PERSONNEL POLICY AND PROCEDURES

MANUAL

Serving the Community with Human Resource Programs
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This Manual is Agency property. Each employee is required to sign a statement affirming the receipt of the personnel manual, and the signed copy will be retained in the employee's personnel file. The recipient is responsible for knowing its contents and updates, for safeguarding it, and for returning it to Human Resources upon the cessation of employment, or upon request.

Failure to comply with the following personnel policies and procedures of the Upper East Tennessee Human Development Agency could result in probation or dismissal.

Issued To: ________________

Signed: ________________

Date Issued: ________________

1 copy personnel file
1 copy to remain in book
EXECUTIVE DIRECTOR'S LETTER

To: All Supervisors

Re: Personnel Policies

This Manual has been prepared as a guide and reference for all employees of UETHDA at all levels of supervisory responsibility. It enjoys the unqualified approval of the Board of Directors and top management.

Because of our competitive environment and the increasingly complex legal nature of the employment relationship, we feel it is in the best interest of the organization and our employees to have written personnel policies. It is important for our employees to know our organization's objectives and expectations. It is also essential that all members of management understand the role of these policies in meeting those objectives and in limiting our legal exposure.

Any policy, however, is only as good as its implementation, and the key to the implementation of this policy is the supervisor who is responsible for, and in direct contact with, each group of employees. You are individuals who must translate these ideas and principles into action, and it is upon you that we depend for the successful development of a productive, legal, and harmonious working environment for our employees.

Accordingly, I request that each of you thoroughly familiarize yourself with the contents of this Manual in order that all personnel policies and procedures of the Agency may be administered fairly and effectively.

Timothy Jaynes
Executive Director
MISSION STATEMENT

The mission of the Upper East Tennessee Human Development Agency, Inc. is to provide education, direction and support to individuals, families and organizations in order to strengthen and stabilize the community through collaborative efforts of Agency programs and cooperative partnerships.
INTRODUCTION

The Structure of the Agency:

The Upper East Tennessee Human Development Agency, Inc. (UETHDA) is an "umbrella" agency. That is, it operates a number of sometimes-diverse projects under its organizational structure.

UETHDA, Inc. is the legal entity which provides the "umbrella," or "foundation," if you prefer. In effect, the agency operates like several "businesses" under the unified management of an executive director, a consolidated accounting/fiscal control and disbursement system, and the policy environment and oversight of the Board of Directors.

All agency contracts and grants are issued to the Board of Directors, which is legally responsible for compliance with all laws, regulations, and grants/contracts requirements. Each grant or contract carries its own requirements; the UETHDA Board will respond to the particular requirements of the respective grants/contracts.

Benefits and wages treatment may vary by project. For example, a congressionally-mandated increment may apply to one categorical fund source/project, but not another; or certain mandated personnel action reviews/concurrence may apply to employees of one project, as with Head Start, but not another.

Each agency project/grants/contracts has its own budget and "program account". Funding and budget considerations are made on the basis of each program account. While everyone is an employee of UETHDA, Inc., he/she is budgetarily attached to one or more program account/funding streams, and all employee-funding decisions are limited by the program account.
Upper East Tennessee Human Development Agency, Inc. is a private, non-profit Community Action Agency incorporated under the Tennessee Corporation laws and is governed by a Board of Directors as specified in the agency's by-laws. The Executive Director is directly responsible to the Board of Directors. All other employees are subordinate to the Executive Director. Head Start employees, however, are subordinate to the Executive Director, Board of Directors and Policy Council.
Personnel Procedures Committee

Connie Shockley - Finance Director
Sherry Trent – Payroll & Benefits Specialist
Anne Sparkman – Community Services Block Grant
And Low Income Home Energy Assistance Program Director
Shounda Stevenson- Assistant LIHEAP/CSBG Director
Sandra Monger – Human Resources Director
Bonnie Jones – Head Start Program Director
Norma Tremblay- Assistant Head Start Director
DISCRIMINATION PROHIBITED

- No question on any form, application, or examination shall be phrased to elicit information concerning the political or religious opinions or affiliations of the applicant.

- No inquiry concerning such opinions or affiliations shall be made, and all disclosures will be disregarded.

- No discrimination shall be exercised, threatened or promised by any Agency employee against or in favor of the person in recruitment, examination, appointment, training, promotion, retention or other personnel actions because of political affiliation, religious opinion, race, national origin, disability, or any other non-merit factor. Discrimination on the basis of age, sex or physical disability is prohibited except where specific age, sex or physical requirements constitute a bona fide occupational qualification necessary for proper and efficient administration.
DISCLAIMER:

Nothing in this Manual should be considered as altering the employment-at-will relationship or as creating an express or implied contract or promise concerning the policies or practices the Agency has or will implement in the future. (Refer to Employment-At-Will, Section 107)

Accordingly, the Agency retains the right to establish, change, and abolish its policies, practices, rules and regulations at will and as it sees fit.

Employees will be given notice of any changes in this document as soon as practical.
PERSONNEL RESPONSIBILITIES

SECTION 100

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FUNCTIONS OF THIS MANUAL

Policy:

*It is the policy of the Agency that this Manual be used as an outline of the basic personnel policies, practices, and procedures for the organization. The Manual, however, is not intended to alter the employment-at-will relationship in any way. (See Employment-At-Will, page 107.1 & 107.2)*

1) This Manual contains general statements of Agency policy and should not be read as including the fine details of each policy, or as forming an express or implied contract or promise that the policies discussed in it will be applied in all cases. The Agency may add to the policies in the Manual or revoke or modify them from time to time. Such amendments, however, must receive final approval from the Agency Board of Directors and/or Policy Council, where appropriate. It will try to keep the Manual current, but there may be times when policy will change before this material can be revised.

2) All Manuals are Agency property and are assigned to the job position and not to the individual. The Human Resources Director is responsible for distribution of the Manuals to new employees during the orientation process. The Human Resources Director is responsible for distribution of approved changes to Program Directors/Coordinators. The Program Directors/Coordinators are responsible for safeguarding the Manuals distributing approved changes to be inserted by the employee. Upon distribution of Manual and approved changes, all employees must sign a statement of receipt. This receipt becomes a record in the employees personnel file. All Manuals must be returned to the Human Resources Director upon cessation of employment, or upon request.

3) A Personnel Procedures Committee comprised of appointed employees has been established to review and make recommendations for changes to the Executive Director. A listing of the Personnel Procedures Committee members is on page 12 of the General Statements Section. All employees are encouraged to recommend changes or new policies.

4) Program Directors should refer to the Manual whenever questions of policy interpretation or implementation arise. Issues needing clarification should be referred to the Human Resources Director. If anything in this manual is determined to conflict with state or federal law, that law will take precedence.
5) As used in the Manual:

   a. The words "shall" or "will" should be interpreted as mandatory and the word "may" as permissive;

6) In addition to the Personnel Policies and Procedures contained in the Manual, UETHDA employees will also be governed by grantee regulations that are specified in UETHDA's contract with the grantor.
BOARD OF DIRECTORS' ROLE AND AUTHORITY

Policy:

*The Board of Directors originates and oversees Agency policy and is the ultimate governing authority. It is comprised of three groups: the private, target and public sectors. The Board fairly reflects the three sectors.*

*Other policy advisory committees and groups are mandated by funding sources throughout the Agency. These project-specific groups may function in an advisory capacity to the Board.*

The Board of Directors:

- Serves as the UETHDA governing body
- Approves Agency operation - but does not implement or execute policies
- Directly manages the Executive Director’s employment, termination, compensation, and authority for daily agency administration
- Approves, by majority vote, agency programmatic and policy changes
- Administers the functions by group action, not by individual board member authority
- Supervises and assists program planning, assists and formulates Agency goals, community programming plans, and fiscal policies
- Addresses the Agency's mission responsibilities and community betterment obligations
- Participates through committees (including Finance, Personnel, Executive, Grievance, and others as required).
EXECUTIVE DIRECTOR'S ROLE AND AUTHORITY

Policy:

The UETHDA Executive Director administers all agency programs and operations on a day-to-day basis. The Executive Director's primary goal is to assure those agency benefits and opportunities reach agency participants, particularly the poor, and help alleviate barriers to self-sufficiency.

Responsibilities:

The Executive Director's role and authority:

- Assumes all responsibilities for day-to-day operations and shall exhibit exceptional leadership qualities
- Manages under the Board of Directors' delegation of authority; he/she has the authority to enforce the policies of the Board of Directors
- Implements Board directives and coordinates UETHDA programs assuring efficient Agency operation
- Supervises budget and finance requirements
- Directs all other agency staff, directs and controls personnel hiring and termination requirements, and assigns and defines job requirements (hires, disciplines, and firing of staff) assuring quality personnel performance
- Supervises and orders personnel promotion, status changes, wage/salary adjustments, and other mandated employee-related responsibilities
- Communicates the needs and status of agency programs to the Board of Directors
- Defines agency systems, requirements, procedures, and needs to supervisors and employees; he/she confirms all position assignments, line authority, and responsibilities
Communicates agency goals and expectations to staff
Corrects any organizational faults which may be present
Mandates and confirms that all agency personnel, including enrollees in work/training programs, adhere to and abide by agency policies, procedures and guidelines
Authorizes and implements standards related to programs and guidelines, service areas, service center locations, community resource contributions, policy group composition, and complaint resolution
Approves for policy group action all UETHDA funding requests, needed budget program changes, and pre-reviews Board of Directors and Policy Council presentations
Recommends and implements all staff personnel policies, procedures, and guidelines and monitors career development programs
Administers additional federal/state/local and Board of Directors' guidelines mandated by law or agency requirement.
EMPLOYEE SUPERVISION

POLICY:

*It is the policy of the Agency that the work of all employees is to be assigned, directed, and reviewed by supervisory personnel. Employees ordinarily will have only one supervisor to whom they report.*

1) A primary role of each supervisor is to provide an effective link between management and non-management employees. As such, supervisors are expected to communicate the goals and policies of management to the employees under them. At the same time, they are expected to communicate back to management the attitudes, suggestions, and complaints of their employees.

2) Supervisors must, in addition to mastering the technical skills needed for their work unit, be able to lead and motivate their employees to do their jobs effectively and efficiently. To this end, supervisors are expected to adhere to a Code of Conduct including:

   a. Treat employees as individuals;
   b. Give recognition for good performance, and provide guidance when improvement is needed;
   c. Explain in advance when and why changes are necessary;
   d. Recommend employees with growth potential for promotion, even if it means losing them to other work units;
   e. Show integrity by admitting mistakes instead of shifting the blame to others;
   f. Are impartial and let employees know the reasons for any decisions that might be interpreted as unfair;
   g. Demonstrate an environment, which fosters teamwork and belonging among employees.
   h. Create a feeling of teamwork and belonging among employees;
   i. Set good examples by holding themselves to the standards of conduct and performance that they demand of their employees.
3) Supervisors are responsible for ensuring that the goals regarding employee conduct and performance established by management are achieved and that the personnel policies established by this Manual are implemented.

Therefore, they are expected to be involved, at a minimum, in:

a. Recommending the hiring of personnel and overseeing special job training (see Hiring, Section-203, Orientation and Training Section--204)

b. Keeping employees informed on factors relating to their work assignments, work progress, and opportunities for advancement.

c. Evaluating, as deemed necessary by the Agency, the performance of introductory employees, regular employees, and employees who are being considered for termination (see Introductory Period, Section --207, Performance Evaluations, Section-302 and Termination of Employment, Section-212)

d. Recommending salary adjustments, transfers, and termination of employees (see Salary Administration, page -301 and Termination of Employment Section-212)

e. Scheduling vacations and lunch and breaks (see Vacations, Section--502 and Breaks, Section-208.)

f. Approving meal allowances and reimbursement of employee expenses for travel purposes (see TRAVEL, Section --401)
g. Controlling absenteeism and tardiness, and approving requests for time off (see Absence From Work, Section --700)

h. Verifying employee time sheets (see Hours of Work, Section--208.3);

i. Recommending job elimination when appropriate (see Layoff/Recall, Section--211);

j. Complying with applicable federal and state laws and regulations concerning employee safety (see Employee Safety, Section--601);

k. Maintaining neat and orderly work areas.

l. Implementing suggestion, disciplinary, and problem review procedures (see Disciplinary Procedure, Section --805; and Grievance Procedure, Section---903); and

m. Ensuring that the employees observe all rules and regulations.
CODE OF EMPLOYER-EMPLOYEE RELATIONS

POLICY:

It is the policy of the Agency to implement fair and effective personnel policies and to require all employees to support the organization's best interests.

1) The Agency's goals for employees include the following:

a. To treat fellow employees as individuals.

b. To provide equal employment opportunity and treatment regardless of race, religion, color, sex, age, national origin, disability, or military status (See Equal Employment Opportunity, Section --201);

c. To provide compensation and benefits commensurate with the work performed (See Pay Procedures, Section --303);

d. To establish reasonable hours of work based on the Agency's service needs (see Hours of Work, Section --208);

e. To monitor and comply with applicable federal, state, and local laws and regulations concerning employee safety (see Employee Safety, Section--601);

f. To offer training opportunities for those whose needs and capabilities warrant such training (See Orientation and Training, Section --204);

g. To be receptive to constructive suggestions which relate to the job, working conditions, or personnel policies; and

h. To establish appropriate means for employees to discuss matters of interest or concern with their immediate supervisor or Program Director. (See Grievance Procedure, Section --903)
2) The Agency expects all employees:

   a. To deal with customers in a professional manner (see Customer Relations, Section --802);

   b. To perform assigned tasks in an efficient manner;

   c. To be punctual (see Attendance and Punctuality, Section --701);

   d. To demonstrate a considerate, friendly, and constructive attitude toward fellow employees; and

   e. To adhere to the policies adopted by the Agency.

3) The Agency retains the sole discretion to exercise all managerial functions, including the rights:

   a. To dismiss, assign, supervise, and discipline employees;

   b. To determine and change starting times, quitting times;

   c. To transfer employees within departments or into other departments and other classifications;

   d. To determine and change the size and qualifications of the work force;

   e. To determine and change methods by which its operations are to be carried out;

   f. To assign duties to employees in accordance with the Agency's needs and requirements and to carry out all ordinary administrative and management functions.
EMPLOYEE LIMITATIONS

Policy:

*It is policy of the Agency that employees utilize the chain of command in conflict resolution.*

1) At no time shall an employee ignore prescribed procedures and go directly to the Board of Directors, the Executive Committee or other policy/policy-advisory committees with a grievance. This limitation also precludes a staff member going to a Board member, a member of any committee sponsored by the Agency, a Federal Regional Office, State Agency Office, or any other funding agency concerning a grievance or difference without first conferring with the Executive Director. If an employee violates this policy, he/she shall receive disciplinary action. Any action shall become part of the employee's personnel records.

2) If a staff member is approached by a member of the Board or policy/policy-advisory committee/council concerning an employee's dissatisfaction and the employee has not already sought an administrative redress, the employee shall refer the individual to the above-stated employee limitation policy. *(See Employee Limitations, Section--106.1, #1)*

3) Employees shall assure that only eligible applicants for service are enrolled or assisted. Requests and/or pressure from policy-level persons to enroll or assist anyone not eligible for service shall promptly be reported to the Executive Director.

4) Employees may represent the Agency only when specifically authorized to do so by the Executive Director or other administrative staff members to whom this authority has been delegated. No staff member may take any action which shall indicate Agency endorsement, support, or sponsorship (formal or implied) of any organization, group, or activity not specifically designated in an approved work program unless permission to do so is requested and received in writing from the Executive Director.
EMPLOYMENT-AT-WILL

POLICY:

It is the policy of the Agency that all employees who do not have a written employment contract with the Agency for a specific, fixed term of employment are employed at the will of the Agency for an indefinite period.

1) Employees who do not have a separate, individual written employment contract or a collective bargaining agreement are employed at the will of the Agency and are subject to termination at any time, for any reason, with or without cause or notice. At the same time, these employees may terminate their employment at any time and for any reason.

2) No Agency representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship. Supervisory and management personnel are not to make any representations to employees or applicants concerning the terms or conditions of employment with the Agency which are not consistent with Agency policies. No statements made in pre-hire interviews or discussions, or in recruiting materials of any kind, alter the at-will nature of employment or imply that discharge will occur only for cause.

3) Any statements contained in this Manual or any other employee handbooks, employment applications, Agency recruiting materials, Agency memoranda, or other materials provided to applicants and employees in connection with their employment, may not modify this policy. None of these documents, whether singly or combined, create an express or implied contract of employment for a definite period, or an express or implied contract concerning any terms or conditions of employment. Similarly, Agency policies and practices with respect to any matter are not to be considered as creating any contractual obligation on the Agency's part or as stating in any way that termination will occur only for "just cause." Statements of specific grounds for termination set forth in this Manual or in any other Agency documents are examples, only, not all-inclusive lists, and are not intended to restrict the Agency's right to terminate at-will.
4) At the time of hiring, employees are required to sign a written statement acknowledging that they are employed at the will of the Agency and are subject to termination at any time, for any reason, with or without notice, and with or without cause.

5) Completion of an introductory period or conferral of regular status does not change an employee's status as an at-will employee or in any way restrict the Agency's right to terminate such an employee or change the terms or conditions of employment. (See Introductory Period, Section --207)
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Revision approved by UETHDA Board 11/18/04
Revision approved by Head Start Policy Council 12/14/04
EQUAL EMPLOYMENT OPPORTUNITY POLICY:

It is the policy of the Agency to provide equal opportunity in employment to all employees and applicants for employment. No person is to be discriminated against in employment because of race, religion, color, sex, age, national origin, or disability.

1) This policy applies to all terms, conditions, and privileges of employment including, but not limited to hiring, introductory period, training, placement and employee development, promotion, transfer, compensation, benefits, educational assistance, layoff and recall, social and recreational programs, employee facilities, termination, and retirement.

2) The Board of Directors shall have the authority to select the Equal Opportunity Officer. This authority of the Board should in no way, however, prevent the Executive Director from recommending a person to fill this position.

3) The E.O. Officer, who reports directly to the Executive Director on matters relating to this policy, is responsible for formulating, implementing, coordinating, and monitoring all efforts in the area of equal employment opportunity. The E.O. Officer's duties may include, but are not necessarily limited to:

   a. Assisting management in collecting and analyzing employment data;

   b. Developing policy statements, affirmative action programs, if required, and recruitment techniques designed to comply with the equal employment policies of the Agency;

   c. Complying with various statutory record keeping and notice requirements in order to ensure full compliance with all employment-related statutes and regulations;

   d. Preparing, if required by state or federal law, an annual review and summary of the Agency's affirmative action programs and the results
achieved under these programs for submission to the Executive Director.

e. Assisting supervisory personnel in arriving at solutions to specific personnel problems;

f. Serving as liaison between the Agency and government agencies, minority and women's organizations, and other community groups; and

g. Keeping management informed of the latest developments in the entire equal employment opportunity area.

4) Any communication from an applicant for employment, an employee, a government agency, or an attorney concerning any equal employment opportunity matter is to be referred to the Equal Opportunity Officer. **The E.O. Officer should immediately inform the Executive Director regarding such matters.**

5) While overall authority for implementing this policy is assigned to the E.O. Officer, under the direction of the Executive Director, an effective equal employment opportunity program cannot be achieved without the support of supervisory personnel and employees at all levels. Any employee who feels they are the victim of discrimination has a responsibility to report this fact to their supervisor and/or the E.O. Officer.
PRODUCTIVE WORK ENVIRONMENT POLICY:

It is the policy of the Agency to promote a productive work environment and not to tolerate verbal or physical conduct by any employee or non-employee which harasses, disrupts, interferes with another's work performance or which creates an intimidating, offensive, or hostile environment.

1) Employees are expected to act in a positive manner and contribute to a productive work environment that is free from harassing or disruptive activity. No form of unlawful harassment will be tolerated, and special attention is called to the prohibition of sexual harassment.

2) Each supervisor has a responsibility to maintain the work place free of any form of sexual harassment. No supervisor is to threaten or insinuate, either explicitly or implicitly, that an employee's refusal or willingness to submit to sexual advances will affect the employee's terms or conditions of employment.

3) Other sexually harassing or offensive conduct in the work place, whether committed by supervisors, non-supervisory employees, or non-employees, is also prohibited. Such conduct includes:

   (a) A sexual flirtation, touching, advances, or propositions;
   
   (b) Verbal abuse of a sexual nature;
   
   (c) Graphic or suggestive comments about an individual's dress or body;
   
   (d) Sexually degrading words to describe an individual; and
   
   (e) The display in the work place of sexually suggestive objects or pictures, including nude photographs.

4) Any employee who believes that a supervisor's, another employee's, or a non-employee's actions or words constitute unwelcome harassment has a
responsibility to report in writing about the situation as soon as possible. Such report should be made to the employee's supervisor or to the program director if the incident involves the supervisor. If the incident involves the program director, then the employee is to report the incident to the Human Resources Director.

5) Complaints of harassment are to be handled and investigated under the Agency's grievance policy, unless special procedures are deemed appropriate. Regardless, all complaints of harassment are to be investigated promptly and in as impartial and confidential a manner as possible. Employees are required to cooperate in any investigation. A timely resolution of each complaint is to be reached and communicated to the parties involved. Retaliation against any employee for filing a complaint or participating in an investigation is strictly prohibited.

6) Any employee, supervisor, or program director who is found to have engaged in harassment of another employee will be subject to appropriate disciplinary action, depending on the circumstances, up to and including termination.
HIRING

POLICY:

*It is the policy of the Agency to be an equal opportunity employer and to hire individuals solely upon the basis of their qualifications and ability to do the job to be filled. Unless otherwise provided in writing, employment with the Agency is considered to be at-will, so that either party may terminate the relationship at any time and for any lawful reason.*

1) Position openings shall be advertised to insure notification of target area and minority groups, including advertisements in classified sections of all relevant daily papers in the service area. The notices shall be distributed to all Agency components.

2) All advertisements for job openings in the Agency will be in strict conformity to the stated Equal Opportunities policies in force for the Agency. All advertisements for vacant positions shall state that the Agency is an Equal Opportunity Employer.

3) Notices of all job openings will be posted within the Agency where all current employees may see them.

4) The Executive Director shall review or delegate responsibility for review of applications for each job opening including in house applications. The Head Start Policy Council’s Screening/Personnel Committee will screen Head Start applicants. The candidates best qualified for the position, from the number of applications received, will be interviewed.

5) After the Agency has approved the employment of an individual, that person shall be notified in writing. Unsuccessful interviewed applicants for the same position shall also be notified in writing.
6) The applicant who is most qualified will fill a job opening with the approval of the Executive Director. If all other qualifications are equal, employees from within the agency may be considered for the job opening along with other qualified applicants including former employees whose applications are in an active Reduction in Force (RIF) file.

7) The Executive Director is responsible for the interviewing and hiring of all employees, and may delegate that responsibility when appropriate. Immediate supervisors will be involved in all interviewing and selection.

8) The Head Start Policy Council’s Personnel Committee will screen, interview and select all employees for the Head Start Program, including the Program Director. The selection of employees in Head Start, however, will be subject to the concurrent approval of the Executive Director and the Head Start Director. When the position of Head Start Director is vacant, the Acting Director shall assume the same approval responsibilities for the employment selecting process previously outlined.

9) During the recruitment, hiring, and orientation process, no statement is to be made promising permanent or guaranteed employment; and no document should be called a contract unless, in fact, a written employment agreement is to be used. All employees of the Agency should be aware that employment with the Agency is at-will and should exercise great care not to make any representations otherwise.

10) When candidates are to be considered for job openings, the following procedures should be followed:

   a. Any candidate for employment must fill out and sign an employment application form in order to be considered for hiring. A separate application must be completed for each position in which the candidate is applying.

   b. Applicants deemed qualified for consideration for available job openings will be interviewed by the Executive Director or his/her designee and given any tests required for the job.
c. Before final selection is made, the Executive Director or his/her designee will then make a determination as to whether the applicant has the right to work in the United States, and, where appropriate, undertake credit, personal reference, and criminal conviction checks. A prior conviction, (unless within the last three years) taken by itself, will not necessarily disqualify an applicant. (See Debarment Policy, Section -- 807)

d. The Executive Director or his/her designee has the responsibility to determine whether an applicant is technically qualified for the position open and if the applicant is compatible with the work environment. The decision whether to hire the applicant is to be made by the Executive Director.

e. Following a decision to hire the applicant, an offer of employment will be made, which should include any contingencies or disclaimers deemed necessary. If the applicant accepts the offer and a medical examination and applicable test(s) are required, the individual will be responsible for arranging the exam with an agency approved physician. If required by the agency, the respective program will incur any and all medical costs.

f. If the background, medical, or any other subsequent investigation discloses any misrepresentation on the application form or information indicates that the individual is not suited for employment with the Agency, the applicant will be refused employment or, if already employed, may be terminated.

g. The Human Resources Director is responsible for orientation of new employees and the processing of their employment forms, and the supervisor is responsible for any necessary job training.

11) A member of an employee's immediate family will be considered for employment by the Agency, provided the applicant possesses all the qualifications for employment. For purposes of this policy, immediate family includes: the employee’s spouse, brother, sister, parents, step-parents, children, step-children, father-in-law, mother-in-law, sister-in-law, brother-in-law, daughter-in-law, son-in-law, and any other member of the employee’s household.
An immediate family member may not be hired, however, if such employment would:

   a. Create either a direct or indirect supervisor/subordinate relationship with a family member; or

   b. Create either an actual conflict of interest or the appearance of a conflict of interest.

12) No person shall hold a job while either (s) he or a member of his/her immediate family serves on a board or committee which, either by rule or practice, regularly nominates, recommends, or screens candidates for the Agency or program by which (s) he is employed.

13) No person shall hold a job while (s) he or a member of his/her immediate family serves on a board or committee of the Agency, a grantee or delegate agency if that board or committee has authority to order personnel actions affecting his/her job.

14) No person who serves as a voting member of the governing body of UETHDA, or other major policy council of the Agency, may be employed by said Agency or any of its delegate agencies. Any person who serves as a voting member of the governing body of any of its delegate agencies is ineligible for employment by the Agency.

15) Employees who marry or become members of the same household may continue employment as long as there is not:

   a. A direct or indirect supervisor/subordinate relationship between such employees; or

   b. An actual conflict of interest or the appearance of a conflict of interest.
16) Should one of the above situations occur, the affected employees will be permitted to determine which of them will resign.

17) Former employees who left the Agency in good standing may be considered for re-employment. Former employees who resigned without written notice or who were dismissed for cause may not be considered for re-employment. A former terminated employee who is re-employed will be considered a new employee from the date of the re-employment unless the break is less than two years, in which case the employee will be credited with all prior creditable service after they have completed their introductory period. Length of service for the purposes of benefits is governed by the terms of each benefit plan. Employees who retire may be eligible, in certain circumstances, to be considered for rehire.

RECRUITMENT FOR EXECUTIVE DIRECTOR

18) The candidates for the position of Executive Director shall be recruited from as wide an area as necessary to obtain applications from at least three qualified candidates. Recruitment shall include advertising in news media and other appropriate outlets, including in-house advertising.

19) The Chairman of the Executive Committee of the Board of Directors shall plan, coordinate, and administer the recruitment of candidates for the position of Executive Director.

20) Upon determining that at least three qualified candidates have submitted applications for employment, the Chairman of the Executive Committee shall convene a meeting of said committee for the purpose of reviewing and evaluating the same.

21) As determined by the review and evaluation of applications, the Board of Directors or a committee shall interview the best-qualified candidates in person thereof. Based on said interview, an order of priority for offering employment shall be established by the Board. The Chairman of the Board or his/her representative shall then proceed to secure the employment of one of the candidates in conformity with the said order of priority.
22) Upon arriving at a set of employment conditions that are agreeable to a given candidate and to the Board, and that are in conformity with budgetary requirements, applicable regulations, and other provisions of this plan, the Chairman shall recommend to the Board that said candidate be employed. A majority vote of the Board to employ said candidate should be sufficient for employment.
ORIENTATION AND TRAINING POLICY:

*It is the policy of the Agency to provide orientation programs for new employees and to conduct or support training programs as deemed appropriate.*

1) The Human Resources Director is responsible for the overall development and coordination of the orientation program and for implementing the portions that cover corporate history, philosophy, policies, benefits, and new employee files and documentation. Each new employee will receive and sign a form confirming that (s) he has received a copy of the current Personnel Policies and Procedures Manual. Each new employee will be briefed about all employee benefits, such as insurance and retirement, and will be informed how to access all benefits.

2) Each supervisor is responsible for orientation as it applies to introducing the new employee to the specific job and department and may select a co-worker to serve as a sponsor to facilitate the new employee's transition. Each new employee will receive copies of time sheets, mileage forms, leave forms, travel regulations, and any other rules or procedures concerning his/her job, and will be briefed on the correct use of all forms and on acceptable or required procedures.

3) Supervisors are responsible for recommending employees for special training programs, for providing on-the-job training, or for arranging on-the-job trainers. Such training will normally be conducted during regular working hours.

4) Supervisors may approve employee participation in continuing education and/or training programs when such instruction is deemed beneficial or considered necessary for satisfactory job performance. In some cases, employees may be required to enroll in and complete such programs satisfactorily.

5) The Executive Director must approve, upon recommendation of the appropriate program director or supervisor, employee participation in special programs, either external or in-house, dealing with supervisory, professional, or management development; cost reduction; quality improvement; or compliance with government regulations.
6) The Agency may consider the feasibility of sponsoring or conducting special programs when continuing education and in-service programs are required for licensing, or re-certification of a license, for groups of employees. Under such circumstances, it will apply for approval by the licensing authority and will seek to comply with all requirements established by such authority. However, it may at its discretion cancel, modify, or withdraw from such certification or program.

7) The Agency will provide special training programs for safety and health matters when deemed necessary, or as required by government regulation.

8) The Agency, to the extent feasible, will maintain a library of self-instruction programs and materials for employee use.

9) Employees may receive certificates of completion for successfully finishing Agency approved or sponsored training and educational programs. The Human Resources Director will maintain records of all training programs completed and submitted by each employee.
MEDICAL PROCEDURES

POLICY:

It is the policy of the Agency that applicants to whom a conditional offer of employment has been extended and present employees may be required to submit to medical tests or examinations whenever management feels such actions are necessary for the safe or efficient operation of the organization. Such medical tests and examinations are to be conducted by an agency approved medical provider and paid for by the respective program.

1) Successful applicants for employment may be required as a condition of employment to pass a medical examination to establish both their fitness to perform the job for which they have applied and their fitness to do so without endangering the health and safety of themselves or others. If management determines that an examination is appropriate to a particular position, all applicants for the job to whom a conditional offer of employment has been made are to be examined. Head Start applicants' examination must include a tuberculosis (TB) skin test or chest x-ray before entering the classroom.

2) Employees may be required to have a medical examination on other occasions when the examination is job-related and consistent with business necessity. Such occasions may arise when there is the potential for exposure to toxic or unhealthful situations; therefore, a medical exam may be required. When the employee is being considered for transfer or promotion, or when there is a question concerning the employee's ability to perform his duties or the position for which (s) he is being considered, an exam may be required. Head Start employees are required to have a medical examination every three years on or before their anniversary date of employment. Medical examinations could be required more frequently for designated positions in order to comply with State of Tennessee and/or federal regulations.

3) Employees who need to use prescribed drugs or narcotics while at work, and where such use may impair their ability to perform their job safely and effectively, must report this requirement to the supervisor. Depending on the circumstances, employees may be reassigned, forbidden to perform certain tasks, or even not
allowed to work if they are judged not able to perform their jobs safely and properly while taking prescribed drugs or narcotics.

4) The Agency reserves the right to require acceptable confirmation of the nature and extent of any illness or injury that requires an employee to be absent from scheduled work. Employees returning from a disability leave or an absence caused by health problems may be required to provide a doctor's certification of their ability to perform their regular work satisfactorily without endangering themselves or their fellow employees.

5) The Agency reserves the right to require a second medical opinion regarding an employee's absence because of illness or injury or regarding a doctor's certification of an employee's ability to return to work.

6) In the event an employee develops a physical, mental or emotional condition which interferes with the performance of his/her normal duties, the employee may be required to go on health care leave status. Alternatively, the employee may be offered a transfer to a less demanding position, if one is available.

7) Employees who become ill on the job or suffer any work-connected injury, no matter how minor, are to report this to their immediate supervisor as soon as possible. Any work-connected injury must be reported to the Worker’s Compensation Coordinator or Human Resources as soon after the injury as possible. Reporting should be within the first 24 hours after the injury.
SERIOUS DISEASES
POLICY:

*It is the policy of the Agency that employees with infectious, long-term, life-threatening, or other serious diseases may work as long as they are physically and mentally able to perform the duties of their job without undue risk to their own health or that of other employees or customers.*

1) Serious diseases for the purposes of this policy include, but are not limited to, cancer, heart disease, multiple sclerosis, hepatitis, tuberculosis, human immunodeficiency virus ("HIV"), and acquired immune deficiency syndrome ("AIDS").

2) The Agency will support, to the extent feasible and practical, educational programs to enhance employee awareness and understanding of serious diseases.

3) Employees afflicted with a serious disease are to be treated no differently than any other employee. However, if the serious disease affects their ability to perform assigned duties, such employees are to be treated like other employees who have disabilities that limit their job performance.

4) Employees who are diagnosed as having a serious disease and who want an accommodation should inform their supervisor or the Executive Director of their condition as soon as possible. Supervisors should respond with compassion and understanding. In addition, they should review with the employee Agency policy on such issues as employee assistance, leaves and disability, infection control, requesting and granting accommodations, the Agency's continuing expectation regarding the employee's performance and attendance, and available benefits.

5) Employees who have a serious disease and who want an accommodation should provide the Executive Director with any pertinent medical records needed to make decisions regarding job assignments, ability to continue working, or ability to return to work. The Agency may also require a doctor's certification of an employee's ability to perform job duties safely. Additionally, the Agency may request that an employee submit to a medical examination if it believes the employee is a health or safety threat to himself or others.
6) The Agency will maintain the confidentiality of the diagnosis and medical records of employees with serious diseases, unless otherwise required by law. Information relating to an employee's serious disease will not be disclosed to other employees unless the information is, in the opinion of the Agency, necessary to protect the health and safety of the employee, co-workers, or others.

7) The Agency will comply with applicable occupational safety regulations concerning employees exposed to blood or other potentially infectious materials. Universal precautions, engineering and work practice controls, and personal protective equipment will be utilized to limit the spread of diseases in the workplace.

8) Employees concerned about being infected with a serious disease by a co-worker, customer, or other person should convey this concern to their supervisor or the Executive Director. Employees who refuse to work with or perform services for a person known or suspected to have a serious disease, without first discussing their concern with a supervisor, will be subject to discipline, up to and including termination.
INTRODUCTORY PERIOD

POLICY:

It is the policy of the Agency that all new employees and all present employees transferred or promoted to a new job are to be carefully monitored and evaluated for an initial introductory period of six months. After satisfactory completion of the introductory evaluation, such employees will be evaluated on an annual basis.

1) Supervisors are to observe carefully the performance of each employee in a new job position. Weaknesses in performance, conduct, or attitude are to be brought to the employee's attention for correction.

2) Supervisors are to prepare a written evaluation of the employee's job performance three weeks prior to the end of the six-month introductory period. The evaluation is to include a recommendation to the Executive Director as to whether the employee should continue in the position. The evaluation is to be forwarded to the Human Resources Coordinator for inclusion in the employee's personnel file.

3) Employees not receiving a satisfactory evaluation and endorsement may be given additional time (up to six months) to demonstrate their ability to do the job if the supervisor feels additional time is warranted in order to achieve acceptable job performance and subject to the Executive Director's approval.

4) Supervisors may recommend that a newly hired employee be terminated at any time. Such a recommendation for termination should be submitted in writing to the Executive Director for review and should include an evaluation and listing of actions taken to assist the employee. Employees may be terminated by the Executive Director without appeal rights during their designated introductory period.
5) Introductory Period employees shall have the right to submit grievances according to the procedures outlined in this Manual, with the exception of termination. *(See Grievance Procedures, Section – 903)*

6) Transferred or promoted employees who are unable to perform satisfactorily during their introductory period may, at the discretion of management, be returned to their original jobs, if a vacancy exists, or may be terminated.

7) At all times, employment with the Agency is considered to be "at-will" and the employer/employee relationship may be terminated at any time for any lawful reason by either party.
HOURS OF WORK

POLICY:

*It is the policy of the Agency to establish the time and duration of working hours as required by work load and production flow, customer service needs, the efficient management of personnel resources, and any applicable law.*

WORKING WEEK:

1) The normal workweek for all agency employees is Wednesday through Tuesday.

2) The normal workweek for all agency employees consists of 37.5 hours except designated Head Start positions. No employee except certain Executive, Administrative or Professional classifications who are classified as exempt may be scheduled to work more than 37.5 hours per week without written permission from the Executive Director.

3) The normal workweek for Head Start classroom staff (teachers, assistants, bus drivers, special service assistants, bus aides, and cafeteria staff) will consist of 30 hours. To meet customer demand, some of the Head Start Program Full-Day/Full-Year Option staff may work a 30-40 hour workweek with supervisory approval. Breaks are considered as time worked.

SCHEDULED WORK DAY

4) The normal workday shall begin at 8:00 a.m. and end at 4:30 p.m., with an unpaid 60-minute lunch break occurring only between the hours of 11:30 a.m. and 1:30 p.m. Lunch breaks may not be used to shorten the day. The normal workday for Head Start personnel may vary to meet customer demand and program options.

5) The Head Start Program Part-Day/Part-Year Option may operate not to exceed a six hour daily schedule. When necessary to comply with federal and/or state requirements, supervisory approval must be obtained to exceed a six hour daily schedule. The six hour daily schedule for classroom staff will be determined by the Head Start supervisory personnel.

6) The Head Start Program Full-Day/Full-Year Option may operate not to exceed a 12 hour daily schedule, with employees working on a rotational basis
to meet customer need. For this staff, the rest break will consist of 30 unpaid minutes. The rest break may be taken at the immediate supervisor’s discretion, as long as the required staffing is maintained.

TARDINESS

7) Tardiness of non-exempt employees not authorized as annual leave or health care leave will be charged as leave without pay. Tardiness or leaving early may be deducted from pay to the next greatest tenth of an hour and may be grounds for disciplinary action. (See Disciplinary Procedures, Section - 805)

BREAKS

8) All non-exempt employees are granted a 15 minute paid break once each day. This break may not be used to lengthen the lunch period, to come in late, or to leave early. Also, smoke breaks are to be included as a part of the one 15 minute break given to each employee.

9) Due to the required participation of the Head Start classroom staff (teachers, assistants, special service assistants, bus aides, cafeteria staff) lunch will be taken to coincide with the classroom schedule.

EXEMPT EMPLOYEES

10) In accordance with state and federal laws on the provision of overtime for hours of actual work over 40 per week, this Agency has classified some employees as exempt from the overtime provisions of the law.

NON-EXEMPT EMPLOYEES

11) In accordance with state and federal laws on the provision of overtime for hours of actual work over 40 per week, this Agency has classified some employees as non-exempt subject to the overtime provisions of the law.
CHANGE OF WORKING HOURS

12) If it is necessary for a non-exempt employee to be scheduled to work more than seven and one-half hours on a given day, the supervisor/program director, with prior approval of the Executive Director, is to adjust this by scheduling the employee to come in later or go home early on another day during that week. (See Normal Work Week, Section–208.1)

13) Head Start classroom and support staff (teachers, assistants, bus drivers, special service aides, bus aides, and cafeteria staff) are approved for employment of six hours per day in the Head Start grant application. Head Start staff employed in the Head Start Program Full-Day/Full-Year Option, may work approximately eight hours per day. Due to special circumstances unique to the Head Start Program, Head Start classroom and support staff may be required to work in excess of 30 hours (up to 40) upon the approval of the Head Start Director. At least once a year the needs of each classroom will be evaluated and a determination made as to the number of hours to be worked by each employee in regard to funding and/or customer need.

14) The Agency does not allow the practice of “compensatory time” for non-exempt employees.

15) Any work schedule that may routinely exceed 40 hours per week must be approved in writing by the Executive Director prior to the schedule changes.

16) For prior approved overtime or emergency overtime, only those hours actually worked in the agency’s official work week are taken into consideration to determine if overtime is paid at one and one-half times the regular rate. (See Normal Work Week, Section 208.) Non-worked days such as, but not limited to, paid holidays, vacation, health care, and bereavement, are not included in the calculation for overtime.

17) Employee attendance at lectures, meetings, and training programs will be considered hours of work if management requests such attendance.
18) All changes of working schedules must be approved in advance by the employee's supervisor.

**HOURLY EMPLOYEES WHO WORK ON AN "ON-CALL" BASIS**

19) Temporary hourly employees who are called in to work on any given day will be entitled to pay for a minimum of three hours for that day.

**TIME/ACTIVITY RECORDS**

20) Non-exempt employees are required to complete an individual time and activity record showing the daily hours worked. Time records cover one pay period and must be completed by the close of each workday. (For those programs which may require time be recorded by quarter hour, half hour, etc. and charged to various sub programs, the employee must continually up-date time records throughout the workday in order to properly assign time.) The following points should be considered in filling out time records:

(a) Non-exempt employees should record total hours worked for each workday. Time and activity records shall be completed for each employee for designated payroll periods, the 1st through the 15th and the 16th through the end of month. They should be submitted to the supervisor for review immediately after the pay period ends. All time records are then due in the Accounting Department five days after the end of the pay period. Such records will be properly maintained in the Accounting Department of the Agency.

(b) Non-exempt employees are not permitted to begin work before their normal starting time or to continue work after their normal quitting time without the prior approval of their supervisor.

(c) Non-exempt employees:
   - are required to take scheduled lunch time
   - must not take their scheduled lunch at their desk or in their work area
   - must not perform any work during their scheduled lunch
   - must sign out for lunch even if they remain in the building.
(d) Employee time records should be checked and signed by the supervisor involved. Employee should attach the required approved Request for Leave form for any absence for that pay period.

(e) Unapproved absences should not be considered as hours worked for pay purposes. Supervisors should inform employees if they will not be paid for certain hours of absence.

(f) The filling out of another employee's time record or the falsifying of any time record is prohibited and may be grounds for disciplinary action, up to and including termination.

21) All Exempt employees are required to complete a time and activity report each pay period. This reflects daily activities (i.e., holidays, health care days, annual leave days, etc.).

22) Exempt employees in executive, administrative or professional capacities are exempt from the provisions of the Fair Labor Standards Act. Exempt employees are paid on a salary basis, and are paid their regular salary unless (a) absent a full day or more for personal reasons, or (b) suspended.

VOLUNTEER TIMEKEEPING

23) Records of time and activities shall be kept for all volunteers whose work is declared as contributing to the non-federal share of project costs.
OUTSIDE EMPLOYMENT POLICY:

It is the policy of the Agency to allow its employees to engage in outside work or hold other jobs. All outside employment is subject to certain restrictions as outlined below and must be approved in advance by the Executive Director.

1) Employee requests for permission to accept outside employment, including self-employment, must be submitted in writing to the Program Director. Forms for this purpose may be obtained from the Human Resources Director. The written disclosure will include, but not limited to, the name of the employer, location of job site, hours of work, position held, job duties and responsibilities. The employee must sign this statement. The Program Director will then forward the request to the Executive Director, recommending either approval or disapproval. The Executive Director's decision will be final. This information will be placed in the employee's personnel file. **FAILURE TO FOLLOW THIS PROCEDURE COULD BE CAUSE FOR DISCIPLINARY ACTION.**

2) The Agency requires that employees' activities and conduct away from the job must not compete or conflict with or compromise its interests, or adversely affect job performance and the ability to fulfill all responsibilities to the Agency. This requirement, for example, prohibits employees from performing any services for customers on non-working time that are normally performed by Agency personnel. This prohibition also extends to unauthorized use of any Agency office space, supplies or equipment and the unauthorized use or application of any confidential information or techniques. In addition, employees are not to solicit or conduct any outside business during paid working time. Further, employees are not allowed to use Agency facilities, equipment, etc. during non-working time (including vacation) to conduct outside employment activities. Failure to follow this procedure will be cause for termination. Agency employees are prohibited from allowing individuals not employed by the Agency to use Agency space, supplies or equipment to conduct business.

3) Employees are cautioned to consider carefully the demands that additional work activity will create before requesting permission to seek or accept outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If outside work activity does cause or contribute
to job-related problems, such employment must be discontinued; and, if necessary, normal disciplinary procedures will be followed to deal with the specific problems.

4) The Agency’s Program Directors will be particularly concerned about outside work requests that:

   a. May reduce the employee's efficiency in working for the Agency;

   b. Involve working for an organization which is a competitor of the Agency or which does a significant amount of business with the Agency, such as major contractors, suppliers, and customers; or

   c. May adversely affect the Agency's image.

5) Employees who have accepted outside employment are not eligible for paid health care leave when the absence is used to work on the outside job or is the result of an injury sustained on that job. Fraudulent use of health care leave will be cause for disciplinary action.
TEMPORARY AND PART-TIME EMPLOYEES

POLICY:

*It is the policy of the Agency to supplement the regular work force with temporary or part-time employees, or other forms of flexible staffing, when needed because of periods of peak work load, employee absences, or other situations as may be determined by management. Other flexible staffing classifications or arrangements may be added as needed.*

1) A temporary employee is an individual who is hired either part-time or full-time for a specified, limited period, not to exceed six months.

   a. a temporary employee is only paid for the hours actually worked
   b. a temporary employee is not eligible for paid absences, holidays, vacation, break, and/or health care leave
   c. a temporary employee is not eligible for any of the Agency’s benefits
   d. a temporary employee whose status changes to full-time employee will be considered as hired on the date of the change to full-time status for purposes of eligibility for vacation accrual rates

2.) A part-time employee is an individual who is hired for an indefinite period, but who works less than a normal work week for that position. *(See Hours of Work- Section 208.)* Dependent upon the number of hours worked in a workweek, part-time employees will be in one of the following three categories:

   a. a part-time employee who averages less than 20 hours in a workweek:

      1. is only paid for the hours actually worked
      2. is not eligible for paid absences, holidays, vacation, break, and/or health care leave
      3. is not eligible for any of the Agency’s benefits
      4. and if their status changes to full-time employee they will be considered as hired on the date of the change to full-time status for purposes of eligibility for vacation accrual rates
b. a part-time employee who averages 20 or more (but less than 30) hours in a workweek:

1. is eligible for paid absences, holidays, vacation, break, and/or health care leave on a prorata basis (i.e., part-time hours relative to full-time hours)
2. is only eligible for the Agency’s retirement benefits
3. and if their status changes to full-time employee they will be considered as hired on the date of their initial employment as part-time for purposes of eligibility for vacation accrual rates

c. a part-time employee who averages 30 hours or more in a workweek:

1. is eligible for paid absences, holidays, vacation, break, and/or health care leave on a prorata basis (i.e., part-time hours relative to full-time hours)
2. is eligible for all the Agency’s benefits
3. and if their status changes to full-time employee they will be considered as hired on the date of their initial employment as part-time for purposes of eligibility for vacation accrual rates

3) A “replacement employee” is an individual who will work beyond six months and up to a maximum of one year.

   a. is eligible for paid absences, holidays, vacation, break, and/or health care leave
   b. is eligible for all the Agency’s benefits
   c. and if their status changes to full-time employee they will be considered as hired on the date of their initial employment as “replacement employee” for purposes of eligibility for vacation accrual rates
4) **On Call Substitute** - An individual employed and utilized to replace “classroom staff” (teachers, teacher’s assistants, bus drivers, special services assistants, bus aides, cook managers, cooks, etc.) on health care leave, leave without pay, or to fill temporary vacancies (this exists until a qualified/certified individual is employed or the absent employee returns to work).

   a. is only paid for the hours actually worked
   b. is paid for Christmas and spring break on a pro-rata basis depending on number of hours worked prior to the break
   c. is not eligible for paid absences, holidays, vacation, and/or health care leave
   d. is not eligible for any of the Agency’s benefits
   e. if their status changes to full-time employee they will be considered as hired on the date of the change to full-time status
   f. an individual employed as an on call substitute who does not work for a period of one Head Start school year will be removed from the position of an on call substitute
   g. an individual employed as an on call substitute may apply for advertised vacant positions for which they are qualified.

Approved by the UETHDA Board of Directors on 6-30-05
Pending Approval by the Head Start Policy Council on 8-23-05

5) An employee whose status changes from full-time to part-time but works more than 20 hours per week, may use hours of vacation and/or health care leave earned as a full-time employee.
LAYOFF AND RECALL

POLICY:

It is the policy of the Agency that, if it must reduce personnel because of limited, reduced or termination of funding to the body or other like and similar conditions, layoffs and recall from layoffs will be conducted consistent with the procedures set forth below.

1) If the Executive Director and the Board of Directors determine that economic or other conditions necessitate a lay-off, employees within each job classification within the program in which the employee is budgetarily attached shall be laid off in the following order:

   a. Part-time employees.
   b. Employees filling temporary positions in inverse order of appointment.
   c. Introductory employees, in inverse order of appointment.
   d. Full-time employees.

2) The Upper East Tennessee Human Development Agency, Incorporated does not practice a strict system of seniority; however, in the event that lay-offs become necessary, seniority may be considered along with other criteria such as performance evaluations.

3) The Upper East Tennessee Human Development Agency, Incorporated retains the right to recall employees in any order that is deemed to be in the best interest of the Agency. The Agency does not guarantee that every employee who is laid off will be recalled.
TERMINATION OF EMPLOYMENT

POLICY:

It is the policy of the Agency to terminate employment because of an employee's resignation, discharge, or retirement, or a permanent reduction in the work force. Discharge can be for any reason not prohibited by law. In the absence of a specific written agreement, employees are free to resign at any time and for any reason and the Agency reserves the right to terminate employment at any time and for any reason. (See Employment-At-Will, Section-107)

1) Employees are requested to give written notice of their intent to resign. The following guidelines are suggested:

   a. supervisory and managerial employees should give at least one month’s notice;

   b. clerical and administrative employees should give at least three weeks' notice; and

   c. all other employees should give at least two weeks' notice.

2) Employees who are absent from work for three consecutive days without being excused or giving proper notice will be considered as having voluntarily quit. (See Attendance and Punctuality, Section-701)

3) The following descriptions of employee actions meriting dismissal should not be interpreted to in any way limit the Agency's power to dismiss an employee at will.

   An employee may be terminated at any time for such causes as:

   a. conviction of a serious crime (felony),

   b. misconduct on or off the job, which is judged to be detrimental to the Agency's programs,
c. use or possession of alcoholic beverages, narcotics, firearms or hallucinogenic drugs on the job,

d. being under the influence of alcoholic beverages, narcotics or hallucinogenic drugs on the job,

e. continued tardiness,

f. excessive absenteeism,

g. failure to perform work satisfactorily,

h. abuse of safety rules,

i. abuse of Health Care Leave,

j. theft of Agency property,

k. insubordination,

l. activities that undermine morale and work efficiency of other employees,

m. **corporal punishment in the Head Start Program is grounds for dismissal,**

n. violation of confidentiality,

o. accepting gifts, money and gratuities from persons receiving benefits or services under the Agency’s programs, or from Agency suppliers or contract agencies or their staff (*See Code of Ethical Conduct, Section--810*),

p. violation of Outside Employment Policy, Section-209.1.2.

q. fraudulent filing of travel claims or time and activity records

r. intentional falsification of program records
For policies and procedures leading up to discharge for disciplinary reasons, (See Disciplinary Procedure, Section--805).

Notice of involuntary terminations should be handled carefully and discretely, preferably in a private meeting including the employee to be terminated, the immediate supervisor, the Executive Director or his/her designee, and the Human Resources Director or the Equal Opportunity Officer.

Termination of Head Start employees follows the same procedures as for other employees except that it requires the concurrence of the Policy Council.

For policies and procedures concerning a permanent reduction in force, (See Layoff and Recall, Section –211). In addition, management will normally consider the following points in a reduction of force, but reserves the right to alter the termination procedure as required by circumstances:

a. Transfer of the affected employee.

b. Payment of accrued vacation pay up to the date of termination (See Vacation, Section--502).

Requests for employment references should be made to the Human Resources Director. These employment verifications will be limited to dates of employment with the Agency and job title. Pay rates will be released upon receipt of written authorization from the employee.

The Accounting Department will attempt to have the final pay for terminating employees available no later than the next regularly scheduled pay date. If the employee owes the Agency any monies or is responsible for any lost or damaged property, such accounts are to be settled as originally agreed or by deduction from final pay, unless prohibited by law.

The Human Resources Director and/or The State of Tennessee is responsible for notifying terminating employees, who are covered by the Agency's group health plan, of their right to continue health coverage under the COBRA Plan.
11) It is the responsibility of the employee to notify the Accounting Department of the correct mailing address for purposes of mailing out the W-2 forms. Failure to notify the Accounting Department of the correct address could result in a delay of the W-2 being received.

12.) The employee is to return any of the Agency’s property, including but not limited to, keys, employee ID badge, Personnel Policy Manual, and other applicable program materials.

13) Termination and discharge procedures are only guidelines and do not constitute a legal contract between the Agency and its employees. The Agency reserves the right to implement its policies and procedures as it sees fit. In addition, specified grounds listed herein for termination are not all-inclusive.

**TERMINATION OF EXECUTIVE DIRECTOR**

14) The Executive Director may be dismissed by a majority vote of the Board of Directors at a regular or special meeting called for that purpose.

15) Where exceptional circumstances warrant, the Executive Committee may immediately suspend the employment of the Executive Director pending 1) a later investigation and disposition of the matter warranting suspension, and 2) a written report of the investigation and its findings to the Board of Directors. Such suspension may be with or without pay, at the Executive Committee's discretion.

16) The Executive Director has no administrative appeal from a Board decision to dismiss him/her.
PAY PRACTICES

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Revisions approved by the Board of Directors on December 1, 2005
Revisions approved by the Head Start Policy Council on January 10, 2006
SAALARY ADMINISTRATION

Policy:  It is the policy of the Agency to pay compensation, which is nondiscriminatory and competitive with rates being paid for similar jobs in other Community Action Agencies. However, all compensation policy decisions must take into consideration that each Agency program has a different funding level which may limit compensation in one program but not another.

1) The Agency may, when deemed appropriate, participate in or conduct compensation surveys covering other employers with similar jobs. This and other available information may be used to help set pay policy and to determine the relative competitive position of the Agency's pay structure. No Agency employee shall be paid less than the federal minimum wage.

2) New employees generally will be hired at the starting rate assigned to their job position. Subject to budgetary ability to pay, supervisors may recommend a higher starting rate depending on an applicant's experience, skill level, or other competitive considerations. These recommendations should be reviewed and approved before implementation by the appropriate program director and the Executive Director.

3) Salaries are based on full-time employment at normal working hours for the appropriate group of employees. Hourly rates are computed by dividing the annual salary by the total number of annual working hours (total number of annual working days times 7.50 hours). Part-time employees will be compensated on a proportional basis for actual hours worked.

4) When an existing job classification is substantially changed, or a new job classification is established, the Board shall determine the revised salary, based on recommendations by the Executive Director. (When applicable, the Head Start Policy Council must also approve these changes).

5) When an employee is directed to assume partial or sporadic responsibilities of a higher-ranking position while performing their regular job, the employee will be considered to be a “designee”, with no salary adjustment made.

6) When an employee is directed to assume full responsibilities of a higher-ranking position on a temporary basis, the employee will be considered “acting”. In
this case, a personnel action form signed by the Executive Director is required. The employee will receive entry level salary for the higher position only for the time they are defined as “acting”, if funds are available to pay the position at the higher level. **Head Start employees will be compensated based on the Head Start Compensation Plan.**

7) An employee officially promoted to a higher job classification will receive at a minimum the starting rate of the new position. **Head Start employees will be compensated based on the Head Start Compensation Plan.**

8) The Executive Director may approve "cost of living" increases for Agency employees on an annual basis. Each program budget will be evaluated on an individual basis to determine if an increase is feasible. It is possible that one or more programs may be able to give a "cost of living" increase while one or more may not.

9) An employee being transferred to a lower position will be compensated at the rate for that position.

10) In setting salaries, the Executive Director shall attempt to ensure that salary levels relate to job responsibility, job complexity, technical knowledge required, demand for leadership required, supervisory requirements, demand for decision making, and any other relevant consideration for the position.

11) The Human Resources Coordinator will maintain a current salary range chart along with position descriptions for each job within the Agency.

12) The Executive Director shall be responsible for maintaining the Classification-Compensation Plan. This responsibility shall include, but not be limited to: the allocation of new positions or changes of positions; periodic review and maintenance of up-to-date job descriptions; and the preparation of recommendations to the Board on revisions of job specifications on the basis of changes in UETHDA program requirements. **(When applicable, the Head Start Policy Council must also approve these changes).**
PERFORMANCE EVALUATION

Policy:

A positive, coherent understanding between the employee and Supervisor as to what is acceptable job performance is essential for all employees and management work relationships to be effective. While informal feedback is an ongoing process, the importance of written, formal performance evaluations cannot be overemphasized. It is the policy of the Agency that the job performance of each employee be evaluated periodically by the employee’s Supervisor.

1) The purpose of the Performance Evaluation is to:

   (a) Provide a fair assessment of the employee’s performance;

   (b) Provide feedback to assist the employee in continuing exemplary performance, or to improve where needed;

   (c) To provide a basis for goal setting in meeting organizational objectives; and

   (d) To support and provide documentation for personnel actions under approved policies.

2) Supervisors should complete formal, written performance evaluations upon the following occasions:

   (a) By three (3) weeks prior to the end of the six month introductory period including transfers and promotions (See Introductory Period, Section 207); The Head Start progress review will serve as the written evaluation for the Head Start classroom and support staff.

   (b) Annually, either on the anniversary of the employee’s hire date, promotion, transfer, or upon another time designated by the Executive Director;
(c) Mid year, a progress review will be completed for Head Start classroom and support staff (teachers, teacher assistants, teacher trainees, bus drivers, special service assistants, bus aides, and food service staff) and a performance review will be completed at the conclusion of the school year.

3) A new supervisor does not have to complete evaluations on employees whose anniversary dates fall within the first six months the supervisor is employed. However, by the conclusion of the supervisor’s six month introductory period, he/she will complete all evaluations which became due during that time period.

4) Between scheduled evaluations, supervisors should discuss with employees, on an informal basis, any performance issues that warrant attention and should keep documented records of any significant incidents in the employee's file.

5) Supervisors evaluating employees should consider such factors as the experience and training of the employee, the job description, and the employee's attainment of previously set objectives and goals. Other factors that normally should be considered include, but are not limited to: knowledge of the job, quantity and quality of work, promptness in completing assignments, cooperation, initiative, reliability, attendance, judgement, conduct, and acceptance of responsibility.

6) Supervisors completing evaluations should prepare a written evaluation of each employee's job performance. Such an evaluation should include the supervisor's comments and recommendations, an action plan for both the employee and supervisor, and performance goals for the next evaluation period.

7) The supervisor and employee should meet and discuss the evaluation, assess the employee's job performance in a constructive manner, and set objectives and goals for the period ahead. The employee should be given the opportunity to examine the evaluation and make written response comments. The employee and supervisor should then sign and date the evaluation and forward it to the Human Resources Coordinator for inclusion in the employee's personnel file. (See Personnel Records, page ---901).
8) Employees not satisfied with written comments to their performance evaluation may request a review by the evaluator’s supervisor.

9) Information derived from the performance evaluation may be considered when making decisions affecting an employee including, but not limited to: training needs and opportunities, promotion, transfer, or continued employment.

10) To ensure consistency, integrity and accuracy of information, the Human Resources Director shall be the source of evaluation forms, records of previous evaluations, anniversary dates, changes or deletions to job descriptions, evaluations, etc. The Human Resources Coordinator will ensure that Supervisors receive a reporting of evaluation deadlines six months in advance.

11) The completed annual performance evaluation form for each employee is an integral part of the employment process, as well as part of the employee’s official personnel record with the Agency. The form will therefore be treated as a confidential document for all related parties. Results, effective wage increases (if applicable), and comments are to be discussed in a confidential manner between the employee, Supervisor, Program Director (if applicable), and/or Executive Director (if applicable). Responses to the performance evaluation are to be kept confidential.
PAY PROCEDURES

Policy:

*It is the policy of the Agency to pay employees on a regular basis and in a manner so that the amount, method, and timing of such payments comply with any applicable laws or regulations.*

1) Employees normally will be paid on the fifteenth day and the last day of the month. If the regular payday occurs on a Saturday, Sunday, or a holiday, employees will be paid on the last working day prior to the regular payday.

2) Employees will be paid via the direct deposit method through the bank of their choice. Employees on each payday will receive a statement showing gross pay, deductions, and net pay. Social Security taxes will be deducted automatically. No other deductions will be made unless required or allowed by law, contract, or employee authorization.

3) Employees who discover a mistake in their pay should immediately notify the Accounting Department. In case of a mistake, the error will be remedied as quickly as possible.

4) For policies and procedures governing pay upon termination, (see Termination of Employment, page --212.1)

5) No advances in pay will be granted under any circumstances.

6) Nonexempt employees (i.e., those not exempt from the provisions of the Fair Labor Standards Act) will be paid overtime compensation at the rate of one and one-half times their regular hourly rate for all hours physically worked over 40 hours during the Agency’s normal workweek (which is Wednesday through Tuesday.) Only the hours a nonexempt employee actually works count toward the 40-hour-per-workweek test for overtime. Non-worked hours such as holiday, vacation, health care leave, break days, etc. do not count toward the 40-hour-per-workweek test for overtime.
7) When it is necessary to provide Agency services to program participants on regularly scheduled holidays, employees may be required to work. Non-exempt employees who work on holidays will receive another full day, if it can be taken in the same work week. If it cannot be taken within the same work week, the affected employee will be paid an additional day at straight time. (see Change of Working Hours, page—208.3)
TRAVEL

Policy:  *It is the policy of the Agency that business travel must be approved in advance and should be engaged in and reimbursed according to the guidelines below.*

1) Employees holding jobs that require extensive travel are expected to travel as a condition of employment. *(See Hiring, page 203)* For all other jobs, travel is considered only an incidental function of the position, but may be required.

2) Employees traveling on Agency business are representatives of the Agency and are expected to maintain a high level of professionalism, conduct and demeanor and follow all of the Agency’s policies and rules.

3) The Executive Director, when approving travel, shall be guided by the following general policy: Travel must be in the interest of the Agency and should be limited to individuals on official business, and/or individuals attending meetings or conferences. These persons should be capable of using and passing on to other employees pertinent information gained at such a meeting.

4) The Agency will follow the State of Tennessee Department of Finance and Administration Comprehensive Travel Regulations in regard to most reimbursement aspects of travel costs incurred while on agency business.

5) The Executive Director must sign all out-of-area travel (outside the counties served by the Agency in Northeast Tennessee) request forms in advance. Under normal circumstances, employees should make all travel arrangements for transportation and lodging using the travel agency specified by the Agency.

6) The Agency may issue guidelines specifying or restricting travel booking requirements. Under normal circumstances, employees should use the most expedient mode of transportation available and book the least expensive fares.

7) Employees will provide their supervisor with a copy of their itinerary before leaving on business travel.
8) All requests for permission to travel must clearly show the purpose of the travel and days involved. Authorization to attend conventions and meetings of associations or organizations should be supported by written documentation such as brochures, etc. stating the opening and closing dates of the event and the daily rate of lodging.

9) Employees may obtain an eighty percent (80%) advance for mileage and per diem for approved out-of-area business travel by submitting a written request to the Accounting Department. Lodging will be advanced at one hundred percent (100%). Any advance payment relative to out-of-town travel requires the advance payment form be signed by the Program Director, the Executive Director, and the Finance Director. Employee advance requests will not be approved for less than fifty dollars ($50.00). However, board members or Head Start policy council members may request an advance of less than fifty dollars ($50.00).

10) Advances are the Agency’s property, and their use must be properly documented and approved. The employee who receives an advance must submit a request for reimbursement regardless of whether he/she owes advance monies back to the Agency or is due additional reimbursement.

11) If an advance is issued to an employee and, subsequently, the employee does not travel, for whatever reason, the employee must return the advance immediately. The Agency reserves the right to reduce an employee’s pay check by the amount of any outstanding travel advance, if either it has not been repaid immediately or a travel claim filed in a timely manner. (Timely manner is defined as the end of the month, following the month in which the travel occurred.) Further, advance requests will be denied for any trip where an employee already has an outstanding advance from a previous month and a travel claim has not been filed in a timely manner to “clear” the advance.

12) Employee expenses for approved travel will be paid or reimbursed when properly documented by the employee and approved by the supervisor. Employees who know or anticipate that they will have a special request for travel expense reimbursement should seek approval for the expense from their supervisor before the expense is incurred. Any expenses deemed unreasonable, relative to the circumstances, will not be paid or reimbursed and are the employee’s personal responsibility.
13) The standard form approved by the Board of Directors will be used for all claims for travel expense. Any recovery of the cost of travel by other methods is not allowed. This form must show travel activity and details of expenses day by day. Receipts for all expenses not covered by per-diems must accompany this form and each claimant must file a separate claim for expenses. All travel, including local and out-of-area, will be filed in sequential order on the same claim by calendar month.

14) Per-diem rates for in state (Tennessee) travel will be as prescribed in the state travel regulations. Per-diem rates for out-of-state travel will be those per the General Services Administration (GSA) schedule. The GSA rates are revised and/or updated each October 1. The per diem rates are for meals and incidental expenses. Incidentals include such items as tips for baggage handling, phone calls to home, etc.

15) If a personally owned car has been authorized for travel, the current authorized mileage rate (per state travel regulations) may be claimed. Mileage reimbursement will normally be based on the shortest route. Internet web sites which calculate mileage via the most direct route to the destination will be utilized to determine official mileage from point to point. Employees traveling by an indirect route must assume any extra expense incurred. When several agency employees will be attending a meeting/conference for the same amount of time and duration, and personally owned cars are used, the number of appropriate drivers will be determined by the Program Director, in conjunction with the Executive Director. This is done so as not to incur any more mileage expense than is reasonably necessary. If an employee chooses to drive on their own for personal reasons, they will not be reimbursed for travel mileage. (Reference the state travel regulations for procedures for calculating mileage reimbursement which prohibits reimbursing employees for normal commuting mileage.)

16) Lodging in state will be reimbursed not to exceed the state travel regulation maximums except for conferences and/or special meetings. For conferences held in state, attendees who stay at the conference hotel, will be reimbursed lodging costs as prescribed in the conference brochure. This will also apply to special meetings where a rate of lodging at a specific hotel is included in the meeting agenda/information.
17) Lodging out-of-state will be reimbursed not to exceed the General Services Administration maximums except for conferences and/or special meetings. For conferences out-of-state, attendees who stay at the conference hotel, will be reimbursed lodging costs as prescribed in the conference brochure. This will also apply to special meetings where a rate of lodging at a specific hotel is included in the meeting agenda/information.

18) All separate segments (from point to point) of a trip must be shown on the travel claim. Even if a segment of the trip does not entail expenses for an employee, it must be shown along with times and dates (i.e., you ride with someone from your workstation to an out-of-town meeting). Also, each day of an out-of-town trip must be shown on the travel claim.

19) Parking expense at the place of lodging will be limited to the rate of self parking. Valet parking rates will only be allowed if the hotel does not have self parking (or if valet parking is actually less than self parking).

20) Long term airport parking costs are reimbursable with a paid receipt.

21) Reasonable taxi fares are allowed from the airport to the hotel and return. Also, reasonable taxi fares are allowed for travel between the hotel and the conference site. Whenever possible, a receipt for taxi fares should be obtained, however, receipts are not required for reimbursement of reasonable fares.

22) Prior approval by the Executive Director is required if a rental car is to be used while conducting out-of-area travel. Employees should use the least costly, rental agency and model of vehicle, when renting a car.

23) It is the policy of UETHDA not to reimburse any employee or board member for separate travel costs (air fare, etc.) associated with his/her spouse or partner. The cost of a shared hotel room need not be allocated between employee/director and spouse/partner for purposes of this policy. However, if there is increased cost for the hotel room due to the spouse or partner staying in the room, the employee is responsible for the additional cost and it will not be reimbursed to the employee.
24) Written documentation of conference activities will be required of employees attending conferences. This documentation should be attached to the travel claim form.

25) Time spent by nonexempt employees in traveling away from home on Agency business during normal working hours is considered hours worked for pay purposes.

26) When a nonexempt employee is on an overnight business trip, time spent traveling outside of regular working hours as a driver is considered work time. The employee will be granted release time to be taken within the same work week or will be paid for the time spent traveling outside of regular working hours.

27) When a nonexempt employee is on an overnight business trip, time spent traveling outside of regular working hours as a passenger, regardless of the mode of transportation, is not considered as work time.

28) When a nonexempt employee (driver or passenger) travels from the office and returns in the same day, all travel time is considered work time regardless if it occurs during normal working hours.

29) To find current rates of reimbursement for travel in the state of Tennessee, go to internet address www.state.tn.us/finance/ then click on State Travel Regulations, after page comes up, again click on State Travel Regulations, then look at rates on the General Reimbursement Rates schedule.

30) To find current rates of reimbursement for travel to all other states go to internet address www.state.tn.us.finance/ then click on State Travel Regulations, then click on Division of Accounts, then click on Policy Development, then click on Per Diem Rates, then click on the specific state.
DISCLOSURE OF BENEFITS 501

Required:
F.I.C.A. (Social Security & Medicare)
Workers’ Compensation Insurance
State Unemployment Insurance

Mandatory:
401(A) Defined Benefit Retirement Plan

Voluntary Employer Provided Benefits:
Life Insurance

Elective:
Group Medical Insurance
Group Dental Plan
Additional Elective Insurance Plans
403(B) Defined Contribution Retirement Plan

VACATION BENEFITS POLICY 502

BREAK BENEFITS POLICY 502
Head Start Part-Day/Part-Year Staff
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HOLIDAYS 503

HEAD START SNOW DAYS 504

EDUCATIONAL ASSISTANCE 505

PEER CONSULTANTS 506

EMPLOYEE COUNSELING 507
DISCLOSURE OF BENEFITS

POLICY:

*It is the policy of the Agency to provide an employee benefit plan in accord with prevailing practice in comparable local public and private non-profit agencies.*

BENEFITS:

1) Following is a list of benefit plans offered through UETHDA (either partially or entirely):

   **Required:**
   - F.I.C.A. (Social Security & Medicare)
   - Workers’ Compensation Insurance
   - State Unemployment Insurance

   **Mandatory:** Approved by UETHDA Board of Directors, effective October 1, 2000
   - 401(A) Defined Benefit Retirement Plan (TN Consolidated Retirement System)

   **Voluntary Employer Provided Benefits:**
   - Life Insurance
   - COBRA (Consolidated Omnibus Budget Reconciliation Act of 1985)

   **Elective: Agency Pays Part of Monthly Premium Costs**
   - Group Medical Insurance

   **Elective: Agency Does Not Pay Any of the Monthly Premium Costs**
   - Group Dental Plan
   - Additional Elective Insurance Plans
   - 403(B) Defined Contribution Retirement Plan

2) All benefits provided by UETHDA are described in official documents kept on file for examination by any participating employee. Such documents relating to the respective benefit plans and contractual agreements are the only official and binding documents concerning UETHDA fringe benefits.
3) UETHDA reserves the right to modify, suspend or terminate the fringe benefits it provides. UETHDA may change a benefit, in whole or in part, for any reason, at any time, or as deemed necessary by the Executive Director and/or Board of Directors. These provisions apply to all UETHDA plans.

4) Employees qualify for UETHDA's elective benefits (as opposed to those legally required) based on their employee status as defined, subject to the availability of the requisite budget authority in their respective program account. Current employees who are transferred or promoted retain their eligibility for paid elective benefits only so long as they remain in an employee classification and program account that provides for stated benefits.

5) The Open Enrollment Period for elective benefits is December of each year. Employees enrolled in the group medical insurance plan may choose to cancel coverage in December with coverage ending by January 1 of the following year. To enroll in the Group Medical Insurance after the initial thirty (30) days of continuous employment, an employee must meet the “Special Enrollment Provisions.” (Refer to the State of Tennessee’s Division of Insurance Administration Insurance Handbook for special enrollment provisions.)

REQUIRED BENEFITS:

F.I.C.A. (SOCIAL SECURITY & MEDICARE) (Required)

6) All employees are required to participate in the Social Security system of old age, survivors, disability and health insurance. Payroll contributions into the Social Security system are established by law. The employee contributes a mandated percentage and the Agency contributes an identical percentage.

WORKERS’ COMPENSATION INSURANCE (Required)

7) Any employee sustaining a job related injury or illness in the course of employment is covered by the Tennessee Workers’ Compensation statute. An approved claim provides wage continuance up to a maximum set by state law, to be paid an employee unable to work due to a job related injury or illness after
an employee is placed on leave without pay and until such time as the consulting physician states that the employee has sufficiently recovered to resume work. An employee is entitled to loss of pay from workers’ compensation insurance as long as he/she is not receiving wages from the Agency, i.e., regular pay, pay for sick time, or annual leave time. The employee may elect to be paid health care or annual leave at the regular rate, if sufficient time is accrued, in lieu of workers’ compensation. If an employee is able to work a limited time with partial duties, their pay will be prorated between the Agency and the workers’ compensation carrier.

STATE UNEMPLOYMENT INSURANCE (Required)

8) The Agency contributes to the State Unemployment Insurance fund that is used to provide income to those employees who become unemployed. Eligibility for unemployment benefits is determined by the Tennessee Department of Employment Security in accordance with provisions of the Tennessee Employment Security Act. Revision approved by UETHDA Board 12-17-96. Revisions approved by Head Start Policy Council 1-16-97

MANDATORY RETIREMENT:

401(A) Defined Benefit Plan under the Tennessee Consolidated Retirement System: (Mandatory) — Approved by UETHDA Board of Directors, effective October 1, 2000

9) Eligibility. Those employees eligible for the 401(A) defined benefit plan are employees classified in a position of being scheduled to work twenty (20) hours or more per week. (Refer to TCRS Benefit Brochure)

10) Vesting. A “vested” member is one that has accrued enough years of service to guarantee a retirement benefit, once age requirements are met. The employee is vested for the employer provided benefit amount upon five (5) years of eligible service. Employees are fully (100%) vested for all personal contribution amounts.

11) Contributions. All eligible employees will contribute 5% of yearly wages on a pre-tax basis to the defined benefit plan. The Agency contributes an amortized amount as determined by TCRS.
12) **Benefit.** The benefit amount received is determined by the eligible employee’s years of service, five (5) highest annual consecutive salaries and the predetermined state multiplier used for such benefit plan. Eligible employees may receive the unreduced benefit at age sixty (60) and vested or with thirty (30) years of eligible service.

13) **Time Credit for Military Service.** Military served time (in ‘active duty’) may yield credit of four (4) years, after vested.

14) **Withdrawal.** Once enrolled in the system, withdrawal may be for only the reasons of: termination of employment, retirement at age 60 (vested) or with thirty (30) years of service, or upon the disability of the employee.

**VOLUNTARY EMPLOYER PROVIDED BENEFITS:**

**LIFE INSURANCE** (Agency Provided)

15) The Life Insurance benefit is designed to assist the employee’s beneficiary in the event of the employee’s death. The Agency provides this benefit by paying the total premium cost for all eligible employees. Employees who are regular full time employees classified in a position of being scheduled to work 30 hours or more per week are eligible for life insurance equivalent to one and one-half times their yearly wage(s). The group life benefit is in effect only while the employee is in an active employee status.

16) Life insurance becomes effective after the eligible employee has completed one calendar month of continuous full time employment. As long as an employee is in pay status for at least one day in a given month (or on FMLA status) the Agency will maintain coverage. If an employee is not in a pay status for at least one day of the month, the employee must pay the full monthly premium to maintain coverage. Eligible employees will not be denied coverage under this benefit. For those covered under this benefit who receive a coverage amount in excess of $50,000, those employees must pay a yearly tax multiplier amount set by the Internal Revenue Service.
17) The amount of life insurance an employee has with the Agency will be made up of group term life insurance. The amount of group term life insurance coverage a new employee has will be determined by their salary. The rate of coverage will be at 1.5 times the yearly wage(s) to be paid to the beneficiary upon the death of the employee, considered to be in an “active” status upon death.


18) Any employee who leaves the Agency and has carried the Agency's group health insurance plan(s), may convert their group coverage within the insurance company's guidelines and grace period, according to the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) provisions for continuation coverage. To be eligible for COBRA benefits, the employee must notify the Agency of a qualifying event or “Special Enrollment Provision” within sixty (60) days of the event. Each eligible employee may participate in the COBRA dictated coverage for eighteen months (and under extenuating circumstances up to thirty-six months) but the employee must pay the cost of the monthly premiums. Upon receiving COBRA Notification, the eligible employee has up to sixty (60) days to decide to make an election to continue the coverage. Failure to pay the cost of the insurance in a timely manner (a forty-five day grace period from election date) results in cancellation of COBRA and re-entry in the plan is cancelled.

The fee for COBRA payments is set at 102% of the monthly premium rate. (Refer to the State of Tennessee’s Division of Insurance Administration Insurance Handbook for COBRA requirements and provisions.)
ELECTIVE BENEFITS:

GROUP MEDICAL INSURANCE (Elective)

19) All regular, full time employees classified in a position of being scheduled to work thirty (30) hours or more per week are eligible for group major medical insurance. The group medical insurance is administered through the State of Tennessee’s Division of Insurance Administration as a local government plan.

20) Medical insurance, if elected, becomes effective the first day of the month, following a full calendar month of employment. (Refer to the State of Tennessee’s Division of Insurance Administration Insurance Handbook for enrollment information.)

21) Insurance premiums are collected semi-monthly. Under Section 125 of the U.S. Tax Code plan, all eligible employees will pay premiums on a pre-tax basis. The cost of the benefit varies according to the plan and according to the single versus single plus dependent coverage. The family portion of the premium includes the single coverage amount plus the dependent coverage amount. The Agency pays a pre-determined portion of the single plus dependent coverage amount which is determined and paid monthly by the Agency.

22) Eligibility is determined by the State in administering its benefit plans. Employees are encouraged to apply for group medical insurance coverage during the first thirty (30) days of employment, rather than risk being denied coverage due to late enrollee status. This requirement is also in place for dependents which employees wish to enroll after the initial enrollment period. Employees and their dependents must meet the “Special Enrollment Provisions” as set forth by the State, to be eligible for late enrollment. (Refer to the State of Tennessee’s Division of Insurance Administration Insurance Handbook for eligibility and special enrollment provisions requirements.)

23) Pre-existing condition requirements are in place for some of the State administered medical plans. A certificate of creditable coverage may be required to receive benefit coverage for a pre-existing condition. For employees or dependents who have not had previous health coverage, or if the prior coverage
has not been in effect for more than 63 days, they will be required to satisfy the six (6) month pre-existing condition requirement. Treatments for conditions determined to be pre-existing shall not be considered eligible expenses until coverage has been in force for six (6) months. (Refer to the State of Tennessee’s Division of Insurance Administration Insurance Handbook for pre-existing condition requirements.)

24) Leave-Without-Pay Status:
For eligible employees who have exhausted all paid leave or FMLA Leave, those employees have the option to continue coverage through payment of the total monthly premium amount (100%)—of employee and employer share, or by canceling coverage while on leave. If the employee chooses to continue coverage while on a leave of absence, the employee will be responsible for the total monthly premium—employee and employer share—and will be billed at home each month. If the employee chooses to cancel coverage, the employee may reinstate coverage upon return to work, after meeting the State’s reinstatement provisions. (Refer to the State of Tennessee’s Division of Insurance Administration Insurance Handbook for reinstatement and leave requirements.) (Refer to UETHDA Procedure and Policy Manual for FMLA Medical Leave: Benefits During a FMLA Leave, Section 703.1.)

25) Leave-With-Pay Status:
If an employee ceases work for reasons of illness or injury, while in a pay status, insurance may remain in force until the date of recovery. The Agency continues to pay employer premium if employee is in a pay status, however, the premium amount required to be paid by the employee, must be paid by the employee according to the insurance carrier guidelines.

26) In the event of the death of an employee, covered under the single plus dependent coverage, if the employee was in “active” status upon the event, was a retiree, or covered under COBRA; the covered dependent(s) may continue the medical coverage with the State’s group insurance plan for six (6) months at no cost. (Refer to the State of Tennessee’s Division of Insurance Administration Insurance Handbook for covered dependents’ information.)
27) To receive coverage for the month, the employee must be in a pay status for at least a partial day of the terminating month. Medical insurance terminates on the last day of the month in the month in which employment is terminated, or if the employee transfers to a classification or position not eligible for coverage. Dependent coverage also would become ineligible due to the change in the covered employees classification or position that would cause ineligibility for coverage. (Refer to the State of Tennessee’s Division of Insurance Administration Insurance Handbook for covered dependents’ information and/or eligibility requirements.)

GROUP DENTAL PLAN (Elective)

28) All regular, full time employees classified in a position of being scheduled to work thirty (30) hours or more per week are eligible for group dental insurance. To be eligible for coverage, it is the responsibility of the employee to pay the entire premium of the applicable elective group dental plan.

29) For those eligible and who apply, dental insurance becomes effective following one calendar month of continuous active, full-time employment.

30) Insurance premiums are collected semi-monthly. Under Section 125 of the U.S. Tax Code plan, all eligible employees will pay premiums on a pre-tax basis. The cost of the benefit varies according to the plan and coverage type.

31) To participate in the group elective dental plan, employees and dependents must meet the eligibility requirements as stated in the group policy manual. Any changes, additions, or cancellations to coverage, after the initial sign-up period, may only be made during the Agency Open Enrollment period. (Refer to Section 501.1, Paragraph 5.)

ADDITIONAL ELECTIVE INSURANCE (Elective)

32) All regular, full time employees classified in a position of being scheduled to work thirty (30) hours or more per week are eligible for the elective group insurance plan(s). To be eligible for coverage, it is the responsibility of the employee to pay the entire premium of the applicable elective plan.
33) Insurance premiums are collected semi-monthly. For those elective group insurance plans covered under Section 125 of the U.S. Tax Code plan, all eligible employees will pay premiums on a pre-tax basis. The cost of the benefit varies according to the plan and coverage type. For all other elective group plan, the employees will pay premiums on an after-tax basis.

34) For those eligible and who apply, elective insurance becomes effective following thirty (30) days of continuous active, full-time employment.

35) To participate in the elective group insurance plan(s), employees and dependents must meet the eligibility requirements as stated in the group policy manual. Any changes, additions, or cancellations to coverage, after the initial sign-up period, for those insurance plans covered under Section 125, may only be made during the Agency Open Enrollment period. For those elective group insurance changes, additions or cancellations to coverage may be changed upon will of employee. (Refer to Open Enrollment Period Section 501.1 Paragraph 5.)

**RETIREMENT (Elective)**

**403(B) Defined Contribution Plan:**

36) The Agency makes available an elective Tax Deferred Annuity Retirement 403 (B) Plan for all employees classified in a position of being scheduled to work twenty (20) hours or more per week.

37) Eligible employees may contribute to this plan at any time during employment, and may make voluntary contributions to his/her account, up to their maximum contribution, as determined by Internal Revenue Service Regulations. Contributions will be on a pre-tax basis and eligible employees are fully vested in their own contributions.

38) Employer contributions made prior to October 1, 2000 were contributed on a vesting schedule of five (5) years. Diversified Investment Advisors underwrite this plan. Under contracts with the Agency, Diversified receives the Plan contributions, credits participant's individual accounts and pays benefits to participants and their beneficiaries.
VACATION BENEFITS POLICY:

*It is the policy of the Agency to grant annual vacations with pay to full-time, part-time and full-time substitute employees in accordance with the guidelines established below. Vacation provisions are not applicable to temporary employees, Head Start classroom staff and support staff (teachers, assistants, bus drivers, special services assistants, bus aides, cafeteria staff). (For this staff, please refer to Break Benefits Policy: Section 502.4)*

1) The established vacation year is the hire date to the first anniversary date. Anniversary date will be adjusted when any non-job related leave without pay occurs. (Refer to Section 702.4, Paragraph 10) vacations are accrued or earned based on the employee’s length of service and on the time worked during the preceding year.

2) Each eligible full-time employee shall accrue vacation hours during each pay period based on length of service as indicated below:

<table>
<thead>
<tr>
<th>Hours/Pay Pd.</th>
<th>Hours/Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 but less than 5 complete years</td>
<td>3.75</td>
</tr>
<tr>
<td>5 complete years but less than 10 complete years</td>
<td>5.70</td>
</tr>
<tr>
<td>10 complete years but less than 20 complete years</td>
<td>6.60</td>
</tr>
<tr>
<td>20 complete years or more</td>
<td>7.50</td>
</tr>
</tbody>
</table>

3) If an employee’s anniversary date falls within the first eight days of a pay period *(1st-8th or 16th-23rd)* the new accrual rate goes into effect in that pay period. If an employee’s anniversary date falls on any other date within the pay period *(9th-15th or 24th-31st)* the new accrual rate goes into effect the next pay period.

4) Eligible part-time employees who are classified in a position of being scheduled to work 20 hours or more per week are entitled to vacation on a pro-rata basis. Vacation pay will be prorated and based on the employee’s actual average number of scheduled part-time hours per week during the vacation accrual year. Temporary employees do not receive paid vacation.
5) Employees may not take vacation until they have actually earned it. Vacation accrual for a given pay period is not considered earned until the pay period has ended. Thus vacation earned in a given pay period may not be used until the next pay period. In order to receive vacation accrual for a given pay period, an employee must be in pay status for at least 50% of the pay period.

6) In no case may accrued annual leave exceed the employee's maximum limit. Once maximum accrual is reached in a given pay period, no more vacation will be accrued in subsequent pay periods, until sufficient vacation is taken to allow for the accrual. The maximum accrual for all employees shall be 60 days or 450 hours.


7) Employees who feel there is a discrepancy in the calculation of their vacation pay or eligibility may request a review of that calculation by the Accounting Department.

8) Vacation pay for all eligible full-time and part-time employees will consist of the employee’s regular rate of pay for the vacation period and will be paid on a regularly scheduled payday.

9) The appropriate supervisors must approve all vacation leaves before being taken. Management reserves the right to designate when some or all vacations can be taken. Supervisors are responsible for ensuring adequate staffing levels and should attempt when feasible, to resolve vacation scheduling conflicts based on seniority. However, employees who want to change their plans after the request has been approved lose their seniority consideration for this request. A leave form must be filled out in advance except in cases of emergency or special circumstances, when permission may be given verbally by the employee’s supervisor.

10) Employees on a leave of absence, other than a military leave of absence, are required to use all accrued paid vacation time as part of the leave, as specified in leaves of absence. In addition, employees on a leave of absence will not accrue any new vacation time during the leave. (Refer to Section 700.)
11) If a paid holiday falls within an employee's vacation period, it is paid as a holiday and not considered vacation. **No allowances will be made for sickness, administrative office closing due to inclement weather, etc. or other compensable type of absence occurring during a scheduled vacation.**

12) Upon termination of employment, any remaining unpaid accrued vacation balance shall be reimbursed to the employee at the current rate in the last payroll payment, during the same pay period. Vacation paid, upon termination of employment, in a lump-sum dollar amount, will not be counted as time earned under the Tennessee Consolidated Retirement System 401(A) Defined Benefit Plan. (Refer to Section 501.3.)

13) Reinstatement of seniority for purposes of vacation accrued rate, etc. is allowed for former employees who left service in good standing within the previous two years. Former employees who return to UETHDA service are credited with all prior creditable service after they have completed their introductory period.

14) An employee’s designated beneficiaries may be paid for earned vacation time upon the employee’s death.
BREAK BENEFITS POLICY

16) Due to the requirements particular to the Head Start classroom staff (teachers, assistants, bus drivers, special service aides, bus aides, cafeteria staff), school holidays such as Christmas break and Spring break will be given with pay in lieu of paid vacation days.

Head Start Part-Day/Part-Year Staff

17) To qualify for being paid for the Christmas break and/or the Spring break the following applies:

- Must be an employee at the time of the break. (If an employee resigns prior to the break, the employee is not entitled to be paid for any of the break. If an employee resigns during the break the employee is only entitled to be paid for the days prior to the effective date of resignation.)

- Must have been in an active pay status for at least one pay period during the following qualifying period prior to each break:

  **Christmas break** - must have been in an active pay status between the beginning of the "school year" and the beginning of the Christmas break. **The number of days paid during the Christmas break is up to and not to exceed seven (7) days.**

  **Spring break** - must have been in an active pay status between the end of the Christmas break and the beginning of the Spring break. **The number of paid days during the Spring break is up to and not to exceed four (4) days.**

- Must have been in an active pay status for at least 50% or more of a pay period for it to count as a full pay period. Anything less than 50% is not to be considered.

Employees who have not been in an active pay status for 100% of the pay periods during the qualifying period will be paid on a pro rata basis for the Christmas break or Spring break. **(See Method of Calculation in Section 502.5.)**

NOTE: Christmas Eve, Christmas Day, and New Year's Day are holidays. These days are not to be considered as part of the break days. The rules covering holidays apply to whether the employee is paid for these days. **Approved by Policy Council March 12, 1996 Revisions approved by UETHDA Board 3-26-96.** Approved by UETHDA Board 12-17-96 and Policy Council 1-17-97.
Head Start Program Full-Day/Full Year Option Staff

18) To meet customer demand, and in consideration of the longer school term for the Head Start program Full-Day/Full-Year option staff, these employees may have 15 break days within a calendar year, to be taken as follows:

<table>
<thead>
<tr>
<th>Calendar Period for Break</th>
<th>Amount allotted for Break**</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1-June 30</td>
<td>5 consecutive days or 5 “floating” days</td>
</tr>
<tr>
<td>July 1-December 31</td>
<td>5 consecutive days or 5 “floating” days</td>
</tr>
<tr>
<td>Floating Break Days</td>
<td>5 days to be taken within calendar year</td>
</tr>
</tbody>
</table>

Maximum Days per calendar year = 15 days per calendar year

19) The Head Start program Full-Day/Full-Year option staff may choose a five consecutive break days at the beginning of the Calendar Period for that specific date, (i.e. around January 1 of the Calendar year for the first consecutive break of the year.) Or these days may be taken individually as “floating” days within the specified six-month period with supervisory approval. To the extent possible, the Head Start program Full Day/Full Year option staff should provide a two-week advance notice to the supervisor indicating a request for leave for a “floating” break day(s).

20) Also, with Supervisory approval, the Head Start program Full-Day/Full-Year option staff may take up to five days per calendar year, individually, or consecutively, as “floating” break days. The Head Start program Full-Day/Full-Year option staff should provide a two week advance notice to the supervisor indicating a request for leave for a “floating” break day(s).

21) Break time must be pre-approved at the discretion of management, so as to maintain licensure and grant guidelines.

22) Break time taken during any calendar year for the Head Start program Full-Day/Full-Year option staff is not to exceed 15 days in a calendar year. If the break time that is not taken during the calendar year, is considered break time lost. Pay may not be considered in lieu of break time that was not taken during the calendar year. Also, there may not be any carry over of Break time from one calendar year to the next calendar year.

---Revision Approved by UETHDA Board of Directors November 18, 2004.
---Revision Approved by Policy Council January 11, 2005.

NOTE: Calculation Method for Pro-Rata Basis: Calculate the percentage of pay periods the employee was in an active pay status during the qualifying period. Then, apply the percentage to the total number of hours the employee would normally work for the designated break days.
HOLIDAYS

POLICY:

It is the policy of the Agency to designate and observe certain days each year as holidays. Eligible employees will be given a day off with pay for each holiday observed.

1) The following holidays will be observed:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year's Day</td>
<td>1 day</td>
</tr>
<tr>
<td>Martin Luther King Day</td>
<td>1 day</td>
</tr>
<tr>
<td>President's Day</td>
<td>1 day</td>
</tr>
<tr>
<td>Good Friday</td>
<td>1 day</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>1 day</td>
</tr>
<tr>
<td>Independence Day</td>
<td>1 day</td>
</tr>
<tr>
<td>Labor Day</td>
<td>1 day</td>
</tr>
<tr>
<td>Columbus Day</td>
<td>1 day</td>
</tr>
<tr>
<td>Veteran's Day</td>
<td>1 day</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>1 day</td>
</tr>
<tr>
<td>Day After Thanksgiving</td>
<td>1 day</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>1 day</td>
</tr>
<tr>
<td>Christmas Holiday</td>
<td>1 day</td>
</tr>
</tbody>
</table>

(to be designated by Executive Director)

Total 13 days

(1) To meet grant requirements, in providing maximum service to customers, the centers for the Head Start Full-Day/Full-Year Program will remain in service on all of the Observed Holidays except the eight (8) listed with an asterisk (*). The remaining five (5) Holidays will be observed throughout the school year, and must be taken within the same workweek as the designated (observed) Holiday date. The date taken must be pre-approved by the Supervisor as to meet licensure and grant guidelines. Approved by UETHDA Board of Directors June 29, 2000. Approved by Policy Council August 22, 2000.
2) Full-time employees are eligible to receive their regular rate of pay for each observed holiday. For Part-Time employees, holiday pay will be prorated and based on the employee’s actual average number of scheduled part-time hours per week during the accrual month. Temporary employees, employees on leave-of-absence, or on lay-off status are not eligible to receive holiday pay.

3) To receive holiday pay, an eligible employee must be at work, or in a pay status, on the work day immediately preceding and immediately following the day on which the holiday is observed. If an employee is absent on one or both of these days because of an illness or injury (paid health care leave), the Agency reserves the right to verify the reason for the absence before approving holiday pay.

4) A holiday that occurs on a Saturday or Sunday generally will be observed by the Agency on either the preceding Friday or following Monday, whichever the Executive Director approves. If a paid holiday falls within an employee's vacation period/paid health care leave, it is paid as a holiday and not considered vacation/health care leave.

5) The Agency recognizes that some employees may wish to observe, as periods of worship or commemoration, certain days which are not included in the Agency's regular holiday schedule. Accordingly, employees who would like to take a day off for such reasons may be permitted to do so if the employee's absence from work will not result in an undue hardship on the conduct of the Agency's business and with advance approval of the appropriate supervisor.

6) When it is necessary or desirable to provide Agency services to program participants on regularly scheduled holidays, essential employees may be required to work. Essential full-time non-exempt employees who work on holidays will receive another full day, if it can be taken in the same week. (Refer to Section 708.1). If it cannot be taken within the same workweek, the affected employee will be paid for an additional day at straight time. Part-time employees will receive pay equal to time actually worked. Revision approved by UETHDA Board 3-26-96 Approved by UETHDA Board 12-17-96 and Policy Council 1-16-97.
HEAD START SNOW DAYS

<table>
<thead>
<tr>
<th>DOMAIN:</th>
<th>Program Design &amp; Management</th>
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<tbody>
<tr>
<td>SERVICE AREA:</td>
<td>Administration</td>
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<tr>
<td>SUBJECT:</td>
<td>Paid Work Days – formerly Head Start Snow Days</td>
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<tr>
<td>REFERENCE:</td>
<td>1306.31(b)(3) and (b)(4)</td>
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<tr>
<td>POLICY:</td>
<td>13.07</td>
</tr>
<tr>
<td>DRAFTED BY:</td>
<td>Florence E. Abel</td>
</tr>
<tr>
<td>DATE:</td>
<td>June 10, 2008</td>
</tr>
<tr>
<td>REV:</td>
<td>January 4, 2012</td>
</tr>
<tr>
<td>POLICY COUNCIL APPROVAL DATE:</td>
<td>July 3, 2008</td>
</tr>
<tr>
<td>BOARD OF DIRECTORS’ APPROVAL DATE:</td>
<td>June 26, 2008</td>
</tr>
<tr>
<td>EFFECTIVE DATE:</td>
<td>July 3, 2008</td>
</tr>
<tr>
<td>DISTRIBUTION:</td>
<td>August 2014</td>
</tr>
</tbody>
</table>

**POLICY:** All center-based staff shall be paid for only those days and hours which are scheduled in the calendar and worked by the employee. Snow Days or other days affected by weather and/or other unexpected situations that result in closing the classrooms and adversely impacting the children’s ability to attend school will be UNPAID time.

This Policy does not apply to Family Resource Specialists, Team Leaders, Full Day/Full Year and Administrative staff who accrue vacation and/or health care leave.

This Policy replaces Personnel Policies and Procedures Manual, section 504.1, Head Start Snow Days.

**PROCEDURE:**

01. A Program Calendar will be developed by the Management Team for each school year. This calendar will incorporate the number of children’s classroom days required by the Head Start Performance Standards according to the option operated. The various local school system calendars will be followed regarding school closures and holiday and break periods in order to develop the program-wide calendar.
02. Additional days will be added, if possible, to the required number of child contact days to insure sufficient days are available for child attendance should the children NOT be able to attend because of center/classroom closure due to weather, illness, facility or transportation issues, etc.

03. In addition to the classroom days, in-service, pre-service, home visit, and paid holidays and break days will be built into this calendar. WOP days (without pay) will be added as necessary to even out paid/unpaid days. A calendar will be printed for each county and distributed to staff working in that county.

04. Head Start classrooms and centers will follow their local public school calendar regarding school closures.

05. Should a school close for weather, illness, etc., that was NOT previously scheduled, the Head Start center/classroom in that county will also close. The children will NOT attend school; nor shall center-based staff be allowed to work.

   a. Center-based staff (Teachers, Teacher’s Assistants, Bus Drivers, Bus Aides, Cook Managers, and Cooks) will NOT be paid for this day of closure.

   b. If the school closes AFTER Head Start staff have already reported for work and begun the day, they will be paid for those hours already worked as of the time of the closure. (Example: buses were part way through the pick-up route; children had to be taken back home and staff would then leave for the day.)

06. These closure days will be entered on a calendar in the Administrative Office for tracking to insure the program operates the appropriate number of child contact days.

07. Administrative staff will monitor the program calendar and classroom closure calendar to determine whether or not individual centers/classrooms will need to make-up class days.
08. Should make-up days be necessary, a schedule will be worked out by the Education Coordinator and staff will be advised of the date(s) of the make-up. The made-up time will be paid at the employee’s normal rate of pay.

Pre-Service and In-Service:

Rationale: Greene, Sullivan and Washington Counties contain the largest number of classrooms, children and, therefore, staff. Greene County classrooms are primarily Partnership and, as such, are dependent upon Greene County and Greeneville City School schedules and must follow their directives regarding closures. Under normal circumstances, non-Head Start staff in Greene County do not attend Head Start Pre-Service and In-Services.

Should In-service be scheduled and inclement weather occur, the following guidelines will be followed:

01. If either Sullivan or Washington County schools are closed, the In-Service will be cancelled and rescheduled.

02. Classroom staff – Teachers, Teacher’s Assistants, Bus Aides, Special Services Assistants, Nutrition Staff and Bus Drivers will NOT work.

03. Family Resource Specialists, Team Leaders and Administrative staff will either work or take Vacation to cover any absence. Note: health care leave may NOT be taken for this purpose.

04. If ANY of the school schedules (with the exception of Partnership classes) are on a Delayed Schedule or Closed, the In-Service will begin at 10:00 am. School schedules are as follows: Hancock, Hawkins, Sullivan, Unicoi and Washington County schools.
EDUCATIONAL ASSISTANCE
Policy:

When funding is available for educational assistance, it is the policy of the Agency to offer opportunities to the employees of the Head Start Program to further their education.

1) The Upper East Tennessee Human Development Agency Head Start Program may offer opportunities to its employees to further their education. These opportunities may include:
   - Child Development Associate Credential (CDA)
   - Associate’s Degree in Early Childhood Development (AAS)
   - Social Services Competency Based Training (SSCBT)
   - Associate’s Degree in Social Services (AAS)

The Head Start Program may pay for the books, materials, tuition, and application fee to the Council for the CDA classes. Students must complete the course(s) and must maintain a grade of “C” or above, or they must reimburse the Agency for the amount paid for tuition and books for the class.

2) With prior approval, a Social Services Competency Based Training course is offered by the Head Start Program for the Family Resource Specialists through Tennessee State University. Candidates attend training sessions, work through twelve educational units, do field work with evaluations, then take the written exam from Volunteer State Community College. Certification is recognized by the Tennessee Conference on Social Welfare and candidates receive six (6) semester hours college credit. The Head Start Program pays for all tuition, books, and certification fees associated with this course.

3) Educational assistance is funded by a grant which states how many educational slots are available from the funding source. The Career Development Coordinator is the contact for those who would like to receive educational assistance. Educational opportunities for eligible employees are allotted as funding allows.
PEER CONSULTANTS

Policy:  
It is the policy of the Agency to allow Head Start personnel the opportunity to participate as a team member in the Head Start Review/Monitoring process conducted by the Head Start Regional Offices as required by federal law and/or regulation(s).

1) To participate in the Peer Review/Monitoring process the Head Start employee must be on leave without pay or on vacation status during the time of the review/monitoring.

2) The Head Start Director must approve the request of all Head Start personnel to apply for participation in the Head Start Peer Review/Monitoring process. The Executive Director must approve the Head Start Director's request for such participation and must concur with the Head Start Director's approval for all other personnel's participation.
EMPLOYEE COUNSELING

Policy:

It is the policy of the Agency to assist employees with counseling and referral services which will help in solving personal problems, both on and off the job, and in career planning.

1) Personal difficulties can adversely affect job performance. Accordingly, employees experiencing personal problems are encouraged to seek assistance from their supervisor.

2) Supervisors should be alert to detect the existence of personal problems affecting their employees. Indications of personal problems include excessive absenteeism, changes in both behavior and employee attitudes, and substandard job performance.

3) Supervisors, where appropriate, should try to communicate with employees who seem to be experiencing problems. Depending on the circumstances, the supervisor should proceed as follows:

   (a) If an employee's problem seems to require professional counseling, or does not lend itself to an easy solution, the supervisor should encourage the employee to arrange for such counseling services as seem appropriate.

   (b) If the employee's problem is an unresolved complaint or grievance, the supervisor should advise the employee of the appropriate steps to be taken in compliance with the Grievance Procedure. (Refer to Grievance Procedure, Section 903).

4) Employees needing extended treatment may request a health care leave of absence in accordance with the Agency's leave policy. (Refer to Absence from Work, Section 700).
5) Employees are responsible for their job performance. Performance evaluations are to be based on factors related to job performance, regardless of whether an employee seeks counseling. (Refer to *Performance Evaluations*, Section 302). In certain circumstances, however, the Agency may require an employee to participate in counseling as a condition of continued employment.

6) Communications between employees, supervisors, and professional counselors or agencies as a result of this policy are to be strictly confidential, except to the degree necessary to protect the safety of the employee and/or others or to protect the security of Agency property.
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<th>Title</th>
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<td></td>
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<td>Solicitation</td>
<td></td>
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<td>603</td>
<td>Security</td>
<td></td>
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<tr>
<td>604</td>
<td>Smoking</td>
<td></td>
</tr>
<tr>
<td>605</td>
<td>Service Animals</td>
<td></td>
</tr>
</tbody>
</table>
EMPLOYEE SAFETY

Policy:

It is the policy of the Agency to comply with all applicable federal, state, and local health and safety regulations and to provide a work environment as free as practicable from recognized hazards. Employees are expected to comply with all safety and health requirements whether established by the Agency or by federal, state or local law.

1) Supervisors are responsible for ensuring that employees under their supervision understand and comply with all Agency safety rules, regulations, and procedures. Supervisors' safety responsibilities include:

   (a) Being familiar with all safety and health procedures relevant to the operations under their supervision;

   (b) Inspecting their work areas periodically;

   (c) Training their employees in safety matters or arranging for such training where appropriate;

   (d) Identifying conditions that are recognized in the Agency's program as being unsafe; and

   (e) Reporting accidents and injuries to the Accounting Department immediately and ensuring that any injured employee is referred to appropriate medical care. (See Medical Procedures, page --205.)

2) Employees should report to their supervisor all observed safety and health violations, potentially unsafe conditions, and any accidents resulting in injuries to employees or customers.

3) Employees are encouraged to submit suggestions to the Supervisor concerning safety and health matters.
4) Supervisors should not discharge or discriminate in any manner against an employee because the employee has instituted a safety-related proceeding, has testified in such a proceeding, or has otherwise exercised any right provided by law.

5) Supervisors should provide the following information to employees, who are exposed to known toxic substances and recognized harmful physical agents, at the time they are first hired and at least annually after that:

(a) The existence, location and availability of any employee exposure or medical records pertaining to employees exposed to toxic substances or harmful physical agents which are maintained by or for the Agency.

(b) The identity of the person responsible for maintaining and providing access to such records; and

(c) The right of each employee or the employee's designated representative to examine and copy such records.

6) These employees also should be notified that they may be required to submit to medical examinations and tests at their own expense at intervals determined by the length of their time on the job and whenever there is reason to believe that they were unduly exposed to toxic substances or harmful physical agents. (See Medical Procedures, page ---205.)

7) Violation of Agency safety rules, regulations, or procedures will result in disciplinary action, up to and including termination. (Disciplinary Procedure, page---805.)
SOLICITATION

Policy:

It is the policy of the Agency to prohibit solicitation and distribution on its premises by nonemployees and to permit solicitation and distribution by employees only as outlined below.

1) The Agency limits solicitation and distribution on its premises because, when left unrestricted, such activities can interfere with the normal operations of the organization, can be detrimental to employee efficiency, can be annoying to customers, and can pose a threat to security.

2) The Executive Assistant is responsible for administering this policy and for enforcing its provisions. Employees will be subject to disciplinary action for violations of this policy. (Disciplinary Procedures, page ---805.)

3) Persons who are not employed by the Agency are prohibited from soliciting funds or signatures, conducting membership drives, distributing literature or gifts, offering to sell merchandise or services (except by representatives of suppliers properly identified to the Administrative Assistant), or engaging in any other solicitation, distribution, or similar activity on Agency premises.

4) The Agency may authorize a limited number of fund drives by employees on behalf of charitable organizations or for employee gifts. Employees are encouraged to volunteer to assist in these drives. However, employees will not be discriminated against because of their willingness or unwillingness to participate. All fund drives may be approved and must be in accordance with each program's rules and regulations.

5) The Agency maintains bulletin boards to communicate Agency information to employees and to post notices required by law. These bulletin boards are for the posting of Agency information and notices only, and only persons designated
by the Executive Assistant may place notices on or take down material from the bulletin boards. The unauthorized posting of notices, photographs, or other printed or written materials on bulletin boards or any other Agency property is prohibited.
SECURITY

Policy:

*It is the policy of the Agency to make reasonable efforts to provide for the security of its property, its employees and authorized visitors to its premises.*

1) Agency property or equipment may not be removed from the premises without authorization. Employees who want to take Agency property or equipment off the premises must have their supervisor's authorization. Employees are responsible for the proper care and return of all Agency property and equipment assigned to their possession.

2) The Agency may inspect the contents of lockers, storage areas, file cabinets, desks, and work stations at any time and may remove all Agency property and other items which are in violation of Agency rules and policies.

3) Employees may enter or remain on the Agency's premises outside their normal working hours only when they have been authorized to do so by their supervisor.

4) Employees are expected to exercise reasonable care for their own protection and for that of their personal property while on the Agency premises and while away from the premises on business. The Agency assumes no responsibility for loss, damage, or theft of personal property.

5) Employees are expected to know and comply with the Agency's security procedures and are expected to report any violations or potential problems to the Executive Assistant. Violations of Agency security rules or procedures will result in disciplinary action up to, and including, termination. *(Disciplinary Procedure, page---805.)* In addition, illegal acts committed by employees may be reported to law enforcement authorities.
SMOKING

Policy:

It is the policy of the Agency to comply with all applicable federal, state, and local regulations regarding smoking in the work place and to provide a work environment that promotes productivity and the well being of its employees.

1) The Agency recognizes that smoking in the work place can adversely affect employees. Accordingly, smoking is prohibited at all of its facilities.

2) Smoking is prohibited inside all Agency leased/rented/owned facilities. The Executive Director is responsible for implementing and monitoring smoking regulations, and supervisors are expected to enforce such regulations. The smoking policy applies to employees during working time and to customers and visitors while on the Agency's premises.

3) Employees are expected to exercise common courtesy and to respect the needs and sensitivities of coworkers as regards the smoking policy. However, smokers have a special obligation to keep smoking areas litter-free and not to abuse break and work rules. Complaints about smoking issues should be resolved at the lowest level possible, but may be processed through the Agency's grievance procedure. (See Grievance Procedure, page---903.) Employees who violate the policy will be subject to disciplinary action. (See Disciplinary Procedures, page-805--.)

4) The Agency does not discriminate against individuals on the basis of their use of legal products, such as tobacco, if the use occurs during nonworking time and outside of Agency leased/rented/owned facilities.
SERVICE ANIMALS

Policy: It is the policy of the Agency to prohibit bringing a pet (a domestic animal kept for pleasure or companionship) to work or having a pet in UETHDA controlled buildings and premises, with the exception of service animals providing Americans with Disabilities Act (ADA) reasonable accommodations for a person with disabilities.

1) According to the ADA, a service animal is defined as “any animal individually trained to work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals to an impending seizure or protecting individuals during one, and alerting individuals who are hearing impaired to intruders, or pulling a wheelchair and fetching dropped items.”

2) A person with a disability uses a service animal as an auxiliary aid. In compliance with the ADA, service animals are welcome in all buildings on company property and may attend any class, meeting or other event. There may be an exception in certain areas.

3) Employees requesting accommodation for a disability that includes a service animal must contact the human resource (HR) department and complete a Documentation of Disability form. All service animals must be registered with the HR department.

4) Reasonable behavior is expected from service animals while on company property. The owners of disruptive and aggressive service animals may be asked to remove them from UETHDA facilities. If the improper behavior happens repeatedly, the owner may be told not to bring the service animal into any facility until the owner takes significant steps to mitigate the behavior.

5) Cleanliness of the service animal is mandatory. Consideration of others must be taken into account when providing maintenance and hygiene of service animals. The owner/partner is expected to clean and dispose of all animal waste.

Approved by: Head Start Policy Council 11/18/14
UETHDA Board of Directors 11/20/14
ABSENCE FROM WORK

Section 700

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ATTENDANCE AND PUNCTUALITY

Policy:

It is the policy of the Agency to require employees to report for work punctually and to work all scheduled hours and any required overtime. Excessive tardiness and poor attendance disrupt workflow and customer service and will not be tolerated.

1) Supervisors should notify employees of their starting and ending times. Employees are expected to be engaged in carrying out their duties during all scheduled work time and should be ready to begin working at their scheduled starting time. (See Hours of Work, Section --208.)

2) Employees should notify their supervisor as far in advance as possible whenever they are unable to report for work, know they will be late, or must leave early. Such notification should include a reason for the absence and an indication of when the employee can be expected to report to work. If the supervisor is unavailable, notification should be made to the Executive Assistant or supervisors designee. (Head Start employees refer to Section--702.)

3) Employees are to be compensated during authorized absences in accordance with the policies contained in (Short-Term Absences, Section --702, and Long Term Absence, Section--703.) Failure to notify the Agency properly of any absence may result in loss of compensation during the absence and may be grounds for disciplinary action.

4) Employees who report to work in improper attire may not be permitted to work. (See Personal Appearance of Employees, Section--802.) Employees who report for work in a condition considered not fit for work, whether due to illness or any other reason, will not be allowed to work. (See Medical Procedures, Section --205; and Drugs, Narcotics, Alcohol and Firearms, Section--806.)
5) Employees are expected to report for work during inclement weather conditions if the Agency does not declare an emergency closing. Employees who are unable to report because of weather condition may be granted vacation or authorized-unpaid absence, depending on the individual circumstances surrounding the absence.

6) Employees will not be required or permitted to work any period of time before or after scheduled starting or quitting times. Time lost because of tardiness, unauthorized absence, or authorized absence may not be made up.

7) Employees must notify their supervisor (other than lunch) and sign out in order to leave the Agency premises during working hours.

8) Unauthorized or excessive absences or tardiness will result in disciplinary action, up to and including termination. (See Disciplinary Procedure, Section---805.) An absence is considered to be unauthorized if the employee has not followed proper notification procedures or the absence has not been properly approved.

9) Employees who are absent from work for three consecutive days without giving proper notice to the Agency will be considered as job abandonment. At that time, the Agency will formally note the termination and advise the employee of the action by certified mail to the employee's last known address. (See Termination of Employment, Section --212.)
SHORT-TERM ABSENCES

POLICY:

It is the policy of the Agency to grant health care leave with pay to full time and part-time employees working 20 or more hours per week in accordance with the guidelines established below. Health care leave provisions are not applicable to temporary employees. Also, it is the policy of the Agency to grant other short-term/long-term absences as specified in this section.

1) The Agency may require an employee to submit medical certification to verify a claimed sickness or injury. (See Medical Procedures, Section--205.) Any illness exceeding five consecutive days will require a doctor's certificate. Employees are prohibited from falsifying the reason for an absence. Employees who violate this policy will be subject to disciplinary action, up to and including termination. (See Disciplinary Procedure, Section--805.)

HEALTH CARE LEAVE:

2) The Agency will participate in the accrual of health care leave at a rate not to exceed one day per month based upon the number of hours worked. (For example, 37.5 hours worked per week accures 3.75 hours of health care per pay period.) There is no maximum accrual on health care leave. Health care leave can be carried over from one contract period to the next. Unused health care leave hours have no cash value at time of resignation or termination. However, unused health care leave can be converted to service time upon retirement with the TN Consolidated Retirement System. (For example, 20 accrued days of health care leave equals one month of service time.)

3) Employees may not take health care leave until it has been earned. Health care leave accrual for a given pay period is not considered earned until the pay period has ended. Thus health care leave earned in a given pay period may not be used until the next pay period. In order to receive health care leave accruals for a given pay period, an employee must be in pay status for at least 50% of the pay period.
4) Part-time employees working 20 or more hours per week are eligible to receive health care leave benefits on the same basis as full-time employees, except that their accumulated days will be accrued on a pro rata basis.

5) Health care leave may be used for the following purposes:

   a. Sickness or disability of the employee.

   b. Doctor or dentist appointments
      (Routine exams or check-ups (doctor or dentist) should be, when possible, scheduled early morning or late afternoon. Full day health care leave shall not be necessary for most routine exams.

   c. Restrictions on the employee because of quarantine.

   d. Illness in the employee's immediate family defined as:
      - parents
      - brothers or sisters
      - wife or husband
      - children,
      - father-in-law and mother-in-law
      - other relatives by blood or marriage if they are living with the employee.

6) Under no circumstances can health care leave be used for personal or annual leave. Annual leave may be used in lieu of health care leave.

7) To qualify for health care pay, an employee must notify his/her supervisor no later than 8:30 a.m. of each day absent. In addition to contacting one’s supervisor, Head Start employees are responsible for reporting absences to the Head Start Central Office. This notification requirement may be waived by the Executive Director in cases of extreme hardship when it can be shown that the employee was incapable of sending notice. Immediately upon returning to work the employee must submit the appropriate request for health care leave form stating the period and the reason for the absence. The employee's supervisor may then approve the request after determining that all rules and procedures have been met.
8) The request will be disapproved when:

   a. Reason for the employee's absence is not covered under this section.
   
   b. Employee’s statements are found to be inaccurate or untrue.
   
   c. Employee has not accrued sufficient time to cover absence.
   
   d. Improper or lack of notification is determined.

The supervisor will then send the request along with his/her recommendation to the Executive Director where it will be reviewed and placed in the employee's file and a copy attached with the time sheet. The Executive Director will then notify payroll of any action taken.

9) Reinstatement of seniority for purposes of health care balance or vacation accrual rate is allowed for former employees who left service in good standing within the previous two years. Former employees who return to UETHDA service are credited with all prior creditable service.
PERSONAL LEAVE:

10) Upon the request of an employee's immediate supervisor and the subsequent approval of the Executive Director, an employee will be granted personal leave for attending to emergency personal needs. Such unpaid personal leave will be granted only after vacation pay has been exhausted and must be requested in writing by the concerned employee. Under no circumstances shall an employee be granted more than five consecutive workdays for unpaid personal leave or receive more than twelve days of unpaid personal leave within any calendar year.

BEREAVEMENT LEAVE:

11) Bereavement leave can be used by employees with a death in the immediate family (immediate family: parents, brothers or sisters, wife or husband, children, father-in-law and mother-in-law, plus other relatives by blood or marriage if they are living with the employee) for up to three days not to extend beyond the day of the funeral. Leave taken beyond this point must be charged to health care leave or vacation balances, or be taken without pay.

12) The Head Start classroom staff and support staff (teachers, assistants, bus drivers, special service aides, bus aides, cafeteria staff) do not have the flexibility to use vacation days for bereavement leave for deaths other than what is stated in the above policy, as do other Head Start staff and Agency staff. Therefore, due to the mission of the Head Start Program, the Head Start Classroom staff and support staff will be allowed up to three bereavement leave days, not to extend beyond the day of the funeral for the death of grandfathers, grandmothers, and grandchildren.

Head Start Bereavement Leave Approved by Policy Council March 14, 1995 Revisions approved by UETHDA Board 3-26-96

ON-THE-JOB INJURY

13) In the case of an on-the-job injury which requires the employee to leave work to see a physician, Health Care Leave will not be charged for any portion of the day. Time off of work subsequent to the day of injury is charged to Health Care Leave. (See Employee Safety 601.1 (e)Approved by UETHDA Board 12-17-96. Head Start Policy Council approval on January 16, 1997.)
RELIGIOUS LEAVE:

13) The Agency recognizes that some employees may wish to observe, as periods of worship or commemoration, certain days which are not included in the Agency's regular holiday schedule. Accordingly, employees who would like to take a day off for such reasons may be permitted to do so if the employee's absence from work will not result in an undue hardship on the conduct of the Agency's business and with advance approval of the appropriate supervisor. Employees may use leave without pay or accumulated days of vacation on such occasions.

EDUCATIONAL LEAVE:

14) Subject to approval of the Executive Director, an employee may receive educational leave, with or without pay, while pursuing an educational curriculum directly related to the employee's job skills, subject to the following limitations: a maximum of two hours per week of educational leave may be granted for travel to or attendance at a regularly scheduled college or vocational class. A maximum of 2 hours per week of educational leave may be granted for any educational curriculum which requires full-time residence away from the employee's work site. The maximum educational leave any employee may receive in any single year is 104 hours, for any combination of the above.

15) Training on work-related subjects required by the employee's supervisor will count as regularly scheduled employment, not educational leave.

16) The Agency may fund any training that is considered by the Executive Director to be beneficial to the employee's job performance and for which allowable funding is available.

LEAVE FOR TRAINING CAMP:

17) An employee required to participate in brief reserve training camp activities will be granted leave with partial pay equal to the difference between his/her normal Agency salary and the military payment. The Agency will provide military leave with pay up to fifteen working days in one calendar year.
JURY DUTY:

18) Any employee called for jury duty may be excused from work upon presentation of court notice to his/her immediate supervisor. When the employee returns to work, (s)he will be paid the difference between his/her normal straight time earnings and the fees received from the court. Only the number of days required by court subpoena are counted in calculating payment. In the event that the employee is required to serve on a jury and is excused for one or more days, or any part thereof, (s)he will be expected to report to work as soon thereafter as possible.

WITNESS DUTY:

19) Any employee called as a witness regarding legal litigation relative to Agency business will be paid their normal rate of pay. Any witness duty not relative to the Agency will require the employee to use vacation or leave without pay, if all vacation has been used.

LEAVE WITHOUT PAY

20) Leave without pay shall not be taken by an employee as general time off for personal convenience or to supplement vacation. Vacation time and holidays are paid benefits for employee’s personal use throughout the year.

Leave without pay may be approved for other absences as provided for in the Personnel Policy and Procedures Manual. As request must be submitted in advance to the supervisor who will recommend approval or disapproval. The Executive Director will make the final decision.

21) Head Start Leave Policy (see attachment)

Approved by UETHDA Board 12-17-96 and Policy Council 1-16-97.

NOTE: The Head Start Full-Day/Full-Year Program staff will not be granted the five (5) unpaid personal days. The Policy in the Attachment to Section 21 is therefore not applicable to the Full-Day/Full-Year Program.

LONG-TERM ABSENCES

EXTENDED HEALTH CARE LEAVE:

1) If health care leave is exhausted and additional time for illness is needed, or in cases of special need, the supervisor may recommend approval or disapproval, and the Executive Director may grant additional leave without pay not to exceed six (6) months. This six- (6) months will include any unpaid time taken under the Family Medical Leave Act.

FAMILY MEDICAL LEAVE:

2) The Agency will comply with all applicable requirements of the Family and Medical Leave Act of 1993 (FMLA).

3) Effective August 5, 1993, the FMLA requires private employers with 50 or more employees and all public agencies, including state, local and federal employers, and local education agencies (schools), to provide eligible employees up to 12 weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons. The agency adopts the calendar year (January through December) method for determining the “12 month period”. (Approved by Board March 18, 1999)

4) Employee eligibility: The FMLA defines eligible employees as employees who: (1) have worked for the Agency for at least 12 months; (2) have worked for the Agency for at least 1250 hours in the previous 12 months; and (3) work at or report to a work site which has 50 or more employees or is within 75 miles of work sites that taken together have a total of 50 or more employees.

5) Leave entitlement: Eligible employees may take leave for the following reasons: (1) to care for a child upon birth or upon placement for adoption or foster care; (2) to care for a parent, spouse, or child with a serious health condition; or (3) when an employee is unable to work because of the employee's own serious health condition.
6) A "serious health condition" means an illness, injury, impairment, or physical or mental condition that involves: (1) any period of incapacity or treatment connected with inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical-care facility; (2) any period of incapacity requiring absence of more than three calendar days from work, school, or other regular daily activities that also involves continuing treatment by (or under the supervision of) a health care provider; or (3) continuing treatment by (or under the supervision of) a health care provider for prenatal care or a chronic or long-term health condition that is so incurable or so serious that, if not treated, would likely result in a period of incapacity of more than three calendar days.

7) "Health care provider" means: (1) doctors of medicine or osteopathy authorized to practice medicine or surgery by the state in which the doctor practices; (2) podiatrists, dentists, clinical psychologists, optometrists, and chiropractors (limited to manual manipulation of the spine to correct a subluxation as demonstrated by X-ray to exist) authorized to practice, and performing within the scope of their practice, under state law; (3) nurse practitioners and nurse midwives authorized to practice, and performing within the scope of their practice, as defined under state law; or (4) Christian Science practitioners listed with the First Church of Christ Scientist in Boston, Massachusetts.

8) FMLA leave for birth or placement for adoption or foster care must conclude within 12 months of the birth or placement. In addition, spouses employed by the same employer are jointly entitled to a combined leave of 12 work weeks of family leave for the birth or placement of a child for adoption or foster care, and to care for a parent who has a serious health condition.

9) Eligible employees may take FMLA leave intermittently (for example, in blocks of time or by reducing a work schedule) in certain circumstances. If FMLA leave is to care for a child after the birth or placement for adoption or foster care, employees may take their FMLA leave intermittently only with the Agency's permission. If the FMLA leave is because of the employee's serious illness or to care for a seriously ill family member, the employee may take the leave intermittently if it is medically necessary.
10) Notice and certification: Employees who want to take FMLA leave ordinarily must provide the Agency at least 30 days notice of the need for leave, if the need for leave is foreseeable. If the employee's need is not foreseeable, the employee should give as much notice as is practicable. When leave is needed to care for an immediate family member or for the employee's own illness and is for planned medical treatment, the employee must try to schedule treatment so as not to disrupt the employer's operations unduly.

11) In addition, employees who need leave for their own or a family member's serious health condition must provide medical certification of the serious health condition. The Agency also may require a second or third opinion (at the Agency's expense), periodic recertification of the serious health condition, and when the leave is a result of the employee's own serious health condition, a fitness for duty report to return to work. The Agency may deny leave to employees who do not provide proper advance leave notice or medical certification.

12) Benefits during a FMLA leave: Employees taking leave under the FMLA are entitled to receive health benefits during the leave at the same level and terms of coverage as if they had been working throughout the leave. If applicable, arrangements will be made for employees to pay their share of health insurance premiums while on leave. The Agency will also pay for Life and Disability Insurance during the Leave. The Agency may recover premiums it paid to maintain health coverage for an employee who fails to return to work from FMLA leave.

13) The employee's use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of the employee's leave. However, the employee must first use any accrued paid vacation, and health care leave and extended health care leave during a FMLA leave.

14) Job restoration after FMLA Leave: The Agency must reinstate an employee returning from FMLA leave to the same or equivalent position with equivalent pay, benefits, and other employment terms and conditions. However, an employee on a FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.
15) Certain highly compensated key employees also may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the Agency's operations. A "key" employee is a salaried eligible employee who is among the highest paid ten percent of employees within 75 miles of the worksite. Employees will be notified of their status as a key employee, when applicable, after they request FMLA leave.

16) **Unlawful acts:** It is illegal for the Agency to interfere with, restrain, or deny the exercise of any right provided by the FMLA, or to discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for being involved in any proceeding under or relating to the FMLA.

17) **Enforcement:** The U.S. Department of Labor is authorized to investigate and resolve employee complaints of violations of the FMLA. An eligible employee may also bring a civil action against the employer for violations.

18) **Other provisions:** The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave right.

19) Salaried executive, administrative, and professional employees of the Agency who meet the Fair Labor Standards Act ("FLSA") criteria for exemption from minimum wage and overtime do not lose their FLSA-exempt status by using any unpaid FMLA leave. This special exception to the "salary basis" requirements for the FSLA's exemptions extends only to eligible employees' use of leave required by FMLA.

20) Where the foregoing is in conflict with regulations issued by the U.S. Department of Labor, such regulations shall prevail.

21) **Further information:** For more information employees may contact the Personnel Department of the nearest office of the U.S. Department of Labor's Wage and Hour Division.

Revision approved by UETHDA Board 3-26-96 Revision approved by UETHDA Board 12-17-96. Policy Council approval 1-16-97.
LEAVE OF ABSENCE:

21) A leave of absence may be granted to an employee with at least one (1) year of continuous service. This request must be made to the Program Director and upon the recommendation of the Program Director, the Executive Director may grant this request. Any combination of leave provided for by this Agency shall not exceed twelve (12) months.

PARENTAL LEAVE:

22) Parental leave may be granted with or without pay to employees who have completed their introductory period. Accrued health care leave may be used during this time. Employees cannot be required to return to work earlier than four months after the birth of the child. Employees may be granted up to 4 months when adopting a child. Where this policy is in conflict with any applicable law or statute, such law or statute shall govern parental leave.

MILITARY SERVICE:

23) Employees and the Agency will comply with applicable federal and state laws, executive orders, rules, and regulations applying to the reemployment of employees who enter into the Armed Forces of the United States. For the purpose of carrying out the intent of this sub-section, any such regulations shall be relied upon.

ACTIVE DUTY:

24) An employee called to active duty will be given leave of absence for the required time of military duty.

MISCELLANEOUS:

25) Employees who are on an approved leave of absence may not perform work for any other employer during that leave, except when the leave is for military or public service.
26) Every employee on a health care leave or family care leave of absence will be required to utilize all accrued vacation and health care days while on leave. However, employees who are covered by the Agency's disability or worker's compensation insurance, and therefore already receiving compensation, may not use paid health care leave. Every employee on a parental, personal, educational or public service leave of absence will be required to utilize all accrued personal and vacation days while on leave. The Agency will provide health insurance and other benefits to employees on leave as required by law. Benefits that accrue according to length of service, such as paid vacation, holiday, personal, and health care days do not accrue during periods of leave. (Refer to Disclosure of Benefits, Section 501).

27) Employees returning from a leave of absence will be reinstated to their same job or to an equivalent job with equivalent status and pay, as required by law. Employees returning from a health care leave must provide certification of their ability to perform the functions of their job. Employees returning from a military leave must also comply with all of the reinstatement requirements specified by federal law. If the same job or one of equivalent status and pay is not available as a result of a reduction in force, the employee will be treated in the same manner as though he were not on leave at the time of the reduction in force. (Refer to Layoff and Recall, Section 211).

28) If an employee fails to return to work at the conclusion of an approved leave of absence, including any extension of such leave, the employee will be considered to have voluntarily terminated employment.
# PERSONAL CONDUCT

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CONFIDENTIAL NATURE OF AGENCY AFFAIRS

Policy:

It is the policy of UETHDA that the business affairs of the Agency should not be discussed with anybody outside the organization except when required in the normal course of business.

1) The operations of the Agency should not be discussed with outsiders. Access to client files, personnel information, and other sensitive Agency information and procedures will be limited to those employees who need to know. Unauthorized employees are prohibited from attempting to obtain or observe this information.

2) Information concerning the activities of the Agency's suppliers, delegate agencies or customers must be treated as confidential.

3) Employees handling confidential information are responsible for its security. Extreme care must be exercised to insure that it is safeguarded to protect the Agency, its suppliers, and customers.

4) Subjects such as the costs of the Agency’s services, and names of the Agency’s customers should never be discussed with anyone outside the Agency.

5) In the course of performing their duties, employees may receive confidential or sensitive information about the Agency or its customers. Employees are prohibited from disclosing confidential information to anybody outside the organization unless and until such information has been made available to the public by the Agency. This does not preclude a bona fide referral of the customer to another service agency or providing necessary customer information for a referral.

6) Violation of the Confidential Nature of Agency Affairs Policy may result in disciplinary action, up to and including termination. (Refer to Disciplinary Procedures, Section 805).

Revision approved by UETHDA Board 3-26-96
Approved by UETHDA Board 12-17-96 and Policy Council 1-16-97.
CUSTOMER RELATIONS

Policy:

It is the policy of the Agency to be customer and service oriented and to require employees to treat customers in a courteous and respectful manner at all times.

1) Employees must understand that the customer comes first, is the primary reason for the Agency's existence, and is, therefore, the ultimate source of each employee's job security and income. All employees have an obligation to represent the Agency in a positive fashion and to make customers feel as comfortable as possible in dealing with the organization.

2) Employees with customer contact are expected to know the Agency's services and to learn the wants and needs of customers. These employees should attempt to educate customers about the use of the Agency's services and should seek new ways to serve the customer.

3) Employees are encouraged to report recurring customer-related problems to their supervisor and to make suggestions for changes in Agency policies or operating procedures to solve problems.

4) Employees should be prepared to listen carefully to customer inquiries and complaints and then deal with them in a responsive, professional manner. If a controversy arises, the employee should attempt to explain Agency policy in a clear, yet respectful, manner. If a customer becomes unreasonable, abusive, or harassing and the employee cannot resolve the problem, the customer should be referred to the employee's supervisor.

5) Employees should be particularly courteous and thoughtful when using the telephone. A positive telephone contact with a customer can enhance goodwill, while a negative experience can destroy a valuable relationship. The following procedures should be observed whenever possible:
(a) When answering the telephone, use a pleasant tone of voice, give the name of the department, and identify yourself;

(b) If the person with whom the caller wishes to speak is on another line, ask if the caller wants to be placed on hold;

(c) If a caller has been placed on hold, carefully monitor the holding period and offer to have the call returned if the person called is not available within a reasonable time;

(d) When a caller leaves a name, number, or message, make sure it is recorded correctly and given promptly to the appropriate individual; and

(e) When using the telephone, all employees should take and place their own calls.
USE OF COMMUNICATIONS SYSTEMS

Policy:

*It is the policy of the Agency to provide or contract for the communications services and equipment necessary to promote the efficient conduct of its business.*

1) Supervisors are responsible for instructing employees on the proper use of the communications services and equipment used by the organization for both internal and external business communications.

2) Most communications services and equipment have toll charges or other usage-related expenses. Employees should be aware of these charges and expenses and should consider cost and efficiency needs when choosing the proper vehicle for each business communication. Employees should consult their supervisor if there is a question about the proper mode of communication.

3) All Agency communications services and equipment are the sole property of the Agency.

4) Employees should not use Agency communications services and equipment for personal purposes except in emergencies or when extenuating circumstances warrant it. When personal usage is unavoidable, employees must properly log any user charges and reimburse the Agency for them. However, whenever possible, personal communications that incur user charges should be placed on a collect basis or charged directly to the employee's personal credit card or account.

5) Employees who do not have direct access to an Agency telephone should make provision to have emergency or other necessary incoming calls routed to their supervisor. Although the Agency will attempt to deliver personal messages to employees, it cannot and does not accept responsibility for the prompt or accurate relay of such messages.
6) Employees should exercise care so that no personal correspondence appears to be an official communication of the Agency's. Personalized agency stationery and business cards may only be issued by the Agency.

7) Improper use of Agency communications services and equipment will result in discipline, up to and including termination.
CELLULAR PHONES

Policy:

It is the policy of UETHDA to recognize the importance of prevailing technology to assist the workforce in the daily demands of meeting customer needs. Relating to the nature of the position, and the necessity of the use of cellular phones, some positions within the Agency will be permitted the use of cellular phones, upon approval of Senior Management. Cellular phone usage will be adhered to in the following manner:

1) The use of Agency cellular phones has been provided to some positions within the Agency for the benefit of the Agency, its customers, and where safety is a concern. Access provided to Agency cellular phones must be granted and approved by Senior Management and/or the Executive Director.

2) Cellular phone usage carries the responsibility to use the Agency cellular phone in a productive, ethical and legal manner. The privilege may be revoked at any time, upon the discretion of Senior Management and/or the Executive Director.

3) The Agency retains the right, with or without cause or notice to the employee, to revoke the employee’s access to the Agency’s cellular phone usage network. All Agency purchased cellular phones are property of the Agency.

4) The Agency will not be responsible for any damages, direct or indirect, arising out of Agency cellular phone usage or any Agency systems.

5) Personal Use of Agency Cellular Phones. The use of Agency cellular phones is for the conduct of business for the Agency. Personal use of the Agency cellular phone is strictly prohibited and may be used only in cases of emergency. Discretion of allowable types of calls is left to Senior Management or the Executive Director. If an employee experiences a personal emergency that results in the need to use the Agency’s cellular phone, he or she is required to report this use to his/her Supervisor within 48 hours of making the call. The employee may be asked to sign a form specifying the number called, reason for the call, as well
as a specific authorization to deduct the cost of the call, from his or her paycheck, when the bill is received. This policy will be administered within the applicable state, federal and local laws. Failure to report or reimburse the Agency for such usage may result in tax liability and/or disciplinary action.

6) The Agency reserves the right to review, audit, intercept, access and disclose all calls created, received or sent over the Agency cellular phone for any purpose. The contents of the Agency cellular phone usage properly obtained for legitimate business purposes, may be disclosed within the Agency without the permission of the employee. Phone logs will be audited regularly to ensure that no unauthorized usage has occurred.

7) Employees in possession of company equipment, such as cellular phones, are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the phone for return or inspection. Employees unable to present the phone in good working condition, within the time period requested, may be expected to bear the cost of the replacement.

8) Employees who separate from employment with outstanding debts for equipment loss or unauthorized charges may be considered to have left employment on unsatisfactory terms and may be held responsible for the costs of replacement or repair.

9) **Personal Cellular Phones.** While at work, employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of Agency phones. Any personal use of cellular phones is expected to be on the employee’s own time and is not to interfere with the employee’s job responsibilities. (Refer to *Use of Communications Systems*, Section 803).

10) Personal cellular phone calls should not be disruptive of meetings, work flow, presentations, forums, regular business operations, etc. Family members, friends, etc. should be made aware of the Agency’s policies. Outside work via personal cell phone is also not permissible in being conducted during regular Agency working hours.
11) The Agency will not be liable, responsible, or held negligent in the event of loss or theft of a personal cell phone brought onto the work place. It is the responsibility of the employee to ensure safe handling of personal belongings.

12) **Safety Issues for Cellular Phone Usage.** Employees whose job responsibilities include regular or occasional driving and who are issued an Agency cell phone, for business use, are expected to refrain from using their phone while driving. Safety must come before all other concerns. Regardless of traffic speed or pattern, employees are required to safely pull over to the side of the road, or off of an exit ramp, and stop the vehicle before placing or accepting a call. Special care should be taken in situations where traffic is highly congested or when driving in inclement weather.

13) Employees whose job responsibilities do not specifically include driving as an essential function, but who are issued a cell phone for business use, are also expected to abide by the provisions above. Under no circumstances are employees allowed to place themselves at risk to fulfill business needs.

14) The Agency cellular phone usage may not be used to solicit for commercial ventures, religious or political causes, fundraising events, outside organizations, or other non-job related activities.

15) Employees are prohibited from entering into contracts or agreements on behalf of the Agency in regards to Agency cellular phones. Any such contracts or agreements must be executed through normal channels and must be expressly authorized by the Executive Director.
ELECTRONIC MAIL (E-MAIL)

Policy:

*It is the Policy of UETHDA to provide electronic mail communication(s) to expedite necessary business activities that are beneficial to the Agency.*

1) All electronic communications and stored information transmitted, received, or archived in the Agency’s information system are the property of the Agency.

2) Use of electronic mail is a privilege and may be revoked at any time, at the justified/valid recommendation of the Project Director, and with the approval of the Executive Director. The electronic system hardware is Agency property and not the private property of any employee.

2) The Agency reserves the right to review, audit, intercept, access and disclose all messages created, received or sent over the electronic mail system for any purpose. The contents of the electronic mail properly obtained for legitimate business purposes, may be disclosed within the Agency without the permission of the employee.

3) The use of the electronic mail system is reserved solely for the conduct of business for the Agency. Any personal use of electronic mail is expected to be on the employee’s own time and is not to interfere with the employee’s job responsibilities, while recognizing a lack of privacy in such use.

4) Use of the Agency’s electronic communication system is strictly prohibited where it may violate any Agency policy. The system should also not cause any harm or embarrassment to the Agency.

5) The electronic mail system may not be used to solicit for commercial ventures, religious or political causes, fundraising events, outside organizations, or other non-job related activities.

6) The electronic mail system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive, are any
messages which contain sexual implications, racial slurs, gender-specific
comments, or any other comment that involves remarks in regard to age, sex,
race, color, national origin, sexual orientation, religious or political beliefs, or
disability.

8) E-mail to a client should follow the same formality as a business letter. It
should be treated as a formal document with proper business standards being
followed. Always use professional language and review message before
sending, to consider tone and appropriateness.

9) Follow the chain of command. Do not copy or jump management levels
unless absolutely appropriate. Any employee wishing to send messages on
a group mail system, to “All Employees”, or to large clusters of employees,
must first have the approval of the Executive Director.

10) The electronic mail system shall not be used to send (upload) or receive
(download) copyrighted materials, trade secrets, proprietary financial information
or similar materials without prior authorization.

11) Employee-users should first be authenticated through an Agency assigned
network username and password. Employee-users are responsible for their
individual accounts. Employer-users are therefore prohibited from allowing other
individuals to send electronic mail from their account and may not use another
account to send e-mail communications for their own purposes.

12) Disclosure of any confidential information through electronic mail to any
party not entitled to that information is strictly prohibited.

13) Employees are prohibited from entering into contracts or agreements on
behalf of the Agency through electronic mail. Any such contracts or agreements
must be executed through normal channels and must be expressly authorized by
the Executive Director.
14) In general, employees should use the same discretion and caution in drafting and transmitting messages on the electronic mail system as they would when writing a memorandum. Employees must also assume that it is possible that the message(s) will be retrieved and saved by someone other than the intended recipient(s).

15) Employees should take extreme caution when using the e-mail system to transmit or receive electronic mail to and from individuals through the use of the Internet. Extreme caution should be exercised when using e-mail in this manner. All files or software should be passed through virus protection software/program prior to use. It is mandatory that copyright and trademark laws are complied with when downloading material from the Internet.

16) Any damage occurring as the result of downloading software or files, should be reported immediately to Management.

17) The electronic mail policy should be read and interpreted in conjunction with all other Agency policies. Employees are prohibited in using Agency property or forums to harass, discriminate, offend, act inappropriately, or be involved in any illegal activity. Violation of these policies may include discipline, up to, and including, termination.

--Approved by UETHDA Board of Directors September 22, 2000.
INTERNET

Policy:

It is the Policy of UETHDA that all Employees must comply with all licenses, copyrights, and all state and federal laws governing intellectual property and online activity.

1) Access to the Internet has been provided to employees for the benefit of the Agency and its customers. Every employee, therefore, has the responsibility to enhance the Agency’s public image and use the Internet in a productive, ethical and lawful manner.

2) The Agency retains the right, with or without cause or notice to the Employee, to revoke Employee’s access to the Agency’s telephone network, voice mail, mainframe data systems, PC Local Area Network, internal Electronic Mail system, or Internet connections. All Agency Information is the sole property of the Agency.

3) The employee has no expectation of privacy when utilizing Agency systems or any Agency Information.

4) Access to the Internet through the Agency network is a privilege and carries responsibilities reflecting responsible and ethical use. Internet access must be granted and approved by Management.

5) All material downloaded from the Internet, other computers, or networks that do not belong to the Agency, MUST be scanned for viruses and other destructive programs before being placed onto any portion of the Agency system(s).

6) The Agency will not be responsible for any damages, direct or indirect, arising out of the use of its Internet resources or any Agency systems.
7) Agency systems should not be utilized for personal gain or advancement of individual views. Solicitation of non-Agency business, or for personal gain is strictly prohibited. Use of the Internet must not disrupt the operation of the Agency network(s), or the networks of other users. It must also not interfere with productivity.

8) Employees should utilize great care in the messages or material(s) that they retrieve or send over the Internet. Fraudulent, harassing, obscene, abusive, profane, or offensive messages should not be transmitted in any form on Agency systems. No messages should be sent with assumed names.

9) Information published on the internet should not violate or infringe upon the rights of others, whether inside or outside of the Agency. Employees who wish to express personal opinions should do so on personal systems with personal usernames. In no way should the Agency be responsible or connected with such behavior or conduct.

10) Copyrighted/trademarked materials belonging to entities other than the Agency may not be transmitted by employees on the Internet. It is not permitted to copy, transfer, rename, add or delete information or programs belonging to other users, unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action by the Agency or legal action by the copyright/trademark owner.

11) No breaches in security of the Internet system shall be exercised by employees in activities, including, but not limited to: undermining or ignoring security devices and procedures, including proper use of passwords, firewalls, virus protection software, installing of new equipment or software, unauthorized viewing or transferring of property that is confidential in nature, or allowing other persons to access Agency systems, or to use the Employee’s ID or passwords.

12) Employees are PROHIBITED in the unauthorized posting of any material on the World Wide Web, newsgroups, bulletin boards, Internet Chat, or other public forums.
13) Using Agency resources to willfully view or display any obscene, pornographic, abusive, slanderous, defamatory, harassing, vulgar, threatening, and or/offensive material, is strictly prohibited, and is a serious violation in policy, resulting in disciplinary action, up to and including termination.

14) Viewing or transferring frivolous material or any material not appropriate for business purposes, and communicating, disseminating, or printing any illegal matter, will be considered an infraction in policy, resulting in disciplinary action, up to and including termination in appropriate circumstances.

15) Any violation in these policies, or in conjunction, with other Agency policies, may include disciplinary action.

--Approved by UETHDA Board of Directors September 22, 2000.
DISCIPLINARY PROCEDURES

Policy:

It is the policy of the Agency that all employees are expected to comply with the Agency's standards of behavior and performance and that any noncompliance with these standards must be remedied.

1) Under normal circumstances, the Agency endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in any manner it sees fit. This policy does not modify the status of employees as employees-at-will or in any way restrict the Agency's right to bypass the disciplinary procedures suggested. (Refer to Employment-At-Will, Section 107.)

2) The normal application of progressive discipline should be:

(a) If an employee is not meeting Agency standards of behavior or performance, the employee's supervisor should take the following action:

   (i) Meet with the employee to discuss the matter;
   (ii) Inform the employee of the nature of the problem and the action necessary to correct it; and
   (iii) Prepare a memorandum for the supervisor's own records and a copy to the Executive Director indicating that the meeting has taken place.

(b) If there is a second occurrence, the supervisor should hold another meeting with the employee and take the following action:

   (i) Issue a written reprimand to the employee;
   (ii) Warn the employee that a third incident will result in more severe disciplinary action; and
Prepare and forward to the Executive Director a written report describing the first and second incidents and summarizing the action taken during the meeting with the employee. This information will be included in the employee's personnel file. (Refer to Personnel Records, Section 901.)

(c) If there are additional occurrences, the supervisor should take the following action, upon the approval of the Executive Director, depending on the severity of the conduct:

(i) Issue a written reprimand or warning;
(ii) Suspend the employee without pay for up to five working days; or
(iii) Suspend the employee indefinitely and recommend termination.

3) After taking action under the above comment, the supervisor should prepare and forward to the Executive Director another written report describing the occurrences, indicating the timing between the occurrences, and summarizing the action taken or recommended and its justification.

4) The progressive disciplinary procedures described above may also be applied to an employee who is experiencing a series of unrelated problems involving job performance and/or behavior.

5) The Executive Director shall have the authority to place a permanent employee on probation if he/she feels that the performance of such employee is not in compliance with their assigned job duties. The length of the probationary period will be at least ninety days, but will not exceed six months. The Executive Director will determine length of the probationary period.

6) In cases involving serious misconduct, or any time the supervisor determines it is necessary, such as a major breach of policy or violation of law, the procedures contained in the above, may be disregarded. The supervisor should suspend the employee immediately and, if appropriate, recommend termination of
employee. An investigation of the incidents leading up to the suspension should be conducted to determine what further action, if any should be taken. Employees suspended from work will not receive or accrue any employee benefits during the suspension, unless management grants an exception.

7) The Executive Director approves all recommendations for termination before any final action is taken. (Refer to *Termination of Employment*, Section 212.)

8) At any investigatory interview conducted for the purpose of determining the facts involved in any suspected violation of Agency rules and regulations, the following procedures normally should apply:

   (a) Prior to the interview, the employee who is suspected of violating Agency rules and regulations should be told in general terms what the interview is about.

   (b) The employee may have the EO Officer or a witness of their choosing present at the interview, provided he so request and such interview covers issues affecting other employees.

9) Employees who believe that they have been disciplined too severely or who question the reason for discipline may utilize the grievance procedure. (Refer to *Grievance Procedure*, Section 903.)

10) If a disciplined employee works a full year without further action being instituted under this policy, the next failure to meet behavior or performance standards may be treated as a first occurrence under this policy. However, the Agency may still consider all past disciplinary actions in evaluating the employee. (Refer to *Performance Evaluations*, Section 302.)
DRUGS, NARCOTICS, ALCOHOL AND FIREARMS

Policy:

It is the policy of the Agency to maintain a work place that is free from the effects of drug and alcohol abuse.

1) Employees are prohibited from the use, sale, dispensing, distribution, possession, or manufacture of illegal drugs and narcotics or alcoholic beverages on Agency premises or work sites. Employees are also prohibited from the possession, use or sale of illegal drugs when such activities adversely affect job performance, job safety, or the Agency's reputation in the community. In addition, employees are prohibited from the off-premises use of alcohol when such activities adversely affect job performance and/or job safety.

2) The Agency will not hire, unless state or local law provides otherwise, alcoholics or drug abusers whose current use of such substances prevents them from performing their jobs or who would constitute a direct threat to the property or safety of others. Whenever applicants for employment are to be tested for the presence of such substances, they are to be informed of the test in advance and in writing.

3) Employees will be subject to disciplinary action, up to and including termination, for violations of this policy. Such violations include, but are not limited to, possessing illegal or nonprescribed drugs and narcotics or alcoholic beverages at work; being under the influence of such substances while working; using them while working; or dispensing, distributing, or illegally manufacturing or selling them on Agency premises and work sites. Employees, their possessions, and Agency-issued equipment and containers under their control are subject to search and surveillance at all times while on Agency premises or while conducting Agency business. (Refer to Security, Section 603.)

4) Employees may be required to take a test at any time to determine the presence of drugs, narcotics, or alcohol, unless law prohibits such tests. Testing positive for illegal drugs or alcohol is a violation of the policy.
5) Employees subject to the Drug-Free Workplace Act who are convicted of any criminal drug violation occurring in the workplace must report such conviction to the Executive Director within five days, and the Executive Director is then to take appropriate action as required by law.

6) Supervisors should report immediately to the Executive Director any action by an employee who demonstrates an unusual behavior pattern. The Executive Director will determine whether the employee should be examined by a physician or clinic and/or tested for drugs and alcohol. Employees believed to be under the influence of drugs, narcotics, or alcohol will be required to leave the premises. The Agency should make arrangements for safe transport.

7) Any employees, who use legal drugs or narcotics during work and have any reason to expect such use may affect their ability to perform their work, must report this fact to the Executive Director. A determination will then be made as to whether the employee should be able to perform the essential functions of the job safely and properly. (Refer to Medical Procedures, Section 205.)

8) Employees who are experiencing work-related or personal problems resulting from drug, narcotic, or alcohol abuse or dependency may request, or be required to seek counseling help at the employee's expense. (Refer to Employee Counseling, Section 507). Required counseling should be kept confidential and should not have any influence on performance evaluations. Job performance alone, not the fact that an employee seeks counseling is to be the basis of all performance appraisals.

9) Any employee who is abusing drugs or alcohol may be granted a leave of absence to undertake rehabilitation treatment. (Refer to Leaves of Absence, Section 700). The employee will not be permitted to return to work until certification is presented to the Executive Director that the employee is capable of performing his job. Failure to cooperate with an agreed-upon treatment plan may result in discipline, up to and including termination. Participation in a treatment program does not insulate an employee from the imposition of discipline for violations of this or other Agency policies.
10) The Agency will, to the extent feasible, provide continuing awareness programs for the work force about the harmful effects of drug and alcohol abuse.

11) The possession of firearms or illegal weapons on the person of an employee during working hours, or on Agency property, or in vehicles owned or leased by the Agency, or in vehicles utilized by an employee in the scope of their employment during working hours will be considered cause for immediate dismissal.
DEBARMENT AND CRIMINAL CHARGES

Policy:

Debarment is a federal action taken to exclude a person or corporation from participating in assistance transactions. Causes for debarment include conviction or civil judgment for any offense indicating a lack of business integrity or honesty, including: fraud, forgery, bribery, embezzlement, false claims, false statements, falsification or destruction of records, receiving stolen property, and other felonies.

1) It is this Agency's policy not to employ any individual who has, within a three year period, been convicted or had civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; or who is presently indicted or otherwise criminally charged by a government entity with commission of any of these offenses. All prospective employees are required to report previous criminal convictions or active indictments as soon as they have read these personnel policies.

2) If a current employee is charged with any criminal offense, (s) he is required to report that charge to the Executive Director and the Executive Director will promptly report the same to the Agency Board Chairperson. PENALTY FOR NOT REPORTING IS IMMEDIATE DISMISSAL.

3) A criminal indictment is not, by itself, cause for dismissal. However, the Executive Director or Board of Directors may suspend an employee without pay pending the outcome of an indictment if the nature of the crime would in the Executive or Board's judgment, impair the employee's ability to perform required job duties, or if the purported crime was against the Agency or its employees, delegate agencies, contractors or suppliers, or clients.
4) If an employee is indicted for a crime which, if convicted, could lead to Agency debarment from receiving federal or state funds, that employee will be immediately suspended without pay pending the trial outcome. If the employee is not convicted (s) he may be reinstated to her/his former position, if no other personnel action is made necessary as a result of information revealed in the trial or investigation. Conviction for a debarable offense requires the immediate dismissal of the convicted employee.
CONFLICTS OF INTEREST

POLICY:

It is the policy of the Agency to prohibit its employees from engaging in any activity, practice, or conduct which conflicts with, or appears to conflict with, the interests of the Agency, its customers, or its suppliers. Since it is impossible to describe all of the situations that may cause or give the appearance of a conflict of interest, the prohibitions included in this policy are not intended to be exhaustive and only include some of the more clear-cut examples.

1) Employees are expected to represent the Agency in a positive and ethical manner and have an obligation both to avoid conflicts of interest and to refer questions and concerns about potential conflicts to their supervisor.

2) Employees are not to engage in, directly or indirectly either on or off the job, any conduct that is disloyal, disruptive, competitive, or damaging to the Agency. (Refer to Confidential Nature of Agency Affairs, Section 804)

3) Employees of the Agency and its delegate agencies are prohibited from accepting gifts, money and gratuities from persons receiving benefits or services under the Agency's programs, or from Agency suppliers or contract agencies or their staff.

4) Employees are not to accept any employment relationship with any competitor of the Agency. This prohibition on employment includes serving as an advisor or consultant to any such organization, unless that activity is conducted as a representative of the Agency. (Refer to Outside Employment, Section 209)

5) Employees must disclose any financial interest it may have in any firm which does business with the Agency or which competes with the Agency. The Agency may require divestiture of such interest if it deems the financial interest to be in conflict with its best interests.

6) The Agency shall not obligate or expend any funds for the purchase or rental of goods, space or services if an employee or member of an employee's
immediate family has a substantial interest in the purchase or rental. The immediate family is defined as husband, wife, father, mother, mother-in-law, father-in-law, brother, brother-in-law, sister, sister-in-law, son, son-in-law, daughter, daughter-in-law, grandparents, uncles or aunts. "Substantial interest" means any direct financial reward from the transaction or any goods, space, or services. There are some exceptions to this rule: (a) There is no other supplier within the Agency's service area or within 50 miles, whichever is the larger area. (b) Purchase has been awarded to the lowest bidder after going through official purchasing process of competitive bidding. (c) Purchase or rental is from a public or private non-profit organization at generally accepted rates.

7) Employees are not to disclose inside information to anyone, either inside or outside the Agency, who does not have a legitimate business need to know it. (Refer to Confidential Nature of Agency Affairs, Section 804)

8) Any conflict or potential conflict of interest must be disclosed in writing to the Agency. Failure to do so will result in discipline, up to and including termination. (Refer to Disciplinary Procedure, Section 805)

9) Employment in the Upper East Tennessee Human Development Agency shall not be offered as a consideration or reward for the political support of any political party or candidate for public office, nor may any person, as an employee, engage in partisan political activity.

Approved by UETHDA Board 12-5-96.
Approved by Policy Council 1-16-97.
PERSONAL APPEARANCE OF EMPLOYEES 809.1

Policy:

It is the policy of the Agency that each employee's dress, grooming, and personal hygiene should be appropriate to the work situation.

1) Employees are expected at all times to present a professional, business-like image to customers, prospects, and the public. Favorable personal appearance, like proper maintenance of work areas, is an ongoing requirement of employment with the Agency. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted.

2) Office workers and any employees who have regular contact with the public are expected to dress in a manner that is normally acceptable in similar business establishments.

3) The personal appearance of employees who do not have regular contact with the public is governed by the requirements of safety and comfort, but should still be neat and business-like as working conditions permit.

4) Certain employees may be required to meet special dress, grooming, and/or hygiene standards depending on the nature of their job.

5) At its discretion, the Agency may allow employees to dress in a more casual fashion than is normally required. On such occasions, employees are still expected to present a neat appearance and are not permitted to wear ripped or disheveled clothing, or other similarly inappropriate clothing.

6) Any employee who does not meet the standards of this policy will be required to take corrective action, which may include leaving the premises.

Violations of this policy will result in disciplinary action. (Refer to Disciplinary Procedure, Section 805).
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PERSONNEL RECORDS

Policy:

*It is the policy of the Agency to maintain personnel records for applicants, employees, and past employees in order to document employment-related decisions, evaluate and assess policies, and comply with government recordkeeping and reporting requirements.*

1) The Agency strives to balance its need to obtain, use, and retain employment information with each individual's right to privacy. To this end, it attempts to restrict the personnel information maintained to that which is necessary for the conduct of its business or which is required by federal, state, or local law.

2) Each personnel file will be reviewed, as Agency funds and personnel resources permit, to insure that the file contains only information that is relevant to the individual's employment with the Agency. Each record in the file will be examined for accuracy, timeliness and completeness. Material that is irrelevant, inaccurate, or obsolete will be removed from the file.

3) The Human Resources Director of the Agency will insure compliance by the Agency with applicable federal, state and local laws, which require that certain records, be retained for a specific length of time.

4) Employees have a responsibility to make sure their personnel records are up to date and should notify the Human Resources Director in writing of any changes in at least the following:

   a. Name
   b. Address
   c. Telephone number
d. Marital status (for benefits and tax withholding purposes only)

e. Number of dependents

f. Addresses and telephone numbers of dependents and spouse or former spouse (for insurance purpose only)

g. Beneficiary designations for any of the Agency's insurance, disability, and pension; and

h. Persons to be notified in case of emergency.

5) In addition, employees who have a change in the number of dependents or marital status must complete a new Form W-4 and submit to the Accounting Department and the Human Resources Director for income tax withholding purposes within ten days of the change, if the change results in a decrease in the number of dependents.

6) Employees may inspect their own personnel records and may copy, but not remove, documents in the file. Such an inspection must be requested in writing to the Human Resources Director and will be scheduled at a mutually convenient time. Records deemed to contain sensitive or confidential Agency plans or information may be excluded from the inspection, and all inspections must be conducted in the presence of the Human Resources Director or his/her designee. A reasonable charge, not to exceed the actual cost to the Agency, may be made for any copies of records made by the employee.

7) If, after inspecting his/her personnel records, the employee believes that certain material is irrelevant, inaccurate, or obsolete, (s) he may submit a written request to the Executive Director to remove the material from the file. The Executive Director will either remove the material or inform the employee in writing why the material should remain in the file. If the employee is not satisfied with the Executive Director's decision, the employee shall be permitted to place a written statement of disagreement in the file.
8) Employees are to refer all requests from outside the Agency for personnel information concerning applicants, employees, and past employees to the Human Resources Director. The Human Resources Director normally will release personnel information only in writing and only after obtaining the written consent of the individual involved. Exceptions may be made to cooperate with legal, safety, and medical officials who "need to know" specific employee information.

In addition, exceptions may be made to release limited general information, such as the following:

   a. Employment dates;

   b. Position held; and

   c. Location of job site.

9) In order to guarantee the security of the Agency's personnel records, all files are to be kept locked during non-working hours, or when the person responsible for them is not present. Access to the files is on a need-to-know basis. In addition to the employee's immediate supervisor, examples of individuals who would have a legitimate need to inspect personnel records include the Agency's Executive Director and/or any project director who is considering an employee for promotion, transfer, or other personnel action.
PARTICIPATION IN COMMUNITY AFFAIRS

Policy:

It is the policy of the Agency to encourage employees to participate in the community service affairs of charitable, educational, religious, fraternal, and civic organizations.

1) Employee participation in community activities must not adversely affect the employee's job performance, be detrimental to the Agency's interests, or place the employee in the position of serving conflicting interests. (Refer to Conflict of Interest, Section 808).

2) Time spent on community affairs, when not undertaken at the request of management, should normally be outside of the employee's regular working hours and, therefore, will not be considered hours of work for pay purposes.

3) The Agency may identify certain community activities in which it wants to be represented and then designate the employees it will sponsor for participation or membership in such organizations. Employees so designated will represent the Agency in the organization and will be expected to promote the Agency's interests. Under these circumstances, time spent on the community activity will be considered hours worked for pay purposes.

4) Employee initiated participation in community affairs that involves an extended period of time away from the job should be handled in accordance with the provisions contained in Absences From Work, (Section 700). Likewise, reimbursement for the expenses or fees involved in community activities should have prior approval of the Executive Director.

5) Employees have a responsibility when expressing opinions in a public forum to make clear whether the opinion is a personal one or one representing the Agency. Any public communication, which might be considered, as representing the Agency's position must be approved in advance by the Executive Director. Employees are not to discuss internal confidential affairs in any public forum. (Refer to Confidential Nature of Agency Affairs, Section 804).
6) The Agency does not make contributions or expenditures in connection with any election to political office or in connection with any primary election, political convention, or caucus held to select candidates for political office.

7) Employees planning to campaign for, seek, or accept appointment to public office must give prior notice of their intentions to the Executive Director. The Executive Director will review with the employee the Agency's continuing requirements to avoid conflicts of interest and to maintain satisfactory attendance, effort, and performance standards. Employees engaging in political activities must do so as individuals on their own time, not as representatives of the Agency, and may make no representations otherwise.
EQUAL SERVICES OPPORTUNITY (Title VI)

Policy:

*It is the policy of the Agency to afford all eligible individuals the opportunity to participate in federally funded or assisted programs, and adopts the following provision: “No person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” (Title VI, Civil Rights Act of 1964)* This policy applies to all services and programs operated by, or through contracts or subcontracts from, the Upper East Tennessee Human Development Agency, Inc.

1) This policy applies to all terms, conditions, and privileges of all UETHDA services and programs operated by, or through, contracts or subcontracts from the UETHDA, Inc.

2) Unless otherwise requested by particular customers, the staff will use courtesy titles (Mr., Mrs., Miss) when addressing adult customers without regard to race, color, or national origin in both oral and written communications.

*Approved by UETHDA Board of Directors, effective March 16, 2000*

3) The Title VI Coordinator, who reports directly to the Executive Director on matters relating to this policy, is responsible for formulating, implementing, coordinating, and monitoring all efforts in the area of equal services opportunity. The Title VI Coordinator’s duties may include, but are not necessarily limited to:

a. Assisting management in collecting and analyzing customer data;

b. Developing policy statements, Title VI training, if required, and other efforts designed to comply with the equal services opportunity policies of the Agency;

c. Complying with various statutory record keeping and notice requirements in order to ensure full compliance with all Title VI related statutes and regulations.
d. Preparing, if required by state or federal law, an annual review and summary of the Agency's Title VI program and the results achieved under this program for submission to the Executive Director.

e. Assisting supervisory personnel in arriving at solutions to specific Title VI related problems;

f. Serving as liaison between the Agency and government agencies, minority and women's organizations, and other community groups; and

g. Keeping management informed of the latest developments in the entire equal services opportunity (Title VI) area.

4) Any communication from an applicant for services or programs, an employee, a government agency, or an attorney concerning any equal services opportunity matter is to be referred to the Title VI Coordinator. The Title VI Coordinator shall immediately inform the Executive Director regarding such matters.

5) While overall authority for implementing this policy is assigned to the Title VI Coordinator, under the direction of the Executive Director, an effective equal services opportunity program cannot be achieved without the support of supervisory personnel and employees at all levels.

6) Practices prohibited by the equal services opportunity policies on the basis of race, color, or national origin include (but are not limited to) the following:
   - Denying any customer any services, assistance, opportunity to serve as a volunteer, or other benefit for which the customer is otherwise qualified
   - Providing any customer with any service, or other benefits, which is different or is provided in a different manner from that which is provided to others under this program
   - Subjecting any customer to any different treatment in any manner related to receipt of service
   - Restricting a customer in any way in the enjoyment of services, privilege or other benefit provided under the program
   - Adopting methods of administration which could limit participation by any group of customers or subject them to discriminatory treatments in contracts, subcontracts, or employment practices
   - Addressing a customer in a manner that denotes inferiority because of
• race, color, or national origin

7) Any employee who believes that a customer has been treated in an unlawful, discriminatory manner has the responsibility to report in writing about the situation as soon as possible. Such report should be made to the employee’s supervisor or to the Title VI Coordinator.

8) Complaints of violation of the equal services opportunity policies (Title VI Policy) are to be handled and investigated under the Agency’s Title VI Grievance Policy (refer to Grievance Procedure for Title VI), unless special procedures are deemed appropriate. All Title VI complaints are to be investigated promptly and in as impartial and confidential a manner as possible. Employees, as deemed necessary and appropriate, are required to participate in any investigation. A timely resolution of each complaint is to be reached and communicated to the parties involved. Retaliation against any employee, customer, or other participant for filing a legitimate complaint, or for participating in an investigation, is strictly prohibited.

9) Any employee, director, contractor, or subcontractor who is found to have engaged in violation of Title VI or equal services opportunity policy against a customer will be subject to appropriate action, including termination of employment, or if applicable, of said contract.
GRIEVANCE PROCEDURE

Policy:

It is the policy of the Agency to allow employees to bring to the attention of their supervisors their grievances about work-related situations.

1) An appropriate grievance is defined as an employee's expressed dissatisfaction concerning conditions of employment or treatment by others.

   a. Employees who have a work-related grievance should try to resolve the problem in an informal manner by going directly to the source of the problem.

   b. If the problem continues to the employee's dissatisfaction, then the employee should go to their immediate supervisor for advice in handling the problem.

   c. If the advice given to the employee by the immediate supervisor fails to resolve the problem to the employee's satisfaction, then the employee may file a formal grievance to their immediate supervisor in writing.

2) The grievance procedure has various steps, but grievances may be resolved at any step in the process. Grievances are to be fully processed until it is resolved; the employee does not file a timely appeal, or until the right of appeal is exhausted. A decision becomes binding on all parties whenever an employee does not file a timely appeal or when a decision is made in the final step and the right of appeal no longer exists.

3) Employees who feel they have an appropriate grievance should proceed as follows:

   a. Step One - Bring the grievance to the attention of the immediate supervisor within seven (7) working days. If the grievance involves the immediate supervisor, then it is permissible to go directly to
step two. The immediate supervisor is to investigate the grievance, attempt to resolve it, and give a decision to the employee within (7) working days. The immediate supervisor should prepare a written and dated summary of the grievance and proposed resolution for file purposes.

b. Step Two - Appeal the decision to the Project Director, if dissatisfied with the immediate supervisor's decision/resolution, or if Step One has been bypassed. Such an appeal or initial complaint must be made within seven (7) working days in written form. The immediate supervisor's version of the grievance and decision will then be submitted using a similar written form. The Project Director will, within (7) working days, confer with the employee, the supervisor, and any other members of management considered appropriate. The Project Director will investigate the issues, and communicate a decision in writing to all the parties involved within (7) seven working days following the meeting.

c. Step Three - Unless a resolution of the grievance is reached within (7) working days by the concerned Project Director, the grievance will be referred to the Executive Director. The Executive Director will, within (7) working days, confer with the employee, the supervisor, and any other members of management considered appropriate. The Executive Director will investigate the issues, and communicate a decision in writing to all the parties involved within (7) seven working days following the meeting.

d. Step four - Appeal the Executive Director's decision to the Grievance Committee of the Agency Board of Directors. The aggrieved employee must submit his/her grievance in writing within (7) working days of the final decision in Step Three to the Chairperson of the Grievance Committee of the Board of Directors. Upon receipt of the written grievance, the Chairperson of the Grievance Committee shall call for a meeting of the committee to consider the grievance in compliance with the notification requirements listed in the Agency's By-Laws. An employee who has submitted a grievance shall have the
right to present witnesses and legal counsel in his/her behalf during the grievance procedures outlined above.

4) Employees are encouraged to consult with their supervisors, or other members of management, on a less formal basis regarding employee complaints or disputes when appropriate.

5) Final decisions on grievance will not be precedent-setting or binding on future grievances unless they are officially stated as Agency policy. When appropriate, the decisions will be retroactive to the date of the employee's original grievance.

6) Information concerning an employee grievance is to be held in confidence. Members of Agency Management who investigate a grievance are to discuss it only with those individuals who have a need to know about it or who are needed to supply necessary background information or advice.

7) Time spent by employees in grievance discussions with Agency supervisors during their normal working hours will be considered hours worked for pay purposes.

8) Employees are not to be penalized for proper use of the grievance procedure. However, it isn't considered proper use if an employee raises grievances in bad faith or solely for the purposes of delay or harassment, or repeatedly raises meritless grievances. Implementation of the grievance procedure by an employee does not limit the right of the Agency to proceed with any disciplinary action which is not in retaliation for the use of the grievance procedure.
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>ACF</td>
<td>Administration of Children and Families</td>
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<tr>
<td>ADA</td>
<td>Americans with Disabilities Act</td>
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<td>CAA</td>
<td>Community Action Agency</td>
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<td>CAP</td>
<td>Community Action Program</td>
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<td>CCFP</td>
<td>Child Care Food Program</td>
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<td>CCS</td>
<td>Child Care Services</td>
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<td>CDA</td>
<td>Child Development Associate Credential</td>
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<tr>
<td>CFN</td>
<td>Community Food &amp; Nutrition Program</td>
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<tr>
<td>COBRA</td>
<td>Consolidated Omnibus Budget Reconciliation Act of 1985</td>
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<tr>
<td>CSBG</td>
<td>Community Services Block Grant</td>
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<tr>
<td>DHHS</td>
<td>U.S. Department of Health and Human Services</td>
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<tr>
<td>DHS</td>
<td>Department of Human Services</td>
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<td>DOE</td>
<td>Department of Energy</td>
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<td>DOL</td>
<td>Department of Labor</td>
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<td>DOT</td>
<td>Department of Transportation</td>
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<tr>
<td>EEOC</td>
<td>Equal Employment Opportunity Commission</td>
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<td>EOE</td>
<td>Equal Opportunity Employer</td>
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<td>EOO</td>
<td>Equal Opportunity Officer</td>
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<td>ERISA</td>
<td>Employee Retirement Income Security Act</td>
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<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
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<td>FMLA</td>
<td>Family and Medical Leave Act</td>
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<td>FY</td>
<td>Fiscal Year</td>
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<td>FYE</td>
<td>Fiscal Year End</td>
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<tr>
<td>LEA</td>
<td>Local Education Agency (local school systems)</td>
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<tr>
<td>LIHEAP</td>
<td>Low Income Home Energy Assistance Program</td>
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<tr>
<td>NAFAE</td>
<td>National Association for Fiscal and Administrative Excellence</td>
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<td>NCAF</td>
<td>National Community Action Foundation</td>
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<td>NHSA</td>
<td>National Head Start Association</td>
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<td>NSC</td>
<td>Neighborhood Service Center</td>
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<td>OSHA</td>
<td>Occupational Safety and Health Administration</td>
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<td>OSPRI</td>
<td>On Site Program Review Instrument</td>
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<tr>
<td>PC</td>
<td>Policy Council (Head Start)</td>
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</tbody>
</table>
PO  Purchase Order
PYE  Program Year End
RSVP  Retired & Senior Volunteer Program
RIF  Reduction In Force
SEACAA  Southeast Association for Community Action Agencies
SSCBT  Social Services Competency Based Training
T/TAS  Training/Technical Assistance Services (Head Start)
TACA  Tennessee Association of Community Action Agencies
TCOA  Tennessee Commission on Aging
TDA  Tax Deferred Annuity
THDA  Tennessee Housing Development Agency
THSA  Tennessee Head Start Association
Title V  Older Americans Act/Senior Community Service Employment
TOB  Total Operational Budget
UETHDA  Upper East TN Human Development Agency
UI  Unemployment Insurance
WAP  Weatherization Assistance Program
PERSONNEL PROCEDURES COMMITTEE

Sandra Monger, Human Resources Director/Chair of Personnel Procedures Committee
Connie Shockley, Finance Director/EEOC Officer
Sherry Trent, Payroll & Benefits Specialist
Bonnie Jones, Head Start Program Director
Norma Tremblay, Assistant Head Start Director
Anne Sparkman, CSBG/LIHEAP Director
Shounda Stevenson, Assistant CSBG/LIHEAP Director

Suggestions or constructive criticism should be addressed to the Personnel Procedures Committee listed above.
DEFINITIONS:

Temporary

Part-Time

Full Time

Exempt

Non-Exempt

Introductory Period

COBRA

Health Care Leave