of diplomas or certificates should be forwarded to the Human Resources Manager by the Research & Executive Assistant to become a permanent addition to the employee's personnel file.
- E. Employees are to have reasonable access to personnel records during business hours. The Human Resource Manager or designee will accompany the employee during the records review.
- F. Former employees shall have access to their personnel records if they state their request to review the records in writing. The Human Resource Manager or designee will accompany the former employee during the records review.
- G. Employees may make corrections to such information as their home address, telephone number, W-4 status and the like during regular office hours.
- H. Additions to absence reports, performance reviews, termination records, and the like must be made with the knowledge of the functional manager. If there is a dispute between the functional manager and the employee concerning any addition or correction, the CEO will resolve the disagreement.

- I. Personnel records may be accessed by employees and supervisors only in the course of performing their job functions.
- J. The public may have access to personnel files if requests are made in compliance with the Freedom of Information Act.
- K. Responses to information requests for employee data from outside parties will be limited to dates of employment, job title, and wage/salary history. Please see the policy on verification of employment.
- L. CLMRWDB is not liable when incorrect, withheld, erroneous beneficiary designations, or loss of employee benefits or promotional opportunity results from an employee's failure to provide current or accurate information.

III. Policy -- Medical Records

Medical records shall be kept separate from personnel records and access to them shall be only a need-to-know basis, as determined by the CEO.

IV. Exceptions

All exception to this policy must be approved, in advance, by the CEO.

Policy 640 – Employment Verification

I. Purpose

It is the CLMRWDB's position that all requests for information concerning current and former employees should be handled in a consistent and appropriate manner. Such requests usually involve personal and business references and descriptions of job duties and responsibilities.

II. Policy

- A. All oral or informal requests for information about employees or former employees should be referred immediately to the Human Resource Manager.
- B. All written responses to requests for information about employees or former employees must be submitted to the Human Resource Manager.
- C. It shall be the policy to provide only the former employee's dates of employment and job title at the time of his/her departure in response to requests for references or verification of employment.

III. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Policy 700 – Code of Conduct

I. Purpose

To define the Code of Conduct of CLMRWDB and to describe the set of corrective discipline guidelines used to ensure that every CLMRWDB employee is accorded objective, consistent and equitable treatment should violation or apparent violation of CLMRWDB rules occur.

II. Code of Conduct

CLMRWDB maintains a single high standard of integrity in all activities. We keep our word; we promise no more than we can reasonably expect to deliver; and we only make commitments we intend to keep. We always expect total integrity from all employees.

The success of CLMRWDB and our ability to provide meaningful, rewarding work depends upon the commitment of each employee to the Code of Conduct.

The Code of Conduct is as follows:

Give willingly a full day's effort as demonstrated by punctual and regular attendance; apply individual skills, training, abilities and conscientious care in avoiding the waste of time, effort, facilities or materials in both scheduling and performing work.

Deal fairly, reasonably, considerately and honestly with all engaged in CLMRWDB activities or associated with it in any way -- fellow employees, including supervisors and subordinates as well as clients, suppliers and the general public.

Comply fully with the principles, policies and instructions which are established for conducting the activities of CLMRWDB and the approved methods and procedures provided to assure that standards of quality and accuracy are met.

Act with the recognition that together we are the organization and are associated for the purpose of serving the clients of the organization, and that our success and that of the organization are determined and measured by the extent to which the client is served.

Abide by the established ethical, moral and legal codes which govern the behavior of both individuals and associations of people in business or private life.

III. Policy

CLMRWDB rules and regulations have been established in the best interest of the CLMRWDB Board and its employees. CLMRWDB rules attempt to assure fair practices for all employees regardless of race, religion, color, sex, **(including pregnancy, gender identity, and sexual orientation)**, national origin, age (40 or older), marital status, disability or **genetic information**, and amnesty or status as a veteran and to maintain a safe and smoothly functioning work environment.

CLMRWDB has the right to discharge an employee immediately for infractions specified

below. This list is not all inclusive and an employee may be disciplined or discharged without warning for a serious offence which is not listed below. CLMRWDB also reserves the right to use discretion in determining appropriate disciplinary action when mitigating circumstances are present. CLMRWDB may act in sole discretion and without advance notice except as limited by provisions of valid federal or state statutes. Nothing in this policy is intended to be or should be construed as being contractual in nature.

The CLMRWDB Board will take disciplinary action in any case where the conduct of the employee is detrimental to the CLMRWDB Board or other employees. Infractions are grouped into categories, dependent upon their relative seriousness. Each infraction results in a definite action depending upon the seriousness of the infraction, previous action taken and thorough review of the circumstances of each individual case. All disciplinary actions as well as memos pertaining to the record must be clearly documented and shall become a permanent part of the employee's personnel folder, not subject to removal for any reason. Employees must be given every opportunity to explain their actions.

A. Class I Infractions

Class I infractions are relatively minor in nature and generally call for a series of documented progressive disciplinary steps intended to train the employee and put him/her on notice that correction of the problem is expected. A period of twelve (12) consecutive months of active service after any of the following disciplinary steps without a further infraction "clears" the record. The progressive disciplinary procedure must begin again with step one, should infractions occur.

The following list represents examples of behavior or acts which are unacceptable and will be treated as Class I infractions. This list is not exhaustive, as conduct of a similar nature will also be cause for corrective action.

CLASS I INFRACTION - (1ST. INCIDENT - Oral Correction (to include re-training plan), 2ND. INCIDENT - Performance Improvement Plan from the functional manager, 3RD. INCIDENT - Final warning 4TH. INCIDENT - Dismissal. of employment),

- Failure to protect sensitive proprietary information including personnel records, client information, etc.
- Failure to follow instructions.
- Excessive or repeated absenteeism, tardiness and/or failure to observe work schedules.
- Failure to report for scheduled overtime or reporting late.
- Wasting time, material or effort, or interfering with others by action, excessive noise, or non-work-related conversations.
- Failure to comply with the professional attire policy.
- Failure or reluctance to adhere to safety rules.
- Failure to be at employee's assigned workstation, ready for work, at the employee's assigned work time.
- Unsatisfactory work due to carelessness or continued inefficiency after a reasonable training period.

- Using CLMRWDB telephones and electronic devices for non-CLMRWDB purposes (except emergencies).
- Creating or contributing to unsafe, unsanitary, or unclean conditions on CLMRWDB premises.
- Failure to keep staff lunch area and working areas clean.
- Gambling, lotteries, pools or raffles.

B. Class II Infractions

Class II infractions are serious in nature, but by themselves not a dischargeable offense. They generally call for one (1) final warning.

The following list represents examples of behavior or acts which are unacceptable and will be treated as Class II infractions. This list is not exhaustive, as conduct of a similar nature will also be cause for corrective action.

CLASS II INFRACTION - (1ST. Incident - Final warning, 2ND. Incident - Dismissal of employment)

- Using CSCLM property, equipment, or materials for non-work-related purposes without prior management approval.
- Deliberate harassment of another Employee or customer because of his/her sex, age, race, religion, national origin or disability.
- Disorderly conduct - causing a disturbance on CSCLM property such as horseplay, practical jokes, throwing objects, using foul and abusive language to another employee or supervisor, or otherwise disrupting the normal working environment.

C. Class III Infractions

Class III infractions are very serious in nature and generally result in discharge. Disciplinary action taken for a Class III infraction will occur only after consultation with the CEO, and the employee's immediate functional manager, who will conduct a thorough review of the situation. Employees are normally not to be released on the spot without such a review. If a Class III infraction occurs when the appropriate reviewing managers are not present, the employee will normally be sent home and instructed to return at an appropriate time on the next scheduled working day for discipline resolution. While the discipline will usually be termination, in certain circumstances a final warning may be substituted. In either event, a final warning indicating the reasons for disciplinary action will be presented to the employee for signature. If the employee refuses to sign, the functional manager will read the incident report to the employee in the presence of a witness. Both the functional manager and the witness will sign the form.

The following list represents examples of behavior or acts which are unacceptable and will be treated as Class III infractions. This list is not exhaustive, as conduct of a similar nature will also be cause for corrective action.

CLASS III INFRACTIONS - (1ST. Incident - Dismissal of employment)

- Possession of weapons or explosive materials on CLMRWDB premises.

- Immoral or indecent acts on CLMRWDB premises or attempting to harass or intimidate another employee into committing immoral or indecent acts.
- Deliberately vandalizing, damaging, defacing, misusing or unauthorized removal of CLMRWDB property or other employee's personal property.
- Unauthorized possession or inspection of CLMRWDB records.
- Possession or use of alcoholic beverages or illegal drugs on CLMRWDB premises.
- Reporting to work under the influence of alcohol or illegal drugs.
- Insubordination or the refusal to perform work or accept a work assignment when properly requested by another employee having the authority for such action.
- Deliberate falsification of individual eligibility determination for services.
- Destruction of any company records or customer and/or employer records.
- Misuse of CLMRWDB documents including reproduction, copying or altering any CLMRWDB document without prior authorization from the official custodian of the document. Divulging confidential client information.
- Conviction and sentencing of any felony under state or federal statutes.
- Violent behavior, fighting or threatening violence on CLMRWDB premises at any time.
- Appropriation of CLMRWDB material or funds for private gain. Theft of another employee's property.
- Sale or purchase of stolen goods on CLMRWDB premises.
- Deliberately concealing inaccurate data or information on CLMRWDB reports or records.
- Removal of or tampering with any emergency equipment including security devices, fire alarms, first aid equipment, or fire extinguishers.

In addition, if CLMRWDB has reason to believe that the violation of civil or criminal law has taken place, the CLMRWDB may also file formal complaints to the appropriate police departments or pursue the matter through civil courts.

IV. Procedure

A. Procedure for Class I Infractions

1. First Incident -- Oral Correction (to include re-training plan).
2. Second Incident -- Performance Improvement Plan from the functional manager. A summary of the discussion topics and date of the discussion must be recorded in the employee's department records. The employee must be given an opportunity to sign this summary or indicate an acknowledgement that the discussion has occurred. A copy of the PIP must be included as a permanent part of the employee's personnel record.
3. Third Incident -- Final warning. The functional manager, after consultation with

the CEO including a statement that a further infraction within the next twelve (12) months may lead to discharge. The employee will be asked to sign the statement. If the employee refuses, the functional manager will read the statement to the employee, in the presence of a witness. Both the functional manager and the witness will sign the form.

4. Fourth Incident -- Dismissal of employment. This is a last resort and must be approved by the functional manager and the CEO. After approval, a statement summarizing the reasons for dismissal, including the dates of the previous oral and PIP, will be presented to the employee for signature. If the employee refuses to sign, the functional manager will read the statement to the employee in the presence of a witness. Both the functional manager and the witness will sign the form.

B. Procedure for Class II Infractions

1. First Incident -- Final warning. The functional manager, after consultation with the CEO including a statement that a further infraction within the next twelve (12) months may lead to discharge. The employee will be asked to sign the statement. If the employee refuses, the functional manager will read the statement to the employee, in the presence of a witness. Both the functional manager and the witness will sign the form.
2. Second Incident -- Dismissal of employment. This is a last resort and must be approved by the functional manager and the CEO. After approval, a statement summarizing the reasons for dismissal, including the date of the final warning, will be presented to the employee for signature. If the employee refuses to sign, the functional manager will read the statement to the employee in the presence of a witness. Both functional manager and witness will sign the form.

C. Procedure for Class III Infractions

1. First Incident -- Dismissal of employment. This is a last resort and must be approved by the functional manager and the CEO. After approval, a statement summarizing the reason for dismissal will be presented to the employee for signature. If the employee refuses to sign, the functional manager will read the statement to the employee in the presence of a witness. Both the functional manager and the witness will sign the statement.

There may be occasions where mitigating circumstances dictate a suspension from work instead of a dismissal. In these situations, the functional manager and CEO must review and approve the exception.

V. Exceptions

All exceptions to this policy must be approved by the CEO.

Policy 710 – Attendance and Tardiness

I. Purpose

To encourage CLMRWDB employees to maintain acceptable standards of attendance which are critical to efficiency, productivity and organizational effectiveness; to ensure fair and consistent treatment of employees who are late to work, absent from work, or leave before their scheduled quitting time; and to develop an atmosphere of teamwork and mutual trust where every CLMRWDB employee bears a regular and reasonable share of the work load.

II. Definitions

A. Absences

The application of attendance procedures begins with the first occurrence of unacceptable attendance. All hours missed, paid or unpaid, will be counted towards the application of attendance procedures.

B. Unacceptable Attendance

1. Being late, tardy, or leaving early on more than three occurrences in any consecutive thirty (30) day period.
 2. Exceeding the employee's allotment of Personal Leave Time in a rolling twelve-month period. Each occurrence of absenteeism which exceeds the employee's allotment of Personal Leave Time will be considered an occurrence of unacceptable attendance.
 3. Consecutive days of absence are to be counted as one occurrence of unacceptable attendance.
- C. Three (3) consecutive days of absence without approval of the supervisor will be considered abandonment of employment and result in the termination of the employee

C. Acceptable Absences

The following absences will be permitted:

1. "Unforeseeable incidents" such as floods, storms, etc. which temporarily prevent the employee from reporting to work. Determination in these instances of what constitutes an "Unforeseeable Incident " will be made by the CEO.
2. Mandatory court or government agency appearance as evidenced by formal document, i.e., subpoena, military duty orders, etc.
3. Hospitalization or serious injury requiring emergency medical care of the employee or his/her immediate family.

4. Bereavement period according to CLMRWDB Policy.
5. Release of the employee from duty for reasons such as equipment failure, power outages, etc.
6. Observance of a religious holiday.
7. Observance of a recognized CLMRWDB holiday.
8. Approved vacations and other absences covered by Personal Leave Time and leaves of absences.

III. Policy

All hours missed after Personal Leave Time has been exhausted except for acceptable absences defined in II.C, and all periods of unacceptable tardiness will be used towards the application of unacceptable attendance procedures.

A. Employees who violate the tardiness and/or the attendance standard will receive disciplinary counseling and action as follows:

1. First occurrence of unacceptable attendance in a rolling twelve-month period -- First Attendance Counseling - Verbal Warning to be documented as proof of consultation.
2. Second occurrence of unacceptable attendance in a rolling twelve-month period -- Second Attendance Counseling - Written Warning to also be documented as proof of consultation.
3. Third occurrence of unacceptable attendance in a rolling twelve-month period -- Final Warning to be documented as proof of warning.
4. Fourth occurrence of unacceptable attendance in a rolling twelve-month period -- Termination of Employment.

A final warning will initiate a minimum ninety (90) day probationary period. Unacceptable attendance with this probationary period constitutes grounds for termination.

B. New employees under the established probationary period must meet the attendance standards or be subject to termination following one (1) written warning.

IV. Procedure

The following applies for reporting absence and lateness:

A. Failure to call in will be viewed as disregard by the employee for his/her job and will result in the following disciplinary action:

1. Three (3) consecutive workdays without call will be considered as job abandonment and the employee's status will be determined to be a resignation.
2. Non-consecutive days of no call will constitute grounds for progressive discipline with three (3) no calls within a six (6) month period resulting in termination.

1st no call -- 1st written warning

2nd no call -- Final Warning

3rd no call -- Termination

- B. When employees know in advance that they will be absent, late or leave early, they must advise their functional manager as early as possible. In the case of absence, the employee must notify his/her functional manager by 8:30 a.m.
- C. In all cases of unacceptable attendance, the employee will be advised on what constitutes unacceptable attendance. In addition, the employee's functional manager will work with the employee to improve his/her attendance to an acceptable level.

V. Exceptions

All exceptions to this policy or the procedure described in it must be approved in advance by the CEO.

Policy 720 – Alcoholism and Drug Abuse

I. Purpose

To outline the CLMRWDB's policy regarding alcoholism and drug abuse.

II. Policy

- A. CLMRWDB complies with the Drug-Free Workplace Act of 1988 and all other relevant legislation regarding controlled substances in the workplace. The unlawful manufacture, sale, distribution, dispensation, possession, use, or working while under the influence of an un-prescribed controlled substance is prohibited in the workplace and on CLMRWDB premises.
- B. All applicants for employment will be subject to drug testing after an offer of employment has been extended, but before starting work. Passing the drug test (testing negative) is a condition of employment.
- C. All employees will be subject to drug testing guidelines established by government agencies and by CLMRWDB, based on the reasonable suspicion of drug use or working under the influence of drugs.
 - 1. An employee shall only be subject to drug testing when there is a reasonable suspicion that the employee has abused drugs or alcohol as evidenced by:
 - a. behavior that is abnormal from the employee's normal behavior and is consistent with behavior while under the influence of drugs and/or alcohol,
 - b. such behavior is witnessed by a CLMRWDB manager and at least one other employee, who both sign a statement which describes the employee's behavior,
 - c. or the employee has been involved in an on-the-job accident that results in lost time or an automobile accident which occurs during the employee's work hours.

An employee's refusal to take the drug test will result in disciplinary action up to and including termination. The cost of the drug test shall be borne by CLMRWDB.
- D. All employees must notify their functional manager of any criminal drug statute conviction no later than five (5) days after such conviction.
- E. CLMRWDB recognizes that alcoholism and drug abuse are illnesses which can be successfully treated under the proper circumstances. Effective treatment requires a realization of the seriousness of these diseases and a commitment by both the employee and CLMRWDB to a plan of rehabilitation.
 - 1. Employees who seek professional help with alcoholism and/or drug abuse will

receive the full allowable benefits of the CLMRWDB Health Insurance program.

2. CLMRWDB will cooperate with an employee who recognizes that he/she has an alcohol or drug related problem and requests assistance. This includes but is not limited to a medical leave of absence for professional treatment when the need for such a leave is verified by competent medical authority. Employees must divulge the problem prior to an incident that may require drug/alcohol testing
3. Where an employee is meeting the CLMRWDB standards with respect to job performance and attendance, treatment of these illnesses will be voluntary and will not affect job security.
4. Where an employee's job performance is below standard as a result of these illnesses, treatment is mandatory and will be considered a condition of continued employment. Poor performance will not go unexcused when the employee refuses appropriate treatment. If the employee refuses to seek competent treatment, appropriate action will be implemented, as outlined in the Code of Conduct policy.

III. Procedure

- A. Performance, attendance and tardiness problems will be handled as outlined in appropriate policies. If the employee's supervisor suspects that there may be a medical or behavioral problem which underlies the surface problems, the employee should be immediately referred to the CEO who will then refer the employee to outside professional treatment or assistance. If there is a reasonable suspicion of on-the-job drug use, or working under the influence of controlled substances, the employee may be subject to drug testing.
- B. If an employee requests assistance, he/she should immediately be referred to the CEO who will then direct the employee to outside professional treatment or assistance.
- C. If professional diagnosis indicates the presence of alcoholism or drug abuse, the employee will be referred to a qualified rehabilitation program in the local area.
- D. Therapy -- No Performance/Attendance Problems
 1. Employees who are meeting their performance/attendance commitments and who request assistance will be granted time off and will receive medical coverage under applicable CLMRWDB Board leave policies and insurance plans.
 2. The employee's identity and job security will be protected.
 3. Future performance/attendance problems will be handled under appropriate CLMRWDB Board policies.

E. Therapy -- Problem employees

1. Employees who have experienced performance/attendance problems and have been diagnosed as alcohol or drug abusers will be placed on probation.
2. The probationary period is arranged to ensure that the employee works to solve the **root cause** of his/her performance/attendance problem.

IV. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Policy 730 – Conflict of Interest and Business Ethics

I. Purpose

To reaffirm the application of the CLMRWDB's policy and belief that, as a principle of sound management, all business affairs be conducted within the spirit and intent of high business ethics, honesty and integrity.

II. Policy -- Conflict of Interest

A. A CLMRWDB employee shall not engage in secondary employment as follows:

1. Be employed by any other firm or person, including self-employment, if such firm or person is a service provider, contractor or supplier of CLMRWDB. An exception may be granted if the secondary employer is a governmental entity and the work done has nothing to do with the work of CLMRWDB. An example of this exception would be if the employee taught courses for the Community College (a CLMRWDB contractor) after normal CLMRWDB work hours.
2. Be employed by any other firm or person, including self-employment, if such firm or person is a client of CLMRWDB.
3. Engage in any activity where the skill and knowledge the employee develops or applies in the employee's CLMRWDB position is transferred or applied to such activity in derogation of the present or prospective business interests of CLMRWDB.
4. Have any relationship with any other business enterprise which might affect the employee's independence of judgment in transactions between CLMRWDB and the other business enterprise or otherwise conflicts with the proper performance of the employee's duties at CLMRWDB.
5. Accept any appointment to membership of the Board of Directors, standing committee or similar body of any outside company, organization or government agency (other than charitable, educational, fraternal, political, community or religious organizations or similar groups) without first receiving the prior approval of the CLMRWDB' CEO, whether or not a possible conflict of interest might result from the acceptance of any such appointment.

B. A CLMRWDB employee shall not maintain personal financial interests as follows:

1. Supplier-Client Relationships -- A CLMRWDB employee may not have any interest in any supplier, contractor, or service provider or client of CLMRWDB which interest could in any respect compromise the employee's loyalty to CLMRWDB. In no event, may an employee have any interest in any supplier, contractor, or service provider or client of CLMRWDB (other than self-employment not prohibited by Section II, A, 2 hereof). This includes ownership of shares of stock which are not listed on a national securities exchange.

2. Interest of Associates -- The interest of a CLMRWDB employee's associate in a supplier, contractor, or service provider, or client of CLMRWDB may create a conflict-of-interest depending upon the facts and circumstances of the particular case.

"Associate" for purposes of this policy statement shall mean:

- a. any relative or domestic partner of a CLMRWDB employee, any person living in the employee's household or to whom the employee furnishes support or any person having a personal relationship, similar to the above, with a CLMRWDB employee;
 - b. any business in which the employee has a financial interest, any creditor or debtor of the CLMRWDB employee, or any other person benefits to whom could reasonably be expected to relieve the CLMRWDB employee of some obligation or obtain for the employee some personal advantage or gain; or
 - c. any trust or estate administered by such persons or in which they have a financial interest as a beneficiary.
3. Business Involvement with Associates -- A CLMRWDB employee may not cause or influence CLMRWDB to do business with any business in which the employee or an Associate is interested. If an instance occurs where it is important to the CLMRWDB's advantage to enter into such a transaction, the proposed situation shall be submitted in writing to, and receive prior written approval of, the CLMRWDB's CEO before any commitment is made.

Such approval will not be granted unless it can be ascertained that the terms of the transaction are to be determined by competitive bidding or are established by law, or are determined under other conditions which clearly establish an arm's length fairness of terms.

- C. A CLMRWDB's employee shall not take advantage of inside information as follows:

1. A CLMRWDB's employee may not buy or sell, or recommend to others to buy or sell, any security or other interest in property based on knowledge derived from such person's employment. Employees should avoid transactions in the area of property which the CLMRWDB's Board may be considering buying, leasing, or selling or has decided to buy, lease, or sell.
2. A CLMRWDB employee may not disclose confidential CLMRWDB's Board information to any person other than in the proper discharge of the employee's CLMRWDB duties.

III. Policy -- Business Ethics

- A. Acceptance of Gifts or other benefits -- CLMRWDB employees are not permitted to

accept gifts, other than those of nominal value, or to have any travel, living or entertainment expenses paid for themselves, or members of their families, by any person, firm, or corporation currently doing business or seeking to do business with CLMRWDB.

- B. Business Interests -- Employees are prohibited from having any personal financial dealings with any individual or business organization that furnishes merchandise, supplies, property or services to CLMRWDB. This includes arrangement to receive loans (other than bank loans), commissions, royalties, property shares, or anything of value.
- C. Investments -- All personnel directly concerned with the purchase of merchandise and services from supplier, contractor, or service provider firms, including management personnel with approval authority, are prohibited from making investments in those companies other than normal stock and bond market transactions.
- D. Contributions to Political Parties or Candidates -- The organization will not support or contribute to political parties or candidates for office nor will any member of management directly or indirectly suggest that employees contribute to any particular party or candidate.
- E. Hospitality Toward Public Officials -- Acts of hospitality toward public officials should be of such a scale and nature as to avoid compromising the integrity or impugning the reputation of the public official or the CLMRWDB Board Member or Employee.

IV. Enforcement

- A. Employees who violate any provision of this policy will be subject to disciplinary action up to and including termination.
- B. Employees who voluntarily come forward to report or seek clarification of any activities covered under this policy shall be considered to be acting in good faith and will not be subject to disciplinary action unless they fail to abide by the organization's decision regarding the activity.

XIV. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Policy 740 – Outside Employment

I. Purpose

To define the policy regarding employment outside the organization by CLMRWDB employees.

II. Policy

- A. It is the policy of the CLMRWDB Board to encourage its employees to exercise

maximum discretion when considering outside employment.

- B. Employees who are employed by other employers may be subject to injuries that are not compensable by the outside employer. Such occupational injuries incurred while working for another employer shall not be covered by the CLMRWDB Workers' Compensation policy or by the health insurance plan.
- C. Outside employment may reduce attendance and/or efficiency in an employee's regular job. Outside employment shall not be considered a viable excuse for poor attendance, punctuality, or performance on the job. Employees who experience such problems shall be subject to disciplinary action.
- D. Employees who are involved in outside employment shall be treated like other employees when asked to work overtime or unusual hours. The outside employment shall not be considered a viable excuse for refusal to work overtime.
- E. Engaging in outside employment with other employers may lead to conflicts of interest. Outside employment is prohibited under circumstances in which it would conflict with an employee's job at CLMRWDB or expose the CLMRWDB Board or the employee to detrimental effects of conflicts of interest. Please see the policy on Conflict of Interest and Business Ethics.

III. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Policy 745 – Solicitation and Distribution

I. Purpose

To define the policy regarding other non-work-related activities on company time.

II. Policy

- A. Employee contributions to charitable organizations are voluntary. Coercion of an employee to make contributions is prohibited.
- B. Employees are prohibited from conducting or promoting private business for gain during duty hours or within any company facility.
- C. Employees are prohibited from soliciting any other company employee on behalf of any organization.
- D. No soliciting or promoting for political purposes.
- E. Distribution of literature for company sanctioned programs such as charitable organizations or recreational activities is not restricted by this policy.
- F. Employees are prohibited from displaying or affixing any literature labels, messages or bumper stickers on CLMRWDB property except as approved by the CEO.

III. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Policy 750 – Termination of Employment

I. Purpose

To define the procedures for employees separating from the CLMRWDB.

II. Definitions

- A. Resignation: A voluntary termination initiated by the employee.
- B. Release: An involuntary termination initiated by the CLMRWDB without prejudice due to the inability of the employee to satisfactorily perform the duties of the position for reasons of job ineptitude, etc., and for whom no other suitable positions are available.
- C. Discharge: An involuntary termination initiated by the CLMRWDB Board for misconduct and/or violation of the Code of Conduct.
- D. Layoff: A termination resulting from the organization's restructuring and/or inability to economically sustain the employee due to reduced grant funding.
- E. Deceased: Termination due to death of the employee.
- F. End of Temporary Assignment: The employee's temporary assignment is completed.
- G. Abandonment of Position: An employee has not reported to work or contacted his/her supervisor for three consecutive days.
- H. Loss of Job Requirements: Expired, forfeited, or not maintained job required license, certification, training, or other credential(s).

III. Policy - Involuntary Termination

May be occasioned by inadequate qualifications, excessive absenteeism, inability to adjust to assigned work, inability to meet the standards established for the job and/or infractions of CLMRWDB standards or loss of required license, certification, training, or other credentials expire, forfeited, revoked, or not maintained.

- A. Prior to terminating the employee, the employee's functional manager must discuss the problem with the employee, cite inadequacies, recommend improvements and maintain written documentation of corrective action(s).
 - 1. If the employee's problem is not resolved after a reasonable period of time, the manager must consult with the CEO.
 - 2. The Chief Executive Officer will review the documentation and recommend a transfer to a more suitable position, termination of the employee if appropriate corrective action has been attempted, or reconsideration of the proposed

termination.

- B. CLMRWDB Board may immediately terminate an employee for an act, series of acts, or spontaneous incidents considered detrimental to CLMRWDB, its interests and/or other employees, as per the Code of Conduct Policy.
- C. In certain cases, and at the discretion of the CEO, the terminated employee may be paid through the end of the pay period.

IV. Policy - Voluntary Termination

An employee who resigns voluntarily is expected to advise his or her functional manager of the anticipated termination date as far in advance as possible and preferably at least two weeks in advance of the effective date to allow the selection and training of a replacement.

- A. Infrequently, an employee who resigns may be requested not to continue to report to work. In these instances, he or she will receive all moneys and wages due as though he had worked until his or her termination date. Some situations when this may occur are:
 - 1. The employee's continued employment could compromise CLMRWDB.
 - 2. The employee would have been declared surplus were he or she to remain.
 - 3. The Employee's performance has been unsatisfactory and he or she has been so advised.
 - 4. Reasons similar to the above as determined by the CEO.

V. Layoff

A termination resulting from the organization's restructuring and/or inability to economically sustain the employee due to reduced grant funding.

- A. The Board, pending the availability of funds and its ability to give the employees adequate notice, may decide to authorize a lump sum payment to employees, in advance of their official termination date, so that employees being laid off may have up to 45 days of paid time for the purpose of job search.
- B. It shall be at the discretion of the Board whether they will require the affected staff to report for work during that period. The Board, in reviewing the situation, shall make its determination as a special exception to CLMRWDB Personnel Rules & Policies. This shall only be applicable to those employees affected by layoffs due to reduced grant funding and/or organizational restructuring.

VI. Procedure

- A. Upon receipt of a terminating employee's notice of voluntary resignation the functional manager will:
1. Obtain a letter of resignation from an exempt employee who is terminating.
 2. Functional managers will immediately notify the HR Manager of the resignation so an Exit Interview and termination can be arranged. The HR Manager will schedule an Exit Interview with the employee to determine the reason for termination and the advisability or possibility of reassignment.
- B. When a voluntary or involuntary termination has been agreed upon, the functional manager will:
2. Immediately initiate the appropriate paperwork so finance can prepare final checks in accordance with applicable laws and CLMRWDB policies.
 3. Immediately notify the HR Manager to arrange an Exit Interview and termination clearance. The HR Manager will schedule an Exit Interview with the employee.
 4. Failure to serve two full weeks of a "working" notice may result in forfeiture of unused Paid Leave Time for any monies owed by the employee for educational reimbursement or any other training assistance paid on behalf of the employee within the past 12 months.
- C. Termination Clearance:
1. The terminating employee's functional manager is responsible for recovering all keys, equipment, manuals, and all other CLMRWDB property assigned to the terminating employee.
 2. The terminating employee's functional manager is responsible for ascertaining the status of all projects and assignments on which the terminating employee was working.
- D. Exit Interview:
- The terminating employee's functional manager will schedule an exit interview with the CEO to:
1. Obtain information which may assist CLMRWDB in resolving problems.
 2. Explain final paycheck composition.
 - a. Employees are paid for hours worked on their final day unless pay in lieu of notice has been granted after advance approval has been received.
 - b. Employees will receive unused and accrued Personal Leave Time if they have successfully completed 90 days of employment. The number of

hours which the employee will receive will be communicated at the exit interview.

c. Any pay advances or outstanding expenses, including repayment of tuition reimbursement will be deducted from the final paycheck.

d. All normal deductions will be made in the final check.

3. Explain final benefit disposition:

a. Employees will be allowed to continue medical insurance coverage as per COBRA legislation.

b. Any and all other benefits will be explained.

VII. Unemployment Compensation

A. All Unemployment Compensation Claims by a terminated employee must be submitted immediately to the Human Resources Manager due to time limits imposed for the CLMRWDB's response to the claim.

B. The CEO will review the claim in conjunction with the Exit Interview and either accept or rebut the claim.

C. A rebuttal and/or appeal of the claim may require that the employee's functional manager attend an Unemployment Compensation hearing. The Human Resources Manager is responsible for assisting the functional manager in preparing for the hearing.

VIII. Exceptions

All exceptions to this policy must be approved by the CEO.

Policy 760 – Securities/Facilities

I. Purpose

To establish the CLMRWDB Board policy and procedures necessary to protect CLMRWDB's assets.

II. Scope

This policy applies to all CLMRWDB employees.

III. General Security Policy

The CLMRWDB Board respects its employees' right to privacy. However, for security purposes, CLMRWDB reserves the right, when there is a reasonable suspicion as determined by the CEO, to inspect personal belongings, including briefcases, lunch boxes, purses, vehicles parked on CLMRWDB premises, and other personal belongings. CLMRWDB also reserves the right to inspect CLMRWDB property such as desks, computer files, filing cabinets, lockers, and other areas.

IV. Policy – Security

- A. Removal of Material – Materials cannot be removed from CLMRWDB premises without permission. In order to remove property, written permission must be obtained in advance. The material to be removed must be described in writing and signed by the employee's functional manager. Permission must be obtained for bringing in any personal belongings which could be mistaken for CLMRWDB property including computers, office equipment, etc.
- B. Liquor and Drugs – Possession, consumption or sale of intoxicating liquor or drugs on CLMRWDB premises or reporting for work under the influence of liquor or drugs is forbidden. Violators are subject to disciplinary action up to and including termination.
- C. Losses – Report any and all known losses to the functional manager. Document all information, if possible, and identify lost or stolen property with as much detail as is available.
- D. Packages and Mail – Employees will not be permitted to use the CLMRWDB mail facilities for sending personal packages or requesting to purchase stamps for personal use.

V. Policy – Bulletin Boards

- A. Bulletin boards are an important means of communicating important information. Employees are not permitted to post or remove any item unless it has been approved by the functional manager.

VI. Policy – Smoking

- A. CLMRWDB will comply with the Florida Clean Indoor Air Act and any other relevant legislation regarding smoking.
- B. In keeping with “Tobacco-Free Florida” regulations, smoking and/or use of tobacco products, as well as “electronic smoking devices”, in not permitted at any CLMRWDB location or on any grounds occupied by the company. Violations will result in disciplinary action up to and including termination.

VII. Policy – Workplace Violence

- A. Respect for our co-workers demands that CLMRWDB not tolerate violence, or the threat of violence, in any of the CLMRWDB work locations. It is the goal of CLMRWDB to rid work sites of violent behavior, or the threat of such behavior.
- B. It is the shared obligation of all employees, management, and law enforcement agencies to individually or jointly act to prevent or defuse actual or implied violent behavior at work.
- C. Violence, or the threat of violence, by or against any employee of CLMRWDB or other person is unacceptable and contrary to CLMRWDB policy and will subject the perpetrator to serious disciplinary action up to and including termination and possible criminal charges. CLMRWDB will work with law enforcement to aid in the prosecution of anyone outside of the organization who commits a violent act against an employee.
- D. Threat of use or possession of a deadly weapon, including all firearms, is not permitted at work.
- E. No employee, acting in good faith, who reports real or implied violent behavior will be subject to retaliation or harassment based on their report.

VIII. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Policy 770 – Electronic Media

I. Purpose

To state that CLMRWDB's electronic media and equipment such as e-mail, voice mail, computers internet access, photocopiers and other equipment is intended to be used only for the business purposes of the organization.

II. Scope

This policy applies to all regular CLMRWDB employees.

III. Policy

- A. Computers, computer files, e-mail systems, photocopiers, computer software, and other similar electronic equipment are office property and are intended for business use only. Employees should not use a password, access a file, or retrieve any stored communication or data without authorization.
- B. To ensure compliance with this policy, photocopier, computer, internet, e-mail, and other forms of electronic communication may be monitored. Employees cannot assume that electronic communications and computer files are personal and confidential and should be aware that they may be monitored and/or disclosed by management without the permission of the employee.
- C. CLMRWDB strives to maintain a workplace free from discrimination and harassment and sensitive to the diversity of employees. Therefore, it is strictly prohibited to use photocopiers, computers, the internet, e-mail, or any other office equipment or assets in ways that are disruptive, offensive to others, harmful to morale, or which would constitute employee harassment, including sexual, racial, or ethnic harassment. Misuse of these systems includes reproducing or transmitting images of a sexual nature, racial comments, ethnic slurs, political and/or off-color jokes, or anything that can be construed as harassment or showing disrespect for others. Violations of this policy will result in disciplinary action, up to and including termination.
- D. E-mail, the internet, and other electronic media and equipment may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, social functions, charitable organizations, personal matters, or any other non-business matters. Violations of this policy will result in disciplinary action, up to and including termination.
- E. CLMRWDB purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, CLMRWDB does not have the right to reproduce such software for use on

more than one computer system. Therefore, the duplication of software and its related documentation is prohibited.

- F. Employees are prohibited from loading personal software on CLMRWDB's office computer systems. Employees are also prohibited from downloading software or files from the internet or any other unauthorized sources.
- G. Employees should not disclose their passwords or security codes to others. Employees should also respect other employees' electronic communications and may not attempt to determine passwords or breach computer and network security measures or monitor electronic files or communications except by explicit direction of management.
- H. Employees should notify their immediate supervisor upon learning of violations of this policy. Violations of this policy will result in disciplinary action, up to and including termination.

IV. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Policy 780 – Incentive/Bonus Policy

I. Purpose

The Board of Directors of CLMRWDB (CSCLM) recognizes that for CSCLM to successfully carry out its mission, and fulfill the public's expectations, it must attract, retain, and motivate competent staff. The successful operation of our centers is dependent, to a large degree, upon the effectiveness in which administrative and service provider staff carry out their responsibilities in today's environment. To meet these challenges, an increasing number of non-profit organizations are introducing incentive award compensation plans.

The purpose of this policy is to provide guidelines for developing, recommending, and implementing an incentive/bonus pay program. It will be used to facilitate the awarding of incentives/bonus to employees whose performance materially affects the financial and/or operational performance of CLMRWDB, and advances state and local strategic goals.

II. Policy

A. CSCLM provides employees with base compensation. However, there are circumstances when additional payment is appropriate to provide a reward for exceptional performance.

- Incentive pay is defined as a pay plan that is designed to reward the accomplishment of specific results, and is contingent on discretion, performance or results received. The incentive plan is forward-looking and is tied to results that are identified at the beginning of the program year.
- A bonus is an after-the-fact payment in addition to an employee's base pay.

B. All incentives or bonus plans must be approved by CSCLM Board of Directors.

C. A bonus may be used to reward employee's special efforts and high level of performance. All employees will be considered for bonus payments.

D. Incentive/Bonus compensation plans must be established and consistently utilized. In order to determine if staff incentives will be awarded and to establish a maximum percentage, the CSCLM Board shall review:

- performance reports provided by CareerSource Florida, Inc.;
- stated goals of the Governor;
- performance of special programs;
- local required benchmarks; and
- funding availability

E. Board staff will present the past year's overall CSCLM Performance Report, which includes federal and state performance reports, local benchmark results, and budget information to the CSCLM Board at the first meeting subsequent to the receipt of the annual performance reports issued by CSFI. The state's performance reports are generally issued within 120 days of the end of the program year.

The overall performance report will be compiled by taking into consideration federal/state performance as well as annual continuous improvement and other matters not included on the state's performance report. The current year report and needed modifications will be approved by the Board. The report will be used as an objective tool to provide guidance to the Board, upon which rest the final decision.

F. Management will send individual review forms to each manager/supervisor requesting them to rate staff for the incentive/bonus compensation plan. Incentives/bonuses will not be paid to staff unless approved by the management. In addition to manager/supervisor approval, individuals must meet eligibility requirements as follows:

- Employed in a full-time position (or, when approved, a permanent, part-time employee) with CSCLM and whose salary is at least 75% paid through a contractual agreement with CSCLM. The incentive payment will be adjusted proportionately to the percentage paid by CSCLM.
- Employed at least six months during the program year. The incentive/bonus payment will be adjusted proportionately based on percentage of full months worked in the twelve-month program year.
- Individual has been rated as successful by management using the internal evaluation process.
- Individual is classified as an employee and will/has received a W-2 income tax form. Contractors who are issued 1099's are not eligible for staff incentives.
- Individual is still employed by the service provider and still meets the aforementioned eligibility criteria on the date the incentive check is issued (date of check).

H. Unique situations and/or variances will be reviewed for approval by the CEO of CLMRWDB.

POLICY NOTIFICATION AND UNDERSTANDING TO STAFF

I. This policy will be posted in the intranet where it will be available to all staff on a continuous basis. All employees will be required to acknowledge, in writing, their understanding of this policy during new hire orientation. The written acknowledgement form will be provided to HR for inclusion in personnel files.

ALL REQUIRED FORMS CAN BE OBTAINED IN H.R.

Policy 790 – Reporting Unethical or Fraudulent Activities

I. Policy

Each employee of the workforce system is encouraged to report any activity which he or she perceives to be either fraudulent or unethical. Such reports can be made anonymously using the Intranet to the CEO. The Intranet Home Page has a “Suggestions and Concerns” box through which anonymous comments may be delivered.

Concerns may also be addressed to the Board Chair, CLMRWDB CEO, EVP and the EEO officer through the same website. Staff has the option of selecting to who they address their concerns.

II. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Policy 800 – Professional Image (Dress Code)

I. Policy

CLMRWDB strives to maintain a professional, business-like appearance that positively reflects the CLMRWDB image. A professional image must be upheld at all times. We expect good judgment to be used in the choice and appearance of attire, and to be conducive to the job assignment.

All CLMRWDB employees, including partners in the CLMRWDB Centers, are required to maintain a professional image.

It is our intent that work attire, personnel and office appearance should complement an environment that reflects an efficient, orderly, and professionally operated organization. This policy is intended to define appropriate professional business image, professional casual image, and workplace appearance.

The complete policy on Professional Image (Dress Code) can be found in CLMRWDB ADM-12 Policy with revision date December 6, 2018.

II. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Policy 801 - WORK CONDITIONS AND SAFETY

COMMITMENT TO SAFETY

Protecting the safety of our employees and visitors is the most important aspect of running our business. All employees have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices and by notifying management when any health or safety issues are present. All employees are encouraged to partner with management to ensure maximum safety for all. In the event of an emergency, notify the appropriate emergency personnel by dialing 911 to activate the medical emergency services.

VEHICLE OPERATIONS FOR BUSINESS PURPOSES

CLMRWDB recognizes that employees may be required to use their own personal vehicle to complete company business. Mileage for personal vehicle use for business purposes should be recorded monthly on an expense report and submitted to the Director of Finance and Director of Operations. Employees shall only be authorized to use personal vehicles for carrying out CLMRWDB business upon meeting the following conditions:

- Possess a valid driver's license
- Vehicle is legally registered
- Vehicle has been deemed safe to operate and maintained as such
- Employee holds current minimum automobile insurance

All employees driving a personal vehicle to carry out business on behalf of CLMRWDB must follow all the rules of the road. All vehicle operators are responsible for using the vehicle in a safe and responsible manner while conducting company business and are to abide by all traffic laws while operating a vehicle.

Per Florida law, drivers and front seat passengers are always required to wear their seatbelts, with no exceptions.

Any operator who has his/her driver's license revoked or suspended shall notify CLMRWDB immediately. In this event, the operator shall immediately cease any usage of personal vehicles for business use.

Driver's record may be required for all employees driving personal vehicles for business purposes upon request of CLMRWDB's liability insurer.

No vehicle operator shall drive a vehicle while under the influence of alcohol, including at or beyond the local legal blood alcohol limit. Illegal drugs are not to be used, and operators are not to be under the influence of prescription drugs that cause drowsiness and other forms of impairment that prohibit the safe usage of motorized vehicles. If the employee is involved in an automobile accident while carrying out company business, they may be subject to substance abuse screening as allowed by Florida Workers Compensation law.

Usage of all handheld devices (examples: cell phones, PDA's, MP3 Players, GPS) is strictly prohibited while driving. Cell phone usage, including hands-free is strongly discouraged while operating a vehicle.

Failure to qualify or to comply with the above requirements will disqualify the employee from operating their vehicle for company business and may lead to disciplinary action, up to and including termination of employment.

PREVENTING THE SPREAD OF INFECTION IN THE WORKPLACE

CLMRWDB will take proactive steps to protect the workplace in the event of an infectious disease outbreak. It is the goal of CLMRWDB during any such time period to strive to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace.

CLMRWDB is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required steps to be taken in the event of an illness or outbreak.

CLMRWDB will always endeavor to provide a clean workplace, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, kitchens, conference rooms, door handles and railings. Occasionally, work rules could be implemented to promote safety through infection control.

We ask all employees to cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy remains the most obvious—frequent hand washing with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets. We will also provide alcohol-based hand sanitizers throughout the workplace and in common areas.

Unless otherwise notified, our normal attendance and leave policies will remain in place.

Individuals who believe they may face challenges reporting to work during an infectious disease outbreak should take steps to develop any necessary contingency plans. For example, employees might want to arrange for alternative sources of childcare should schools close and/or speak with supervisors about the potential to work from home temporarily or on an alternative work schedule.

Limiting Travel During Infectious Disease Outbreak

All nonessential travel should be avoided during an outbreak — CLMRWDB will follow Center for Disease Control (CDC) guidance. Employees should avoid crowded public transportation when possible

Staying Home When Ill

Many times, with the best of intentions, employees report to work even though they feel ill. During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing the following symptoms: fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. Currently, the Centers for Disease Control and Prevention recommends that people with an infectious illness such as the flu remain at home until at least 24 hours after they are free of fever (100 degrees F) or signs of a fever without the use of fever-reducing medications. Employees who report to work ill will be sent home in accordance with these health guidelines.

Social Distancing Guidelines for Workplace Infectious Disease Outbreaks

In the event of an infectious disease outbreak, CLMRWDB may implement these social distancing guidelines to minimize the spread of the disease among the staff.

During the workday, employees are requested to:

1. Avoid meeting people face-to-face. Employees are encouraged to use the telephone, online conferencing, e-mail, or instant messaging to conduct business as much as possible, even when participants are in the same building.
2. If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room, and sit at least one yard from each other if possible; avoid person-to-person contact such as shaking hands.
3. Avoid any unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops, and training sessions.
4. Do not congregate in small spaces such as kitchens, copier room or other areas where people often socialize.
5. Encourage partners and others to request information via phone and e-mail in order to minimize person-to-person contact. Have any physical materials and information ready for fast pick-up or delivery.

Temporary Telework Agreement will be used in association with a health emergency in support of the agency's continuity of operations plan. Requests will be handled on a case-by-case basis. All requests for temporary telecommuting should be submitted to your supervisor for consideration and approved by the CEO.

II. Exceptions

All exceptions to this policy must have the prior approval of the CEO.

Receipt of Employee Benefits and Personnel Policies Handbook

The Employee Benefits and Personnel Policies Handbook (the "Handbook") is a compilation of personnel policies, practices, and procedures currently in effect at CLMRWDB (CSCLM), an equal opportunity employer.

This Handbook and any other provisions contained herein do not constitute a guarantee of employment or an employment contract, express or implied. You understand that your employment is "at-will" and that your employment may be terminated for any reason, with or without cause, and with or without notice. Only the CEO or other authorized representative(s) of CLMRWDB (CSCLM) has the authority to enter into a signed written agreement guaranteeing employment for a specific term.

This Handbook is intended solely to describe the present policies and working conditions at CLMRWDB. This Handbook does not purport to include every conceivable situation; it is merely meant as a guideline, and unless laws prescribe otherwise, common sense will prevail. Of course, Federal, state, and/or local laws will take precedence over CLMRWDB policies, where applicable.

Personnel Policies are applied at the discretion of CLMRWDB. CLMRWDB reserves the right to change, withdraw, apply, or amend any of our policies or benefits, including those covered in this Handbook, at any time.

By signing below, you acknowledge that you have received a copy of CLMRWDB (CSCLM) Employee Benefits and Personnel Policies Handbook and understand that it is your responsibility to read and comply with the policies contained therein and any revisions made to it. Furthermore, you acknowledge that you are employed "at-will" and that this Handbook is neither a contract of employment nor a legal document. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

Signature

Date

Name Printed

Please sign and date one copy of this notice and return it to the Human Resource. Retain a copy for your reference.



RECORD OF ACTION/APPROVAL

Executive Committee Wednesday, September 2, 2020

TOPIC/ISSUE:

Approval of OPS 30 Customer Code of Conduct

BACKGROUND:

Update of outdated LOP for Customer Code of Conduct and staff involvement/responsibilities in said policy.

POINTS OF CONSIDERATION:

Due to an incident within the 14th Street Center updating of this policy provides guidance for staff/managers on the process of handling any customer incidents within the Career Centers. Additionally, staff can provide customers with the Customer Code of Conduct page as needed when dealing with any issues in the Career Centers.

STAFF RECOMMENDATIONS:

To approve OPS 30 policy for effective management of interactions between staff and customers, this will help to ensure an understanding of expectations from both staff and customers while protecting the safety of staff and customers when incidents arise.

COMMITTEE ACTION:

BOARD ACTION:



POLICIES AND PROCEDURES

SECTION: Operations			POLICY #: OPS-30			PAGE 01 of 09		
TITLE: Customer Code of Conduct			EFFECTIVE DATE: September 2, 2020					
REPLACES: LOP-CS-032 dated 10/22/14								

DISTRIBUTION: CAREERSOURCE CITRUS LEVY MARION STAFF AND SERVICE PROVIDERS

I. BACKGROUND: CareerSource centers are open to the public to provide a full array of services designed to meet the needs of employer and job-seeker customers. CareerSource Citrus Levy Marion (CSCLM) is committed to providing all customers with quality, professional services as well as a clean, safe and comfortable environment. The voluntary use of the career center facilities and resources implies acceptance of the Customer Code of Conduct (Attachment 1), which is based on the principle of respect for self, other customers and staff.

II. PURPOSE: This policy is issued to provide both customer and staff guidance to ensure a safe and professional environment in all CareerSource offices and career centers, and instructions when dealing with threatening or disruptive situations either in-person or by phone.

III. POLICY

A. Customer's conduct must be conducive to the comfort and safety of the customer, other customers, staff, and the protection of CareerSource property. Customers not conducting business related to job search or failing to conduct themselves within acceptable standards will be subject to disciplinary action including: verbal warning, removal from the CareerSource properties, suspension of admittance, banishment, involvement of local law enforcement, and/or the filing of criminal charges.

B. CSCLM has a zero tolerance policy concerning all threats or acts of violence that disrupts the proper functioning of the Career Center. All disruptive behavior will be taken seriously, investigated and acted upon accordingly.

C. All staff located in CareerSource Career Centers/Offices is expected to exercise good judgment and to inform a supervisor or management if they become aware of any person on the premises or on the phone who is acting violently or threatening to do so. Retaliation of any kind against employees whom in good faith report threats of violence in

CareerSource Citrus Levy Marion is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed above may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. If you need accommodations, please call 352-840-5700, ext. 7878 or e-mail accommodations@careersourceclm.com at least three business days in advance. Additionally, program information may be made available in Spanish upon request. A proud partner of the American Job Center Network.

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the workplace or cooperated in the investigation of any such complaint is strictly prohibited.

IV. Procedures

A. Copies of the Customer Code of Conduct flyer (Attachment 1) should be posted in a visible area in all Centers and kept at the front desk areas to be provided as handouts to customers on an as-needed basis.

B. The procedure for handling disruptive customers addresses three categories of behavior: physical, violent or harmful behavior; disruptive behavior; and violation of facility rules.

1) **Physical, Violent, or Harmful Behavior:** Violent behavior occurs when any customer commits or threatens to commit a physical assault, brandishes or wields a weapon, or exhibits any violent behavior (e.g. kicking furniture, hitting head on wall, damaging property, etc.) that causes or threatens physical injury or the fear of physical injury to staff or customers. Aggressive behavior, engaging in loud or boisterous speech suggesting retribution or violence, or engaging in unwanted physical touching or contact with staff or customers will also be treated as violent behavior.

2) **Disruptive Behavior:** Behavior is classified as disruptive if it interferes with the normal operation of the One-Stop system facility, making it difficult for staff to deliver, or customers to benefit from, the services that are available. Examples of disruptive behavior would include individuals who are loud or argumentative or who make harassing or derogatory comments to other customers or to staff.

3) **Violation of Center Rules:** Individuals who ignore or disobey the reasonable rules or guidelines that have been established to ensure effective and cost efficient operations at the local career center are also guilty of disruptive behavior. Examples of behavior that fall under this category are individuals who repeatedly spend too much time on computers while others are waiting; individuals who visit pornographic sites, chat rooms or other non-business related sites.

V. Types of Violations

A. The following types of violations may be subject to immediate suspension or ban from a CareerSource Career Center includes (but is not limited to):

- Use of obscene and/or abusive language
- Intimidation, threatening behavior, verbal abuse or harassment towards staff or other customers
- Disruption of CareerSource Center operations/creating a public disturbance
- Continuous loitering in the CareerSource Center/not conducting official businesses

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- Use of CareerSource Centers and resources for non-job search activities
- Recklessness or disorderly conduct; physical assault
- Acts of vandalism, theft, defacing and/or destruction of property, equipment, or materials
- Unlawful possession of firearms or weapons, illegal drugs or other unlawful items/substances on Center property
- Falsification of Center records, including providing false information/identification
- Use of the restrooms for bathing, shampooing, shaving, or washing clothes
- Use of tobacco and/or vaping products on CareerSource Citrus Levy Marion properties

B. If actions pose an immediate threat to staff, customers or property, services to the customer will end and the customer will be asked to leave the premises. If the customer refuses to leave, assistance from law enforcement may be summoned to address the issue.

C. In all instances, we depend upon staff to utilize their best judgment in handling instances of violations of the Customer Code of Conduct. Every effort should be made to handle situations in a calm and professional manner and avoid anything that would lead to a disruption to other customers or escalate a situation that could endanger others.

D. A staff who is threatened by a customer via the telephone should have a coworker notify the supervisor who will, if possible, listen to the conversation on a telephone extension in order to verify the information being given, and ascertain identification. A threat against an employee may constitute aggravated harassment, which is a crime. The local police should be contacted and the incident reported.

VI. Customer Adverse Actions

A. Staff should evaluate each situation, requesting management assistance, as needed. For minor infractions, a simple verbal warning may suffice. In such instances staff should politely speak to the customer regarding the problem, ask them to refrain, and provide them with a copy of the Customer Code of Conduct. For more serious or repeated infractions, or failure to follow staff instructions from a verbal warning, the progressive levels of discipline should be instituted.

B. Staff should describe the event in writing, noting the specific behavior and conduct of the customer, the date and time of the incident, and action(s) taken by staff. Verbal warnings issued to customers should also be recorded.

VII. Levels of Actions That May Be Taken: The type of disciplinary action taken should be commensurate with the type and/or frequency of the violation(s). Staff should use their best judgment in each situation and follow the Levels of Disciplinary Action outlined below.

A. Level One: Any staff may ask a customer to stop disruptive, loud or threatening behavior. A copy of the Customer Code of Conduct may be provided to the customer as well as the reason(s) behind the request. If a customer refuses to stop said behavior and,

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if necessary, leave the facility and/or becomes belligerent, staff should try to keep the situation calm so as not to intensify the situation or cause disruption for other customers, and seek management assistance (Center Manager, Programmatic Manager, Assistant Director, Director) for incidents which are not an immediate threat. All immediate threats should be reported by any available staff member by notification to law enforcement. Center Managers can contact local law enforcement when deemed necessary. Staff must document the incident in the Incident Form (Attachment 3) and in a case note if the customer can be confirmed to be in EF.

B. Level Two: Based on the violation or repeat violations, Center Managers may temporarily suspend a customer from accessing/using the CareerSource Center. Suspensions may be enforced by the Center Manager or their designee (Center Manager, Programmatic Manager, Assistant Director, Director), with approval of the CEO or designee. Offenders are to be provided a copy of the customer code of conduct and informed that further/future violations may lead to the imposition of more severe action. Staff must document the details of the suspension, noting the start/end dates of the suspension in the Incident Form and in a case note if the customer can be confirmed to be in EF. Center Manager is to ensure other staff are informed of the suspension.

C. Level Three: A customer who interrupts the environment of the CareerSource Center by continued or serious violations may be banned from the Centers. If this action is deemed necessary and with the approval of the CEO or designee, the CareerSource Career Center Manager or designee (Center Manager, Programmatic Manager, Assistant Director, Director) will:

- 1). Immediately call 911 and request assistance for the issuance of a "Trespass Warning Notice."
- 2). Inform the customer in view of the police officer that they are no longer permitted in the Center and the officer will escort the customer from the building.
- 4). Ensure a copy of the trespass notice is given to the customer and a copy maintained for CSCLM files.
- 5). Document the encounter via an Incident Report (Attachment 3) and if the customer can be confirmed to be registered in EF case note accordingly.

D. The CEO may, at his/her discretion, issue a letter to the customer banning their privilege to utilize CareerSource resources and services at all Centers and offices. This letter will contain the procedures for the customer to appeal this action and will be mailed using certified mail return receipt.

VIII. Responsibilities

A. Any staff member that encounters a customer violating the Customer Code of Conduct may request correction of the individual's behavior. Staff should not attempt to physically engage any customer and should immediately notify their supervisor of potential problems.

B. Only Directors or Career Center Managers, or their designees, may request the removal of a customer from the Career Center, this includes notification of local enforcement officials. Center Managers should ensure appropriate internal notifications are made and appropriate documentation is completed chronicling the incident.

C. Only the Chief Executive Officer or their designee may issue letters to customers temporarily or permanently suspending their use of CareerSource Centers' resources and services.

IX. Appeal

Any action that results in a denial of services (suspension and/or ban) may be appealed by the customer. Board policy OPS-58 Grievance/Complaint shall be followed.

X. Possible Actions for Misconduct

Behavior	Action	Suspension Period	Offer Hearing?	Other	Suspension Period
Violent or harmful	Letter	Not less than 12 months	Yes	Trespass Warrant	
1 st disruptive	Verbal warning	None if not removed from premises	No	If removed from premises	10 business days - Letter & possible trespass warrant
2 nd disruptive	Letter	90 days	Yes	Trespass Warrant	
3 rd disruptive	Letter	1 year	Yes	Trespass Warrant	
1 st center rule violation	Verbal warning	None if not removed from premises	No		
2 nd center violation	Letter (may be activity specific)	10 business days	Yes		
3 rd center rule violation	Letter	90 days - all services	Yes	Trespass Warrant	

Note: "Center" and "Career Center" when referenced in this policy refers to the same place, CareerSource Career Centers.

OFFICIAL SIGNATURE

Thomas E. Skinner Jr.
Chief Executive Officer

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EVP Coord:

Dale French

Attachments:

1. Customer Code of Conduct Flyer
2. Internet/Computer Usage Flyer
3. Customer Incident Report

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CUSTOMER CODE OF CONDUCT

As a customer of the One-Stop system, I agree to work within the following rules:

- I will conduct myself in a manner that is professional, courteous and respectful.
- I will work in a manner that is productive to my finding employment, training or educational opportunities, and allows other customers to do the same.
- I will dress in an appropriate manner suitable for most work environments.
- I will notify CareerSource staff when I am offered and/or accept employment.
- I will follow the *Resource Area Internet and Computer Use Policy*.
- I will not inappropriately use Center equipment (phone, fax, copier, computers, software programs, etc.)
- I will notify CareerSource staff when equipment fails to function.
- I will not bring food or drink into the Resource Room.
- I will seek out clarity and thorough understanding of what is expected of me when at the CareerSource Centers.
- I will, if I disagree, seek out the appropriate staff for resolution to any problems.
- I will not engage in physical or verbal confrontation with staff, or other customers.
- I will use appropriate work place language and refrain from yelling and profanity.
- I will, when told, cease all inappropriate behavior.
- I will notify CareerSource staff when others are acting inappropriately.
- I will not use tobacco and/or any other vaping products on CareerSource Citrus Levy Marion properties.
- I understand that failure to abide by this Code of Conduct may result in a loss of privileges or bar me from participation at CareerSource Centers.



RESOURCE AREA INTERNET AND COMPUTER USE

Welcome to the CareerSource Career Center Resource Room. Our goal is to make the use of these computers easy and accessible for customers. We ask that you be considerate of others by using the computers only for activities directly related to your job search or other uses approved by staff. **Please complete your work as quickly as possible if others are waiting.** If you need help using the computer, please ask. We are here to help you.

Appropriate computer usage includes:

- Program registration
- Accessing job-related resources
- Researching companies
- Résumé and cover letter writing
- Job search, searching job databases; and
- Researching career and educational options

Inappropriate computer usage includes:

- Changing or adding settings, formats, bookmarks or favorites
- Downloading software without explicit authorization of Resource Room staff
- Receipt, storage, transmission or viewing of offensive, racist, sexist, obscene, or pornographic information or materials
- Infringing copyrights or violating software licensing agreements
- Wagering, betting, selling or other commercial activities
- Invading the privacy of others
- Conducting personal business and/or research unrelated to program eligibility, job search or career exploration
- Hacking of computers or computerized systems.

E-Mail Use in the Resource Area

Job searching for many job seekers and employers routinely requires the use of e-mail. There are several free e-mail sites available for use. E-mail use in the Resource Area can only be used for job search related activities, for example:

- Transferring résumés;
- Receiving applications from employers;
- Seeking additional information regarding employment;
- Clarifying questions from potential employees and employers; and
- Notification to the job seeker of job openings (used with Employ Florida).

In addition, this CareerSource Center has put the following rules in place to prevent transmission of viruses from disks, and we ask that you follow these additional policies:

- Staff has the right to monitor appropriate use of resources and equipment in the Resource Room.
- Misuse of the computer, printer, or any site equipment will result in the loss of privileges and/or criminal charges.
- The CareerSource System office assumes no responsibility for any damage, direct or indirect, that users or anyone else may experience through computer system access to Wi-Fi or the Internet, including USB thumb drives or portable devices.

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Customer Incident Report

				Report Number:	
Name (Last, First, Middle):		Address:		Phone #:	
		Date of Birth:	SS# (Last 4):	Gender: Male Female	
Customer Type:	Visitor	Job Seeker	Work Experience Participant	Contractor	Partner
Incident Type:	Verbal	Telephonic	Email		
Date of Incident:	Time of Incident: AM PM	Level of Incident: 1 2 3	Damage done:		
Where Did Incident Occur:			Address of Incident: Citrus Levy Marion		
Person(s) involved: (list all)					
How incident occurred. Describe the Sequence of Events.					
Witness 1 Name:			Witness 1 Phone #:		
Witness 2 Name:			Witness 2 Phone #:		
Action taken:			Were Safeguards Provided? Yes No Were Safeguards Used? Yes No		
PREPARED BY:				DATE:	
SITE SUPERVISOR SIGNATURE:				DATE:	
OFFICIAL USE ONLY					
Career Specialist/Supervisor :			Date Received:		
Copy of Report Provided to:			Date Provided:		

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RECORD OF ACTION/APPROVAL

Executive Committee Wednesday, September 2, 2020

TOPIC/ISSUE:

Selection of a Joint Auditing accounting firm for LWDBs 6 and 10

BACKGROUND:

On July 13, 2020, we released a request for proposals (RFP) to contract an accounting firm for our annually auditing requirements four responses were received. The respondents were Powell and Jones, Grau and Associates, CRI, and MSL

POINTS OF CONSIDERATION:

Staff reviewed the proposals submitted by each of the respondents. The review was conducted by Susan Heller, Jessica Higginbotham and Dale French. Powell and Jones was the top rated firm by the staff review panel. The following page is an aggregate of the scoring matrices used to determine the top rated firms.

STAFF RECOMMENDATIONS:

Staff recommend a review of the firms and request the committee to make a selection based on criteria detailed on the scoring matrix.

COMMITTEE ACTION:

BOARD ACTION:

CareerSource Citrus Levy Marion and CareerSource North Florida Joint Audit RFP Review

Criteria		Maximum Points	Reviewer Score					
			Powell and Jones	Grau and Associates	MSL CPAs	Carr, Riggs and Ingram		
1	Number of people (by level) located within the local office tat will handle the audit	5	4.3	4	4.6	4.6		
2	List of local office's current and prior government audit clients indicating the service performed and number of years	10	9.6	9.6	9	9		
3	Experience in auditing similar entities	15	15	14	6.6	8.3		
4	Organization, size and structure of the firm	5	4.6	5	5	5		
5	Firm's participating in AICPA-sponsored comparable quality control programs	5	5	5	5	5		
6	Firm understands how the work is to be performed and its ability to complete the work on time	5	5	4.6	4.6	4.6		
7	Firm's experience in auditing Job Training Programs including: years, number of audits, and dollars audited	5	5	4.6	1.6	2.6		
8	Governmental auditing experience of senior or higher staff to be assigned to the audit.	15	15	15	14.3	14.3		
9	Overall supervision to be exercised over the the audit team by the firm's management	5	4.6	4.6	4	4		
10	Relevant educational background of individuals to be assigned, including seminars and courses within the last three years.	5	5	5	5	5		
11	Overall cost of proposed services.	25	23.6	21.3	17.6	15.6		
Reviewers Total Score:		100	96.7	92.7	77.3	78		

Reviewers Signature: Aggregate Scores by the Review Panel

Date: _____