

JEWISH FAMILY SERVICE



Employee Handbook

FY 2019/2020

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WELCOME TO JEWISH FAMILY SERVICE

MISSION STATEMENT

Inspired by the wisdom and values of Jewish tradition we strengthen lives through compassionate service.

STATEMENT OF CORE VALUES

Chessed

Compassion and caring for others.

B'tzelem Elohim

Regardless of our appearance, beliefs or backgrounds, we are all God's creatures. If we see each person as created in the image of God, we can see humanity and dignity in all people.

Rodef Shalom

Pursuers of Peace - While "pursuit" or mindless chasing are often looked upon as negative, peace and justice should be pursued anywhere from person to person, to communities and even nations. We should strive to find our common thread of humanity and pursue understanding, empathy and mutual respect.

Tzedakah

The obligation of the Jewish community to create justice in the world.

Tikkun Olam

The collective obligation to work toward making the world right and whole.

Shmirat Halashon

Guarding one's use of language. Talking about others behind their backs, even if what we are saying is true, is prohibited. The guidelines for "shmirat halashon" remind us that what we say about others affects them in ways we can never predict. Words can hurt or heal depending on how we use them.

Al Tifrosh Min Hatsibur

Solidarity - When you feel different from others in your community, don't isolate yourself. Find allies and supporters who you can talk to. If you know someone who is feeling isolated, reach out, be an ally and a friend.

Employee Policy Manual Applicability for All Employees

This Employee Policy Manual is applicable to all employees. It is not to be construed as creating any rights in third parties. If the terms of a policy, procedure, or benefit vary according to the classification an employee holds, the terms that apply to employees in that classification will be specifically described.

Terms of Employment Policy – At-Will

Jewish Family Service (JFS) is an at-will employer. This means that the employment relationship is for an indefinite period of time and can be terminated at any time, with or without cause and with or without notice.

The provisions contained in this Employee Policy Manual supersede any and all contrary representations that have been made by JFS or yourself. No employee, supervisor, or other person, except the CEO, has the authority to enter into any employment agreement on behalf of the agency for any specified period of time, pursuant to any particular conditions, or to make any agreement contrary to the terms expressed in this Manual. Any exceptions or modifications must be made in writing and signed by both the CEO and the employee.

Introductory Period

An Introductory period is a period of time after the date of hire in which JFS and the employee evaluate whether a successful and ongoing employment relationship has been created. During this period of time the employer determines whether the employee has the qualifications to succeed. The employee uses this period to evaluate if the agency is a good match. JFS Introductory Period is 60 days. All healthcare benefits begin after this period is over as well, on the 61st day.

Equal Opportunity and Disability Accommodation

At JFS, we value individuals for their different talents, backgrounds, cultures, experiences, lifestyles, and physical or mental abilities. We are fully committed to creating and maintaining a work environment that encourages and values diversity.

Therefore, JFS employment practices are based on job qualifications without regard to race, color, national origin, religion, age, sex, marital status, height, weight, genetic information, disability, or any other classifications protected by applicable law. Employees who believe this policy has been violated must report the matter directly to the Human Resources Department.

Qualified employees with a disability who feel accommodation is needed to perform their job must notify the Human Resources Department in writing of the need for reasonable accommodation within 182 calendar days after the date the employee knew or reasonably should have known that an accommodation was needed. JFS will make accommodations that do not pose an undue hardship as defined by the Americans with Disabilities Act.

Standards of Conduct Policy

JFS is proud of the quality of its services and the loyalty of its clients to the JFS brand. JFS maintains standards of conduct by which all employees are expected to abide. Conduct of employees in the fulfillment of their responsibilities is to promote quality throughout the agency. Listed below are examples of desired as well as unacceptable conduct. This listing is not intended to be exhaustive. Rather, it sets forth for all employees, standards of conduct that guide employees toward performance that best maximizes the fulfillment of the JFS vision,

mission, and values. These standards represent what quality is all about.

Likewise, JFS is proud of the exemplary conduct of its employees and their loyalty to our clients, and the agency. JFS also retains the sole right and discretion to evaluate problems in employee conduct. Violation of the standards set forth, or any other behavior that JFS, in its sole discretion, determines to be unacceptable may result in disciplinary action up to and including immediate discharge at the sole discretion of the CEO or designee. JFS retains the right to determine its response to positive employee conduct as well as the right to determine appropriate disciplinary action depending on the seriousness of the misconduct.

These rules governing personal conduct are designed to promote orderly and efficient operations, as well as to protect the rights of all employees. The following conduct is prohibited and will not be tolerated by JFS. This list is for illustration purposes only; other types of conduct that may jeopardize the personal safety, security, or welfare of JFS, its clients, or its employees may also be prohibited. As previously stated, the employment relationship between JFS and its employees is terminable at will, with or without cause, and with or without advance notice. JFS procedures are not intended, nor do they imply, a contradictory policy.

Good Moral Character

It is expected that all employees act as ambassadors for JFS at all times. Therefore, JFS requires that employees possess good moral character as determined by a favorable background investigation covering an employee's criminal history. Good moral character has been interpreted by the courts as character that measures up to the standards of average citizens of the community in which the employee resides. JFS will make a determination on the moral character of an employee based upon the Federal and State law. JFS will consider many factors in assessing whether or not an employee has exhibited good moral character, starting with information reported on the Employment Application, and concluding with various state and federal background checks.

During the good moral character review, JFS will verify information reported on the Employment Application for any evidence of dishonesty. A criminal record background check will be conducted to identify any arrests, convictions, or crimes that involve "moral turpitude." This means that JFS will be looking for any evidence that an employee has done anything contrary to justice, honesty, modesty or good morals. Any/all arrests, convictions, and crimes must be reported, regardless of how major or minor they may be, including any motor vehicle violations.

Consideration will be given to all law violations, including criminal and motor vehicle convictions as it relates to continued employment. Falsification of information, or failure to report this history on the Employment Application, could result in termination of employment.

Employment Status Policy

Regular, Full Time

An employee who is hired to work on a regular, rather than a temporary basis, and who works

an average 30-37.5 hours or more each week over a three-month period of time is considered to be full-time and is eligible to participate in all fringe benefits subject to applicable eligibility requirements and limitations placed on new employees.

Regular, Part Time

An employee who is hired to work part-time and who averages fewer than 30 hours per week is considered to be a part-time employee.

- In compliance with the Affordable Care Act, effective 12/05/2013, part-time employees must continuously work 30 hours a week to be eligible for JFS benefits (this includes medical, dental, vision, flexible/dependent spending accounts, life insurance, and long term disability), prorated holiday and ETO.
- Employees working regular shifts of 20-29 hours per week will receive a reduced ETO schedule based on the amount of hours they work compared to the standard 37.5 hour agency work week; they will not receive healthcare benefits.

The wages of part-time employees are calculated on an hourly basis, and overtime is paid in accordance with the Fair Labor Standards Act.

Temporary or Seasonal

An employee who is hired to work only on a project basis or for a specified period of time is considered to be temporary or seasonal. Temporary or seasonal employees are not eligible to receive benefits.

Casual Staff

Staff working an irregular amount of hours under 30 hours per week, on an unset shift schedule will be considered casual staff, and will not receive any JFS benefits including healthcare benefits, holiday or ETO.

Exempt or Non-Exempt

Non-Exempt (Hourly Employees)

A non-exempt employee is subject to the minimum wage and overtime provisions of the Fair Labor Standards Act. Wages for non-exempt employees are calculated on an hourly basis. Hourly employees will receive overtime pay when they work more than 40 hours in a work week.

Non-exempt employees are required to report all actual time worked taking into consideration start time, lunch period, and quitting time for each workday. Hourly employees' schedules require them to be somewhere at a specific time and for specific time frames. Non-exempt employees are not permitted to sign in before their scheduled start time or to sign out or stop work before their scheduled quitting time without prior written approval by their supervisor. All hourly employees are required to complete a timesheet.

Overtime Pay

Non-exempt employees may be required to work overtime when it is deemed necessary. Your supervisor will give you as much advance notice as possible when extra work is required. Overtime is subject to your supervisor's approval.

Non-exempt employees will receive overtime pay (1 ½ times your regular pay) for all hours actively worked in excess of forty (40) per workweek. Only hours actually worked are counted in determining if you are entitled to overtime pay. Holiday and ETO hours in a work week do not count toward the calculation of overtime pay.

Exempt (Salary Employees)

An exempt employee is not eligible for overtime pay or compensatory time. Exempt employees are classified as such based on job duties and responsibilities assigned. Exempt employees receive a set salary for every week worked.

Salaried employees are paid to perform their assigned job duties regardless of the hours worked. The work hours are based on the time necessary to accomplish the goals and deliverables of the job. Flex time is permitted for use within the same pay period with supervisory approval. Absences away from the job greater than two hours will require use of Earned Time Off (ETO) time. A standard work week is expected to be 37.5 hours.

Time off

Time off should be requested at least one week in advance by completing a request for time off. ETO time will be granted in accordance with departmental policy to ensure adequate staffing based on program needs. The Department Director reserves the right to cancel approved vacation time if staffing levels render it necessary.

Work Schedule Policy

Business office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday. Office hours may vary by program and include late night operations. Employee shifts will be determined at the discretion of JFS management. Alternative work scheduling may be considered when such scheduling meets JFS client and business needs.

Alternative work scheduling may include:

- Flexible Work Schedule – Flexible work schedules allow for flexible scheduling arrangements that permit variations in work days, start times, lunch, and departure times around set “core” hours (7:00 a.m. – 7:00 p.m.).
- Compressed Work Schedule – Compressed work schedules involve a 37.5 - hour work week shortened to fewer than 5, 7.5-hour days. Employees with compressed work schedules have set days and hours of work.

Flexible and compressed work schedules may be approved at the Department Director level.

Attendance

Regular and punctual attendance is essential to the orderly performance of our work and JFS operations. As an employee, you are expected to be on-time and regular in your attendance. When you are absent or late for work, your work must be performed by others just as you must perform their work when they are absent.

You are expected to report to work on time and be prepared to start work at your regularly scheduled starting time. You are also expected to remain at work through the end of your schedule except for regularly scheduled breaks or authorized leaves. Lunch hour should be taken at lunchtime, between the hours of 11:00 and 2:00 and must not be used at the end of the day or beginning of the day. Lunch hour requirements are the same for individuals approved to work a Flexible Work Schedule and Compressed Work Schedules. Employees working less than 5 hours in a day are not required to take a lunch. Employees working more than 5 hours in one day must take a lunch equal to one hour per day. Supervisors may grant exceptions to this on a case by case basis.

It is important that when you may be absent or late, you notify your supervisor as soon as possible before you are expected to arrive. This notification should be no later than one hour before your normal scheduled starting time. In all cases where you may be absent or tardy, you must provide your supervisor with an explanation. If you are absent more than one day, you must speak with your supervisor directly (or if your supervisor is unavailable another supervisor). Absences from work for more than three consecutive days will require documentation of the medical nature of the absence from a health care provider. Whenever possible, you must also inform your supervisor of when you will arrive or return to work. If you are absent related to an FMLA approved reason, you must communicate to your supervisor that the absence is FMLA related.

Regular and reliable attendance is critical to performing your job. Excessive absenteeism, whether excused or not, is unacceptable. Each situation of excessive absenteeism or tardiness will be evaluated on a case-by-case basis. Excessive absenteeism and tardiness will be grounds for disciplinary action up to and including termination of employment. If you fail to report to work without any notification to your supervisor for a period of three days or more, we will consider that you have voluntarily terminated your employment.

Employee Supervision Policy

All JFS employees will have a designated supervisor. The supervisor will be responsible for orienting new employees to job-related responsibilities, scheduling and assigning work, approving timesheets, mileage and other business-related reimbursements, granting approval for time off, employee evaluations, and handling disciplinary matters. Employees needing assistance in the performance of assigned job duties should report to their supervisor for assistance. All supervisors are required to perform supervision meetings with each of their employees at least once monthly and complete a supervision form to be kept on file for review as requested by Human Resources and management.

Fair Labor Standards Act Policy

Improper deductions from salaries of exempt employees are not to be made. If you believe that an improper deduction has been made, immediately report this information to the Human Resources Department. Preferably, the report will be made in writing and immediately after the deduction has been made. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction that was made.

Garnishment Policy

JFS must comply with all writs of garnishment it receives and process said garnishments in accordance with stated requirements. You will be notified before any deductions are taken from your paycheck if we receive a writ of garnishment requiring us to withhold and pay a portion of your wages to a court or other financial institution. Information about the garnishment will be held in confidence.

Breaks for Breastfeeding Mothers

An employee will be provided reasonable break time to express breast milk for her nursing child during the first year of the child's life. If the break is for less than 20 minutes, it will be paid. JFS will provide a private room in which the employee may express breast milk. Employees may use their private office area for milk expression, if they prefer.

JFS maintains a miniature fridge that can be used by staff in their office for the secure storage of breast milk. Furthermore, JFS provides lactation counseling insurance coverage to all those covered by the JFS major medical plan.

Conflict of Interest Policy

The agency will make every effort to avoid involvement in conflict of interest situations at all levels of the Agency.

1. Voluntary board members receive no honoraria for services.
2. It is the policy of Jewish Family Service that the governing body, staff or consultants are not to be favored in applying for our receiving services of the agency.
3. It is agency policy that no member of the board, staff or consultants shall receive payment or other consideration from another provider of services for the referral of any applicant or client to such provider of services.
4. Board, staff or consultants shall not provide payment or other consideration to any service provider of other agency or individual for any referral of any applicant for agency's services.
5. It is agency policy to prohibit the directed referral (steering) of its applicants, clients and their families to any private practice in which its staff or consultants may be engaged.

6. Referrals may be made to mental health practitioners, physicians or other community resources where the agency cannot provide the necessary service. There shall be administrative controls over such referrals.
7. Staff and consultants of the agency are to have no direct or indirect financial interest in the assets, leases and business transactions or services of the agency.
8. Staff and consultants, individually or as part of a business or professional firm, is involved in the business transactions or current professional services of the agency (except as a client), shall disclose this relationship.
9. Members of the Board of Jewish Family Service shall have no direct or indirect financial interest in the assets or leases of the agency. Any member who, individually or as part of a business or professional firm, is involved in the business transactions or current professional services of the agency (except as a client), shall disclose this relationship and shall not participate in any vote taken in respect to such transactions or services.
10. Employees are also required to disclose annually any additional outside employment, school or other activities that may have the potential to create a conflict of interest

Acceptance of Gifts from Clients

To avoid the appearance of undue influence, employees are prohibited from accepting gifts or other gratuities from agencies, individuals, family members or clients for whom JFS provides care or who have a direct business relationship with JFS. Employees who receive or are offered a gift must notify their supervisor immediately. Employees may not borrow or receive money from clients, family members or other employees under any circumstances.

Exceptions to this policy include

On occasion, clients may wish to make a gift or donation to the Agency or another non-profit agency. An employee who becomes aware of a client's desire to make such a donation or gift must notify their Supervisor promptly. With the assistance of their Supervisor, and other appropriate community representatives, the employee may work with a client regarding planned giving to the Agency or other appropriate entity (e.g., United Jewish Foundation).

Acceptance of Gifts from Vendors

No JFS employee shall solicit, accept, receive, or retain for themselves or for a third party (other than the Agency itself as discussed below) any gift of more than nominal value from a vendor. An employee offered or notified of a gift must decline to accept the gift. In circumstances where such a gift is offered, the employee should politely decline the gift explaining that it is against Agency policy for the employee to accept the gift and direct them to the agency Development Department. The employee must inform their supervisor of the offered gift and appropriately document all communications related to the gift and the outcome of such incidents.

Exceptions to this policy include

Acceptance of gifts of reasonable value (under \$50.00) that are related to commonly recognized holidays or appreciation of services rendered to Jewish Family Service (e.g. Winter Holiday and New Year Wishes, candy, baked goods, etc.). Gifts approved by the Chief Talent Officer in writing on a case-by-case basis, not identified above. Request and approval must be made in writing including all relevant facts.

Any employee who has any questions about the acceptance of a gift is strongly encouraged to discuss the issue with their supervisor.

Any employee who violates this policy by accepting a gift will be subject to disciplinary action, which may include immediate discharge. Any employee who is aware of a potential or actual violation of this policy must report the situation immediately to the employee's supervisor or to the Chief Talent Officer. Failure to report violations or potential violations may result in progressive discipline up to and including immediate termination.

Personal Fundraising

Employees are prohibited from engaging in solicitation of any kind for any reason during work hours. Distribution of literature is prohibited during work time or in work areas.

Work time includes the actual working time (excluding designated breaks or meal periods) of both the employee performing the solicitation or distribution and the employee to whom it is directed. Work areas include all areas not open to the public.

If employees have questions about the meaning of "working time" or "work areas," they should ask their supervisor for clarification. Non-employees may not solicit employees on the premises.

Employees are only permitted to post solicitations on the provided Staff-2-Staff boards located in employee break rooms. All other efforts regarding such fundraising or solicitation must be made outside of working hours.

Personal Property

JFS accepts no responsibility for the loss or destruction of personal property not necessary in the performance of an employee's job. Employees should not carry large sums of money into a client's home or their work area.

Personal Belongings of Employees

JFS provides the necessary tools for employees to be successful. Occasionally, JFS is unable to meet the aesthetic desires of an employee. Employees are permitted to bring in personal belongings (e.g. lamps, office decorations, etc) within reason. In order to maintain the office decorum, employees must get permission from the Chief Talent Officer prior to securing anything to the walls. JFS management reserves the right to ask an employee to remove a personal belonging (s) if it is determined to interfere with the work atmosphere or if it

determined to be unsafe. JFS employees are responsible for removing all personal property should their office location move, or in the event that they are no longer working at the agency.

Pay Raise & Performance Policy

JFS evaluates salaries and pay ranges annually. All employees may be eligible for 1% cost of living adjustment as of January 1st of each year. An additional 1% adjustment may be given to employees that perform within expectations through the performance evaluation process and an additional 1% of salary (one time) bonus is given to those that exceed expectations annually. Factors that may be considered in determining whether a salary increase is appropriate include business conditions, job performance, and position changes and/or promotions within the last 12 months.

JFS reserves the right to change compensation, pay ranges, bonus structures and compensation policies, including this pay raise and bonus policy, at any time.

Performance Evaluations

During the course of your employment, you will receive periodic performance evaluations. Evaluations are performed annually in November of each year. Employees hired after August 1st of each year will receive their performance evaluation in the following year. Generally, your supervisor will conduct your evaluation and discuss it with you. After reviewing your evaluation, your supervisor will ask you to sign the evaluation to acknowledge that it has been discussed with you by your supervisor and that you have had an opportunity to review it.

Performance evaluations are intended to measure the quality and quantity of the work you perform, your effort and attitude, and your ability to work with others. Your evaluation should let you know areas where improvement is needed and should help you to set goals for your future performance. While a positive evaluation does not guarantee promotions or salary increases, we may consider your evaluations together with the many other factors that affect those decisions.

The existence and use of Employee Performance, Development and Improvement Plans do not alter the terminable “at will” nature of the employment relationship between JFS and its employees.

Job Posting Policy

All JFS positions will be posted on the JFS website and employees are encouraged to apply for internal transfers and promotional opportunities. Positions will be posted for a minimum of one week. The simultaneous internal and external posting of vacant positions is also permissible.

Re-Assignment and Promotion Policy

Position re-assignment is a management right and employees may be reassigned into any area of need within their current job classification. Employees do not have to agree with the

reassignment in order for the change to be made.

Emergency Closing Policy

In instances of bad weather or natural disasters the office/work site may be closed to clients, but employees are still required to report to work. Employees are expected to report to their office/work site as soon as possible but will not be considered tardy if due to hazardous road conditions. Employees are encouraged to use their best judgment in their attempts to make it to work safely and to be prepared during any extreme weather conditions. Employees who are unable to report to work due to weather-related conditions must contact their supervisor as soon as such a condition becomes apparent. ETO must be utilized if and an employee is unable to report to work.

The CEO may opt to override this policy in the case of unusual circumstances affecting the health and safety of employees. If the office is closed for any reason, employees will be notified prior to the start of the business day by checking the JFS website.

Nepotism Policy

In order to uphold a strong commitment to a comfortable and effective work environment, JFS prohibits nepotism and endorses employment on the sole basis of one's qualifications. A potential hire that is a member of an employee's immediate family (or domestic partner) will be considered based only upon their experience & skills and may not be supervised by an immediate family member(or domestic partner).

Immediate family will be defined to include: spouse, parent, child, sibling, in-law, aunt, uncle, niece, nephew, grandparent, grandchild, and member of household. This policy also applies to romantic relationships, employee transfers, re-assignments, and promotions.

Employees who become immediate family members or involve themselves in a romantic relationship at work may continue employment as long as it is not a subordinate/supervisor relationship, have potential for harming work performance, or create either the appearance or an actual conflict of interest. These relationships must be revealed to Human Resources immediately. JFS will make reasonable efforts to assign job duties to avoid the possibility of conflicts or favoritisms arising.

Personnel File Policy

All JFS personnel files are kept electronically in a password protected format on the human resource shared drive and can be accessed by the employee at any time.

Personnel file access is limited to yourself, your immediate supervisor and the Chief Talent Officer. No other file related to your employment at JFS will be kept in any other format. Changes to your personal information (name, address, tax withholdings, direct deposit) are required to be made within 5 business days of the change occurring and can be made independently on the workforcenow.adp.com website.

If you require for these changes to take place through other venues such as address changes with your benefit providers, you may contact the provider directly and/or contact the human resource department in writing within 5 business days of the change taking place.

Social Security Number Privacy Policy

JFS seeks to ensure, to the largest extent possible, that employees' social security numbers are maintained confidentially. Social security numbers will not be released to anyone outside JFS, except as required or permitted by law. Social security numbers will be made available internally on a "need-to-know" basis.

More than four sequential digits of a social security number will not be included on any document mailed outside JFS, except as required or permitted by law, nor will it be publicly displayed in any manner. Social security numbers are not to be used as passwords or identifiers for any JFS computer system. The social security number will not be used in the ordinary course of business except as determined necessary to verify an individual's identity or to administer employee benefits, such as health insurance. Any documents that include social security numbers that are discarded are to be shredded. Any violation of this policy will result in discipline up to and including termination of employment.

References and Verification of Employment Policy

Professional references on behalf of JFS are not permissible. This includes letters of reference pertaining to job recommendation or performance appraisal written on agency letterhead, and references made using the agency electronic mail system and/or social media websites. Only personal references are permissible unless otherwise permitted by the Chief Talent Officer.

Verification of JFS employment, must be submitted in writing and be made directly to the Human Resources Department. No other person may provide this verification.

Verifications of Credentials

New employees will have their backgrounds investigated prior to beginning work at the agency. This investigation may include, but not be limited to, the following:

1. Prior Work Performance – With the applicant's approval, references attesting to the applicant's work habits, performance, and responsibility may be solicited from the applicant's former place(s) of employment including previous supervisor(s) and/or co-worker(s).
2. Verification for positions requiring Licensure, Registration, Certification and/or College Degree - Applicants considered for positions must provide a copy of document (s) in the aforementioned statement prior to employment.
3. A verification of Licensure, Registration, and/or Certification will be conducted prior to the employment of applicants. This verification is completed through contact with the appropriate government departments. Currently this verification is completed through the State Of Michigan government website. Information on this website is updated on a

daily basis. This website obtains and verifies information from the original source before posting information.

Background Check Policy

Ongoing background checks will be conducted on all employees. The licensing history of professional staff will be verified through the State of Michigan upon expiration of professional licensure. The following background checks will be conducted on a regular basis:

1. Criminal Background – State of Michigan, Background Screeners of America
2. MVR – Motor Vehicle Check
3. HHS and other Federal Exclusion Checks

Employees must disclose any/all activity that occurs mid-year that may impact the results of these checks. Failure to do so may result in disciplinary action up to and including termination from employment.

Cellular Phone Reimbursement Policy

A cellular phone allowance is paid in addition to the employee's normal rate of pay when an employee is required to carry and utilize a cellular phone for Agency business purposes.

The cellular phone full time staff allowance will be \$50 a month. The full time employee allowance will be added to the employee's check at the rate of \$23.08 per paycheck. Part time employees are reimbursed at a prorated schedule. The allowance is intended to reimburse for the average business use of the cellular phone, not to pay the entire phone bill. In order to maintain the allowance, you may be asked to submit a copy of your cellular phone bill to substantiate the allowance and prove that you are in possession of the technology for which you are receiving reimbursement. This allowance is not considered part of the employee's base pay for the purpose of calculating percentage salary increases or taxes.

Cellular Equipment Policy

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. Excessive personal calls during the work day, regardless of the phone used, can interfere with employee productivity and be distracting to others. Employees are therefore asked to make personal calls on non-work time where possible and to ensure that friends and family members are aware of the agency's policy. Flexibility will be provided in circumstances demanding immediate attention. JFS is not liable for the loss of personal cellular phones brought into the workplace.

Personal Use of Agency-Provided Cellular Phones

Where job or business needs demand immediate access to an employee the agency may issue a business cellular or cellular allowance to an employee for work-related communications. Employees in possession of agency 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 who separate from employment with outstanding debts for equipment loss or unauthorized charges will be considered to have left employment on unsatisfactory terms and may be subject to legal action for recovery of the loss. The cellular allowance amount will be determined by JFS administration and paid to employees on a bi-weekly basis.

Safety Issues for Cellular Phone Use

While driving on agency business, cellular use is prohibited. If you need to make or receive a call or use an electronic device while driving, safely pull off to the side of the road and stop the vehicle. Refrain from talking or texting on the phone or other distracting activities while driving.

JFS is committed to ensuring the safety of employees as well as complying with all applicable laws. Therefore, you are required to follow all applicable local, state/federal laws and regulations regarding the use of phones and/or Smartphones at all times including local city ordinances. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are required to pull off to the side of the road and safely stop the vehicle before placing or accepting a call (including placing or accepting text messages or instant messages).

Employees should notify their immediate supervisor or the Human Resources Department of any known or suspected violations of this policy. Any employee who violates this policy is subject to disciplinary action, up to and including termination of employment. Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

Food Policy

The agency's kosher food policy is intended to promote inclusivity for all event & meeting participants.

1. Prepared, non-packaged foods should be ordered from *Vaad*-certified or Star-K certified Establishments. Non-*mehadrin** establishments should not be used. (This includes raw fruits and vegetables that have been prepared, i.e. cut)
 - a. <http://cordetroit.com/k-cor/retail/all/>
 - b. <https://www.star-k.org/retail-establishments#MI>
2. Packaged food items purchased by JFS must display a kosher certification included on the *Vaad's* approved list (graphic included), as found below or on their website <http://cordetroit.com/k-cor/symbols/>
3. Dairy food items (identified with D or Dairy) should not be served with any meat or foods prepared with meat byproduct

- 4. Snacks purchased by the agency should include a non-dairy option (identified with certification that does not specifically state "D" or "Dairy")
- 5. Homemade items served at an agency potluck should be labeled with staff name and relevant details (sample included)

Any questions related to this policy should be directed to members of the Orthodox Outreach Committee of JFS.

* *Mehadrin* refers to the most stringent level of kosher supervision.



Version 3.0, July 2017. Additional copies: cor@cordetroit.com.

Dish: _____
Made By: _____
<input type="checkbox"/> Kosher <input type="checkbox"/> Gluten- Free
<input type="checkbox"/> Vegan <input type="checkbox"/> Nut-Free
<input type="checkbox"/> Dairy-Free <input type="checkbox"/> Other _____

Agency Dress Policy

Dress for your day. If you are going to a meeting where you will be representing the agency, you should dress in a professional manner. If you are having a normal day in the office, use your good judgement in what you wear, while adhering to the following few restrictions;

Grooming - All employees must be clean and well-groomed. Grooming styles dictated by religion and ethnicity aren't restricted. Employees should avoid using heavy fragrances, as this may affect/irritate those around them.

Appearance - All clothes must be clean and in good shape. No discernible rips, tears or holes are allowed.

Appropriateness – At no time should offensive or revealing clothing be worn. If you are considering if an item you would like to wear will cross these boundaries, you should refrain from wearing it.

Safety – No thong (flip-flop) sandals. All shoes should be affixed to an individual’s foot at all times.

In the event that an employee disregard the above policy, their Supervisor and/or Human Resources should correct the matter immediately. In some cases, supervisors may ask employees to return home to change. The offending employee will not receive compensation for time spent away from the agency correcting these matters.

ETO Policy

The Earned Time Off (ETO) Program combines sick time, vacation time and personal days into one bank that allows employees to use and schedule their ETO time with flexibility.

Amount of Earned Time Off (ETO) Accrual

Regular full-time employees accrue ETO based on the chart below.

<u>Length of Employment</u>	<u>Annual Accrual (Pre-1/1/15)</u>	<u>Annual Accrual (Post 1/1/15)</u>
Hire through the final day of your second year	20 days	15 days
Year 3 through the final day of year 5	25 days	18 days
Year 6 through the final day of year 7	30 days	20 days
After completion of the final day of year 7	32 days	25 days

An employee’s anniversary date will determine the length of employment for accruing ETO.

ETO Accrual & Sick Bank

ETO is accrued on an “earn as you work basis.” Unused ETO at the end of every calendar (Dec 31) will be banked for future use up to a maximum of 25 days.

Employees who have ETO sick banks may use this time for illnesses extending optionally beyond three (3) consecutive days, and will be required for illnesses extending beyond five (5) consecutive days for leaves of absence under the Family and Medical Leave Act, and when you are off for an approved medical leave. Balance in excess of 25 days will be banked in the employee’s sick bank at the rate of 50%. Employees can use their sick bank after exhausting their ETO bank. Sick Bank time is not paid to the employee upon termination of employment for any reason.

ETO Use

Requests for ETO should be made in advance and must be preapproved by the employee’s immediate supervisor. An ETO request may or may not be granted based on the work-load and

coverage needs of the department/area. The employee's immediate supervisor maintains discretion to withdraw a denial or grant of ETO with less notice or in emergency, illness, or unforeseen situations. Jewish Family Service may require documentation supporting the need for unscheduled ETO time, including a physician's certification related to unscheduled absences for illness.

Apparent abuse of the ETO policy (e.g., a pattern of illnesses on the same day that a previous request for ETO has been denied, a pattern of illness on the day before or the day after a holiday) will result in disciplinary action. An employee who calls in sick the day before or the day after a holiday may be required to provide medical verification of illness acceptable to JFS to receive holiday pay if abuse of the ETO policy is suspected. Additionally, an employee may be requested to provide medical verification for any illness, or in the case of suspected abuse.

Employees will not be permitted to use ETO until it has been accrued. An employee who is absent from work for any reason and who has exhausted the ETO bank will not accrue additional ETO until the employee returns to work. If additional time off is necessary and authorized, at the discretion of JFS, it will be on an unpaid basis.

Upon termination/separation of employment, a salaried/exempt employee in good standing (6 months without corrective action), with four weeks prior notice given, will be paid for the value of unused ETO at his/her current hourly/salary rate. An hourly/non-exempt employee must provide at least two weeks' notice and be considered to be in good standing to be paid for unused, accrued ETO time. An employee terminated for misconduct, as defined by JFS, will not receive any payout of accrued ETO time.

Part Time Employees and ETO

- Employees working 20+ hours per week in a standard schedule will receive an ETO accrual in a ratio equitable to the agency standard 37.5 hour work week.
- Employees working under 20 hours per week will not receive any ETO pay.

Caring for Children & Pets

JFS understands the responsibility that each staff member has for their loved ones, including pets. As a professional human service agency, the presence of children and/or pets are not permitted. This does extend to popularized, "bring your child to work" Employees are required to instead use ETO time to be away from the agency to fulfill such obligations.

ETO Buyback

An employee may request to be paid for unused ETO hours of up to two (2) weeks for the calendar year at any time during the year by completing an ETO buyback request form and submitting that directly to the Human Resource department. Provided that the employee maintains accrued ETO of one (1) week. ETO buybacks will be compensated at the employee's regular rate.

Holiday Pay

Holidays will be observed by JFS in accordance with the published Holiday Schedule for the

calendar year. To be eligible for holiday pay, employees (not on FMLA) must work or use ETO time on the last scheduled day before the holiday and the next scheduled day after the holiday. Employees unable to work the last scheduled work day before or after the holiday due to illness must produce a valid medical certification documenting their absence to be eligible for holiday pay. Employees who are in a leave without pay situation who are not covered by FMLA are not eligible for holiday pay.

Employees on a suspension are not eligible to receive holiday pay. Employees on a leave of absence must have/use ETO time surround a holiday to receive holiday pay. Holiday pay is to be paid in lieu of an employee's normal working hours. If a holiday falls within an employee's regularly scheduled work time or results in a reduction in the amount of hours regularly worked within that week, the employee is eligible for holiday compensation. If a holiday falls on a day in which an employee is not scheduled to work and does not result in a reduction in the employee's hours in said week, the employee will not be eligible for holiday compensation.

Holiday pay is paid to full time and part time employees only. Casual and Temporary status employees are not eligible for holiday pay.

Leaves of Absence - FMLA

Leave Under the Family and Medical Leave Act

Eligibility

Employees of Jewish Family Service who have completed at least twelve (12) months of service, satisfactorily completed the training period and who have actively worked 1250 hours or more prior to the first day of the requested leave are eligible to take leave under the federal Family and Medical Leave Act (FMLA).

Twelve Weeks of Leave Eligibility Overview

Eligible employees may request up to twelve (12) weeks of unpaid leave for the following:

1. the birth or adoption of a child by the employee;
2. the placement of a foster child with the employee;
3. the physical or psychological care for a seriously ill parent, spouse, or child of the employee;
4. the care of the employee's own serious physical or mental condition; or
5. to deal with any "qualifying exigency" related to a spouse, son, daughter, or parent being notified of an impending call or order to active military duty or who is already on active duty, or during the deployment of the service member with the Armed Forces to a foreign country.

These twelve (12) weeks may be taken in a rolling twelve (12)-month period measured backward from the date an employee uses an FMLA leave.

"Qualifying exigencies" may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings, plus activities that the employer agrees should be covered.

Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to

pregnancy, or incapacity due to a chronic health condition. Other conditions may meet the definition of continuing treatment.

A family member with a "serious health condition" is defined as a parent, child or spouse who has a physical or mental condition that warrants the employee's participation during the period of medical treatment.

Twenty-Six Weeks of Leave Eligibility Overview

Eligible employees may request up to twenty-six (26) weeks of unpaid leave in a rolling twelve (12) month period to care for a spouse, parent, son, daughter or "next of kin" who is a covered service member:

1. who has been injured or is recovering from an injury incurred while on active military duty or,
2. who is a veteran undergoing medical treatment, recuperation, or therapy for a serious injury or illness that was incurred by or aggravated while on active duty in the Armed Forces, *provided that* the military service occurred within five (5) years before the treatment, recuperation or therapy began.

"Next of kin" is defined as the closest blood relative of the injured or recovering service member who is undergoing such medical treatment, recuperation or therapy as outlined in the FMLA.

"Covered service member" means a member of the Armed Forces who is:

1. undergoing medical treatment, recuperation, or therapy;
2. is on outpatient status; or
3. on the temporary disability retired list for a serious injury or illness.

A covered service member for the purposes of seeking "caregiver" leave also includes a veteran suffering from a serious injury or illness incurred by or aggravated while on active duty in the Armed Forces, which service occurred no more than five (5) years before the member began treatment, recuperation or therapy.

Intermittent Leave

Intermittent leave or reduced schedule leave means leave taken in separate blocks of time due

to a single illness or injury, and may only be taken for a serious health condition of an eligible employee, the employee's child, spouse, or parent, or because of the need for service member caregiver leave when medically necessary. Intermittent leave may also be taken for "qualifying exigency" leave, provided JFS is provided with such notice as is reasonable and practicable. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations.

When an employee takes intermittent or reduced work schedule leave for foreseeable planned medical treatment for the employee or a family member, JFS may temporarily transfer employees, during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodate recurring periods of leave.

Medical or Other Certification

A health care provider's certification is required in cases of serious health conditions, whether the employee's or that of the employee's spouse, child, or parent. It is also required where the leave is for care of a covered service member or in cases of a "qualified exigency" as permitted by law. JFS also reserves the right to require, at its own cost, a second, or even third, medical opinion. Forms may be obtained from the Human Resources Department.

If spouses are employed at JFS, they can together take a combined total of 12 weeks FMLA leave for: 1) birth of the employee's son or daughter or to care for the child after birth, 2) the placement of a son or daughter with the employee for adoption or foster care, or 3) to care for a sick parent. In the case of service member caregiver leave, the spouses both employed at JFS may take together a combined total of 26 weeks of FMLA leave. However, to the extent the requested leave covers the birth, adoption or placement for foster care of a child, or care for a sick parent, that portion of both spouses leave allotment may not exceed 12 weeks.

Compensation and Benefits

The Family Medical Leave of Absence is an unpaid leave. However, JFS may and does require you to substitute accumulated, unused paid time off for any FMLA leave requested. By substituting leave, you continue to receive pay during the leave, but your unpaid FMLA leave available is reduced. Leaves taken in connection with a disability leave plan or workers' compensation injury/illness shall run concurrently with any FMLA leave entitlement.

During an approved Family Medical Leave, your health benefits will be provided as though you had continued to work. If you have family coverage, please arrange with the payroll office to submit timely monthly payments for your portion, if any, of the health insurance premiums. To the full extent allowed under the FMLA, JFS reserves the right to recover health insurance premiums from employees who fail to return to work at the end of an FMLA-qualifying leave.

Benefits that operate on an accumulation basis (such as paid time off) on the basis of actual hours worked will not accumulate during an FMLA leave, nor will you be entitled to paid holidays and "miscellaneous absences" during the leave.

Application

As soon as you know that you will need time off for an FMLA Leave, you must submit to your supervisor a completed Leave Request form. When possible, thirty (30) days' notice is required. In the event of any emergency, your request should be submitted to your supervisor not later than forty-eight (48) hours following the commencement of the injury, illness, disability, or "qualifying exigency". If you cannot contact your supervisor personally, please have someone contact him or her on your behalf. Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified.

JFS will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice of eligibility will specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, JFS will inform the employee, and provide a reason for the ineligibility. Employees will be informed if the leave will be designated as FMLA-protected leave and the amount of leave counted against the employee's leave entitled as possible based on the information provided.

During your Leave, you are responsible for keeping your supervisor informed of your status. You are required to report your status, current location, intent to return, and expected date of return to your supervisor every 30 days unless there is a longer duration on your certification. In certain circumstances, JFS has the right to require recertification of the serious health condition.

Return from Leave

At the end of an FMLA leave, most employees will be restored to their same position or to an equivalent position, with equivalent pay, benefits, and other employment terms and conditions. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee's FMLA leave. However, you are subject to the business circumstances or conditions (such as layoffs) that would have applied to you had you been working.

Failure to return to work on schedule will be considered a voluntary termination of employment, effective at the close of your shift on the third day you fail to report to work. To protect your status with JFS, please follow all procedures for reporting back to work after your family or medical leave of absence.

Upon returning to work after an FMLA Leave of absence of a week or more because of your own serious health condition, you must submit a physician's certification stating that you are physically able to return to work. Failure to submit such documentation may delay or prevent

your return to work.

You may not be employed by anyone other than the corporation while off on FMLA leave.

Questions or Concerns about FMLA Leave

JFS is committed to complying with the FMLA. The FMLA prohibits covered employers from interfering with, restraining or denying the exercise of any right provided under the FMLA, or discharging or discriminating against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA. JFS will investigate any FMLA complaints and take prompt action to resolve them.

If you have any questions or concerns about this FMLA policy or FMLA leave, please contact the Human Resources Department.

Leave of Absence Policy

Jewish Family Service recognizes that there may be compelling personal reasons for an employee to request a leave of absence. An employee who is not eligible under FMLA may request a personal leave of absence for up to thirty (30) days, during a rolling twelve (12)-month period measured backward from the date that the employee uses the leave. A request for a personal leave of absence may be granted based on the recommendation of the appropriate department director.

A request for personal leave without pay must be in writing and submitted to the Human Resources Department at least thirty (30) calendar days in advance of the requested departure date, or as soon as practicable. If granted, the leave will be unpaid, and benefits will not accumulate during the absence. Employees who have medical insurance coverage through JFS may continue that coverage during the leave if the employee pays the full required premiums.

Employees must exhaust all ETO Time before taking leave without pay.

Military Leave

Military leave and benefits will be granted in accordance with state and federal law. JFS follows federal and state law regarding re-employment rights of veterans and in granting leaves of absence. Employees who require a leave should inform Human Resources, as soon as they receive their orders, of the date that the employee must leave for service.

The Veterans Benefits Improvement Act of 2004 extends the maximum coverage period of employer-sponsored health care for employees covered by the Uniformed Services Employment and Reemployment Rights Act [USERRA] from 18 to 24 months. USERRA gives employees who are absent from work because of duties in the uniformed services the right to continue employer-provided health care coverage at a charge of up to 102% of the full premium under the plan, unless the employee is absent from work for less than 31 days, in which case the employee will not be charged more than the employee's share of the cost of the coverage.

Employees who want to be reinstated after Military Duty must contact Human Resources

within the time limits prescribed by USERRA in order to be eligible. An employee may be eligible for reinstatement rights for up to five years if the employee is absent from employment on account of military duty in the "uniformed services" and makes timely application for reinstatement.

Bereavement Leave

Bereavement leave shall be granted if a death occurs in an employee's immediate family. "Immediate Family" means spouse, child, parent, sibling, half-sibling, grandparent, grandchild, step-parent, brothers-in-law, sisters-in-law, parent-in-laws and significant others. Employee may be excused from work up to five days without loss of pay.

An employee may take additional time off for bereavement without pay, or may use ETO if accrued, provided proper notice is given and Agency approval received. An employee may decide to waive or not fully use their bereavement leave at their own discretion.

Professional Development

Subject to the Agency's personnel needs, time off will be granted to allow employees to attend conferences or development focused events of professional interest and relevance. The Agency shall pay expenses subject to available funds with prior approval from a department director. Employees must receive permission and authorization from their immediate supervisor in order to attend such an event.

Jury Duty

An employee called for jury duty or as a witness, but not as a party or litigant, shall receive pay for the time involved up to a maximum of four work weeks per year, less the amount of remuneration from the court (proof of remuneration payment must be provided to Human Resources to be compensated fully for jury service). Employees must provide prompt notice to their supervisor upon receipt of a summons for jury duty to receive pay for jury service. During periods of jury duty, employees must report as directed by their supervisor when trial is not in session.

Workers Compensation

If you are injured while at work, you may be eligible for coverage by Worker's Compensation in accordance with the laws of the State of Michigan. Income replacement and medical expense benefits are available for each employee with a work-related injury or illness. Worker's compensation or other government insurance benefits may reduce other benefit payments. Please report any work-related injuries immediately. The Agency will direct any treatment, if necessary, during the first (10) days following a work-related injury.

Malpractice Insurance

The Agency provides malpractice insurance to protect professional employees and the Agency against alleged malpractice claims against employees when they are functioning within the scope of Agency duties. This coverage is provided through the Jewish Federation of Metropolitan Detroit

Master Policy.

Automobile Liability Insurance - Supplemental

Agency employees using their own automobiles for Agency business are expected to carry their own insurance. Agency automobile liability insurance, through the Jewish Federation of Metropolitan Detroit, is supplemental insurance protecting the Agency against losses incurred when employees use their own vehicles for and while conducting Agency business. The Agency insurance also covers vehicles provided by the Agency. The Agency does not provide individual liability coverage nor pay for private insurance policies of employees. Our mileage reimbursement paid to employees who use their cars in the course of Agency business covers that expense.

Mileage

Travel between your home and your regular place of business (West Bloomfield or Oak Park Office) is not considered official business, and no mileage reimbursement is allowed for such transportation. At the start or end of your workday, if it is more practical to drive directly to a client appointment or other place of official business, instead of going to your regular place of business first (West Bloomfield or Oak Park Office), you will only be reimbursed for mileage which exceeds the number of miles you normally travel between home and your regular place of business.

Mileage by personal car, when approved by immediate supervisor, will be reimbursed at the IRS regulated amount. Our agency wide liability insurance requires that employees may not transport clients or be reimbursed for mileage until they submit a copy of a valid Michigan Driver's license, copy of current auto insurance, and are cleared through the MVR background check process. Employees must disclose any/all driving violations that occurs during the course of the year that may impact the results of these checks. Failure to do so may result in disciplinary action up to and including termination from employment.

The electronic form will auto calculate what is owed to you for mileage driven. This for is the only form that will be accepted to receive mileage reimbursement. Hand calculated/written mileage forms will not be accepted and be sent back to the supervisor to assist the employee in completing the electronic form. This form can be found on the all shared drive, under employee forms and information.

Checks will not be cut mid pay period for late mileage reimbursements or reimbursements that are sent back to the supervisor. Mileage reimbursement can be done as frequently as every two weeks in accordance to the set employee payroll schedule.

Confidential Information

All employees, contractors, students and volunteers of Jewish Family Service go through an extensive curriculum of confidentiality and privacy training and sign a contract agreeing to the following conditions:

1. I understand that I am responsible for complying with the HIPAA policies, which were provided to me.
2. I will treat all information received in the course of my employment with JFS, which relates to clients of JFS, as confidential and privileged information.
3. I will not access client information unless I have a need to know this information in order to perform my job.
4. I will not disclose information regarding JFS' clients to any person or entity, other than necessary to perform my job, and as permitted under JFS' HIPAA Policies.
5. I will not log onto any of JFS' computer systems that currently exist or may exist in the future using a password other than my own.
6. I will safeguard my computer password and will not post it in a public place, such as the computer monitor or a place where it will be easily lost, such as on my employee badge.
7. I will not allow anyone, including other employees, to use my password to log onto the computer.
8. I will log off of the computer as soon as I have finished using it.
9. I will not take client information from the premises of JFS in paper or electronic form without first receiving permission from the Privacy Officer
10. Upon cessation of my employment with the agency, I agree to continue to maintain the confidentiality of any information I learned while an employee and agree to turn over any keys, access cards or any other device that would provide access to the agency or agency information.

Acceptable Use Policy

The following is a statement of the Jewish Family Service (JFS) Agency policy regarding Electronic Communications Systems:

JFS provides its staff members with access to different types of communications systems and electronic media ("Systems"), such as Internet, e-mail access and voice-mail, to facilitate business communications and services to clients. The use of the Internet, e-mail, and voice-mail is encouraged for the purpose of making communication more efficient and effective. Every staff member has a responsibility to maintain and enhance JFS's public image and to use Agency e-mail, access to the Internet, and any other electronic communication systems in a productive manner. To ensure that use of the Systems is consistent with JFS's interests and this policy, JFS may and will periodically monitor these Systems, including the information stored on, processed by, and accessed and transmitted with these Systems, without an employee's consent. To ensure that all employees understand what constitutes unacceptable and inappropriate uses, the following guidelines have been established for using e-mail, the internal Network, the Internet, and any other JFS electronic communication system. Any improper use of the Internet or e-mail is not acceptable and if detected will result in disciplinary action.

Unacceptable uses of the Internet and Agency e-mail

1. JFS e-mail and Internet access may not be used for transmitting, retrieving or storage of any communications of a discriminatory or harassing nature or materials that are obscene or X-rated.
2. Harassment of any kind is prohibited. No messages with derogatory or inflammatory remarks about an individual's race, age, sex, disability, religion, national origin, physical attributes or sexual preference shall be transmitted.
3. No abusive, profane or offensive language is to be transmitted through JFS e-mail or Internet system.
4. Electronic media may not be used for any other purpose that is illegal or against Agency policy or contrary to JFS 's best interest.
5. Solicitation of non-Agency business or any use of JFS e-mail or Internet for personal gain, is prohibited.
6. No streaming of commercial video and/or radio broadcast unless is it for topics relevant to the workplace or for continuing education.
7. No internet relay chat or instant message programs are allowed.
8. Agency resources should not be used in a manner that wastes or monopolizes computer resources or is an inappropriate use of employee time. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, gambling, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic. Because audio, video, and picture files require significant storage space, files of this or any other sort may not be downloaded unless they are business-related.

Communications

1. Each employee is responsible for the content of all text, audio or images that they place or send over JFS e-mail/Internet system.
2. No e-mail or other electronic communications may be sent that hides the identity of the sender or represents the sender as someone else or someone from another Agency.
3. All messages communicated on JFS e-mail/Internet system shall contain the employee's name.
4. All project communications external to JFS are under the direction of the employees' supervisor.
5. Any messages or information sent by an employee to another individual outside of JFS via an electronic network (e.g., bulletin board, on-line service or Internet) are statements that reflect on JFS. While some users include personal "disclaimers" in electronic messages, there is still a connection to JFS, and the statements may be tied to JFS.
6. Any non-business related Agency wide e-mail must be approved by any chief officer prior to distribution.
7. All communications sent by employees via JFS e-mail/Internet system must comply with this and other Agency policies and may not disclose any confidential or proprietary Agency or client information.

Software

Any software obtained from any source outside JFS including the Internet must be pre-authorized by the department Director for use, and by the Information Technology (I.T.) Director for impact on the existing systems and installation. All software downloaded must be approved by the departments Director as well as I.T. prior to download and must be registered to JFS. Downloading of approved software will be downloaded to a directory specified by I.T. for virus scan prior to installation. All software and licenses will be kept in the I.T. department. All network software will be installed by the I.T. department. Employees should contact I.T. if they have any questions.

Copyright Issues

1. Copyrighted materials belonging to entities other than this Agency may not be transmitted by employees on JFS e-mail/Internet system.
2. All employees obtaining access to other companies' or individuals' materials must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with permission from the author, or as a single copy for reference only.

Security

1. Sharing of your password in any fashion is prohibited.
2. All employees authorized to dial-in to JFS network will follow proper network protocols of logging in and out of the network. Contact the I.T. department if you have questions.
3. JFS routinely monitors usage patterns for its e-mail/Internet communications. The reasons for this monitoring are many, including cost analysis/allocation and the management of JFS gateway to the Internet.
4. All messages created, sent, retrieved, or stored on any JFS system, including e-mail/Internet systems and voice-mail, are the property of JFS. This includes emails sent or received by employees using personal email accounts (e.g., gmail, Yahoo, etc.) through JFS Systems or equipment.
5. JFS can and will access, monitor, store, and purge messages and files on JFS e-mail/Internet system without the employee's permission. **Employees should not assume or consider electronic communications through any JFS Systems private and should transmit highly confidential data or personal information in other ways.**
6. Remember: E-mail messages create records that may become part of client files or may be subpoenaed. Communicate appropriate information in a format that is appropriate for outside review.

Voice-mail

To assist staff in communicating efficiently, JFS has a voice mail system. The use of JFS Voicemail system for non-job-related solicitations, including but not limited to commercial or political causes, is strictly prohibited. Employees are also prohibited from the transmission of voicemail content which is:

1. Illegal, fraudulent, or part of an unlawful activity;
2. Slanderous, libelous, or defamatory;

3. Offensive, obscene, or pornographic;
4. Abusive or threatening;
5. An incitement to break the law;
6. Harassing, whether based on sex, race, religion, color, national origin, disability, age, or other protected status;
7. Discriminatory, whether based on sex, race, religion, color, national origin, disability, age, or other protected status; or
8. Anonymous or part of repeated messages designed to annoy or abuse.

JFS may and will periodically monitor employee's use of voicemail and the messages stored on JFS's voicemail system. *As such, employees have no right to and no reasonable expectation of privacy regarding their use of any electronic communication system, including the voicemail system.*

Blogging and/or Social Networking Use

As the world of technology continues to evolve, JFS recognizes that employees are continuously faced with new and different way of networking with friends, business colleagues, donors, and clients. Whether you are keeping in touch with an old friend who has moved across the country or trying to partner with professionals at other agencies, the use of social media and the world of social networking is becoming a regular part of our daily lives. By its nature, social media is in a constant state of change. Employees should use good business judgment and seek appropriate JFS guidance before engaging in questionable online conduct related to maintaining complete client confidentiality. In an event that confidential or proprietary information is released by an employee via social media or any other method, employees involved may be subject to disciplinary action, up to and including termination.

Confidentiality

JFS staff members have access to certain of confidential and proprietary information regarding the Agency and its clients. JFS Confidentiality Policies, including all policies and practices related to the confidentiality of client information, apply to the use and transmission of Confidential Information by staff members on JFS Systems. JFS staff members must immediately report any disclosure or lose of Confidential Information in electronic form to the IT Director so that appropriate steps can be taken to secure the information.

Actions Upon Termination

All JFS property, including the electronic systems, User IDs and Passwords, must be returned and/or communicated to JFS when employment ends. Staff may not take any actions to download, delete, remove, transfer, wipe, or in any way destroy any information stored on any JFS Systems or devices when employment ends.

Violations

1. Any employee who abuses the privilege of Agency computer network or facilitated access to e-mail or the Internet, may be subject to disciplinary action, up to and including termination.

2. If necessary, JFS may advise appropriate legal officials of any unlawful activity related to an employee's usage of any JFS communication or computer system.

Responding to Subpoenas, Search Warrants, Investigations, and Other Legal Actions

If a JFS employee is approached by any person who identifies him or herself as a government investigator, the employee should contact the Compliance Director immediately. Legal counsel may be contacted and will assist the agency in following proper procedures for cooperating with the investigation.

In some cases, government investigators, or persons presenting themselves as government investigators, may contact employees outside of the workplace during non-work hours, or at home. Do not feel pressured to talk with the person under such circumstances without first contacting the Compliance Director, Chief Talent Officer or the Chief Executive Officer. It is the legal right of employees to contact legal counsel before responding to questions by an investigator.

Jewish Family Service employees must never:

1. Destroy or alter any JFS document or record in anticipation of a request for the document or record by a government agency or court,
2. Lie or make false or misleading statements to any government investigator,
3. Attempt to persuade any other employee, or any other person, to provide false or misleading information to a government investigator or to fail to cooperate with a government investigation.

A JFS employee who receives a subpoena or other written, official governmental request for information (such as a Civil Investigative Demand) should contact the Compliance or Chief Talent Officer immediately and before responding.

Staff Entrances and Parking Lot

In a constant effort to provide an experience for our clients that is welcoming and respectful, please remember to enter the West Bloomfield office through the Administration entrance, rather than the Family Life Center entrance. This provides an environment that is confidential and it displays courtesy to our clients. When entering through the main entrance, please have your picture ID badge accessible, as you will need it to go through the hallway. Additionally, please remember to avoid walking through the Family Life lobby, but rather to use the hallway by the copy/mailbox area to access the Family Life Center.

The first row of parking spots is reserved for clients and guests of the agency. Please remember to park in the second or back rows. Again, this is in an effort to provide a welcoming experience to those who need to visit our building.

In addition, in the Oak Park parking lot, there are reserved parking spots for "JFS". These parking spots are for clients and visitors to the agency and should not be used by employees at any time.

Non – Discrimination and Harassment Policy

We strive to maintain a pleasant working environment free from intimidation, humiliation, and insult. Harassment on the basis of any activity or characteristic protected by applicable law ("protected characteristic"), which includes race, color, religion, gender, sex, pregnancy, national origin, age, disability, height, weight, genetic information, orientation and marital status will not be tolerated.

Prohibited harassment is defined as verbal or physical conduct or communication based on a protected characteristic when:

1. Submission to the conduct or communication is made either an explicit or implicit term or condition of the working relationship;
2. Submission to or rejection of the conduct or communication by an individual is used as a basis for a decision affecting that individual's working relationship with JFS; or
3. The conduct or communication has the purpose or effect of unreasonably interfering with an individual's relationship with JFS or creating an intimidating, hostile or offensive work environment.

Examples of prohibited sexual harassment include, but are not limited to: unwelcome sexual advances; requests for sexual favors and other verbal abuse of sexual nature; graphic verbal commentary about an individual's body, sexual prowess or sexual deficiency; sexually degrading, lewd, or vulgar words to describe an individual; leering; pinching or touching a private area of the body; displaying sexual suggestive objects, pictures, posters or cartoons.

Examples of prohibited harassment based on protected characteristics other than sex include, but are not limited to, insults, verbal, written, graphic or physical conduct or communication degrading or hostile to a person.

Harassment prohibited by this policy must be distinguished from conduct or communication that, even though unpleasant or disconcerting, is not inappropriate in the context of carrying out instructional, advisory, counseling or supervisory responsibilities.

If an employee believes that a violation of this policy has occurred, the employee has an obligation to report the alleged violation immediately, within 48 hours, to the Human Resources Department, the CEO or the chairperson of the board of directors. While there is no requirement that the incident be reported in writing, a written report that details the nature of the harassment, dates, times and other persons present when the harassment occurred will enable JFS to take effective, timely and constructive action. An investigation of all complaints will begin promptly.

After notification of the complaint, an investigation will be initiated to gather relevant facts about the complaint. An investigation may include interviews of possible witnesses including the person claiming the harassment occurred, and the person or persons claimed to be involved in or witnesses to the harassment.

JFS will conduct all investigations as confidentially and objectively as possible, to the extent consistent with thorough investigation and appropriate corrective action.

After the investigation has been completed, a determination will be made regarding the appropriate resolution of the matter. The determination will be reported to the employee who was allegedly subjected to harassment. If the investigation establishes that unlawful harassment or other inappropriate behavior has occurred, immediate and appropriate corrective action, up to and including termination, will be taken to stop the harassment and prevent its recurrence.

Misconduct, including unprofessional or harassing conduct or behavior, will be dealt with appropriately. Responsive action would be at the discretion of JFS and could include, but would not be limited to, the following: counseling, warning, demotion, paid and or unpaid suspensions, reprimand, training, reassignment, or transfer.

JFS takes all reports of harassment seriously, and will investigate all alleged violations of this policy. Suspensions are paid when JFS is conducting internal investigations. In matters where law enforcement is involved, suspensions may be unpaid and extend through the external parties complete investigation. Therefore, employees are expected to bring violations to the attention of the Human Resources Department in good faith. Good faith means that the employee has a sincerely held belief, even if erroneous, that the policy has been violated.

JFS will not tolerate retaliation against any employee or other person who in good faith reports a violation or perceived violation of this policy, or retaliation against any employee or other person who participates in any investigation as a witness or otherwise. Retaliation is a serious violation of this policy and is subject to the investigation and corrective measures described in this policy. Any acts of retaliation must be promptly reported to the Human Resources Department, the CEO, or the chairperson of the board of directors.

Cultural Competency and Diversity

Jewish Family Service is committed to promoting understanding among diverse groups of people we employ and serve. The Agency's leadership, administration and staff firmly believe that all people are entitled to opportunities regardless of culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, language and those whom are differently-abled.

We believe that understanding can best be achieved through collaboration and education. Toward that end, we provide all employees with staff development opportunities in areas of diversity and inclusion.

Each year, Jewish Family Service provides staff seminars and training on topics of diversity. In addition, the agency will support and encourage all staff to participate in off-site seminars or professional experience related to diversity and/or to share diversity experiences with their peers. Additionally, JFS is committed to recruiting and employing diverse populations and regularly uses diversity based outlets to advertise open positions at the agency.

Orientation

In order to assist you in understanding your duties and responsibilities, you will receive an orientation by key agency personnel, in addition to your immediate supervisor. During your orientation, the contents of this Handbook as well as other Agency policies will be reviewed. Thereafter, periodic meetings will provide you sufficient opportunity to clarify and understand our expectations of you.

Staff Training

Your first 60 calendar days of employment with JFS are a period of training and adjustment. You will receive additional training during this time, and you should not be hesitant about asking questions to help you better understand your job, policies, procedures, and, most importantly, the goals of the agency.

You will not become eligible for benefits until after you have satisfactorily completed the 60 day training period.

Continuing Education

As a part of employee professional development and service quality improvement, JFS is committed to supporting staff in obtaining an equivalent of 15 Continuing Education Units (CEU) of training per year.

JFS will make every effort to provide ample CEU approved training within the agency whenever possible so that multiple staff members will have access to low and no-cost CEU opportunities. When staff members wish to attend CEU programs outside the agency, JFS will pay reasonable training fees as determined by the department director.

Training time will be counted as work time only if training is requested and approved by the supervisor beforehand. Employees should complete the Staff Training Form and submit to their supervisor for approval prior to registering for the conference or training.

For additional credentials or licensure requirements directly related to work responsibilities, additional CEU hours beyond the annual 15 hour limit may be counted towards work time at the discretion and approval of the supervisor.

If a supervisor requests that a staff person attend a training that is directly related to performance of specific work responsibilities, fees may be covered by JFS even if the staff member has already met 15 hours of CEU training per year.

Upon completion of a training course, staff approved for training should be prepared to share information and resources presented in the training with other staff members and record completion of such training in the Relias Learning, Learning Management system.

Resignation Procedures

1. The employee must submit a written resignation to be placed in his or her personnel file.
2. The employee must return all JFS property and equipment.
3. The employee may complete an Exit Interview.

Employees who are enrolled in the JFS medical insurance plan at the time of their termination may be eligible to continue coverage at their own expense under the group plan following the termination of their employment. Coverage generally may extend for up to eighteen (18) months or longer, depending on the circumstances and eligibility deemed by COBRA (Consolidated Omnibus Budget Reconciliation Act). The cost will be 102% of JFS premium. Information regarding an employee's COBRA rights are mailed to them within 15 days of separation.

Credentialing Policy

JFS will ensure that all Practitioners are appropriately licensed, credentialed (if applicable), and provided with ongoing competency-based training, with ongoing evaluation of professional competency documented as part of an ongoing supervisory process.

Staff competency is assessed through the following processes:

1. Upon hire and professional licensure expiration, each staff person is subject to a Human Resources review to verify possession of the license, certification, and/or degree status appropriate for the particular position into which the person has been hired.
2. Monthly monitoring of the disciplinary actions against our employees will be completed by Human Resources.
 - a. Credentialing and Privileging applications are completed at hire by the Chief Talent Officer and reviewed by a Credentialing Committee comprised of the Chief Talent Officer and applicable Chief Officer of the employee's placement.
3. The Committee confirms staff credentials and identifies areas of expertise for which privileges to provide training or consultative support to colleagues and students may be granted.
4. Ongoing evaluation of professional competencies occurs in documented weekly to bi-weekly supervisory sessions focused on caseload consultation and documentation reviews.
5. Competency focused performance reviews are conducted annually.

JFS arranges for staff providing direct services to receive ongoing competency-based training. Training focuses on topics such as interviewing skills, person centered planning, specific needs of the target populations served, and evidence-based practices. Ongoing development of

clinical and/or case management skills appropriate to each staff person's scope of practice is provided through individual and group supervision.

Ongoing staff supervision may occur through group supervision (monthly peer supervision and/or clinical consultation), unscheduled drop-in meetings with supervisor and/or ongoing scheduled supervisions meetings (occurring a minimum of every other week for staff). Scheduled supervision is documented in a Supervision Log, indicating the topics discussed and any necessary follow up needed. Both the supervisor and staff person sign the Supervision Log. When applicable, supervision addresses the following:

1. Accuracy of assessment and referral skills.
2. The appropriateness of the treatment or service intervention selected relative to the specific needs of each person served.
3. Treatment/service effectiveness as reflected by the person served meeting his or her individual goals.
4. The provision of feedback that enhances the skills of direct service personnel.
5. Issues of ethics, legal aspects of clinical practice and professional standards, including boundaries.
6. Clinical documentation issues identified through ongoing compliance review.
7. Cultural competency issues.

Respectful Work Environment

JFS is committed to fostering a work environment in which all individuals are treated with respect and dignity. Each individual should be permitted to work in a business-like atmosphere that promotes equal employment opportunities. Policies throughout our Employee Handbook are intended to ensure such a work environment. If you have any concerns regarding the nature of your work environment as the result of a co-worker, supervisor, member, business associate, or vendor conduct, please bring them to the attention of your supervisor or the Chief Talent Officer.

We expect you to meet your obligations and to behave with honesty and integrity in your dealings with the Agency and with other employees, as well as with all persons you deal with in the course of your work.

JFS Premises

JFS is committed to maintaining the confidentiality of clients, JFS information, and employee information as well as to ensuring the safety of everyone who uses our building. This means that we must make every effort to ensure that unauthorized individuals do not gain access to the non-public areas of our facilities. When an individual who is not an employee or Board Member is in a non-public area of any of our facilities, the individual should be escorted by an employee or have received appropriate authorization to be in the area unaccompanied. This policy applies to family members as well as clients, former employees, and business associates.

Clarification of Agency Views

When an Agency employee takes a position or participates in a community program as an individual, she is obliged to clarify the fact that she is speaking or acting for herself, not necessarily representing the Agency's views. The Chief Executive Officer must approve all community or public representations of the Agency's views.

Smoking

JFS is a "No Smoking" environment. This policy applies to everyone entering both locations of JFS, and all JFS vehicles. The policy is intended to provide a smoke-free environment for staff, clients, and volunteers. JFS employees may only smoke in designated smoking areas.

Employee Identification

JFS supplies all Agency employees with an employee identification badge. For security purposes, all employees are required to wear the identification while on JFS property. The badge should be worn in a way that is conspicuous and can be easily viewed. Your badge must be returned to your supervisor or Human Resources upon ending employment with JFS. If you lose or misplace your identification, promptly contact the Chief Talent Officer.

Alcohol and Drug Free Workplace

It is the intent of JFS to provide a drug-free, safe and secure work environment for our employees. To ensure a safe and efficient workplace, JFS will strictly enforce the following rules:

1. No employee shall possess, distribute, use, or be impaired by alcohol on agency property, while on agency business, or during working hours, including rest and meal periods.
2. No employee shall possess, distribute, use, be impaired by, or have in their bodily system illegal prohibited drugs on agency property, while on agency business, or during working hours, including rest and meal periods. **The use of marijuana for any purpose is prohibited as it remains a federally controlled substance.**
3. No employee shall be impaired by legal prohibited drugs while on agency property, on agency business, or during working hours, including rest and meal periods. Any employee who violates any of these rules may be disciplined, up to and including discharge.

"Illegal prohibited drugs" are those substances that are illegal to sell or possess; "legal prohibited drugs" are any prescription or nonprescription drugs that may impair working ability. An employee who is taking a legal prohibited drug must notify his or her supervisor if its use is expected to adversely affect the employee's performance of the essential functions of the employee's job. Employees have a duty to know if the legal prescription or nonprescription drugs they are taking may impair working ability.

JFS reserves the right to contact the appropriate law enforcement agency if an employee is believed to be in possession or under the influence of alcohol or illegal prohibited drugs.

Staff Member Emergency Information

Upon hire, staff member's emergency contacts for all employees are entered into the workforcenow.adp.com directory so that anyone in the agency may be able to reach a staff member's emergency contact electronically and regardless of their physical location.

All employees have the ability to change or update their contacts at any time by logging into their ADP account.

Violence Prevention and Management of Unsafe Behaviors

It is the policy of JFS to maintain professional services in a safe setting. The Agency makes every effort to ensure that the facilities are clean, safe, and preserve human dignity. Jewish Family Service does not, at any time, promote, train or permit the use seclusion or restraint within any program. JFS does not, at any time, promote, train or permit use emergency intervention procedures in response to assault or aggression.

The Agency will provide training to all staff members to heighten awareness of the "warning signs" demonstrated by an individual that may lead to violence in the workplace. The Agency may utilize educational materials and/or outside consultants when appropriate to provide such training. All professionals who provide direct counseling services to persons served have Clinical Supervision readily available to them by their Supervisor.

If a situation occurs that may lead to a potentially violent incident, staff is to follow the procedures outlined below:

1. If you are to see a client you expect might become violent or troublesome, you should alert the receptionist to the situation, attempt to direct that person in an office as close as possible to the receptionist area.
2. The receptionist should notify a Supervisor and/or another member of the Management team of the situation.
3. The above person in authority will remain in close proximity to where the potentially unsafe situation may occur.
4. If trouble should occur in this situation, or while in the therapists own office, or in any common area of the building the person who may be in jeopardy should attempt to move out of the area as soon as possible, and insure that their supervisor is aware of the situation.
5. Any staff member who sees or hears a situation that appears to be threatening to another staff member/client/volunteer/intern, should alert one of the above senior staff members to the situation.
6. If these precautions do not control the situation or the situation should get out of hand, police should be summoned by calling 911 or asking another staff person to make the call.

Crisis Intervention

JFS is concerned about the safety, health and welfare of our employees and thus have adopted this policy to minimize the risk of violence in our agency. Employees are also required to review and be familiar with detailed procedures as outlined in the Operations Manual for further direction.

Employees are specifically prohibited from carrying a concealed firearm or any other weapon while at the workplace, including any agency-controlled property. Employees who violate this policy are subject to discipline up to and including termination from employment.

JFS has zero tolerance for any/all acts of violence or aggression in the workplace. Employees who notice that a co-worker is seriously or chronically angry, upset, moody or depressed are to inform their supervisor or the Human Resources Department of the situation immediately. Indications of a problem could be concentration problems, confusion, decreased productivity, poor hygiene, inappropriate emotional reactions, a fascination with firearms, withdrawal from social interaction, and unusual or changed behavior.

Employees who are threatened or disturbed by the actions or communications of a co-worker or clients should report the incident to their supervisor or to the Human Resources Department immediately. JFS will take all reports seriously and will immediately take appropriate steps to stop the incidents and prevent a recurrence. If the situation is potentially explosive, law enforcement officers may be notified.

The confidentiality of all of those involved in the above-described situations will be maintained to the greatest extent possible. Reports of potential problems will be dealt with effectively, calmly, and professionally, and the paramount concern will be protecting the health and well-being of all of our employees.

Should a crisis occur, employees should immediately contact their supervisor, program director, and the Human Resources Department. If appropriate, the building should be evacuated and law enforcement or emergency personnel should be contacted.

Employee Safety and Health Policy

JFS is committed to protecting the safety and health of every employee, but the responsibility for maintaining a safe and healthy working environment is not just that of JFS. To be totally effective, every employee has a responsibility to comply with all safety rules and programs established by JFS.

Federal and Michigan safety and environmental regulations specify and require certain protective equipment. The proper use of seat belts in vehicles as prescribed by law is one example. Another example is the Right-to-Know Act that entitles an employee to information concerning the chemical composition of hazardous substances used in and around the employee's job.

Every employee is responsible to assist JFS in establishing and maintaining a safe working environment. Employees are also expected to report promptly to a supervisor, director, Human Resources Department, or the CEO, any condition that they believe may be unsafe or unhealthy. JFS will investigate the report, endeavor to fix any problems, and will not tolerate any retaliation against employees who make a good faith report regarding an unsafe or unhealthy workplace condition.

Abuse/Molestation

1. No staff member shall inflict or cause to inflict any physical punishment on any client enrolled at Jewish Family Service. "Physical Punishment" includes but is not limited to, spanking, striking the client anywhere on the body with the hand or an object even once, pushing or shoving on a client, or flicking with the finger. No staff member shall direct any other person or client to inflict any form of physical punishment on another client.
2. All staff members will use clear and appropriate language when addressing clients. No rude, off color, personal remarks, or name calling is to be done. Staff members shall not make comparisons of clients to other persons or objects.
3. No staff member shall touch or cause anyone else to touch another client in a manner that would be considered "Molestation". This includes touching, rubbing, caressing, any areas of a client's body unless required by the job duties.
4. No staff shall cause a client to touch, rub, caress, or perform any physical actions that would involve a client touching any part of the staff member's body unless required by the job duties.
5. All staff shall watch for clients engaging in any action with another client that would include physical contact in an inappropriate manner such as those listed above.
6. Staff members should not put themselves in a situation where they are alone with a client in a private area such as, but not limited to a bathroom unless required by the job duties.
7. If any observations or allegations of misconduct or molestation are known, the staff member is required to report it to Human Resources immediately.

Open Door Policy

It is important that management and employees maintain effective communications and understanding. At JFS, we believe that this is essential to the accomplishment of the agency's goals and objectives as an agency, as well as a realization of the job goals and objectives of our employees. If a complaint cannot be resolved through the informal open door process, employees may ask their supervisor to use the formal procedure described below. In the case of a complaint relating to a discharge, this problem-solving procedure shall provide the exclusive, final and binding means of resolving the dispute.

It is the desire of JFS to provide good working conditions and maintain harmonious working relationships among employees, as well as between employees and management. To correct any work-related problems, JFS must be fully informed about them. Therefore, JFS has an

“open door” problem-solving policy. Employees are encouraged to follow the chain of command and discuss concerns or suggestions with their supervisor first. Employees who believe that the supervisor has not or cannot adequately address the situation are encouraged to discuss the problem with department directors, chief or with the CEO. This procedure should in no way foreclose the direct discussions we have always had on an informal basis.

Step One - You must present a written complaint to your supervisor within ten (10) calendar days of the occurrence of the disagreement or problem. Your supervisor will discuss the complaint with you privately and give you a written answer within two (2) calendar days of receiving the complaint.

Step Two- If you are not satisfied with the answer at Step I, you have five (5) calendar days to present your written complaint to the program director. The program director will investigate the complaint and give you a written answer within two (2) calendar days of receiving the complaint.

Step 3 - If you are not satisfied with the answer at Step II, you have five (5) calendar days to present your written complaint to the Human Resources Department or the CEO. The Human Resources Department or CEO will review the information gathered by the program director, discuss the complaint with your supervisor, the program director, and you, and give you a final written answer within two (2) calendar days of receiving the complaint. The Human Resources Department’s or CEO’s answer is final and binding with respect to all complaints. Chief Executive Officer, or a designee, may then meet with you to discuss your concerns. Employees who report directly to the Chief Executive Officer may discuss employment-related concerns directly with the Chief Talent Officer or chairperson of the board of directors.

In either case, the final step of the Open Door Procedure is the decision of the Agency and is final and binding and not subject to outside review. The Chief Talent Officer, or other designee, may be involved at any step in this process. The existence of and your use of our Open Door Policy does not alter the "at-will" nature of your employment.

Staff Feedback

JFS takes great strides to obtain feedback from staff. Part of the role of the Staff Development Committee is to obtain staff feedback on employee’s experience at JFS. Often times, staff satisfaction surveys are distributed to obtain feedback. This feedback is shared with the management team, and is often times published in a variety of employee publications (newsletter, shared drives, etc.). Feedback is also able to be provided anonymously or otherwise by using the provided suggestion boxes. Suggestions submitted in the staff break room boxes are reviewed by the Chief Talent Officer

Corporate Compliance Plan and Program

The agency follows an effective corporate compliance program as well as complies with the related federal sentencing guidelines, which mandate that an “effective” compliance program include procedures to ensure the discipline of employees “responsible for failure to detect” wrongdoing as well as for those who commit an offense or crime.

The Agency has a policy of progressive discipline for conduct that violates the corporate compliance program, except where immediate termination is identified as the appropriate discipline. JFS will consider whether the employee's conduct constituted simple negligence, gross negligence, or willfulness, in determining and administering discipline.

The following list of employee infractions and violations apply to the Agency's compliance program. They are a supplement to existing employee duties. Consistent with the federal sentencing guidelines, the Agency will treat the listed infractions as follows:

Employee Action and Discipline

1. Negligently providing incorrect information to the Agency or a government agency, client, insurer or the like.
 - First Offense: Written warning
 - Second Offense: Three day suspension without pay
 - Third Offense: Termination of Employment
2. Willfully providing false information to the Agency or a government agency, client, insurer or the like.
 - First Offense: Termination
3. Violation of any state or federal criminal statute.
 - First Offense: Termination
4. Failure to report conduct by an employee of the Agency, which a reasonable person should know, is criminal.
 - First Offense: Termination
5. Failure to report another employee's violations of any duties under this compliance program or reporting false or misleading information.
 - First Offense: Written warning
 - Second Offense: Three day suspension without pay
 - Third Offense: Termination of Employment
6. Intentional misuse of the compliance hotline by knowingly and willfully providing false or intentionally incomplete information to the Corporate Compliance Officer.
 - First Offense: Termination
7. Failure to detect conduct by an employee of the Agency, which a reasonable person should know is criminal and reasonably could be expected to detect.
 - First Offense: Written warning
 - Second Offense: Three day suspension without pay
 - Third Offense: Termination of Employment

8. Failure to take action as prescribed under the Agency compliance program or to comply with any duties, express or implied, set forth in the program.

First Offense: Written warning

Second Offense: Three day suspension without pay

Third Offense: Termination of Employment

9. Engaging in any conduct prohibited in the employee handbook or which is considered unbecoming to an Agency employee.

First Offense: Written warning

Second Offense: Three day suspension without pay

Third Offense: Termination of Employment

An employee, who has violated a provision of the corporate compliance program that would otherwise require termination, may, nevertheless, be subject to a lesser punishment within the agencies progressive discipline policy. Whether the employee is terminated will be influenced by (a) whether the employee promptly reported their own violation, (b) whether the report constitutes the Agency's first awareness of the violation and the employee's involvement, and (c) whether the employee cooperates fully in investigation and/or correcting the violation. Whether Agency management imposes a punishment less stringent than termination is in the sole discretion of the Agency management.

Violations/No Reprisal

Violations regarding ethical standards and behavior are considered extremely serious matters. It is the policy of Jewish Family Service to investigate all alleged violations of JFS Core Values, Ethics and the Corporate Compliance Policy which may include waste, fraud, abuse and other wrongdoing. If the investigation determines that a violation occurred, appropriate corrective action will be taken. JFS prohibits retaliation or retribution against an employee reporting any violation.

Procedure Regarding Violations

Ethics and compliance issues can be complex, and reporting a suspected violation is not always easy. To assist with these difficult issues, we have developed a framework for decision-making:

- Notify the immediate supervisor, program director or human resources (HR).
- Discuss with the senior director of compliance.
- Report illegal or fraudulent activities witnessed in the workplace through the whistleblower hotline through Corporate Compliance Partners (CCP) 24 hours a day, 7 days a week. The hotline is confidential and toll free: 1-800-248-5838. Complaints will be typed verbatim by CCP and delivered to a Board representative with the authority to investigate complaints.

If none of the above steps resolve you issue or concern, contact our senior director of compliance, Amy Haimann, at 248-592-1903 or email to ahaimann@jfsdetroit.org to seek assistance.

1. The senior director of compliance is responsible for determining if a violation has actually occurred.

- A. All involved parties will be contacted to collect information regarding the alleged violation.
 - B. Applicable rules, policies, practices will be identified.
 - C. Legal counsel will be contacted, as needed.
 - D. The Board of Directors may be informed on a periodic basis.
 - E. A decision will be made based on the above information.
 - F. Every effort will be made to complete this investigation within 20 working days.
2. If the alleged violation has not occurred: the senior director of compliance will notify the complainant of the complaint resolution within 20 working days of the completion of the investigation.
3. Procedure if Alleged Violation Has Occurred:
- A. The senior director of compliance, in consultation with the Chief Executive Officer, will determine and implement the necessary action to rectify the conditions that resulted in the violation. The senior director of compliance and Chief Executive Officer will meet with appropriate staff Directors and/or Supervisors within 20 working days of the completion of the investigation.
 - B. Policies and procedures as well as practices will be modified, if necessary, to assure future favorable corporate compliance.
 - C. The senior director of compliance notifies the complainant of the complaint resolution within 20 working days of the completion of the investigation.
 - D. Documents associated with an investigation will be retained a minimum of six years post corrective action by the senior director of compliance.

Conclusion

This Handbook outlines the basic policies covering your employment with the Jewish Family Service. We pledge to do everything possible to establish and maintain a constructive and satisfying working relationship with you. We will endeavor to act fairly and honorably in all our dealings with you and we expect you, as our employee, to do the same. If you have questions about any aspect of your employment, we encourage you to ask your supervisor, who will make their best efforts to get you an answer. All the policies contained in this handbook are reviewed on an annual basis.

The Agency reserves the right and responsibility to review the contents of this Handbook and its other personnel policies, and to revise the contents of this Handbook and the conditions of your employment from time to time. This may be done without prior notice or consultation with employees