



Staff Handbook

For Employees who work at Jewish Family and Children's Service of Minneapolis

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A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Dear Staff:

On behalf of the Board of Directors, I am pleased that you have chosen employment with Jewish Family and Children's Service of Minneapolis.

As our mission states: "Jewish Family and Children's Service of Minneapolis provides essential services to people of all ages and backgrounds to sustain healthy relationships, ease suffering, and offer support in times of need." For over 109 years, JFCS has played a significant role in addressing the needs of our community by:

- Resettling immigrants and refugees
- Providing mental health counseling and case management to adults, children, and families
- Providing services to older adults who wish to live independently, and age in place, as long as possible
- Creating opportunities for volunteering
- Offering financial assistance
- Removing barriers to employment for individuals with physical and emotional disabilities
- AND SO MUCH MORE!

We help thousands of people each year. Our services are offered with boundless compassion by highly professional staff like you who value exceptional service delivery. The success of our work together requires us to be vigilant about the quality of the services we offer. Your job is very important to the achievement of our goals and we are confident that you will strengthen our work and reputation. Please know that we will strive to provide you with the tools, knowledge, and work environment that will help you to be successful.

I am proud to lead this organization and am inspired every day by the dedicated staff who keep alive the ideals and principles of JFCS. Thank you for joining us in serving the needs of our clients and community. I look forward to working with you.

Sincerely,

Judy Halper
Chief Executive Officer

INTRODUCTION

The purpose of this handbook is to provide you with the general policies, procedures, practices, and benefits of JFCS. “JFCS” includes all services and programs of Jewish Family and Children’s Service of Minneapolis. This handbook is intended to be merely a reference tool for you as an employee. If you have questions or concerns that this handbook does not address, please contact the Human Resources Manager.

The JFCS Board of Directors in consultation with the executive leadership team determines the policies, procedures, practices, and benefits of the agency. However, the agency’s leadership values the ideas and opinions of all employees, so we encourage you to let your supervisor or the Human Resources Manager know if you have thoughts about these matters.

This handbook is not, and is not intended to be, a contract of employment for an indefinite term. Nothing in this handbook modifies or is intended to modify your at will employment relationship with JFCS. Only a letter signed by the Chief Executive Officer (CEO) or the President of the Board, on behalf of JFCS, may alter the at will employment relationship.

The policies and procedures set forth in this handbook do not apply to training program participants and supported employees.

Reservation of Rights

JFCS reserves the right to add to, delete from, or modify the policies in this handbook from time-to-time as a situation might warrant. We will advise staff when there are any such changes. This manual supersedes prior handbooks, which are no longer in force or effect.

Rights of Employees

JFCS recognizes that employees have the legal right under the law to engage in protected concerted activity with respect to their wages, hours, and working conditions. Nothing in this handbook is intended to interfere with that right.

STATEMENT OF PRINCIPLES

Mission

JFCS provides essential services to people of all ages and backgrounds to sustain healthy relationships, ease suffering and offer support in times of need.

To carry out the mission, JFCS employs people of all backgrounds to provide these services. It is essential that the staff is in agreement with the mission, vision, and values of the agency. A strong emphasis is placed on each employee's ability to relate to and interact with each person served.

Vision

Jewish Family and Children's Service of Minneapolis is the first place people choose: for help, to volunteer, to donate, and to work.

Family

As a Jewish agency, we are concerned with the strength and continuity of family life. It is the agency's goal subject to applicable legal requirements that our personnel policies reflect a concern for and support of family life.

Values

Based on the Jewish concept of *Tikkun Olam* (repairing the world), Jewish Family and Children's Service of Minneapolis believes everyone is entitled to equal economic, political and social rights and opportunities. As a human service organization, we value:

Compassion

Providing highest quality care and support through all stages of life

Inclusion

Treating people of all ages, genders, sexual orientations, races, religions and abilities with dignity and respect

Innovation

Anticipating community needs and responding with excellence, effectiveness, and creativity

Integrity

Working in a manner that is consistently ethical and accountable

Collaboration

Establishing lasting partnerships in the community to broaden our impact and inform our work

Equal Opportunity/Affirmative Action Program

This is to affirm Jewish Family and Children's Service of Minneapolis' policy of providing equal employment opportunities to all employees and applicants for employment in accordance with all applicable laws, directives and regulations of federal, state, and local governing bodies or agencies.

Our organization will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, familial status, membership or activity in a local human rights commission, or status with regard to public assistance. We will take affirmative steps to ensure that all of our agency's employment practices are free of discrimination. Such employment practices include, but are not limited to, the following: hiring, upgrading, demotion, transfer, recruitment or recruitment advertising, selection, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. We will provide reasonable accommodation to applicants and employees with disabilities whenever possible.

Jewish Family and Children's Service of Minneapolis will evaluate the performance of its management and supervisory personnel on the basis of their involvement in achieving these Affirmative Action objectives as well as other established criteria. In addition, all employees are expected to perform their job responsibilities in a manner that supports equal employment opportunities.

The HR Manager is responsible for our Equal Employment Opportunity ("EEO") program. Responsibilities include monitoring all EEO activities and reporting the effectiveness of the company's Affirmative Action program as required by law. The CEO will receive and review reports on the progress of the program. Any employee or applicant may inspect our Affirmative Action Plan and information related to our EEO program during normal business hours. Please contact the HR Manager for further information.

Any employee or applicant for employment who believes they have been treated in a way that violates this policy should contact either Diana MacLennan, HR Manager, at 5905 Golden Valley Road, Golden Valley, MN 55422, (952) 542-4858, dmacleannan@jfcsmpls.org or any other management representative. The agency will take immediate action to investigate and address allegations of discrimination or harassment confidentially and promptly.

EMPLOYMENT

Cultural Competency and Diversity Plan

Jewish Family and Children's Service of Minneapolis (JFCS) is committed to providing a workplace that recognizes and respects the cultural diversity of all participants served, employees, and other stakeholders. Cultural competency includes recognition of values and beliefs of those the agency employs and serves, as well as appropriate awareness and response to issues, influenced by diversity. JFCS believes that cultural competency is an ongoing learning process that fosters inclusion, tolerance and respect for diversity in all forms. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent of our participants and employees represent a significant part of not only the agency's culture, but also its reputation and achievements.

JFCS embraces and encourages the differences of the agency's participants, employees, and other stakeholders without regard to age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make everyone unique.

JFCS diversity initiatives are applicable, but not limited, to the agency's practices and policies on employee recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; layoffs; terminations; and the ongoing development of a work environment built on the premise of cultural and diversity equity that encourages and enforces:

1. Respectful communication and cooperation between all employees;
2. Inclusion of voices and perspectives from diverse staff;
3. Work/life balance through flexible work schedules to accommodate the varying needs of our employees;
4. Agency and employee contributions in the communities we serve to promote a greater understanding and respect for diversity;
5. Efforts to hire staff who reflect the diversity of the communities we serve.

In order to promote cultural diversity and inclusion:

1. All employees have a responsibility to treat others with dignity and respect at all times.
2. All employees will exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other agency-sponsored events.
3. All new employees must review the Cultural Competency & Diversity Plan as part of orientation.
4. JFCS will provide a variety of diversity awareness trainings each year to enhance staff knowledge.
5. JFCS will assess the demographic information of its participants and other stakeholders to ensure the agency addresses cultural differences in service delivery and individual program planning.

Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action. Employees who believe they have been subjected to or observed any kind of discrimination that conflicts with the agency's cultural competence and diversity plan should follow the Complaint Reporting Procedure in the Staff Handbook.

Recruitment and Selection

Whenever possible, JFCS strives to promote from within based on job requirements and employee qualifications, skills, ability, and experience. To help us achieve our goal of trying to promote from within, positions will generally be posted internally, for a minimum of three days. To apply for a posted position, you should follow all instructions listed on the job posting. In order to qualify for a position, an employee must meet the minimum hiring specifications for the position and be an employee in good standing in terms of overall work record. You are required to notify your present supervisor when you are selected as a finalist for a posted position. If an offer is extended and accepted, the candidate, hiring manager and current manager will agree on the start date for the new position, generally a minimum of two weeks from the date that the offer is extended.

The employment selection process includes a background investigation of candidates in all positions in compliance with applicable laws. JFCS does not automatically exclude staff from employment based on a criminal record. JFCS considers the essential job requirements and the actual circumstances under which jobs are performed, and conducts an individualized assessment in each situation. JFCS may choose to terminate employment consistent with the business needs of JFCS if a conviction record is job-related for the position in question and the individualized assessment leads to the conclusion that the individual is not qualified. JFCS may also terminate the employment of staff who fail to be truthful when responding to any lawful request for information throughout the background check process.

Post Hire Background Screenings

JFCS will conduct post-hire employee background screenings at regular intervals for certain positions or employment situations in compliance with applicable laws. The purpose is to ensure the safety of our clients/participants and staff and mitigate risk.

Staff in positions which require driving clients will have an annual audit of their driving record, and criminal background check; staff in positions which require driving will have a driving record check every three (3) years, and/or staff who work with vulnerable adults and children will undergo a criminal background check every three (3) years. Post hire screening practices are included in job descriptions, as needed.

Employee Classifications

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees' employment status and benefit eligibility.

Nonexempt employees are employees whose work is covered by the Fair Labor Standards Act (FLSA) and the Minnesota Fair Labor Standards Act. They are entitled to minimum wage and overtime, and other protections of these laws.

Exempt employees are generally managers, professional, or administrative staff whose compensation and job duties make them exempt from the minimum wage and overtime provisions of the laws. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

JFCS has established the following categories for both nonexempt and exempt employees:

- **Full time:** Employees who are regularly scheduled to work the company's full-time schedule of 37.5 hours per week. Generally, these employees are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program.
- **Part time – 30+:** Employees who are regularly scheduled to work less than the full-time schedule but at least 30 hours each week are eligible for the full benefits package subject to the terms, conditions and limitations of each benefits program.
- **Part time – 18.75+:** Employees who are regularly scheduled to work less than 30 hours per week, but at least 18.75 hours each week are eligible to participate in the voluntary dental, vision, and short term disability coverage, 401(k), and pro-rated vacation, sick and holiday.
- **Part time - <18.75:** Employees who are regularly scheduled to work less than 18.75 hours per week are not benefit eligible.

Changes in Personal Information

Up-to-date personal information is necessary for administration of JFCS benefit plans and our personnel practices. Using the Employee Information Change form, promptly notify the Human Resources staff of changes in your:

- Home address or phone number
- Marital status
- Number of dependents
- Insurance and/or retirement plans beneficiary
- Emergency notification information

It is the employee's responsibility to notify the agency regarding any of the information above.

Attendance

Punctuality and regular attendance are essential responsibilities of every staff member. Frequent unscheduled absences, late arrivals, and early departures are disruptive, are considered performance issues, and are subject to a performance improvement plan and/or termination of employment.

Anyone developing a pattern of absenteeism (e.g., Monday, Fridays, or day before or after days off) will be subject to disciplinary action. A failure to call in or show up for work during a scheduled day will result in a written warning. Two (2) instances of no call/no show within twelve (12) months will typically result in termination.

Persons with Disabilities

As described below, JFCS will attempt to reasonably accommodate qualified employees and job applicants with a disability so they can perform the essential functions of their jobs in a safe and efficient manner. We will afford reasonable accommodation to qualified applicants and employees with a known disability provided that the accommodation does not cause undue hardship to the organization, or irrespective of the accommodation, that such individuals do not pose a direct threat to the health and safety of themselves or others.

Reasonable Accommodation

The Americans with Disabilities Act, and state and local laws, provides that JFCS must provide a reasonable accommodation to the known physical or mental limitations of a qualified individual with a disability unless the accommodation would impose an undue hardship on the organization. Reasonable accommodation is any modification or adjustment to a job, the work environment, or the way things usually are done that enables a qualified person with a disability to perform the essential functions of a job and to enjoy equal benefits and privileges of employment.

JFCS is committed to the fair and equal employment of people with disabilities. Reasonable accommodation is the key to this non-discrimination policy. While many individuals with disabilities can work without accommodations, other qualified applicants and employees face barriers to employment without the accommodation process. JFCS' reasonable accommodation policy covers all qualified employees and program participants with disabilities, as well as qualified persons applying for work with JFCS.

JFCS employees or applicants may make a reasonable accommodation request to any or all of the following: the immediate supervisor, manager; director, and the HR Manager.

An individual may request a reasonable accommodation whenever he/she chooses, even if he/she has not previously disclosed the existence of a disability.

An employee and/or applicant needing the accommodation is the person responsible for requesting an accommodation or providing sufficient notice or information to JFCS that an accommodation is needed.

- A request for accommodation may be made in writing, in person or verbally.
- The individual requesting accommodation can use "plain English" and does not have to mention the ADA or use the phrase "reasonable accommodation" or "disability."
- When a supervisor or manager receives information indicating that an employee is experiencing difficulty performing his/her job due to a medical condition or disability, further inquiry will be required.

One of the key provision of the ADA requires employers to engage in a good-faith interactive process with an employee who has a disability to determine an effective reasonable accommodation(s). The interactive process should begin as soon possible after a request for accommodation is made or the need for accommodation becomes known. The process should ensure a full exchange of relevant information and communication between the employee and JFCS. The agency will then conduct an investigation to identify the barriers that interfere with the equal opportunity of the applicant or employee to perform their job. We will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, the organization will make the accommodation. Some examples of a reasonable accommodation include:

- Making the facility readily accessible and usable by a qualified person with a disability;
- Restructuring a job by reallocating or redistributing non-essential job functions;
- Altering when and how an essential job function is performed;
- Part-time or modified work schedules;
- Obtaining or modifying equipment;
- Modifying training materials or policies;
- Providing qualified readers and interpreters;
- Reassignment to a vacant position;
- Permitting use of accrued paid leave or unpaid leave for necessary treatment;
- Allowing a qualified person with a disability to provide equipment or devices that an employer is not required to provide.

JFCS is committed to processing requests for reasonable accommodations in a timely, efficient, and fair manner and to maintaining open and continuous communication to ensure employees and supervisors are aware of accommodation options and the status of requests. JFCS treats all specific requests for reasonable accommodation, and all information and accompanying medical documentation provided during the reasonable accommodation process, as confidential.

Pregnancy

Pregnancy, childbirth, or related medical conditions will be treated like any other disability, and an employee on leave will be eligible for temporary disability benefits in the same amount and degree as any other employee on leave. JFCS will provide reasonable accommodation to an employee for health conditions related to pregnancy or childbirth if requested, with the advice of a licensed health care provider or certified doula, unless JFCS demonstrates that the accommodation would impose an undue hardship on the operations of JFCS' business. A pregnant employee is not required to obtain the advice of a licensed health care provider or certified doula for the following accommodations: (1) more frequent restroom, food, and water

breaks; (2) seating; and (3) limits on lifting over 20 pounds. JFCS will work together with the employee with respect to an employee's request for a reasonable accommodation. A reasonable accommodation may include, but is not limited to, temporary transfer to a less strenuous or hazardous position, seating, frequent restroom breaks, and limits to heavy lifting. However, JFCS is not required to create a new or additional position in order to accommodate an employee under this policy, discharge any employee, transfer any other employee with greater seniority, or promote any employee.

Employee Records Confidentiality

It is the policy of JFCS to safeguard personal employee information in its possession and to ensure the confidentiality of the information. Additionally, JFCS will only collect personal information that is required for business operations and to comply with government reporting and disclosure requirements. Personal information collected by JFCS with respect to employees are names, addresses, telephone numbers, emergency contact information, social security numbers (unless an employee objects), date of birth, employment eligibility data, benefits plan enrollment information, which may include dependent personal information, and school/college or certification credentials. All pre-employment inquiry information and reference checking records conducted for employees are maintained in segregated areas and are not used by JFCS in the course of its ongoing business operations.

Personal employee information will be considered confidential and as such will be shared only as required and with those who have a need to have access to such information. All hard copy records will be maintained in locked, secure areas with access limited to those who have a business need for such access. Participants in agency benefit plans should be aware that personal information will be shared with benefit plan providers as required for their claims handling or record keeping needs.

If an employee becomes aware of a material breach in maintaining the confidentiality of his or her personal information, the employee should report the incident to the COO. The COO maintains the responsibility to investigate and take corrective action. Please be aware that a standard of reasonableness will apply in these circumstances. Examples of the release of personal employee information that will not be considered a breach of confidentiality or privacy include the following:

- Release of partial employee birth dates, i.e., day and month is not considered confidential and will be shared with managers who elect to recognize employees on such dates.
- Personal telephone numbers may be distributed in order to facilitate agency work schedules, business operations, or disaster recovery plans.
- Employee and dependent information may be distributed in accordance with open enrollment processes for periodic benefit plan changes or periodic benefits statement updates.

Personnel Record Review

JFCS, like other employers, maintains a personnel record on each employee. Minnesota law entitles you to review the contents of the personnel record that we maintain for your employment. The record that you are entitled to review, and copy at our cost, includes any application for employment; wage or salary history; notice of commendation, warning, discipline, or termination; authorization for a deduction or withholding of pay; fringe benefit information; leave records; and employment history with the employer, including salary and compensation history, job titles, dates of promotions, transfers, and other changes, attendance records, performance evaluations, and retirement records.

Here is a summary of your rights and remedies. For more information, please see Human Resources.

While employed with us, you may review the personnel record at any time upon your written request. We will make it available for review during our normal hours of operation. We may require that you review the records in our presence. Upon your written request, we will provide you with a copy of the records at no charge.

After leaving our employ, you may review the personnel record once each year for as long as we maintain it. We will provide a free copy of the personnel record upon your written request.

To review the personnel record, please provide us with a written request. We will comply with your request within seven (7) working days.

We reserve the right to deny a request to review a personnel record if the request is not made in good faith.

Disputed Information. If you dispute any specific information contained in the personnel record, you may ask us to remove or revise the disputed information. If we do not agree, you may submit a written statement, not to exceed five written pages, specifically identifying the disputed information and explaining your position. We will retain your statement along with the disputed information, and we will provide a copy of your statement to any person to whom we provide a copy of the disputed information.

Omitted Information. If, in providing the record for your review, we omit any information that should be in the record, we may not use the omitted information in any subsequent legal proceeding, unless the omission was unintentional and we provide you with a reasonable opportunity to review the omitted information prior to its use.

Retaliation Prohibited. You may utilize this policy without any fear of retaliation.

Secondary Employment

If you engage in secondary employment you must continue to satisfactorily perform your job responsibilities with JFCS. You are expected to report the nature and place of the secondary employment to your supervisor prior to starting that position or upon employment. Your work performed at JFCS will be judged by the same performance standards and will be subject to JFCS' scheduling demands, regardless of any existing outside work requirements.

JFCS staff is prohibited from soliciting employment from a participant/client outside of their role with JFCS. If a client asks JFCS staff to provide services outside of their role with JFCS, the staff person must notify their supervisor. JFCS is not liable for staff when they are performing services outside of their role with JFCS.

Depending on the nature of the outside employment you may be required to sign a conflict of interest disclosure form. Any adverse impact on JFCS by your outside employment will be considered a conflict of interest.

Off Duty Conduct

While JFCS does not seek to interfere with the off duty and personal conduct of its employees, certain types of off duty conduct may interfere with our legitimate business interests. For this reason, employees are expected to conduct their personal affairs in a manner that does not adversely affect JFCS or their own integrity, reputation, or credibility. Illegal or immoral off duty conduct by an employee that adversely affects our legitimate business interests or the employee's ability to perform their job will not be tolerated.

Unemployment Insurance

JFCS contributes to the Minnesota unemployment compensation system for employees who become eligible for benefits depending on the circumstances of their separation from employment.

PERSONAL VEHICLE USE

JFCS may authorize drivers to use their personal vehicle for official agency business. A personal vehicle is considered used on agency business whenever an employee is traveling between locations during their workday. The purpose of this policy is to ensure the safety of employees when using personal vehicles for agency business.

Employees using their vehicle for agency business on an ongoing basis will be reimbursed for mileage based on the current IRS Guidelines. Periodic reviews of this rate will be made to maintain levels consistent with the current rate approved by the IRS and to reflect JFCS funds available for this program.

Driver Criteria

Employees with jobs requiring regular driving for business as an essential job function must, as a condition of employment, be able to meet the driver approval standards of this policy at all times.

The employee-driver shall at all times be properly insured and licensed to drive in any area in which the vehicle is to be operated. Liability, Personal Injury Protection and Uninsured coverages are required by the state of Minnesota. Employees who operate personal vehicles for company business should obtain auto liability coverage for bodily injury and property damage with a special endorsement for business use, when necessary as determined by their personal insurance agent.

The employee shall provide the agency with proof of a valid Minnesota driver's license and current automobile liability insurance coverage.

Staff whose job is not driving clients/participants are not permitted to drive clients or participants, except with prior approval from the COO.

All operating expenses such as registration, insurance, fuel, and repairs are the responsibility of the employee. Parking and other associated expenses will be reimbursed as authorized by the agency if and only if they are incurred while driving on JFCS business. The employee-driver shall keep accurate records and reports as may be required by the agency covering mileage, expenses, etc.

Drivers are personally responsible for all traffic offense fines, violations, etc., incurred.

Employees with jobs requiring regular driving for business who has a driver's license revoked or suspended shall immediately notify their supervisor and HR. These staff must also provide notice of driving-related violations as described in the Driving Records section below. Failure to do so may result in disciplinary action, including termination of employment.

Safety

The employee will operate the vehicle while on agency business in accordance with all state and local laws. For example:

- Every occupant must wear a seat belt.
- Drivers can send messages or place calls while driving only if their device is in hands-free or voice-activated mode. The law makes an exception for emergency calls.
- It is illegal to manually punch in a phone number or scroll for an address or a contact into a navigation app while driving.
- Texting, receiving or responding to email, or internet use is prohibited under Minnesota state law.
- It is illegal to drive while under the influence of alcohol and other drugs.
- Headlights, taillights, brake lights and turn signals must be in working order, etc.

Employees whose device is not hands-free need to pull off the road to a safe location so they may safely, and legally, use a cell phone or other device. Keep in mind, you are still technically operating a motor vehicle even while you are stopped in traffic or at a red light.

Driving Records for Staff who Drive for Agency Purposes

The safe and lawful operation of vehicles is critical. JFCS monitors driving records of staff members who drive their own vehicle for Agency purposes. As such, JFCS must conduct a check of each driver's, or prospective driver's record with the Minnesota Department of Motor Vehicles. JFCS will conduct these checks for staff at the time of hire, then annually or every three years thereafter, based upon the responsibilities of each position, for those staff required to drive as an essential part of their position. Such staff include those whose jobs require them to drive clients.

It is our hope that these driver's record checks will not contain any violations or citations. Should any be found, however, JFCS has assigned points to each as follows:

Points	Violation
9	DUI Conviction
9	Motor Vehicle Violation involving Possession of a Controlled Substance
6	License Currently Suspended and/or Revoked
6	Careless or Reckless Driving or Racing
3	Speeding (Driving Over Posted Speed)
3	Traffic Control Device
2	Moving Violation Not Listed Above
1	Two (2) Non-Moving Violations Not Listed Above
1	Mechanical violation/citation

Staff should notify HR any time they receive a violation having 3 or more points. Failure to do so may result in disciplinary action, including termination of employment. Any staff member who engages in unsafe driving, including but not limited to any driver who incurs six (6) points or more within a three year period, will be subject to disciplinary action up to and including

termination of employment. The three year period for accumulating points is a rolling thirty-six (36) month period measured backward from the present.

Where a vehicle receives a citation for a mechanical violation, the vehicle may not be used for agency purposes unless and until the mechanical violation is corrected and brought into compliance with the law.

JFCS reserves the right to assess each situation on a case by case basis.

Accidents and Medical Emergency

If an accident occurs while an employee is operating a vehicle on agency business, the accident must be reported immediately to the employee's supervisor or director. The employee involved is to submit an Incident Report form to Human Resources within 24 hours and, if injured, a First Report of Injury Report is also submitted to Human Resources within 24 hours.

Jewish Family and Children's Service of Minneapolis has liability coverage for employees who are driving for agency business to cover damages to another's vehicle when an accident is the employee's fault. The employee is responsible for collision, which covers damage to their vehicle when there is an accident and comprehensive that covers a loss that is not the result of a collision. The driver is responsible for their personal auto insurance deductible(s).

In the event of a passenger medical emergency, pull over and call 911. Next, notify your supervisor as soon as possible. Complete an Incident Report and submit it to Human Resources within 24 hours.

PERFORMANCE MANAGEMENT

JFCS is committed to a performance management system that fosters excellent performance, collaboration, and forward-looking career conversations. You, your supervisor, and the organization are critical members of a partnership that ensures learning, development, and improving individual and organizational performance.

Effective performance management aligns the efforts of employees and supervisors to meet organizational goals; ensures that expectations for job performance and conduct are realized; helps employees remove barriers to best or optimal performance; and enables employees to reach their full potential through continuous feedback and coaching.

The three areas of performance management are: performance development, training/staff development and expectations for employee conduct.

Performance Development

Performance development is a continuous, collaborative and evolving process between you and your supervisor. The purpose is to improve communication between employees and supervisors, enable employees to align their efforts in a manner that contributes most to the organization's goals, and help employees learn and grow in order to perform to their highest potential. This is accomplished through meaningful real-time feedback, which ensures employees have clear expectations and coaching to help them achieve their maximum performance potential.

Performance development consists of *performance development check-in conversations that provide a forum for you and your supervisor to review the status of current goals/objectives, create future goals/objectives and identify needed support(s). This conversation occurs during a regular scheduled supervision/one-on-one meeting.

You and your supervisor will collaborate in setting personal, team, and organizational goals. Ideal goals are brief and include only the most important results that you are expected to achieve. JFCS recommends setting frequent, short-term goals that are meaningful, and regularly reviewing them.

New employees and employees who have transferred into a new role, along with their supervisor, will complete a 90-day review and a six-month review. These are essential steps in the onboarding process and sets the employee up for success going forward. The purpose of the review is to receive performance feedback on progress made and provide an open forum for discussion.

You will complete a self-review and your supervisor will also evaluate you on job related responsibilities as well as the mission and values of JFCS. There is also opportunity to provide written feedback to your supervisor on the form. Review forms will be signed by both employee and supervisor and placed in your personnel file in the Human Resource Department.

**There may be exceptions to this practice for some positions in which a brief annual evaluation form is used.*

Training & Staff Development

You, your supervisor and HR will collaborate to build a culture of continuous learning and development. It is your responsibility to seek new learning opportunities. It is your supervisor's responsibility to coach you and identify development needs. And, it's HR's responsibility to assist in staff development activities. There are various types of formal and informal staff development including:

- Conferences
- Institutes
- Workshops
- Employee coaching
- Clinical supervision
- Consultations
- Formal education courses
- On-the-job training
- Job shadowing
- Lunch & Learn

Requests for reimbursement of training costs should be made to your supervisor. Subject to supervisor approval, the agency will reimburse expenses incurred and/or approve paid or unpaid leave for staff training based on your goals, successful completion of the training program, and available agency funds.

Expectations for Employee Conduct

One key to our success is ensuring that all staff know the expectations for performance of their tasks and essential functions of their position, and for workplace conduct. Your manager is accountable to provide you with clear expectations and ongoing feedback related to your performance and conduct. Every employee has a responsibility to perform their job in a way that meets or exceeds those expectations.

The following are the methods to address the times when an employee is not meeting expectations. They can be followed in order or can be used independently depending on the severity of the issue in question.

Supervisors should let employees know when they launch a discipline procedure. For example, pointing out a performance issue is not necessarily a verbal warning and may be part of the regular feedback an employee receives. If managers judge that a disciplinary process is appropriate, they must clarify this to the employee and document the method.

A Verbal Notice

The employee is provided feedback on what needs to improve and what actions need to be taken. The employee is told of the severity of the matter and the consequences that could arise if the issue is not resolved. This discussion is documented with the date and time. A copy of the documentation is given to HR for the employee's personnel file.

A Written Notice

The supervisor works with HR to develop a written notice. This notice will document the issue and what the staff member needs to do to improve. The notice should state that a failure to improve may result in further disciplinary action leading up to and including termination.

A Performance Improvement Plan (PIP)

The supervisor works with HR to develop a notice that offers very specific steps of what an employee needs to do in order to improve his or her performance. This PIP can be of varying length and requires that the manager meet with the employee to review performance improvement on a regular basis. The PIP will state that a failure to improve may result in termination.

In each instance, the supervisor refers to any previous warnings or discussions, clearly states the infraction, states the expectation for improvement, including a timeframe, and states the next step if employee fails to meet expectations.

Misconduct

Below are some examples of misconduct and are not intended to be a complete list. Other types of conduct that threaten security, personal safety, employee welfare and operations also may be prohibited. We hope that employees will agree that these examples of misconduct are based on common sense. If any employee has questions or concerns about what constitutes misconduct, human resources would be pleased to explain it further.

- Dishonesty;
- Rudeness or unprofessional behavior toward a client or anyone in contact with the agency;
- Being discourteous or disrespectful to a client or any member of the public while in the course and scope of agency business;
- Falsifying employment records, employment information, or JFCS records;
- Falsifying any time report, either your own or another employee's;
- Theft or deliberate or careless damage or destruction of any JFCS property, or the property of any employee or client;
- Provoking a fight or fighting during working hours or on our property;
- Carrying firearms or any other dangerous weapons in any JFCS building at any time;
- Engaging in criminal conduct that makes a person not qualified to work at JFCS;
- Unreasonable failure or refusal to obey the instructions of a supervisor or member of management;
- Using abusive language at any time on our premises;
- Failing to notify a supervisor when unable to report to work;
- Failing to observe working schedules;
- Failing to provide a medical provider's certificate when requested or required to do so;
- Working overtime without authorization or unjustifiably refusing to work assigned overtime;
- Failure to comply with JFCS' dress code while working;
- Violating any safety, health, security or policy, rule, or procedure;
- Committing a fraudulent act or a breach of trust under any circumstances; and
- Committing of or involvement in any act of unlawful harassment of another individual.

CONFIDENTIALITY

Client Confidentiality & Data Privacy Policy

Any information or data JFCS staff may learn, gather or transmit about any agency clients must be kept in strict confidence. Staff is expected to:

1. Discuss agency clients only with appropriate personnel.
2. In conversations, make every effort to ensure the privacy of the setting.
3. Keep all written materials about clients in their possession or in locked file cabinets or other secure areas. Confidential material should not be left in the copy or fax machines or the printer.
4. Not discuss or leave confidential information regarding client issues on any answering machine, either at their home or office unless requested by the client.
5. Respect the clients served, and not knowing what a client may consider private, not discuss clients with non-agency personnel, unless a release of information signed by that client is in the client's file, and then only with recognized professionals or if subpoenaed to testify in court.
6. All of the rules in this policy also apply to email and any other electronic communications. For more information, refer to JFCS' Client Privacy Policy in Agency Info and the Electronic Policy in this Handbook.

Any violation of this confidentiality policy may result in a disciplinary action or termination of my employment. Staff should notify their supervisor with questions of an ethical situation.

DISCRIMINATION AND HARASSMENT-FREE WORKPLACE

JFCS prohibits unlawful discrimination against, and harassment of, its employees by co-employees, supervisors, and non-employees. We are committed to a work environment in which all individuals are treated with respect and dignity. JFCS will not discriminate against any protected class in the areas of employment, compensation, assignment of work or promotion.

Discrimination and harassment negatively affect morale, motivation, health, and job performance. Every individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, we expect that all relationships among persons in the workplace will be business-like and free of bias, prejudice, and harassment. Violation of this policy will result in appropriate disciplinary action, which may include dismissal from employment.

Discrimination, intimidation, and harassment based on sex (with or without sexual conduct), race, color, religion, creed, national origin, age, marital status, familial status, veteran status, sexual orientation, disability, gender expression, or any other basis protected by applicable law is wrong, offensive, and will not be tolerated. All employees are responsible for maintaining a positive working environment, free of discrimination and harassment, and free of hostile, threatening, or intimidating behavior.

You are encouraged to report to Human Resources or to inform management if you feel you have been victimized by a violation of this policy. We will not permit any form of retaliation against you for reporting a possible violation of this policy and we will investigate all complaints as confidentially as possible.

1. Responsibility

- Every employee is accountable for their actions.
- The CEO is ultimately responsible for enforcing this policy.
- All supervisors are responsible for implementing this policy by promoting working conditions free of harassment and promptly referring all complaints, incidents of harassment, and any conduct that might violate this policy to Human Resources.
- All staff should promptly inform the Human Resources Manager of any occurrences of harassment. If any person is not comfortable informing Human Resources, the individual is welcome to contact the CEO.
- JFCS is obligated to investigate all complaints brought to management's attention and will exercise the utmost discretion possible in doing so.

2. General Definitions of Harassment

Harassment in violation of this policy may be behavior directed at any person associated with JFCS that is of a sexual nature or related to the person's race, color, religion, creed, national origin, age, marital status, veteran status, sexual orientation, disability, familial status, gender expression or any other basis protected by applicable law.

Harassment can be sexual, verbal, physical, or visual. Examples may include: Unwelcome sexual remarks, compliments or advances, “jokes,” sexual innuendo or propositions, sexually-suggestive facial expressions, kissing, touching, sexual contact, slurs, epithets, assault, bullying, interference with movement, derogatory posters, cartoons, screen savers, e-mails, and other types of conduct, verbal or written communications, or social media.

Acts of favoritism, discriminatory treatment, or harassment will be considered violation of this policy whether or not any employee, applicant, or person associated with JFCS complains.

The examples listed in this policy are not all inclusive. JFCS prohibits unlawful harassment and discrimination in any form.

3. Definition of Sexual Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact, or other verbal or physical conduct or communication of a sexual nature when:

- Submission to or rejection of that conduct or communication is made a term or condition, either explicitly or implicitly, of employment;
- Submission to or rejection of that conduct or communication by an employee is used as a factor in decisions affecting that individual’s employment, such as in performance, compensation, benefits, evaluations, work assignments, and promotions;
- That conduct or communication has the purpose or effect of substantially interfering with an individual’s employment or creating an intimidating, hostile, or offensive working environment.

For example, sexual harassment includes:

- Supervisory personnel explicitly or implicitly suggesting sex in return for a hiring, compensation, promotion, retention, or other tangible employment decisions;
- Unwelcome verbal or written communications such as sexually suggestive or obscene comments, jokes, suggestions, derogatory remarks, or propositions based on sex;
- Unwelcome physical contact, such as touching, grabbing, pinching, pats, squeezes, brushing against somebody’s body, or impeding or blocking normal work or movement;
- Unwelcome nonverbal and/or visual harassment such as displaying sexually suggestive or derogatory or sex-based messages, pictures, cartoons, drawings, objects, pictures, or magazines, even at one’s own work station;
- Continual expression of sexual or social interest after an indication that such interest is not welcomed;
- Unwelcome sexual advances, pressure for sexual favors, or conduct with sexual implications when such conduct interferes with the employee’s work performance or creates an intimidating work environment;

- Suggesting or implying that failure to accept a request for a date or sex would adversely affect the employee in respect to a performance evaluation, promotion, pay, benefits, continued employment, or other employment actions and decisions.
- Such behaviors are prohibited by this policy, regardless of the gender of the harasser or the victim.

4. Individuals and Conduct Covered

- These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to JFCS (e.g., an outside vendor, consultant or customer).
- Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

5. Reporting Procedures

- We encourage employees to report actual or perceived incidents of harassment promptly before such conduct becomes severe or pervasive. Our intent is to stop harassment the first time it happens.
- If you feel you have been harassed, you may choose to first say directly to the offender that the offending conduct must stop and then see if this is effective in ending the harassment before complaining to JFCS. The offender may not realize the behavior is offensive.
- However, it is not necessary to confront the perpetrator of the harassment. If you are uncomfortable talking to the offender for any reason, or if the behavior continues after you have advised the offender you consider the behavior to be offensive, you should immediately report the conduct directly to the Human Resources Manager or your immediate supervisor without fear of reprisal. The Human Resources Manager is then responsible to immediately report the complaint to the CEO. You may also choose instead to report directly to the CEO without fear of reprisal if you are not comfortable reporting to the Human Resources Manager.

Complaints of harassment can be made in writing or verbally. There is no required form. We simply want to know what occurred. Reports of harassment will be investigated in accordance with the complaint procedures outlined below.

6. Filing a Complaint

Your harassment complaint will be investigated promptly, thoroughly, and impartially. The investigation will proceed as follows:

- The investigation will begin promptly, with detailed interviews with the reporting individual, alleged harasser, and other individuals who may have knowledge relevant to the investigation. The investigation will be conducted by a member of the Executive Leadership Team, HR Manager, or an independent party appointed by the organization;

- If the alleged harasser admits the harassment, the investigation will cease, and JFCS will determine the appropriate disciplinary action to be taken against the harasser;
- If the alleged harasser denies the allegations, the investigation will continue;
- Following completion of the investigation, we will determine whether harassment occurred with respect to the reporting individual and also with respect to any other possible victims;
- As part of our investigation, we will inform all concerned individuals of any measures that we will take to stop harassment, correct its effects on the victim, and ensure that the harassment stops.

7. Consequences

If the investigation supports the complaint that harassment occurred, we will take immediate and appropriate corrective action, including disciplinary measures against persons who violate this policy, up to and including dismissal from employment. Discipline will be proportional to the seriousness of the offense. Our actions will be designed to effectively stop the harassment, correct its effects on the employee, and ensure that harassment does not recur. A person committing sexual harassment may also face legal liability for her or his actions under applicable law.

8. Protection Against Retaliation

We assure employees who report discrimination or harassment or provide information or cooperate in an investigation, or are associated with a person who makes such a report, that they will be protected against retaliation. JFCS will not tolerate such retaliation. If an employee believes she/he is being retaliated against, she/he should immediately report the matter to the Human Resources Manager or the CEO.

9. Confidentiality

We further assure employees that we will treat complaints of harassment as confidentially as possible. We cannot guarantee complete confidentiality, because to conduct an effective investigation, some disclosure may be required to the alleged harasser and potential witnesses. Disclosures will be limited, on a “need-to-know” basis. Our records will be kept confidential to the maximum extent possible and in a file separate from the personnel files.

CONFLICT OF INTEREST

It is JFCS policy that employees refrain from any activity or having any financial interest that would compromise the best interest of the agency in connections with the persons whom we serve, funding sources, dealings with governmental agencies and potential funding sources, and/or businesses, organizations, or others with whom the Agency conducts its operations. Employees also must refrain from activities or associations that interfere with their judgement concerning the interest of the agency or exploit one's position with the agency for personal gain.

For more detailed information, please refer to the JFCS Compliance Handbook (Agency Info/Compliance).

WORK LIFE

Work Week and Hours of Work

The standard workweek is from Sunday until Saturday and generally consists of 37.5 work hours. Office hours are 8:30a.m. to 5:00p.m. and 8:30am to 7:00pm on Wednesdays, with a 30-minute lunch break. Individual work schedules may vary depending on the needs of each department. Employees who travel to and from their homes to work are commuting, which is not working time. The same rule applies even if the worksite changes every day. Time spent traveling from one workplace to another during the same workday counts as hours worked, unless the work time or drive time is not concurrent, such as during a split-shift.

Breaks and Meal Period

Paid rest breaks of fifteen minutes each are permitted once in the morning and once in the afternoon. Employees working eight or more consecutive hours will be allowed an unpaid meal break having sufficient time to eat a meal, normally 30 minutes. During the meal period, employees must be completely relieved from duty. Staff is encouraged to take these breaks. No time credit will be given if breaks are not taken.

Dress for Your Day Policy

The 'Dress for Your Day' policy allows staff to use good judgment for each working day and wear attire appropriate for their environment, while also creating a positive and professional impression. The purpose of Dress for Your Day is to provide you the flexibility to dress according to your activities each day, and to dress in a manner that is comfortable and consistent with your sense of style.

We all share the responsibility to set the right example, and management has the responsibility to fairly and consistently administer the guidelines. Because each of us has a different sense of style and appropriateness, we provide the following guidance to help you select your work attire.

All clothes should be neat, clean, ironed, well fitting, and free of stains, wrinkles, rips/tears, and holes or fraying. Any item of clothing bearing an unprofessional, violent, discriminatory, abusive, offensive, or demeaning message is unacceptable.

The following items are not appropriate attire for any staff while working for JFCS: athletic shoes, flip flops, mini-skirts, sheer or revealing clothing, tank tops, spaghetti straps, strapless shirts/dresses, shorts, jogging suits or exercise wear, sweatshirts or t-shirts.

Appropriate attire includes dressy jeans that look fresh and sharp (no wear or holes), leggings (accompanied by a long top or dress), khakis or dress slacks, and Capris (below the knees), denim shirts and skirts, dress shirts and blouses, and golf/polo collar shirts.

Employees should discuss with their supervisor any questions about compliance with dress appropriateness. In some programs or departments, jeans are not appropriate for some work activities, such as meeting with clients, donors, or funders. Supervisors are responsible for providing guidance to staff about expectations for their roles.

Scent Policy

Some people are allergic to perfumes and other scented products. Please help make JFCS a friendly place for all by refraining from using highly scented perfumes, lotions and hair products.

Cell Phone Etiquette

Please help to control the level of noise at JFCS by making it a practice to silence your cell phone or keep it on vibrate while you are in the office.

Contributing

JFCS employees are asked to participate in the 1) annual United Way campaign, 2) the annual Minneapolis Jewish Federation campaign, and 3) our JFCS annual Give campaign. The amount donated to each is not as critical as the demonstration of support for each of these important fundraising activities. Participation in each and all of those causes is strictly voluntary, and staff members are assured that they will not be in any way penalized if they choose not to participate.

Drug Free Workplace Policy

The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on agency premises or while on agency business. Employees found in violation or employees who receive a criminal drug statute conviction for a violation occurring in the workplace will be subject to disciplinary action by JFCS, up to and including termination.

Staff are required to abide by the terms of this policy and that, as a condition of employment, an employee will notify JFCS of his or her conviction, no later than five calendar days, of a criminal drug statute occurring in the workplace.

Except at an approved agency function, the use of alcohol on our premises or on agency business is prohibited. Any permitted use must be in a safe and responsible manner. The use of lawful drugs may not interfere with the safe and responsible performance of your job duties and responsibilities.

Tobacco Free Environment

JFCS maintains a tobacco free environment in its offices, at JFCS functions or at other meeting or training sites except for in designated smoking areas. This covers the smoking of any tobacco product, the use of oral tobacco products and electronic cigarettes, also called vaping.

JFCS encourages and supports employee efforts to stop smoking and will pay one-half the cost of an approved non-smoking program for any staff member who completes the program and does not smoke for the following six (6) months.

Gift Acceptance Guidelines

From time to time, JFCS clients or participants may express their appreciation for the services they receive by offering a gift to the employee who provided the service. Generally, staff shall not accept gifts. Staff may, however, accept a gift that is of nominal or token value so long as acceptance does not influence or appear to influence the judgment or conduct of the staff member. If a staff member accepts a gift of nominal or token value, they must report the gift to their supervisor that same day.

For the purpose of these guidelines, a gift is defined as any item offered or given to staff by a client or participant, including gift cards, cash, perishable goods or personal effects (such as jewelry & household goods). It is recommended that staff do not accept any gift with a value of more than \$10. If a staff member is offered an item with a value greater than \$10 (or an item of a lower value when it would be inappropriate to accept, e.g. cash), the staff member shall politely decline the item. When appropriate, the staff member may also suggest that the client or participant make a donation to the agency or specific program. Staff are encouraged to notify their supervisor after declining a gift.

If a gift of nominal or token value is offered to and accepted by a group of staff, the gift shall be distributed among the group (e.g., a box of chocolates to the Senior Services team).

These guidelines also apply to receiving gifts from a supplier or potential supplier. In addition, accepting discounts, favors or services from a supplier or potential supplier is considered a conflict of interest unless the discount, favor, or service is equally available to all staff. For more information, please consult the Conflict of Interest policy in the Compliance Handbook.

Important note: If in doubt, check with your supervisor. In addition, employees who are licensed have guidelines to refer to from their Boards.

Kashrut Statement

Food provided by the agency for staff and volunteer meetings at JFCS will be prepared Kashrut (keeping kosher) or vegetarian.

Personal Fundraising

Employees may do personal fundraising (e.g., Girl Scout cookies, Boy Scout popcorn, flowers, etc.) by placing signup sheets in the lunchroom or outside their cubes. All Staff emails for this purpose are not permitted.

Break Time for Nursing Employees

JFCS will provide a reasonable amount of break time anytime each day to an employee who needs to express milk for their infant child. When the nursing employee needs it, JFCS will make available a private place, other than a bathroom or a toilet stall, in close proximity to the work area, which is shielded from view and free from intrusion to express milk, and with access to an electrical outlet.

Complaint Reporting Procedure

The purpose of this procedure is to provide a mechanism that allows staff members to express and resolve work-related concerns and complaints. JFCS promotes working conditions based on integrity and respect. Staff members of JFCS are committed to working in accordance with the highest ethical standards and have endorsed the professional ethics codes of their respective disciplines.

If an employee has a concern regarding another employee, they should resolve the issue with that staff member. If this is not possible, then the employee should report the complaint to the individual's supervisor, the Human Resources Manager, or the CEO.

The complaint will be investigated, with an attempt to reach resolution with the parties involved and recommend further action if necessary.

Staff members involved in a complaint has the right to be informed of the process at any time and to obtain information about the final decision. The Human Resources Manager may consult with other members of the agency's Executive Leadership Team including the CEO. If a complaint involves violation of a civil law or Compliance Handbook policy, the Chief Compliance Officer or CEO will be notified.

JFCS does not tolerate any retaliation or intimidation directed toward anyone who makes a good faith complaint, is associated with any person who makes such a complaint, or who participates in the investigation of a complaint. The reporting procedure described above should also be used if an employee believes they have been subjected to prohibited retaliation or intimidation.

Employees should understand that this policy applies to each and every intern, volunteer, and employee of JFCS, including the Board of Directors, officers, management, and all full-time, part-time, and temporary employees.

Licensing Supervision Policy

JFCS offers licensing supervision to employees, up to four hours per month, who need it for licensure. Supervision will be provided upon employee request, as supervisory staff is available and scheduling permits. Staff who take advantage of this service are expected to commit a period of employment to the agency equal to hours spent in supervision once licensure is acquired. If an employee leaves employment prior to fulfilling their commitment, he or she will be billed a pro-rated rate for the clinical supervision they were provided based on the amount of supervision provided and the value.

JFCS will verify that staff have the required certifications and licensure, where appropriate, and will monitor any recertification expectations in accordance with these requirements.

Case Note Expectations

All staff members who work with clients must enter and sign their case notes into the appropriate client management system within five (5) working days from the time of contact with the client.

Responses to Legal Actions

If you are served with legal process such as a subpoena or search warrant that is directed at JFCS, you must immediately inform the COO. If the COO is unavailable, staff should report to the appropriate director. Staff should also notify their supervisor and appropriate director. The COO will determine the necessity to notify an agency attorney before directing staff regarding response.

Referral Bonus

JFCS will pay \$200 to an employee who successfully refers a full time or part-time candidate for employment. The new employee must retain employment with JFCS a minimum of six (6) continuous months before receiving a referral bonus. This policy does not modify the at will employment relationship between JFCS and the referring or referred individual.

Reference Requests

When JFCS receives a request for information from a prospective employer about a former staff member, it is our policy to furnish only dates of employment and the last job title or classification. We will consider furnishing additional information upon receipt of a signed authorization from the former staff member. Please direct requests for references to the Human Resources Manager.

Media Policy

Events may occur that will draw attention from the news media. It is imperative that one person speaks for the agency to deliver an appropriate message and to avoid giving misinformation in any media inquiry. Good reporters identify themselves prior to asking questions. Every employee is expected to adhere to the following media policy by responding to media/reporter questions as follows: "I am not authorized to comment for JFCS. Let me have the Director of Communications or another member of the executive leadership team contact you." Media contact with clients must be arranged with supervisor approval.

If you are asked to be interviewed or polled about anything relating to the work of JFCS, notify the Director of Communications or another member of the Executive Leadership Team of the interview date and subject matter before the interview is conducted. Media contact with clients must be arranged with supervisor approval.

Electronic Data Policy

JFCS owns and supports computer-assisted technology to facilitate and to enhance our ability to meet the needs of our clients. The systems, including workstations, notebooks, tablets, cell phones, email, telephones, voice mail, fax machines, on-line services and access to the Internet are at all times the property of JFCS. As such, all information created, sent, received or stored using this technology is and remains JFCS property. Any employee found to be abusing the privilege of JFCS-facilitated access to electronic media in violation of this policy may be subject to disciplinary action.

Electronic media may not be used for knowingly transmitting, retrieving, or storing any communications that are derogatory to any individual or group, obscene or X-rated, defamatory or threatening, for the circulation of "chain letters," or for any other purpose that is illegal, against JFCS policies, or harmful to the mission of JFCS.

While passwords are in place for security, confidentiality of one's files cannot be guaranteed. JFCS may, at its discretion, review any employee's electronic files, software applications, messages, and usage. Employees should have no expectation of privacy on JFCS technology systems. The best advice is to use your own equipment and systems for personal matters.

Our electronic data services are primarily for JFCS business use. Employees should not attempt to gain access to another employee's messages, password or any protected data files without the proper permissions and authority. All copyrights on materials are to be respected. Employees may not copy, retrieve, modify, or forward copyrighted materials, proprietary financial information, or similar materials without prior authorization.

Individual passwords are never to be written down and stored, shared or revealed to anyone other than the authorized user. All passwords are to be changed promptly if they are suspected of being disclosed or known to have been disclosed to unauthorized persons.

No personal software will be installed on employee computers or downloaded from the Internet. With regard to software duplication, employees will use software only in accordance with its license agreement with JFCS. JFCS does not condone illegal copying of software or

documentation under any circumstances and anyone who makes, uses, or otherwise acquires unauthorized software will be subject to disciplinary action.

Only devices authorized by JFCS IT department may be connected to JFCS computer and phone networks. JFCS does not permit staff to bring in computers/printers/ peripherals of any kind from home to be used on the data or phone networks in the office. This includes any USB, firewire, or any other cable or wirelessly connected device including storage, music, and PDA organizers.

Note that if you want your email on your personal device, you must read and agree to the terms for unattended uninstall, which happens when your device is reported lost or stolen. This process is initiated and controlled from the JFCS email server.

Social Media

At JFCS, we understand that social media can be a fun and rewarding way to share your life and opinions with co-workers, family and friends around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all staff who work for JFCS.

Guidelines

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with JFCS, as well as any other form of electronic communication. The same principles and guidelines found in JFCS' Compliance and Staff Handbook apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow staff or otherwise adversely affects clients, volunteers or suppliers (or people who may work on behalf of JFCS) may result in disciplinary action up to and including termination.

Know and follow the rules

Carefully read these guidelines, the JFCS Principles of Ethical Conduct and the Discrimination & Harassment-Free Workplace Policy, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be respectful

Always be fair and courteous to fellow staff, clients, volunteers, suppliers or people who work on behalf of JFCS. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by speaking with your supervisor rather than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage staff, clients, volunteers, or

suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Be honest and accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about JFCS, fellow staff, members, clients, volunteers, suppliers, people working on behalf of JFCS or competitors.

Post only appropriate and respectful content

- Maintain the confidentiality of JFCS trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Do not create a link from your blog, website or other social networking site to a JFCS website without identifying yourself as a JFCS employee.
- Express only your personal opinions. Never represent yourself as a spokesperson for JFCS. If JFCS is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of JFCS, fellow staff, clients, volunteers, suppliers or people working on behalf of JFCS. If you do publish a blog or post online related to the work you do or subjects associated with JFCS, make it clear that you are not speaking on behalf of JFCS. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of JFCS."

Using social media at work

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Electronic Data Policy. Do not use JFCS email addresses to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is prohibited

JFCS prohibits taking negative action against any staff for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

For more information

If you have questions or need further guidance, please contact the HR Manager.

Telework

JFCS considers telework to be a viable alternative work arrangement in cases where the employee and job tasks are best suited to such an arrangement. Telework allows an employee to work at home, on the road, or at another location for part of their regular workweek. An employee who teleworks on a regular and recurring basis must sign a Telework Agreement prior to the commencement of teleworking.

For more information on the standards required, refer to Agency Info\Staff Forms\Telework Policy & Agreement

Employee Loan Program

JFCS will make loans to employees for emergency financial need. An employee must have worked at JFCS for at least one year. The maximum loan amount is \$2,500 and must be repaid within 24 months. For more details, a copy of the Employee Loan Application is located in Staff Folders/Agency Info/Staff Forms/Employee Loan Application.

Jewish Free Loan Program

The Jewish Free Loan Program provides interest free loans between \$1000 and \$7500 to staff of JFCS. Applicants must provide one or two co-signers depending on the size of the loan who have a credit score of at least 725. Recipients generally re-pay the loan for a period of 18-24 months and use payroll deduction to do so. Upon termination of employment, the employee is expected to make arrangements to complete the repayment of the Jewish Free Loan. This benefit does not modify an employee's at will employment relationship with JFCS.

Program and Services to Staff and Their Immediate Family

JFCS staff and their family members are encouraged to consider participating in JFCS programs and services. It is important to note, however, that programs and services will not be available in some circumstances. Following are the guidelines for determining whether a JFCS staff person or their immediate family member* may participate in a program or service:

Staff cannot provide direct one-to-one services to their family member.

When staff or their immediate family members participate in programs or services for which JFCS charges a fee, the standard fee will typically apply.

The following programs and services are available to staff and their immediate family members, though scholarships and loans are typically not available to the CEO, COO, CFO, or their immediate family members:

- Academic Scholarships
- Camp Scholarships
- Caregiver's Conference
- Caring Connections/Inclusion
- Family Life Education
- Food Security
- Hag Sameach
- Holocaust Survivor Support Services
- Jewish Free Loan Program
- J-Pride
- Licensing Supervision
- Mental Health Education Conference
- NextGen
- PJ Library/Shalom Baby
- Twin Cities Jewish Healing Program
- Volunteer Resources

Programs and services not listed above are often available to staff and/or their immediate family members on a case-by-case basis. Please notify your supervisor or the HR Manager of your request. A decision will be made by the COO or CEO in consultation with the relevant program manager, director, and/or others – while taking care to respect privacy and confidentiality.

Factors to be considered include, but are not limited to:

- Applicable professional ethics standards
- Potential barriers to effective service delivery
- Impact on staff who would be providing services
- Real or perceived opportunity for staff to inappropriately influence service delivery or receive special treatment
- Risks to protection of health or other private information

*Immediate family member includes: child, spouse/partner, sibling, parent, step-parent, grandparent, mother-in-law, father-in-law, and grandchild.

COMPENSATION

Pay

The pay schedule includes pay grades based on job descriptions that we review on a regular basis. Members of the Executive Leadership Team will review staff pay annually. Pay adjustments ordinarily take place annually, except for those that accompany a promotion and which are implemented upon the change of position.

JFCS complies with federal and state wage and hour laws with respect to all payroll policies and procedures. JFCS does not make improper deductions, as specified in the applicable regulations, from the salary of employees who are subject to the minimum wage and overtime requirements of the Fair Labor Standards Act. The regulations also specify additional instances where deductions may be made.

If you believe that we have made a mistake on your payroll, including an improper deduction from your pay, please contact the Human Resources Manager promptly. We will quickly investigate your concern and make the correction if we have made an error. It would be helpful, though it is not required, if you would explain the situation in writing and provide as much detail as possible regarding the nature of the deduction made and why you believe the deduction was improper.

Consistent with Minnesota law, employees may disclose their wages and may disclose another employee's wages that have been disclosed voluntarily. Such disclosures are protected from retaliation and protected by a private right of action.

Wages of Non-Exempt Employees

Under the Fair Labor Standards Act, employees are to be paid at a rate of at least one and a half times their regular rate for any hours worked over 40 in a work week. Overtime must be approved in advance by the supervisor.

Salaries of Exempt Employees

Employees whose employment is on a salaried basis and perform duties that make them exempt from federal and state wage and hour laws do not work a predetermined schedule. The nature of their jobs requires that they work the hours necessary to successfully perform their duties and responsibilities. JFCS recognizes that, on occasion, this requires an exempt employee to work long hours. While they are not entitled to overtime pay, JFCS understands that they may on occasion deviate from regular business hours on a responsible, flexible basis.

Salary or Wage Payments

Payday

All employees will be paid on the 15th and the last day of each month, provided these dates fall on working days. If they do not, payment will be made on the last working day preceding the above dates.

Payroll Periods – Salaried Employees

The semi-monthly payroll periods for salaried employees will be from the first day of the month through the fifteenth for the 1st pay period and from the sixteenth through the last day of the month for the 2nd period.

Payroll Periods – Hourly Employees

The semi-monthly payroll periods for hourly employees will cover a period normally concluding one-half month prior to payday.

Time Reporting

The usual work week period is 37.5 hours. Overtime is defined as hours worked by non-exempt hourly or non-exempt salaried employees in excess of 40 hours in a workweek. Overtime must be approved in advance by the supervisor to whom the employee reports.

Employees are required to complete accurate weekly time reports showing all time actually worked. These records are required by governmental regulations and are used to calculate regular and overtime pay. At the end of each pay period, the employee must submit their time sheet ensuring its accuracy before submitting to their supervisor for approval. By submitting your timesheet you have confirmed it is correct. All absences from work should be appropriately recorded.

Employee Payroll Withholding

Required Payroll Deductions

All employees are subject to Federal and State Income Tax deductions, Social Security (FICA) deductions, and other legally required withholding. In addition, upon your written authorization to JFCS, you are responsible for the following payroll deductions: (i) for your share of the premiums for agency-sponsored group benefit plans if you are a plan participant; (ii) installment payments on loans given to you; (iii) the balance of such loans or advances when you leave the agency; (iv) overpayment of wages; (v) the cost of repairing or replacing any agency supplies, materials, equipment, money, or other property that you may damage (other than normal wear and tear), lose, fail to return, or take without appropriate authorization from the agency during your employment.

Optional Payroll Deductions

You may request that certain items be deducted from your paycheck. Available options vary, but usually include contributions to United Way, Federation, JFCS's annual campaign, etc. Check with the payroll department if you are interested in these options.

Wage Disclosure Protection

Under the Minnesota Wage Disclosure Protection law, you have the right to tell any person the amount of your own wages. JFCS cannot retaliate against you for disclosing your own wages. Your remedies under the Wage Disclosure Protection law are to bring a civil action against your employer and/or file a complaint with the Minnesota Department of Labor and Industry at (651) 284-5070.

Reimbursable Staff Expenses

Expense Reimbursements for Staff

Reasonable expenses, incurred as a result of work, will be paid by JFCS consistent with established agency policy. A detailed summary must be submitted on a regular JFCS expense form with itemized receipt attached. Expense reimbursement requests need to be submitted in a timely and complete way.

Automobile Allowances

If you use your car for authorized JFCS business, you will receive mileage reimbursement. Periodic reviews of this rate will be made to maintain levels consistent with the current rate approved by the IRS and to reflect JFCS funds available for this program. Parking charges incurred on authorized JFCS business will be paid by JFCS. If you use your automobile in the course of agency business, you must carry automobile insurance and must provide evidence of coverage to Jewish Family and Children's Service on an annual basis. You must also provide a current copy of your Minnesota State automobile driver's license.

Mileage Guidelines

If you have appointments, meetings, etc. away from your workplace, count your mileage beginning from the office and ending at the place the meeting or appointment is occurring. If you return to an office following an appointment or meeting, you count the mileage from the meeting or appointment, back to the office.

If you start your day from home and go directly to a meeting or appointment, you do not count your mileage from home to the meeting or appointment if it is LESS than counting from your typical office location. If the mileage would be MORE to the appointment than to the office, you would count that difference. The same is true at the end of the day—if you go to an appointment or meeting and then proceed home, you will count any mileage that it is MORE than counting from the office.

Licensure or Certification Required For Position

JFCS pays for license applications and renewal fees or for a certification when required for the position. Examples include a Minnesota professional license at the LICSW, LP, LMFT, LPC, or LPCC level that is required to provide counseling services or the Global Career Development Facilitator (GCDF) certification required for certain Career Services Programs.

Meal Allowance

If you attend an authorized function as a representative of JFCS, you will be reimbursed for the cost of your meal consistent with agency policy.

TIME AWAY FROM WORK

Holidays

JFCS will be closed on the following days:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

If the holiday falls on a Saturday or Sunday, the holiday will be observed in accordance with national custom. Full-time employees will be compensated for observed holidays, and part-time benefited employees will be compensated for observed holidays that fall on their regularly scheduled work day.

JFCS will observe and be closed before sundown (normally 4:00 p.m. on the previous day) of the following religious holy days and remain closed until the start of the next work day:

- Rosh Hashanah (2 days)
- Yom Kippur
- Sukkot (1st day)
- Simchat Torah
- Passover (1st and 2nd days)
- Shavuot (1st day)

Part-time benefited and full-time employees will be compensated if the holiday falls on their regularly scheduled work day.

If your program is actively providing services on a Jewish holiday when the rest of the agency is closed, and you choose to work, you will earn a floating holiday hours for the time you work on that Jewish holiday if you are a benefited employee. Floating holidays need to be used before accrued vacation time. Floating holidays must be used in the calendar year accrued and at a mutually convenient time for the employee and the agency. The employee’s supervisor must approve all time off.

Vacation

The importance of annual vacation for rest and relaxation is well recognized. For this reason, full-time and part-time benefited employees receive paid vacation days each year. To give more flexibility to employees, JFCS uses the lump-sum or advanced paid leave method of accrual. JFCS will advance 50% of your projected annual vacation hours to your vacation account on January 5th and again on July 5th.

- You are encouraged to use your earned vacation during the calendar year. However, you may carry over up to 50% of your total earned vacation into the following year.
- You may use vacation time that you have earned or which you have received in advance as part of a lump-sum accrual. You will not be allowed to use vacation time that you have not yet accrued.
- Scheduling of vacations will be within the discretion of your supervisor based on requests from individual employees.

Vacation time will be earned on the basis of and at the end of each month of service according to the following table (for part-time benefited employees, the schedule is prorated). Reference to the “year” means continuous years of service to JFCS:

VACATION TABLE FOR FULL-TIME EMPLOYEES

Year	Hours
1 st year-prorated based on:	Three (3) weeks
2 ND year	Three (3) weeks plus one (1) day
3 rd year	Three (3) weeks plus two (2) days
4 th year	Three (3) weeks plus three (3) days
5 th year	Three (3) weeks plus four (4) days
6 th year – 10 th year	Four (4) weeks
11 th year and thereafter	Five (5) weeks

Vacation eligibility increases one day for each year of employment, on a full-time equivalent basis, until the 5th year of employment. After five years, the employee is eligible for four weeks of vacation and after 10 years, the employee is eligible for five weeks of vacation. Vacation amounts increase annually in January for the year you are eligible for the increase.

If a holiday or approved sick leave occurs during a vacation period, it will not be computed as part of your vacation. In the event of the death of any employee, payment of accrued vacation will be made to the designated beneficiary or estate of the employee.

Upon termination of employment, you will be entitled to payment for vacation days earned but not taken during the year. On the other hand, you will not be entitled to payment for vacation days advanced but not yet earned on the basis of each month of service.

Note: Employees hired before the effective date of this handbook may earn vacation at a different rate from the table in this handbook. Please contact HR if you are unsure of your vacation earnings.

Sick Leave

Full time employees are entitled to a maximum of 90 hours per calendar year of paid sick leave. Part time benefited employees will be entitled to paid sick leave on a prorated basis [See Note]. Sick leave pay will only cover those hours that you are regularly scheduled to work. During the first year of employment, sick leave will be prorated from the date of employment to the date of illness.

You are responsible for notifying the receptionist as soon as possible when it is necessary to be absent from work due to illness. The receptionist will notify your supervisor. If you call prior to 8:30am leave a voicemail message.

Unused sick leave will be carried over at the end of the calendar year. Full-time employees may carry over up to 450 hours of sick leave (and part-time benefitted employees have a prorated limit). If you carry over 450 hours of sick leave, you are still eligible to earn sick leave during the new year. Unused accrued sick leave may not be converted into pay upon termination of employment.

Sick leave pay will only cover those hours that you are regularly scheduled to work. If you need an extended time off from work that is beyond your accrued sick leave, as in the event of serious personal disability, you may request additional leave from your supervisor. Your supervisor will consider your request based on consultation with the COO and in compliance with agency policy and current laws.

If an employee misses five or more consecutive days because of illness, JFCS may require the employee to provide a physician's written note to return to work.

In recognition of changing circumstances in life, JFCS wants to support employees, and their families, who experience the need for a longer-term leave. Part time benefited and full time employees who have been on a FMLA, disability, medical, military, sick or safety leave for a minimum of six weeks will receive 2 weeks (prorated based upon their regular work schedule) to their sick leave account, for future use, following their return to work. Sick time hours will be added one time in a “rolling” 12-month period measured backward from the date of the leave.

You will not be allowed to use sick leave that you have not yet accrued.

You may use sick leave for the following purposes:

- To care for the whole person – for your own illness, injury, medical condition and mental health.
- If you are unable to work due to the illness, injury, medical condition , or mental health of your child, adult child (18 years or older), spouse, domestic partner, sibling, parent, grandparent, step-parent, mother-in-law, father-in-law or grandchild for reasonable periods of time as your attendance may be necessary in accordance with applicable law. For the benefits in this paragraph, a “child” includes your stepchild, and a biological, adopted, and foster child. For the benefits in this paragraph, “grandchild” includes a step-grandchild and a biological, adopted and foster grandchild.
- For safety leave. Safety leave may be used for your own assistance or for the assistance of the relatives described in the above paragraph. For the purpose of this section, "safety leave" is leave for the purpose of providing or receiving assistance because of sexual assault, domestic abuse, or stalking.
- You may use up to 160 hours of sick leave in any 12-month period if you are unable to work due to an illness of or injury to your adult child, spouse, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent; and for safety leave.
- An employee returning from illness, injury, medical condition, mental health or safety leave under this policy is entitled to return to employment in the employee’s former position.
- For the birth, adoption or foster home placement of a child, prenatal care or incapacity due to pregnancy, childbirth or related health conditions, that qualifies under the federal Family and Medical Leave Act or Minnesota Parenting Leave Act.
- For your absence, up to three days, due to the death of a member of your immediate family.

Note: Part-time, non-benefited employees working at the Minneapolis Office are eligible to accrue one hour of sick and safe time for every 30 hours worked in accordance with the Minneapolis Sick and Safe Time Ordinances.

Family and Medical Leave

Under the Family and Medical Leave Act (“FMLA”), eligible employees are entitled to take unpaid, job protected leave each year for certain qualifying reasons listed below. To the extent that anything in this policy conflicts with the FMLA, the terms of the FMLA shall control.

Uses of FMLA Leave

The federal Family and Medical Leave Act of 1993 entitles eligible employees to take up to 12 weeks of unpaid leave within a 12 month period measured backward from the date an employee uses any FMLA leave, for one or more of the following qualifying reasons:

- For the birth of a child and for placement of a child for adoption or foster care and to care for your child after birth, adoption or foster care placement, as long as the leave is taken in the year following the child’s birth or placement.
- To care for your spouse/partner, child, or parent, who has a serious health condition.
- For a serious health condition that makes you unable to perform your job.
- Because of any qualifying exigency arising out of the fact that your spouse/partner, child, or parent is a military member on covered active duty or has been notified of an impending call or order to covered active duty status.

For purposes of this policy, a serious health condition entitling an employee to FMLA leave means an illness, injury, impairment or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility or continuing treatment by a health care provider that includes any of the following: (a) incapacity and treatment, (b) pregnancy or prenatal care, (c) chronic conditions, (d) permanent or long-term conditions, and (e) conditions requiring multiple treatments. An employee may be required to present a fitness-for-duty certificate/physician’s written note to be restored to employment.

For purposes of this policy, a qualifying exigency includes: (1) short-notice deployment, (2) military events and related activities, (3) childcare and school activities, (4) financial and legal arrangements, (5) counseling, (6) rest and recuperation, (7) post-deployment activities, (8) parental care, and (9) additional activities to address other events which arise out of the covered military member’s covered active duty or call to covered active duty status, provided JFCS and the employee agree that such leave shall qualify as an exigency, and agree to both the timing and duration of such leave. This statement does not guarantee that JFCS will agree that all situations related to a call to active duty qualify as an exigency.

Military Caregiver Leave

Military Caregiver Leave is a type of FMLA leave. Eligible employees must be the spouse, child, parent, or next of kin of the covered service member. A covered service member means (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or (2) a covered veteran who is undergoing medical treatment, recuperation, or therapy for a serious

injury or illness. A covered veteran means an individual who was a member of the Armed Forces (including a member of the National Guard or Reserves) and was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran. Eligible employees are entitled to up to 26 weeks of leave in a 12 month period measured forward from the date of an employee's first FMLA leave to care for a covered service member. In most cases, an eligible employee is entitled to a combined total of 26 weeks for any FMLA-qualifying reason during the single 12-month period, provided that the employee is entitled to no more than 12 weeks of leave for one or more of the following: because of the birth of a child and in order to care for such child; because of the placement of a child with the employee for adoption or foster care; in order to care for the spouse, child, or parent with a serious health condition; because of the employee's own serious health condition; or because of a qualifying exigency.

Amount of Leave

Employees can take up to 12 weeks of FMLA leave in a 12-month period, except in the case of leave to care for a covered service member with a serious injury or illness. However, where spouses who are eligible for FMLA leave both work for JFCS, the two employees are limited to a combined total of 12 weeks of family leave to cover the time off they need after the birth or placement of a child or to care for a parent with a serious health condition. However, each employee is eligible to take any unused portion of the 12 weeks for their own serious health condition, or to care for a child or spouse with a serious health condition. Spouses who are eligible for FMLA leave and both work for JFCS may be limited to a combined total of 26 workweeks of leave during the 12-month period if the leave is taken for the birth or placement of a child, to care for a parent with a serious health condition, or to care for a covered service member with a serious injury or illness.

Intermittent Leave or Reduced Leave Schedule

Employees taking leave because of their own serious health condition; to care for a spouse, parent, or child with a serious health condition; or to care for a covered service member with a serious injury or illness can take their allotment of FMLA leave intermittently or in accordance with a reduced work schedule if this is medically necessary and such medical need can be best accommodated through an intermittent or reduced leave schedule. An employee's medical certification must clearly indicate the need for intermittent leave or a reduced leave schedule. Employees taking leave because of a qualifying exigency can also take intermittent leave or a reduced leave schedule. Where employees have some control over the timing of their leave (e.g., scheduling planned medical treatment), they are expected to make a reasonable effort to consult with their supervisors to try to arrange a mutually acceptable time so as not to unduly disrupt JFCS's operations. Employees taking leave to care for a newly born or newly placed child are not eligible to take intermittent leave or a reduced leave schedule and can do so only in exceptional circumstances with their supervisor's consent.

Your Eligibility

To be eligible for FMLA leave, an employee must have been employed by JFCS for at least 12 months (separate periods of employment will be counted provided that the break in service does not exceed seven years). An employee must also have worked at least 1,250 hours during the 12 month period immediately before the date when the leave is requested to begin. Time paid but not worked (for example, paid vacation) will not count toward the 1,250 hours requirement. Similarly, unpaid leave will not count toward the requirement.

Substitution of Paid Leave for FMLA Leave

FMLA leave under this policy is unpaid. Employees are required to substitute all of their accrued paid sick leave and vacation time for FMLA unpaid leave. The term “substitute” means that the paid leave will run concurrently with the FMLA unpaid leave. FMLA leave taken after an employee’s accrued paid sick leave and vacation is exhausted is unpaid. During paid time off, JFCS is permitted to apply normal paid time off policies. If these policies and requirements are different than the rules of FMLA leave, JFCS will give notice of such policies and requirements.

Employee’s Responsibility to Submit Medical Certification

After an employee submits a written request for Family and Medical Leave, the Human Resources Manager will require certification of the condition from an appropriate health care provider. Failure to provide such certification within a reasonable period (generally 15 days) may result in a delay or denial of the leave until the certification is provided. JFCS has the right to ask for a second opinion if it has reason to doubt the certification. If necessary to resolve a conflict between the original certification and the second opinion, JFCS may require a third opinion.

JFCS may also request recertification on a periodic basis pursuant to the FMLA.

Upon approval of the leave, the employee’s supervisor will work with the employee regarding scheduling of leave and to review the status of your benefits during the leave.

Certification may also be required for a qualifying exigency leave and leave to care for a covered service member.

Employee’s Responsibility to Give Notice

Eligible employees should provide at least 30 calendar days of notice before FMLA leave is to begin if the need for leave is foreseeable based on an expected birth, placement for adoption or foster care, planned medical treatment for a serious health condition of the employee or of a family member, or the planned medical treatment for a serious injury or illness of a covered service member. If 30 days’ notice is not practicable (such as because of a lack of knowledge of approximately when the leave will be required to begin, a change in circumstances, or a medical emergency), notice must be given as soon as practicable. When the approximate timing of the

need for leave is not foreseeable, an employee must provide notice as soon as practicable under the facts and circumstances of the particular case.

Leave Designation. If an employee does not expressly request FMLA leave, the company reserves the right to designate a qualifying absence as FMLA leave and will give notice of the FMLA designation to the employee. If an absence is a qualifying event under FMLA, the leave will run concurrent with short-term disability, long-term disability, PTO, workers' compensation, and/or any other leave where permitted by state and federal law.

Benefits While on Leave

An employee taking a leave pursuant to this policy will not lose any accrued benefits prior to taking his or her leave. JFCS will maintain the employee's coverage under any group health plan on the same conditions as coverage would have been provided if the employee had been continuously employed during the entire leave period.

All other paid benefits will cease during the duration of the unpaid leave and will not be reinstated until the employee's return to work. To continue benefit coverage, the employee must continue to make the same contributions that he or she made before taking the leave. Failure by the employee to pay his or her share of the benefit premiums may result in a loss of coverage.

Employee Status after Leave

Generally, an employee who has elected to take a leave under the provisions of this policy will be restored to his or her original position or an equivalent position he or she held prior to the time the leave was taken, with equivalent pay, benefits, and other terms and conditions of employment. An employee has no greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA period. In the event job changes or job elimination occurs while an employee is on leave, or if there are other factors that affect reinstatement, the employee will be informed of those decisions. In addition, JFCS may deny job restoration to certain "key" employees (a salaried FMLA-eligible employee who is among the highest paid 10% of all the employees as defined in 29 CFR 825.217) if such denial is necessary to prevent substantial and grievous economic injury to JFCS's operations. "Key" employees will be notified of their status when they apply for leave under this policy.

Pregnancy and Parenting Leave

An unpaid leave of absence will be granted to an employee who is (1) a biological or adoptive parent in conjunction with the birth or adoption of a child; or (2) a female employee for prenatal care, or incapacity due to pregnancy, childbirth, or related health conditions. The employee will determine the length of the leave but it may not exceed 12 weeks without the agreement of JFCS. The leave will begin at a time that the employee requests, except that for birth or adoption leave in (1) above, the leave must begin within 12 months of the birth or adoption; except that, in the case where the child must remain in the hospital longer than the mother, the leave must begin

within 12 months after the child leaves the hospital. An employee should submit a request for leave under this policy as soon as reasonably possible for JFCS to plan for the leave, and give JFCS reasonable notice of the date the leave will begin and its estimated duration.

An employee returning from a leave of absence under this policy is entitled to return to employment in the employee's former position or in a position of comparable duties, number of hours, and pay. An employee returning from a leave of absence longer than one month must notify the employee's supervisor at least two weeks prior to return from leave. A leave of absence under this policy will run concurrently with the same leave of absence to which an employee covered by the Family and Medical Leave Act is entitled to take.

An employee taking a leave pursuant to this policy will not lose any accrued benefits prior to taking his or her leave. Health benefits will continue to be paid at the same rate by JFCS during the first six weeks of an approved leave of absence; however, all other paid benefits will cease during the duration of the unpaid leave and will not be reinstated until the employee's return to work. To continue benefit coverage, the employee must continue to make the same contributions that he or she made before taking the leave. Failure by the employee to pay his or her share of the benefit premiums may result in a loss of coverage.

Military Leave of Absence

All full-time, regular employees, exempt and non-exempt, are eligible for military leave under federal law. The Uniformed Services and Reemployment Rights Act ("USERRA") is applicable to both voluntary and involuntary military service. This includes all persons serving in the Army, Navy, Marine Corps, Air Force, Coast Guard, Public Health Serviced Commissioned Corps, the reserve components of these services, and the National Guard. Employees who are inducted into the U.S. Armed Forces or who are reserve members of the U.S. Armed Forces or state militia groups will be granted leaves of absence for military service, training, or other obligations in compliance with state and federal laws.

Staff members should notify Human Resources as soon as they are aware of military obligations.

Returning to Work after Military Leave: At the conclusion of the leave, employees have the right to return to the position he/she would have attained if the employee had not been absent due to military service, or a comparable position if:

- The employee has five years or less of cumulative service in the uniformed services while working with JFCS;
- The employee returns to work in a timely manner* after the conclusion of service; and
- The employee has not been separated from military service under other than honorable conditions.

*JFCS defines "timely manner" as returning to work within 30 days of discharge.

Leave for Immediate Family Members of Military Personnel Injured or Killed in Active Service

JFCS will grant up to ten workdays leave of absence without pay to an employee whose parent, child, grandparent, sibling, spouse, or domestic partner, as a member of the United States armed forces, has been injured or killed while engaged in active service. The employee must provide as much notice as practicable of the employee's intent to take this leave.

Leave To Attend Military Ceremonies

JFCS will grant an unpaid leave of absence to an employee whose grandparent, parent, legal guardian, sibling, child, grandchild, spouse, domestic partner, or fiancée, as a member of the United States armed forces, has been ordered into active service in support of a war or other national emergency. We may limit the amount of this leave to the actual time necessary for the employee to attend a send-off or homecoming ceremony for the mobilized service member, not to exceed one day's duration in any calendar year.

Civil Air Patrol

We will grant an unpaid leave of absence to employees for time spent rendering service as a member of the Civil Air Patrol on the request and authority of the State or any of its political subdivisions, unless the leave would unduly disrupt our business.

Leave Without Pay

Approval for unpaid leave not covered elsewhere in this manual will depend on the circumstances in each case. It may be granted at the discretion of your supervisor and director.

- **Maximum Length of Unpaid Leave** – Under most circumstances not covered elsewhere in this manual, unpaid leave may not exceed five days in one twelve-month period.
- **Benefits During Leaves Without Pay** - You may continue to receive medical insurance and other benefits as permitted under the provisions of the applicable contracts with the provider and JFCS policy. If you elect to continue insurance coverage, you are responsible for reimbursing the agency for the full premium expense. You do not accrue vacation or sick time during this absence.

Length of Service During Leaves Without Pay - While your paid benefits as a staff member on leave may not accrue during leave, the rate of accrual and your anniversary date remain unchanged as of the day the leave becomes effective. Upon your return to work, the accrual of your benefits will resume.

Other Leaves of Absence

Any unplanned absence that continues more than three days is to be considered a leave of absence. If this absence extends beyond five days and is due to your own illness or injury or that of an ill or injured child, you may be asked to present a return to work document from the medical provider.

Jury Duty

If you are called for petit jury duty you will be compensated at your regular rate of pay for regularly scheduled hours up for a maximum of 10 work days. At the end of 10 work days, you may use accumulated vacation time to continue paid leave while on jury duty. You may also take the additional jury duty as an unpaid leave of absence.

If you are not actively involved in a case, you will be expected to report to work. To qualify for jury leave pay, please endorse the check for your jury fees to the agency

School Leave

Parents of school-aged children will be provided an unpaid leave of up to a total of 16 hours during any 12-month period to attend school conferences or school-related activities involving an employee's child, provided the conferences or school related activities cannot be scheduled during non-work hours. If the employee's child receives childcare services or attends a pre-kindergarten regular or special education program, the employee may use the leave provided to attend a conference or activity related to the employee's child, or to observe and monitor the services or program, provided the conference, activity, or observation cannot be scheduled during non-work hours. The employee may use any available PTO for this purpose. The employee should notify their immediate supervisor as far in advance as possible when time off is needed.

Time Off for Voting

As required by law, time away from work for voting purposes is granted with pay sometime during Election Day. We encourage you to use this time off with pay only if it is difficult or impossible for you to vote during other than business hours. If you are an eligible voter and do not have sufficient time outside of working hours to vote, please work with your manager to determine an appropriate time to appear at your polling place, cast a ballot, and return to work.

EMPLOYEE BENEFITS

See the Employee Benefit Guidebook (Agency Info/Employee Benefits) for information pertaining to medical and dental insurance, 401(k) retirement plan, life and long term disability insurance, flex spending, vision and short term disability insurance.

WORKPLACE SAFETY

Safe Workplace Environment

JFCS prohibits possession of firearms, weapons, explosives or other such dangerous, illegal or unauthorized materials in our offices. Except for a firearm that you may lawfully carry because you have a valid permit, you may not possess any firearms, weapons, explosives or other such dangerous, illegal, or unauthorized materials while on agency business. JFCS strives to provide a safe workplace for all its staff members and clients. To promote a safe work environment and to reduce the risk of violence, all employees must review all provisions of this safe workplace policy.

JFCS does not tolerate any type of workplace violence committed by or against staff members or others on JFCS premises. Employees are prohibited from making threats or engaging in violent activities.

This list of behaviors, while not all inclusive, provides examples of conduct that is prohibited:

- Causing physical injury to another person
- Threatening, intimidating, coercing or otherwise interfering with the job performance of fellow employees
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Intentionally damaging employer property or property of another employee
- Possession of a weapon while on agency premises or while on agency business without a valid permit
- Committing acts motivated by, or related to, sexual or other forms of illegal harassment or domestic violence

Reporting Procedures

Potentially dangerous situations must be reported immediately to the Chief Executive Officer (“CEO”) or Chief Operating Officer (“COO”). All reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. JFCS will discuss with all involved staff members the outcome, as appropriate, of any incidents investigated.

Risk Reduction Measures

Hiring: The Human Resources Department conducts background investigations to review candidates’ backgrounds and reduce the risk of hiring individuals with a history of violent behavior. After hire, reports of violent or reckless behavior that may occur while the employee is off-duty will be investigated and dealt with accordingly.

Individual Situations: While we do not expect staff members to be skilled at identifying potentially dangerous persons or situations, employees are requested to exercise good judgment

and to inform the Human Resources Department or COO if any employee exhibits behavior which could be a prelude to a potentially dangerous situation. Such behavior may include:

- Discussing weapons or bringing them in to the workplace
- Displaying overt signs of extreme stress, resentment, hostility or anger
- Making threatening remarks
- Sudden or significant deterioration of performance
- Displaying irrational or inappropriate behavior

Enforcement

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination.

Domestic Violence

JFCS is committed to the health and safety of our staff. Domestic violence is a leading cause of injury to women and men in dysfunctional, failed, or failing relationships. JFCS will attempt to raise awareness of domestic violence, provide support to staff experiencing domestic violence, and create a safe working environment for all. JFCS will make available appropriate information, referrals, and resources as needed.

Any staff member who obtains a temporary or permanent order of protection from a court is asked to provide Human Resources with a copy of the petition and court order. Our goal is to keep staff safe and help provide you with necessary resources.

JFCS will not discriminate against domestic violence victims. We are aware that domestic violence victims may have performance problems such as chronic absenteeism or lower productivity as a result of domestic violence. When addressing these issues we will make reasonable efforts to consider all aspects of the situation and offer reasonable accommodations to help resolve these issues.

Work Related Injury and Insurance Coverage

The agency has the following coverage:

1. Worker's Compensation and Employer's Liability Policy

JFCS provides insurance for employees in compliance with the Worker's Compensation Laws of the State of Minnesota. Should you become injured while performing your work for JFCS, you will be compensated for your injuries in accordance with those laws and the determination of the insurance carrier. In the event injuries are sustained during your performance of the job, your supervisor must be notified immediately.

2. Making a Claim

If you have suffered a work related injury or illness—no matter how slight or insignificant it might seem at the time of occurrence—you must report it to your supervisor so that a “First Report of Injury” can be prepared. Supervisors must forward the "First Report of Injury" to Human Resources. By sending this report to our worker’s compensation insurance carrier, we begin the process under which medical bills and lost time may be paid. Without this report, delays will occur and your benefits may be jeopardized.

While on leave, you will be required to submit statements from your doctor regarding your inability to work, cooperate with the insurance carrier in the handling of your claim, and obtain a release from your doctor prior to returning to work. You should submit medical bills that you received during your recovery directly to the worker’s compensation carrier. Group benefits such as your medical coverage, long-term disability, sick leave, vacation accrual, and pension plan may or may not be affected by your on-the-job injury. You should contact the Human Resources staff to discuss any changes in your benefits.

3. Professional Liability Coverage

JFCS has purchased professional liability insurance to protect staff and volunteers while conducting their business at JFCS. Terms of the insurance policy govern exclusions and limits of coverage.

Policy on the Prevention of Infectious Diseases

It is the policy of JFCS to provide training to staff, program participants, interns/trainees, and others as appropriate about infectious diseases such as HIV/hepatitis, and other common communicable diseases. The intent is to provide positive education and prevention. This training will be conducted by appropriate organizations or individuals such as the Minnesota AIDS Project, a physician, public health nurse, or licensed safety consulting firm. Training will include education for safe conduct and the disposal of bio-hazardous refuse and materials, as well as information to prevent contracting the infectious disease from others.

Employees of JFCS, whose positions require specific testing for infectious disease will have documentation of this testing in their personnel files. Tuberculosis screening (mantoux testing) is available for all staff members who have direct contact with clients, if there is relevant concern due to exposure.

First aid kits, which include protective equipment to be used to guard employees from contracting an infectious disease during a potential exposure, are available. AEDs (automated external defibrillator) are located on the first and second floors of the Golden Valley office, and on the second and fifth floors of the Minneapolis Designers Guild Building. Staff training for CPR and AED use occurs biannually.

Policy on Dispensing Medications

It is the policy of JFCS not to dispense or inventory any medications, prescription or over-the-counter medications, and not to dispense any medications or drugs to any clients, staff, visitors, or volunteers at any time. This does not include first aid supplies that might be necessary in case of an emergency.

Refer to Safety Program Handbook for policies and procedures on safe and healthy daily operations, emergency evacuation, first aid and accident or injury reporting system. (Agency Info/Safety)

Jewish Family and Children's Service

ACKNOWLEDGEMENT AND RECEIPT

I have received my copy of the JFCS Personnel Handbook dated August 2019, which outlines certain of the general policies, and practices of the organization. I have read and understand the information contained in this handbook. I agree to comply with the policies of JFCS. **I understand that this handbook is not a contract of employment for a definite period of time and is not intended to modify my at will employment relationship with JFCS.** I also understand that I should speak with the Human Resources Manager if I have questions or concerns about these policies or compliance with them.

Under usual and foreseeable circumstances, these general policies and procedures will be followed; however, I understand that JFCS reserves the right to make certain exceptions in certain situations, at its discretion. Since the information contained in this handbook is necessarily subject to change as situations warrant, I understand that the organization may revise or eliminate one or more of the policies in this handbook. These changes will be communicated to me through official notices.

Employee's signature

Name (please print)

Date

Please read and sign the Acknowledgement and Receipt statement and return it to the Human Resources Manager.

**Personnel Handbook revised August 2019.
All previous editions of this handbook are null and void.**