



Employee Policy and Procedure Manual

Reviewed April 2021

Mission Statement

The Lord's Place is dedicated to breaking the cycle of homelessness by providing innovative, compassionate and effective services to men, women and children in our community.

Vision

To provide Hope and a Future for every Homeless Man, Woman and Child in Palm Beach County.

Core Values

WE.....

- Champion hope, change and community
 - Do the right thing at the right time
 - Make it happen
 - Never say never
 - Color outside the lines
- Empower, respect and encourage all who enter our world
 - Serve with compassion and kindness

REACT Value Statement

The Lord's Place has created a Racial Equity Advocacy for Change Team (REACT) to foster racial equity agency-wide. Its vision is to identify strategies to address systematic inequalities. Its purpose is to create a collective environment of equality, education, and action within the workplace to guide current and future programs and policies. The REACT committee pledges to raise the voices of the unheard and is a platform for creating change within our organization and the community at large.

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WELCOME TO THE LORD'S PLACE

Welcome to The Lord's Place. We want you to feel comfortable and proud to be a part of The Lord's Place and we also want you to know that we pay attention to your rights and opinions. This manual has information on policies about pay practices, professional conduct, attendance and other things that could affect the way you do your job.

The manual has been arranged by topic so it will be easier for you to find those things you need to know. You should read your manual to familiarize yourself with our practices and procedures. Please speak to Human Resources or your immediate supervisor about any policies that you do not understand.

This manual does not contain all the rules and regulations to which you are subject. As with any policy, The Lord's Place reserves the right to modify, add or delete any information contained in this manual at any time with or without prior notice.

Reviewed November 2019

EMPLOYMENT AT-WILL STATEMENT

Employment with The Lord's Place is "at-will" and it is for no definite period. The Lord's Place may terminate employment at any time for any or no reason, with or without cause or notice. These policies do not create any contractual obligation or alter employee "at-will" status. This document does not guarantee any right to the employee and does not contribute in any way to a legal action against The Lord's Place. This manual replaces any and all prior written or verbal communications.

Reviewed November 2019

ACKNOWLEDGMENT OF EMPLOYEE POLICY AND PROCEDURE MANUAL

The final page of this manual is an ACKNOWLEDGEMENT OF RECEIPT OF THE EMPLOYEE POLICY AND PROCEDURE MANUAL. This tear-off sheet provides important information about employment with The Lord's Place. Read it carefully and if anything is unclear, contact your immediate supervisor immediately.

You must review the policies in this manual, sign this document, tear it off and return it to the Human Resources Department for inclusion in your human resources file.

Reviewed November 2019

EMPLOYEE ETHICS

The Lord's Place Inc. has established guidelines for ethical standards of conduct to assist The Lord's Place, Inc. employees in performing their jobs and to avoid potential conflicts of interest. The guidelines that appear below are not exhaustive and employees should remember that inappropriate actions, whether specifically mentioned in this policy or not, will be subject to inquiry and may be subject to disciplinary action.

No employee of The Lord's Place shall engage in any act which is in conflict, or creates an appearance of unfairness or conflict, with the performance of official duties. An employee shall be deemed to have a conflict if the employee:

1. Has any financial interest in any sale to The Lord's Place, Inc. of any goods or services when such financial interest was received with prior knowledge that The Lord's Place, Inc. intended to purchase the property, goods, or services.
2. Solicits or seeks a gift, gratuity, or favor from any client, person, firm, or corporation involved in a case which is or may be subject of official action by The Lord's Place, Inc.
3. Participates in his/her capacity as an employee of The Lord's Place in the issuing of a purchase order or contract in which he/she has a private monetary interest, direct or indirect, or performs in regard to such contract some function requiring the exercise of discretion on behalf of The Lord's Place, Inc.
4. Engages in, accepts employment from, or renders services for private interests for any compensation or consideration having monetary value when such employment or service is incompatible with the proper discharge of official duties or would tend to impair independence of judgment or action in performance of official duties, or gives the appearance of the above.
5. Directly or indirectly, gives or receives, or agrees to receive any compensation, gift, reward, commission or gratuity from any source other than The Lord's Place, Inc. for any matter directly connected with or related to their official services as such employee with The Lord's Place, Inc., excepting meals and consumable items not valued at more than \$50.00 per occurrence.
6. Uses without authorization confidential information concerning cases of The Lord's Place, Inc. to advance a private interest with respect to any case which is or may be the subject of official action of The Lord's Place, Inc.

Further, in order to avoid even the appearance of impropriety:

1. Any gifts or items of accumulative value in excess of \$50.00 received by staff from a program client, person or entity engaged in or seeks to engage in business with The Lord's Place must be disclosed to the Chief Executive Officer.
2. Any gifts or items of accumulative value in excess of \$50.00 received by the Chief Executive Officer from a program client, person or entity engaged in or seeks to engage in business with The Lord's Place must be disclosed to the Board of Directors.

Reviewed May 2020

EMPLOYEE/CLIENT CODE OF ETHICS

Employees of The Lord's Place shall be dedicated to the enhancement of the worth, dignity, potential and uniqueness of each individual. Employees must maintain clear boundaries with clients. A client is defined in the following ways:

- Anyone who walks through our doors seeking help.
- Anyone we approach through outreach services.
- Anyone in our housing (program-based or affordable), employment services or community-based services.

To this end, employees shall:

- Be kind and humane to all clients regardless of race, creed, age, and religion or affection preference.
- Not deliberately do harm to a clients, either physically or psychologically. Not verbally assault, ridicule, attempt to subjugate or endanger a client, or allow other clients or staff to do so.
- Urge changes in the lives of clients only in their behalf; not press them to adopt beliefs and behaviors which reflect the employee's value system rather than their own.
- Remain aware of the employee's skills and limitations. Since clients and former clients may perceive any employee as an authority and hence, overvalue an employee's opinion, the employee will never attempt to counsel or advise them in matters not within the employee's area of expertise. The employee shall refer the client to the appropriate staff person.
- Set clear, appropriate and culturally sensitive boundaries with clients. Employees should not engage in any activity that could be construed as exploitation of clients for personal gain, be it social, financial or sexual.
- Not accept gifts from a client or give personal gifts to a client.
- Not allow any client to barter services or assign personal possessions in exchange for services.
- Never attempt to use authority over a client in a coercive manner to meet an employee's own ends. Employees will not promote dependence on him/her, but help clients empower themselves.
- Friendships with clients outside of work are prohibited. This relationship would constitute a dual relationship and should be avoided. This includes contact via phone, in person, and any social media accounts (i.e. Facebook, Twitter, etc.) In addition, employees shall not post pictures of any clients on their personal social media account. The *only* exception is if the employee shares posts from the official The Lord's Place social media accounts.
- Any employee who works in direct service with clients is additionally bound by their professional, regulatory, or certification board's code of ethics.

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CONFIDENTIALITY

It is vital that all employees maintain strict confidentiality with regards to any information regarding clients, personnel and any confidential agency matters (i.e. fiscal information). No information is to be released or discussed. The only exception is information that relates directly to assisting clients in ending their homelessness and, in these instances; authorization must be obtained from the client. Any violation of this policy may lead to disciplinary action up to and including termination. Unauthorized release of information may also violate state

and/or federal law and employees will be subject to prosecution by the appropriate authority. If there is any question as to what is deemed confidential, please consult with your supervisor, the Chief Human Resource Officer or the Chief Executive Officer.

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STAFF RESOLUTION PROCEDURE

In the course of day-to-day operations, employees may have misunderstandings, miscommunications, and disagreements. Satisfactory resolution of these issues will create a harmonious working atmosphere for both the employees and clients. Therefore, in resolving these issues, it is important that employees attempt to address the problem directly with the individual with whom they are in disagreement. Employees must work with each other on a daily basis, and a positive resolution will benefit everyone involved and not interfere with the important work of The Lords Place. **Please note: If you feel the matter involves an immediate threat of injury to anyone, any type of harassment or discrimination, you should immediately advise the Chief Executive Officer. These issues are further addressed in the Employee Policy and Procedure Manual and this policy does not apply to issues that are urgent and require immediate attention.** In all other cases, please use the following procedure.

1. Talk and listen to the person with whom you are in a conflict. See if the issue is a misunderstanding that can be resolved quickly and easily. Try to understand the other person's point of view. Always respect the rights of one another, be polite, and most importantly, listen. You must work with this person on a regular basis so resolving issues quickly and amicably will benefit all parties involved.
2. If an issue cannot be resolved, either party can discuss the matter with their immediate supervisor and he or she will assist in trying to resolve the issue. If the person you are in conflict with is your immediate supervisor and the issue cannot be resolved by talking with that individual, please contact that individual's supervisor and, if necessary, proceed to Step 3. If your immediate supervisor is the Chief Executive Officer, proceed to Step 5. Please note that steps 3 through 5 are not to be used for review of supervisory decisions pertaining to employee check-ins, discipline, compensation or termination.
3. If the issue cannot be resolved to the satisfaction of those involved by discussion with the appropriate supervisor, any person involved can complete a Staff Resolution Request Form (handwritten is fine) and give the form to the appropriate supervisor. The person submitting the form should sign and date the form and keep a copy. The supervisor will respond to the person submitting the form in writing within a reasonable time after receiving the Staff Resolution Request Form.
4. If the response resolves the issue to the satisfaction of the person submitting the form, that person and the supervisor will note on the Staff Resolution Request Form the satisfactory resolution of the issue and the matter will be considered closed. If the response is not satisfactory to the person submitting the form, all written documents are to be forwarded by the supervisor to the Chief Executive Officer, who will respond in writing to all parties within a reasonable time after receiving the documents. The Chief Executive Officer's resolution of staff disputes shall be

considered final in all matters except disputes concerning the Chief Executive Officer's conduct.

5. If the issue involves the Chief Executive Officer, you are encouraged to first discuss the matter with the Chief Executive Officer as outlined in step 1. If you do so and the issue is not resolved to your satisfaction, submit a Staff Resolution Request Form to the Board President pursuant to step 3. **If the issue involves harassment, discrimination, threat of violence which involves the Chief Executive Officer and cannot be appropriately brought to his or her attention, the Board Chair should be contacted immediately.** Otherwise the procedure as outlined in Step 3 should be followed. The Board Chair will then present it to the Executive Committee to determine what further action is appropriate. You will be notified of such decision or action taken by the Executive Committee and that notification will conclude this process.

This procedure is in place to promote a harmonious working atmosphere and help all staff obtain a prompt, fair and impartial effective resolution of all issues and misunderstandings that may arise among staff. Confidentiality and discretion are encouraged among those persons involved in a conflict or dispute. Such matters should be kept among the staff and supervisors directly involved except that a supervisor, Board President, or other member of the Executive Committee may discuss the matter on a confidential basis with other individuals who may be of assistance in resolving the conflict. All resolved Staff Resolution forms will be kept in a separate file along with other human resource information. Employees have the right to file a complaint with the appropriate external agency (Dept. of Justice, [justice.gov/contact us](http://justice.gov/contact-us), or the EEOC at eeoc.gov).

Reviewed May 2020

HARASSMENT POLICY

It is the policy of The Lord's Place, Inc. to provide a work environment free of harassment and discrimination. The Lord's Place, Inc. will not tolerate any form of harassment based upon an individual's race, color, religion, gender, age, sexual orientation, national origin, disability, marital status, familial status or any other characteristic protected by law. For these purposes, the term harassment includes, but is not limited to, slurs, jokes, other verbal, graphic, or physical conduct relating to an individual's race, color, religion, sex, age, sexual orientation, national origin, disability or marital status. The term harassment also includes sexual advances, requests for sexual favors and other conduct of a sexual nature. Any employee acting contrary to this policy will be subject to corrective action up to and including discharge.

Harassment on the basis of race, color, religion, gender, age, sexual orientation, national origin, disability, marital status, familial status, or any other characteristic protected by law is defined as conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Examples of items, which could be construed as harassment, include but are not limited to:

- degradation of any group or class of people;

- assignment of less desirable work or working conditions to members of such protected groups based solely on their group membership;
- treatment of protected individuals in a demeaning fashion.

Sexual Harassment is defined as unwelcome physical or verbal sexual conduct where:

1. submission to the conduct is either an explicit or implicit term or condition of employment;
2. submission to or rejection of the conduct is used as a basis for employment decisions affecting the person doing the submitting or rejecting; or
3. the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Examples of behavior that could be construed as sexual harassment include, but are not limited to:

- explicit or implicit threats to withhold pay increases, benefits or working conditions unless sexual favors or sexual activity is granted;
- promises to improve pay, benefits or working conditions in exchange for sexual favors or sexual activity;
- demanding sexual favors or sexual activity of another employee;
- subtle pressure for sexual favors or sexual activity of another employee;
- deliberate, repeated or unsolicited verbal comments, gestures or physical actions of a sexual nature toward another employee (i.e., lewd or lascivious remarks and unnecessary touching, patting or pinching).

Harassment can occur in a variety of circumstances, including but not limited to the following:

- The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
- The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker, a client, or a non-employee.
- The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
- Unlawful harassment may occur without economic injury to or discharge of the victim.

What to do if you believe you are being harassed

You should immediately contact your supervisor, the Chief Human Resources Officer, or the Chief Executive Officer. A prompt investigation will be conducted of each and every complaint and the complaining employee will be notified of what action, if any, will be taken. The Chief Executive Officer has the responsibility for investigating and resolving complaints of harassment. In the event of a complaint involving the Chief Executive Officer, the President of the Board of Directors of The Lord's Place will fulfill his/her role in this process.

An employee should report any harassment experienced or observed, regardless of whether

the alleged harassment is being perpetrated within the work environment by an employee of The Lord's Place or any third party within the work environment. Under no circumstances will an employee's employment be jeopardized because of a report of what he or she perceives to be an incident of harassment.

The consequences of unlawful harassment

This policy applies to all employees of The Lord's Place, Inc. Any employee, including any supervisor or agent, who is found to have engaged in unlawful harassment will be subject to discipline including possible termination.

You should report any harassment you either experience or observe. Under no circumstances will a person's employment be jeopardized because of a report of what he or she perceives to be an incident of harassment.

Reviewed May 2020

WHISTLEBLOWER POLICY/PERCEIVED VIOLATIONS

It is The Lord's Place policy to comply fully with the spirit and letter of all federal, state and local laws and regulations, which apply to The Lord's Place and its business operations. If an employee believes that any employee of The Lord's Place may be acting in violation of any such law or regulation – or in violation of The Lord's Place policy – the employee has a duty to report the perceived violation, preferably in writing, to the Chief Human Resource Officer or Chief Executive Officer within 24 hours of the observation of such conduct. All inquiries pertaining to perceived violations will be handled in the strictest confidence possible.

Examples of perceived violations of law include violations of child labor laws, wage-hour regulations, OSHA regulations, and unlawful discrimination or harassment.

Examples of perceived violations of The Lord's Place policy include employee theft, discrimination, sexual harassment, code of conduct, dress code, safety, nepotism, confidentiality, questionable accounting or auditing policies to name a few.

Moreover, The Lord's Place also expects and encourages its employees to report any questionable accounting or auditing concerns to the Chief Human Resource Officer or Chief Executive Officer. Employees may confidentially and anonymously submit their concerns, in writing, to 2808 N. Australian Avenue, West Palm Beach, FL 33407, Attention: Board Chair. When necessary, appropriate or when financial irregularities are involved, employee concerns will be forwarded to the Agency's Audit Committee.

Compliance with this policy is a term and condition of continued employment with The Lord's Place. If employees have any questions with regard to their duty to report perceived violations, they may contact the Chief Human Resource Officer or Chief Executive Officer.

Under no circumstances will The Lord's Place retaliate against an employee who reports conduct that the employee perceives to be a violation of law or policy.

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NO RETALIATION NOTICE

The Lord's Place recognizes and abides by the law prohibiting retaliation against any employee by another employee or by the company for the good faith reporting of unlawful harassment, or filing, testifying, assisting or participating in any investigation, proceeding, or hearing conducted by a governmental enforcement agency regarding harassment.

Reviewed May 2020

FRAUD PROTECTION POLICY

Background

The fraud policy is established to facilitate the development of controls that will aid in the detection and prevention of fraud against The Lord's Place. It is the intent of The Lord's Place to promote consistent organizational behavior by providing guidelines and assigning responsibility for the development of controls and conduct of investigations.

Scope of Policy

This policy applies to any irregularity, or suspected irregularity, involving employees as well as Board Members, consultants, vendors, contractors, outside agencies doing business with employees of such agencies, and/or any other parties with a business relationship with The Lord's Place. Any investigative activity required will be conducted without regard to the suspected wrongdoer's length of service, position/title, or relationship to The Lord's Place.

Policy

Management is responsible for the detection and prevention of fraud, misappropriations, and other irregularities.

Fraud is defined as the intentional, false representation or concealment of a material fact for the purpose of inducing another to act upon it to his or her injury. Each member of the management team(s) will be familiar with the types of improprieties that might occur within his or her area of responsibility and be alert for any indication of irregularity. Any irregularity that is detected or suspected must be reported immediately to the Chief Human Resource Officer, who coordinates all investigations with the CEO, Board of Directors through its Audit Committee, outside counsel and other affected areas, both internal and external.

Actions Constituting Fraud

The terms defalcation, misappropriation, and other fiscal irregularities refer to, but are not limited to:

- Any dishonest or fraudulent act.
- Misappropriation of funds, securities, supplies, or other assets.
- Impropriety in the handling or reporting of money or financial transactions.

- Profiteering as a result of insider knowledge of company activities.
- Disclosing confidential and proprietary information to outside parties.
- Disclosing to other persons securities activities engaged in or contemplated by the company.
- Accepting or seeking anything of material value from contractors, vendors, or persons providing services/materials to The Lord's Place.
- Destruction, removal, or inappropriate use of records, furniture, fixtures, and equipment.
- Any similar or related irregularity.

Other Irregularities

Irregularities concerning an employee's moral, ethical, or behavioral conduct should be resolved by departmental management and the Human Resources Department. If there is any question as to whether an action constitutes fraud, contact the Chief Human Resource Officer for guidance.

Investigation Responsibilities

The Chief Human Resource Officer has the primary responsibility for the investigation of all suspected fraudulent acts as defined in the policy. If the investigation substantiates that fraudulent activities have occurred, the Chief Human Resource Officer will issue reports to appropriate designated personnel and, if appropriate, to the Board of Directors through the Audit Committee. Decisions to prosecute or refer the examination results to the appropriate law enforcement and/or regulatory agencies for independent investigation will be made in conjunction with legal counsel and senior management, as will final decisions on disposition of the case.

Confidentiality

The Chief Human Resource Officer treats all information received confidentially. Any employee who suspects dishonest or fraudulent activity will notify The Chief Human Resource Officer immediately, and should not attempt to personally conduct investigations or interviews/interrogations related to any suspected fraudulent act (see REPORTING PROCEDURE section below). Investigation results will not be disclosed or discussed with anyone other than those who have a legitimate need to know. This is important in order to avoid damaging the reputations or persons suspected but subsequently found innocent of wrongful conduct and to protect The Lord's Place from potential civil liability.

Authorizing for Investigation Suspected Fraud

The Chief Human Resource Officer will have:

- Free and unrestricted access to all records and promises, whether owned or rented by The Lord's Place, and
- The authority to examine, copy and/or remove all or any portion of the contents of the files, desks, cabinets, and other storage facilities on the premises without prior knowledge or consent of any individual who might use or have custody of any such items or facilities when it is within the scope of their investigation.

Reporting Procedures

Great care must be taken in the investigation of suspected improprieties or irregularities so as to avoid mistaken accusations or alerting suspected individuals that an investigation is under way.

An employee who discovers or suspects fraudulent activity will contact the Chief Human Resource Officer immediately. The employee or other complainant may remain anonymous. All inquiries concerning the activity under investigation from the suspected individual, his or her attorney or representative, or any other inquirer should be directed to the Chief Human Resource Officer. No information concerning the status of an investigation will be given out. The proper response to any inquiries is: "I am not at liberty to discuss the matter." Under no circumstances should any reference be made to "the allegation," "the crime," "the fraud," "the forgery," "the misappropriation," or any other specific reference.

The reporting individual should be informed of the following:

- Do not contact the suspected individual in an effort to determine facts or demand restitution.
- Do not discuss the case, facts, suspicions, or allegations with anyone unless specifically asked to do so by the Chief Human Resource Officer.

Termination

If an investigation results in a recommendation to terminate an individual, the recommendation will be reviewed for approval by the Chief Executive Officer, and if necessary, by outside counsel, before any such action is taken. The Chief Human Resource Officer does not have the authority to terminate an employee under these circumstances. The decision to terminate an employee is made by the Chief Executive Officer. Should the Chief Human Resource Officer believe the Chief Executive Officer's decision is inappropriate for the facts presented, the facts will be presented to the Board of Directors through the Audit Committee for a decision.

Administration

The Chief Human Resource Officer is responsible for the administration, revision, interpretation, and application of this policy. The policy will be included in The Lord's Place Employee Handbook, reviewed annually, and revised as needed.

Reviewed May 2020

AGENCY CREDIT CARD USE

An employee who has signed out an agency credit card agrees to take responsibility for all expenses charged to it. Use of the agency credit card is for business-related expenses only. Employee personal expenses are not to be charged to the card. Any employee using the agency credit card must submit all receipts to their immediate supervisor if they, themselves, are not responsible for reconciling the expenses.

Employees responsible for reconciling of the agency credit card must timely submit a monthly expense report, with accompanying receipts and supervisor approval, to the Finance

Department.

Employees must report a stolen or lost card to the credit card company and to Human Resources immediately upon discovery. The agency credit card must be returned to Human Resources when leaving the Agency, or when specifically asked to do so.

Any employee using the agency credit card understands that misuse or abuse of the agency credit card may result in personal financial liability and disciplinary action up to and including termination of employment.

Reviewed April 2021

SUCCESSION PLANNING

Purpose

Recognizing that changes in management are inevitable, The Lord's Place has established a succession planning process to provide continuity in leadership and avoid extended and costly vacancies in key positions. The Lord's Place succession plan is designed to identify and prepare candidates for high-level management positions that become vacant due to retirement, resignation, death or new business opportunities. The Succession Plan is a separate policy and plan maintained in the Human Resources folder on the shared P drive.

Policy

It is the policy of The Lord's Place to assess the leadership needs of the company to ensure the selection of qualified leaders that are diverse and a good fit for the organization's mission and goals and have the necessary skills for the organization.

Procedures

The president/Chief Executive Officer (CEO) is responsible for The Lord's Place's succession plan. The president/CEO chairs the Succession Planning Committee, which also includes the V of Program, Human Resources and Finance, and the general counsel.

1. Annually, a Succession Planning Committee meeting will be held. At each meeting, each division head will:
 - a. Present to the Committee a review of the departmental succession plan.
 - b. Identify key positions and incumbents targeted for succession planning. This should include an analysis of planned retirements, potential turnover, etc.
 - c. Identify individuals who show the potential needed for progression into the targeted positions and leadership within the company.
 - d. Outline the actions taken in the previous six months to prepare identified individuals to assume a greater role of responsibility in the future.
2. The Committee will approve targeted candidates.
3. The Committee will approve an outline of actions that will be taken to prepare individuals to assume a greater role of responsibility in the future.

4. The president/CEO will periodically request updates from senior management on the development process for each targeted candidate.
5. The succession plan will be reviewed by the Board of Directors.

The Committee establishes a succession plan that identifies critical executive and management positions, forecasts future vacancies in those positions and identifies potential managers who would fill vacancies. Vacancies will be filled from within or, in the event no viable candidate is available, on an “acting” basis while an external recruitment effort is conducted.

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EQUAL OPPORTUNITY EMPLOYMENT

The Lord's Place, Inc. is an equal opportunity employer. The Lord's Place is committed to the spirit and letter of all federal, state and local laws and regulations pertaining to the equal opportunities of individuals without regard to race, color, religion, sex, age, sexual orientation, national origin disability, marital status, veteran's status or other protected status.

This policy extends to all terms, conditions and privileges of employment as well as the use of all facilities of The Lord's Place, Inc.

Reviewed May 2020

AMERICANS WITH DISABILITIES ACT (ADA) REASONABLE ACCOMMODATION POLICY

The Lord's Place is committed to the fair and equal employment of individuals with disabilities. It is The Lord's Place policy to reasonably accommodate qualified individuals with disabilities unless the accommodation would impose an undue hardship on the organization. In accordance with the Americans with Disabilities Act (ADA) as amended, reasonable accommodations will be provided to qualified individuals with disabilities when such accommodations are necessary to enable them to perform the essential functions of their jobs or to enjoy the equal benefits and privileges of employment. This policy applies to all applicants for employment and all employees.

Disability

“Disability” refers to a physical or mental impairment that substantially limits one or more of the major life activities of an individual. A “qualified person with a disability” means an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the job.

Reasonable Accommodation

The agency will seek to provide reasonable accommodation for a known disability or at the request of an individual with a disability. Many individuals with disabilities can apply for and perform the essential functions of their jobs without any reasonable accommodations. However, there are situations where a workplace barrier may interfere. A “reasonable

accommodation” is any change or adjustment to the job application process, work environment, or work processes that would make it possible for the individual with a disability to perform the essential functions of the job.

There are three types of reasonable accommodations that may be considered:

1. Changes to the job application process so that a qualified applicant with a disability will receive equal consideration for the job opportunity;
2. Modifications to the work environment so that the qualified individual with a disability can perform the essential functions of the job; *or*
3. Adjustments that will allow a qualified individual with a disability to enjoy the same benefits and privileges of employment as other similarly situated employees without disabilities.

Essential Job Functions

For each position, the job description typically will identify essential job functions. The Human Resources Department will generally review job descriptions on a periodic basis to evaluate job functions designated as essential. If there are any questions about the job requirements, they should be directed to your supervisor or manager, or the Human Resources Department.

Requesting a Reasonable Accommodation

An employee with a disability is responsible for requesting an accommodation from the Human Resources Department or his or her supervisor, and providing medical documentation regarding the disability when requested. Once medical documentation is received, the Human Resources Department will work with the employee to identify possible reasonable accommodations and to assess the effectiveness of each in allowing the employee to perform the essential functions of the job. Based on this interactive process, a reasonable accommodation will be selected that is most appropriate for both The Lord’s Place and the individual employee. While an individual’s preference will be considered, The Lord’s Place is free to choose between equally effective accommodations with consideration toward expense and impact on the rest of the organization.

A request for reasonable accommodation may be denied if it would create an undue hardship for The Lord’s Place. Factors to be considered when determining whether an undue hardship exists include the cost of the accommodation, the agency’s overall financial resources, the financial resources of the particular facility at which the accommodation is to be made, the number of employees at the facility, the total number of employees of the organization, and the type of operation.

Safety

All employees are expected to comply with all safety procedures. The Lord’s Place will not place qualified individuals with disabilities in positions in which they will pose a direct threat to the health or safety of others or themselves. A direct threat means a significant risk to the health or safety of one’s self or others that cannot be eliminated by reasonable accommodation. The determination that an individual with a disability poses a direct threat will be made by the Human Resources Department and will be based on factual, objective

evidence. A written copy of the determination will be given to the employee so that he or she may submit additional information and/or challenge the determination that he or she poses a direct threat.

Confidentiality

All information obtained concerning the medical condition or history of an applicant or employee will be treated as confidential information, maintained in separate medical files, and disclosed only as permitted by law.

Complaint Procedure

It is the policy of The Lord's Place to prohibit any harassment of, or discriminatory treatment of, employees on the basis of a disability or because an employee has requested a reasonable accommodation. If an employee feels he or she has been subject to such treatment, or has witnessed such treatment, the situation should be reported using the harassment complaint procedure. Any employee found to have engaged in retaliation against an employee for making a request for reasonable accommodation under this policy, registering a complaint under this procedure, or for assisting in the investigation of any registered complaint will be subject to immediate disciplinary action up to and including discharge.

The Lord's Place is committed to complying fully with the Americans with Disabilities Act (ADA) as amended and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

The Lord's Place is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. The Lord's Place will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. The Lord's Place is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA as amended and all other applicable federal, state, and local laws.

Reviewed May 2020

NEPOTISM (or Hiring of Relatives)

It is our policy to avoid bringing family relationships into the workplace whenever possible. However, on occasion, more than one family member may work for this agency. The following guidelines will govern this situation:

- No staff member will be permitted to hire a relative.
- When related persons work for this agency, one relative may not supervise another relative.
- Related persons will not be involved in evaluating each other's job performance or in making recommendations.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Reviewed May 2020

EMPLOYMENT STATUS/DEFINITION

Full Time Employees

A full time staff member is one who is employed in one of the Board-approved positions for 30 hours per week or more. Full time employees are entitled to benefits as outlined in these policies.

Part Time Employees

A part time staff member is one who is employed in one of the Board-approved positions for less than 30 hours per week. Part time employees shall be eligible for holidays, vacation and sick leave on a pro-rata basis unless otherwise specified at time of employment.

Reviewed May 2020

EVALUATION PERIOD

The first 90 days of employment for all new employees of The Lord's Place, Inc., is considered an evaluation period. The 90-day evaluation period will provide a new employee the opportunity to become familiar and acquainted with The Lord's Place, Inc. During this time, a new employee's skills, productivity, etc., will be monitored and evaluated.

During the first 90-day evaluation period, the new employee will have two employee check-in sessions with his/her supervisor. The first check-in will take place within the first 45 days of employment. The second check-in will take place prior to the expiration of the 90-day evaluation period.

Completion of the 90-day evaluation period does not constitute an employment contract for any period of time nor guarantee continued employment. Employment with The Lord's Place, Inc. is at-will. At-will means an employee may terminate his/her employment at any time with or without reasonable notice. Likewise, The Lord's Place, Inc. may terminate an employee's employment at any time with or without cause including termination with or without cause during the evaluation period.

Reviewed May 2020

EMPLOYEE CHECK-IN

Employee Check-ins replace the traditional performance evaluation. Employee Check-ins are to be conducted on an annual basis. They consist of number of questions that will prompt conversation to reflect on the recent past, questions that will promote discussion on the future, and closing questions, of which will include setting new and/or revising existing goals/commitments. The Employee Check-in is not tied to merit or salary increases.

Decisions on salary increases will be made separately and communicated separate from the Employee Check-in. Employee Check-ins should be completed by March 31 of each year, with a 7-day grace period to accommodate minor contingencies. If an employee's Check-in is completed after the grace period, there will be a written explanation for the late submission included in the employee file.

The Board of Directors will conduct the Chief Executive Officer's annual evaluation during the month in which the Chief Executive Officer was hired.

Reviewed May 2020

STAFF RECOGNITION

The Lord's Place has established a staff recognition program to recognize staff members for their dedication in our mission of serving the homeless. Each month recognition will be given to staff members nominated by co-workers. The program is reviewed annually and revised if necessary.

Reviewed May 2020

PERSONNEL RECORDS

Employee personnel files are the property of The Lord's Place, Inc. and are confidential. All employees who handle personnel files and/or benefit information must recognize that the Confidentiality Statement they signed includes all employee personnel records. An employee's immediate supervisor will not have access to an employee's personnel file unless he or she obtains permission from the Chief Human Resource Officer, and then only has access to the specific file requested.

As a current employee, you may see information, which is kept in your own personnel file, if you wish, and you may request and receive a copy of all documents you have signed. With reasonable advance notice, employees may review their own personnel file during normal business hours and in the presence of the Chief Human Resource Officer. Note that The Lord's Place, Inc. is not required to provide you with copies of materials contained in your own personnel files, except as required by law. To request this information, or receive copies, please make arrangements with your supervisor or Chief Human Resource Officer. Under no circumstances may employee records be removed from the Personnel File.

The Lord's Place, Inc. maintains three (3) separate files on each employee. The file consists of an Employment file, a Medical file and a Safety file. All three files are kept in a locked file cabinet. Access to the employee files is restricted to the Chief Human Resource Officer, Human Resources Generalist, Human Resource Assistant and the Chief Executive Officer.

Reviewed May 2020

CHANGES IN PERSONNEL INFORMATION

Keeping your personnel file current can be important to you with regard to pay, deductions, benefits and other matters. If you have a change in any of the following items, it is your

responsibility to notify your supervisor or the Chief Human Resource Officer within ten (10) days:

- Legal name
- Home address
- Home telephone number
- Person to call in case of an emergency
- Number of dependents
- Marital status
- Change of insurance beneficiary
- Driving record or status of driver's license, if your job requires you to drive
- Military or draft status
- Exemptions on your W-4 tax form

Reviewed May 2020

EMPLOYEE RECRUITMENT POLICY

It is the agency's policy to ensure that employee recruitment is handled in a professional and fair manner. The agency complies with all federal, state and local equal employment opportunity laws and does not discriminate against any individual with regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, gender identity or other protected status.

All open positions are posted internally, on the agency website and externally. All resumes are reviewed by the Chief Human Resource Officer and the appropriate staff to identify qualified candidates to interview. Interviews are typically held in two steps; the first includes the Chief Human Resource Officer and the appropriate supervisor and the second interview includes the appropriate member of the leadership team (CEO, CFO or CPO). Once a decision has been made on a candidate, an offer of employment is extended pending the completion of pre-employment testing. All other applicants are then notified of their status.

The hiring of clients is allowed on a case-by-case basis, and only if the client has graduated from the program they were participating in. Any client who is currently in a program or living in any of our housing programs will not be considered for employment.

In the event the open position is for the Chief Executive Officer, the Board of Directors will appoint a team consisting of Board Members and staff, including the Chief Human Resource Officer. The team leader will work directly with the Chief Human Resource Officer to coordinate entire hiring and selection process.

Reviewed May 2020

EMPLOYMENT REFERENCES AND BACKGROUND SCREENING REQUIREMENTS

The Lord's Place shall ensure that individuals who join the organization are qualified and have a strong potential to be productive and successful. Pursuant to Florida Statutes 435.04,

F.S. governing background checks for employees, job applicants and volunteers, it is the policy of The Lord's Place, Inc. to review employment references (one time, prior to hiring), perform criminal background checks-Level II (once prior to hiring for all prospective employees, and subsequently every five years for employees funded by SEFBHN), education background checks (when required for the position), and require pre-employment drug screening of all prospective employees. For all prospective employees funded by SEFBHN, a local criminal record check through a local law enforcement agency is also required once prior to hiring and subsequently every five years. Attestation by each SEFBHN-funded employee is required, subject to penalty of perjury, to meeting the requirements for qualifying for employment pursuant to Chapter 435, and agreeing to inform the employer immediately if arrested for any of the disqualifying offenses while employed by The Lord's Place. This will be accomplished using the Affidavit of Good Moral Character, and completed once prior to hiring and subsequently every five years.

If a prospective employee's Level II criminal background check identifies conviction(s), the agency will consider how the conviction(s) relates to the position he/she is being hired for. If a prospective employee has information to prove innocence, this information will be taken into consideration. If the position is funded by a source that requires DCF eligibility, the employment offer will be withdrawn and The Lord's Place will encourage the prospective employee to file for a DCF exemption.

The Lord's Place, Inc. relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications or material omissions in any of this information or data may result in the organization's exclusion of the individual from further consideration for employment. If the individual has been hired, falsification of information may result in termination of employment.

Reviewed May 2020

VERIFICATION OF EMPLOYMENT

Inquiries about or verification of employment with The Lord's Place, Inc. should be referred to the Human Resources Department. No one other than the Human Resource Department personnel or Chief Executive Officer is authorized to provide information on current or former employees.

Reviewed May,2020

IMMIGRATION AND EMPLOYMENT ELIGIBILITY

In compliance with the Immigration Reform and Control Act of 1986, The Lord's Place, Inc. will hire only those individuals who are authorized to work in the United States.

Reviewed May 2020

VERIFICATION OF LICENSES

All positions requiring licenses or certification and/or educational degrees require verification by an outside investigative firm during the pre-employment interview process. Applicants and employees who are licensed professionals must present verification of licenses when requested during the hiring process and if hired, annually or as required thereafter.

Reviewed May 2020

REQUIRED EMPLOYEE TRAINING

In compliance with Rule 65E-5.330(1)(a), all staff training will be documented in a Human Resource Information Management System with the completion certificates kept in the employee's Human Resources file.

In compliance with Rule 65E-5.330(1)(c), each new employee will receive training in cardiopulmonary resuscitation (CPR) within the first six months of employment if not already certified when employed and shall maintain current certification.

In compliance with Rule 65E-5.330(1)(b), each new employee who serves DCF-funded clients at The Lord's Place Men's Campus will receive within the first six months of employment two hours of training in verbal de-escalation techniques and the use of bodily control and physical management techniques based on a team approach. This training will also be provided for no less than two hours annually.

Mental health services staff shall annually receive 12 hours of continuing training in the skills and knowledge employed in performing their responsibilities.

Reviewed April 2021

PAY PLAN

Time sheets

In order for the Finance Department to process payroll timely and accurately each pay period, employees must enter their time into the Paylocity Time & Labor system, and submit any necessary documentation (when needed) to Human Resources no later than certain dates prior to each payroll date. All employees and supervisors must approve Timesheets on a timely basis in the Paylocity Time & Labor system. The CEO is only required to enter exception time in the Paylocity system. Timesheets must be completed by all other employees with all available hours in the pay period recorded as:

- “Regular” – if worked,
- “Exception time” – i.e. sick, vacation, award, holiday, etc.

Remember that your timesheet must be totaled, signed, and approved and all required documentation must be submitted before it can be considered complete.

Notices of due dates for timesheets will be issued by the Human Resources Department.

Pay Periods

Employees shall be paid bi-weekly. If a payday falls on a weekend or holiday, pay checks will be issued the working day prior.

Deductions from Paycheck

Payroll deductions as required by law are made from the paycheck for Social Security and Federal Income Tax. All employees must complete a W-4 Withholding Allowance Certificate.

Reviewed May 2020

DISCIPLINARY POLICIES AND PROCEDURES

The Lord's Place, Inc. expects all employees to meet its standards for excellence in the performance of their duties. In addition, The Lord's Place, Inc. expects all employees to conduct themselves in a manner that is in the best interest of The Lord's Place, its clients and co-workers.

As such, The Lord's Place, Inc. has established policies and procedures. Violation of any of these policies and procedures is considered misconduct and appropriate disciplinary procedures will be initiated. Disciplinary action may include, but is not limited to, the following: verbal warnings, written warnings, suspensions with or without pay, and discharge. The foregoing actions, however, may not proceed in order, depending on the severity of the violation. All disciplinary actions are noted and maintained in the personnel file. The provisions contained herein are not and should not be construed as, limiting or in any way modifying the at-will statement contained in this Employee Manual.

The following is a partial list of examples of misconduct, which may lead to disciplinary action, including possible termination with or without warning:

- Supplying false or misleading information when applying for employment.
- Possession of dangerous or deadly weapons on The Lord's Place, Inc. premises or while performing The Lord's Place, Inc. duties off the premises.
- Use, sale or possession of drugs, alcohol or firearms on premises.
- Reporting to work in an unfit condition (i.e. under the influence of drugs or alcohol), drinking alcoholic beverages during work, using or possessing controlled substances either on The Lord's Place, Inc. time or The Lord's Place, Inc. premises.
- Theft or other crime committed on or off premises.
- Major traffic violations incurred while driving a vehicle belonging to The Lord's Place.
- Immoral or indecent conduct; soliciting persons for immoral purposes (see also Harassment Policy).
- Unprofessional conduct or inappropriate behavior between staff members and clients.
- Insubordination, including but not limited to, refusing to obey a request or directive of a supervisor.
- Disruptive conduct on The Lord's Place, Inc. premises: gambling, fighting, horseplay, coercion, intimidation or threats against supervisors or their employees, vulgarity, use

of foul language, abusive treatment to a client or fellow employee.

- Theft or unauthorized possession or removal of property or money belonging to The Lord's Place, Inc., employees, or a third party.
- Excessive absenteeism or tardiness.
- Making or publishing false, vicious or malicious statements concerning an employee, supervisor, client, board member or The Lord's Place, Inc.
- Disclosing confidential information.
- Falsifying a time card or any other record of The Lord's Place, Inc.
- Destruction or misuse of The Lord's Place, Inc. property.
- Conduct and statements contrary to the best interests of The Lord's Place, Inc.
- General disregard for the policies set forth in the Employee Manual.
- Falsely stating or making claims of injury. In addition to disciplinary action, false statements or claims of injury may result in criminal prosecution for filing a fraudulent worker's compensation claim.
- Failures to timely report an injury.

If an employee of The Lord's Place, Inc. is informed by his/her supervisor that he/she is being recommended for termination from employment with The Lord's Place, Inc., the employee may request that the Chief Executive Officer reconsider the supervisor's termination recommendation. The Chief Executive Officer's decision is final.

Reviewed May 2020

DISCIPLINARY PROBATION

A staff member may be placed on disciplinary probation by their supervisor in order to allow that staff member a specific amount of time to correct the stated problem(s). The disciplinary probation period begins when the supervisor provides the staff member with a written and signed document which:

- Identifies the problem(s);
- Indicates the necessary improvement or corrective action;
- Specifies the length of probation period;
- Informs the staff member of further disciplinary action which could result from the failure to show that the problem(s) has been corrected or there has been satisfactory improvement within the specified probation period.

Reviewed May 2020

CORRECTIVE ACTION

Corrective Action must be supported by a reasonable investigation and a corrective action report prepared. After investigation, the policies and rules will be reviewed to determine if corrective action should be initiated against the employee. If it is determined that a policy or rule has been violated, a written summary of the facts, along with a copy of all supporting documentation and the corrective action being recommended, will be compiled. The employee will be given a private session to review the documentation and recommendations for corrective action. It is at this time that the employee may present witnesses or

documentation to refute any inaccurate information. The employee will be given the right to respond in writing to the charges made and their responses become part of the corrective action report. At the close of the private session, the employee should be asked to sign and date the Corrective Action Report and be given a copy. As soon as possible after this private session, a final determination should be made as to the corrective action to be taken. Formal notification in the form of a letter spelling out the charges and the action to be taken will be given to the employee within five days of the private session.

Reviewed May 2020

EMPLOYEE TERMINATION

It is the agency's policy to ensure that employee terminations are handled in a professional manner with minimal disruption to ongoing work functions. There are three types of terminations: Voluntary, Involuntary, and Death.

- **Voluntary Termination** – Voluntary termination of employment occurs when an employee informs his or her supervisor of the employee's resignation, or termination is deemed to have occurred when an employee is absent from work for three (3) consecutive workdays and fails to contact his or her supervisor (job abandonment).
 - All employees are expected to provide a minimum of two weeks' notice of their intention to separate from the company in order to allow a reasonable amount of time to transfer ongoing workloads. It is expected that written notification will be provided to the employee's immediate supervisor with a copy to the Chief Human Resource Officer. Written notification must include pertinent information such as the employee's reason for leaving, last day of work, etc.
 - The Chief Human Resource Officer will coordinate the employee's out-processing. This process includes the employee returning all company property, completion of an Exit Interview Questionnaire and issuance of final paycheck once all property and information is obtained.
- **Involuntary Termination** – An involuntary termination of employment, to include layoffs and stand-downs over 30 days, is a management-initiated dismissal.
 - Discharge may be for any reason, i.e. misconduct, tardiness, absenteeism, unsatisfactory work performance, etc. In some cases, progressive discipline may be used prior to termination to correct a performance problem. However, certain types of employee misconduct are so severe that one incident of misconduct will result in immediate dismissal without prior use of progressive discipline.
 - If it is determined that dismissal is warranted, it is the direct supervisor's responsibility in coordination with the Chief Human Resource Officer to notify the employee. The terminated employee will follow the checkout procedure as stated above.
- **Deceased Employee** – A termination due to the death of an employee will be made effective as of the date of death.
 - Upon receiving notification of the death of an employee, the supervisor must notify the Chief Human Resource Officer immediately.

- The Chief Human Resource Officer will process all appropriate beneficiary payments from the various benefits plans.
- Final Pay – An employee who resigns or is discharged will be paid through the last day of work, plus any accrued vacation and floating holidays, less outstanding advances or other agreements the employee may have with the company. Any time off awarded under the staff recognition program or safety program will not be compensated at time of resignation or termination. In addition, unused sick leave is not compensated at time of resignation or termination. Final pay due upon the death of an employee will be paid in accordance with Florida law.
 - It is the responsibility of the employee's direct supervisor to ensure that the Finance Department receives the terminating employee's time sheet in sufficient time to process the final paycheck.
 - The final paycheck will be given to the resigning or discharged employee by the Chief Human Resource Officer upon the receipt of all agency property and completion of the Exit Interview Questionnaire.

When at all possible, the Chief HR Officer will hold an exit interview on or before the employee's last day. If an exit interview is not held in person, the terminating employee will be mailed an interview to complete.

Reviewed May 2020

HOURS OF WORK

The basic workweek is 12:00 a.m. Sunday – 11:59 p.m. Saturday. Program and administrative office hours are 8:30 a.m. to 4:30 p.m., Monday through Friday.

Reviewed May 2020

FLEXTIME

The regular workday consists of eight paid hours of work totaling 40 hours per week which includes a paid 30-minute meal period for all full-time employees. In special circumstances, an adjustment may be made to an employee's work schedule. This adjustment will depend on the requirements based on workload, customer/guest or resident service needs, the efficient management of personnel resources, and any applicable laws.

Flexitime may be available to an employee with supervisory approval. Flexitime may be cancelled at any time due to agency needs.

Special events are scheduled throughout the year and may require employee participation.

Reviewed May 2020

TELECOMMUTING POLICY AND PROCEDURE

Objective

Telecommuting allows employees to work at home, on the road or in a satellite location for all or part of their workweek. The Lord's Place considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Telecommuting may be appropriate for some employees and jobs but not for others. Telecommuting is not an entitlement, it is not a companywide benefit, and it in no way changes the terms and conditions of employment with The Lord's Place.

Procedures

Telecommuting can be informal, such as working from home for a short-term project or on the road during business travel, or a formal, set schedule of working away from the office as described below. Either an employee or a supervisor can suggest telecommuting as a possible work arrangement.

When a request is made to telecommute during normal circumstances, arrangements made will be on a trial basis for the first three months and may be discontinued at will and at any time at the request of either the telecommuter or the organization. Every effort will be made to provide 30 days' notice of such change to accommodate commuting, child care and other issues that may arise from the termination of a telecommuting arrangement. There may be instances, however, when no notice is possible.

Eligibility

Individuals requesting formal telecommuting arrangements must be employed with The Lord's Place for a minimum of 12 months of continuous, regular employment and must have a satisfactory performance record.

Before entering into any telecommuting agreement, the employee and supervisor, with the assistance of the Human Resource department, will evaluate the suitability of such an arrangement, reviewing the following areas:

- Employee suitability. The employee and supervisor will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful telecommuters.
- Job responsibilities. The employee and supervisor will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
- Equipment needs, workspace design considerations and scheduling issues. The employee and supervisor will review the physical workspace needs and the appropriate location for the telework.
- Tax and other legal implications. The employee must determine any tax or legal implications under IRS, state and local government laws, and/or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee.

If the employee and supervisor agree, and the Human Resource department concurs, three-month trial period will commence.

Evaluation of telecommuter performance during the trial period will include regular interaction by phone and e-mail between the employee and the supervisor, and weekly

meetings to discuss work progress and problems. At the end of the trial period, the employee and manager will evaluate the arrangement and make recommendations for continuance or modifications. Evaluation of telecommuter performance beyond the trial period will be consistent with that received by employees working at the office in both content and frequency but will focus on work output and completion of objectives rather than on time-based performance.

An appropriate level of communication between the telecommuter and supervisor will be agreed to as part of the discussion process and will be more formal during the trial period. After conclusion of the trial period, the supervisor and telecommuter will communicate at a level consistent with employees working at the office or in a manner and frequency that is appropriate for the job and the individuals involved.

Equipment

On a case-by-case basis, The Lord's Place will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs (including hardware, software, cell phone, and other office equipment) for each telecommuting arrangement. The Human Resource and Operations departments will serve as resources in this matter. Equipment supplied by the organization will be maintained by the organization. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. The Lord's Place accepts no responsibility for damage or repairs to employee-owned equipment. The Lord's Place reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the organization is to be used for business purposes only. The telecommuter must sign an inventory of all property received from The Lord's Place, and agree to take appropriate action to protect the items from damage or theft. The employee will also sign an acceptable use agreement. The employee will be responsible for any lost or misuse of agency-owned equipment, along with any damages to agency-owned equipment. Upon termination of employment, all company property will be returned to the company prior to the final paycheck being issued, unless other arrangements have been made.

The Lord's Place will supply the employee with appropriate office supplies (pens, paper, etc.) as deemed necessary. The Lord's Place will also reimburse the employee for business-related expenses, such as phone calls and shipping costs that are reasonably incurred in carrying out the employee's job.

The employee will establish an appropriate work environment within his or her home for work purposes. The Lord's Place will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.

Security

Consistent with the organization's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and client information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

Dress Code

While telecommuting, appropriate business attire is expected when an employee attends meetings.

Safety

Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. Injuries sustained by the employee in a home office location and in conjunction with his or her regular work duties are normally covered by the company's workers' compensation policy. Telecommuting employees are responsible for notifying the employer of such injuries as soon as practicable. The employee is liable for any injuries sustained by visitors to his or her home worksite.

Telecommuting is not designed to be a replacement for appropriate child care. Although an individual employee's schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering a trial period.

Time Worked

Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked using The Lord's Place time-keeping system. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the telecommuter's supervisor. Failure to comply with this requirement may result in the immediate termination of the telecommuting agreement.

Emergency Circumstance Arrangements

Telecommuting arrangements may be implemented in the event of emergency circumstances such as pandemic, inclement weather, special projects or business travel. In this circumstance, the length of employment will be waived, along other eligibility requirements listed in this policy.

Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate.

Revised May 2020

OVERTIME

Hourly Non-Exempt Employees

Hourly non-exempt employees are compensated based on the number of hours worked each pay period. Occasionally, employees may be asked to work overtime. If an employee, classified as a non-exempt employee, works more than 40 hours in one work week, the employee will receive overtime compensation of one and one-half times the hourly rate. Non-exempt employees are not permitted to work overtime unless prior approval from their supervisor and the Chief Financial Officer is given. An Overtime Authorization Form must be completed and all overtime requested must be discussed and approved by the Chief Financial Officer prior to authorization.

Salaried Non-Exempt Employees

Salaried non-exempt employees are compensated based on a set number of hours worked each pay period that includes 10 hours of overtime. If an employee, classified as a salaried non-exempt employee, works more than 50 hours in one work week, the employee will receive overtime compensation of one and one-half times the hourly rate. Salaried non-exempt employees are not permitted to work overtime unless prior approval from their supervisor and the Chief Financial Officer is given. An Overtime Authorization Form must be completed and all overtime requested must be discussed and approved by the Chief Financial Officer prior to authorization.

Exempt Employees

Certain administrative, professional and executive personnel are exempt from the minimum wage and overtime provisions of the Fair Labor Standards Act. Exempt employees do not receive overtime compensation.

Reviewed May 2020

TIMELINESS

Employees are expected to be at work at the scheduled time each day. Regular attendance is an essential requirement of the job. Absenteeism or tardiness may be cause for discipline.

Reviewed May 2020

NOTICE OF ABSENCE

If an employee will be absent from work for illness or reasons other than a scheduled vacation, the employee is required to notify his/her supervisor or other designated employee of the reason for the absence prior to the start of his/her shift. If an employee will be out for more than one day, the employee is expected to contact his/her supervisor on a daily basis before the start of his/her shift to advise the supervisor of his/her status. The employee must give notice of absence. Only under exceptional circumstances will notice from a family member or friend be permitted.

If an employee fails to provide proper notice of absence, The Lord's Place, Inc. may presume the employee has voluntarily abandoned his/her job.

Reviewed May 2020

SAFETY POLICIES

Safety is a vital concern to The Lord's Place, Inc. It is an employee's right to be able to perform his/her job without concern of injury to oneself, a co-worker, property or equipment. The Lord's Place, Inc. insists upon safety methods and practices at all times. Employee compliance with safety methods and practices is essential.

Safety Rules

Employees are required to comply with all safety rules and follow published work instructions. If any doubt exists about safety on the job, the employee must stop and get instructions from their supervisor before continuing to work. The following are general safety rules that you must observe:

- Immediately report all unsafe or hazardous conditions and unsafe acts to your supervisor.
- Keep work areas clean and orderly at all times.
- Immediately report all accidents and injuries the same day, no matter how minor, to your supervisor.
- Your supervisor must authorize all non-emergency treatment for accidents.
- Do not engage in any horseplay and do not distract others.
- All employees are prohibited from the use of alcohol and the unlawful manufacture, distribution, dispensing, possession or use of controlled substances in the workplace, including remote job sites.
- Employees should keep external office doors locked at all times when working alone.
- Follow all other written/verbal safety rules or instructions.

In the course of your employment, employees may be provided with additional safety practices, procedures, or rules. The ultimate responsibility for safety lies with the employee. The Lord's Place welcomes employees to bring suggestions about how to improve safety in the work area to their supervisors.

Reviewed May 2020

VEHICLE POLICY

The purpose of this policy is to ensure the safety of those individuals who drive The Lord's Place (TLP) vehicles or who drive their own vehicles on TLP business, and to provide guidance on the proper use of those vehicles. Vehicle accidents are costly to our agency, but more importantly, they may result in injury to you or others. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. As such, TLP endorses all applicable state motor vehicle regulations relating to driver responsibility. The Lord's Place expects each driver to drive in a safe and courteous manner pursuant to the following safety rules.

Driver Guidelines and Reporting Requirements

1. TLP vehicles are only to be driven by authorized employees, except in case of repair testing by a mechanic.
2. Clients are to be transported in TLP vehicles only. Employees are not to use their personal vehicle to transport a client, even if on agency-related business.
3. Any employee who has a driver's license revoked or suspended shall immediately (and in no event later than 9 a.m. of the following business day) notify the Chief Human Resource Officer, their immediate supervisor, and ***immediately discontinue operation of the TLP vehicle, or driving on TLP business***. Failure to do so may result in disciplinary action, including termination of employment.
4. All accidents in TLP vehicles or while on TLP business*, regardless of severity or damage, must be reported to the police, and also to the Operations Supervisor and/or Chief Human Resource Officer. Accidents are to be reported immediately (from the scene, during the same day, or as soon as practicable if immediate or same day reporting is not possible). Accidents in personal vehicles while on TLP business* ***must*** follow these same accident procedures. Accidents involving the employee's personal injury, regardless of severity, must be reported to the Chief Human Resource Officer for Worker's Compensation purposes. Failing to stop after an accident and/or failure to report an accident to the appropriate legal enforcement agency or to TLP may result in disciplinary action, up to and including termination of employment.
5. Drivers must report any moving or parking violations received during the operation of a TLP vehicle, or any moving violations while driving a personal vehicle on TLP business* and are required to complete a "Report of Accident/Incident" form, within 48 hours. Drivers who receive violations may be held personally responsible for any moving or parking violations incurred while driving an agency vehicle.
6. Motor Vehicle Records and proof of automobile insurance will be obtained on all drivers prior to employment and no less frequently than once every year. A driving record that fails to meet the criteria stated in this policy, or is considered to be in violation of the intent of this policy by the Chief Human Resource Officer, will result in a loss of the privilege of driving a TLP vehicle and/or employment with TLP.

* ***TLP business is defined as driving at the direction, or for the benefit, of employer. It does not include normal commuting to and from work. Agency-owned vehicles should be used whenever possible prior to the use of personal vehicles.***

7. Please notify the Operations Supervisor if TLP vehicle appears to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The employee's supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

8. All drivers operating a TLP vehicle shall be aware that the vehicles are equipped with GPS tracking devices. The GPS devices track, among other things, driver identity, vehicle location, status of vehicle (in motion, parked, turned off), seat belt usage, vehicle speed, driver braking patterns, and driver accelerating patterns. TLP reserves the right to use real-time data from the GPS devices to help inform management with decisions to require training, suspend or revoke driving privileges, and/or take other warranted disciplinary action up to and including termination.
9. Drivers are responsible for the cleanliness and upkeep of the agency vehicles. Drivers and passengers should NOT eat or drink in the vehicles at any time.

Driver Criteria & Administration

Employees must have a valid and current Driver's license to operate an agency or a personal vehicle with valid auto insurance (proof of insurance is required) while on TLP business.

Employees are expected to drive in a safe, courteous, and responsible manner and to maintain a good driving record. The Chief Human Resource Officer is responsible for reviewing records, including accidents, moving violations, complaints, etc., to determine if an employee's driving record indicates a pattern of unsafe or irresponsible driving, and to determine suspension or revocation of driving privileges, or other disciplinary action.

Criteria that may indicate an unacceptable record includes, but is not limited to:

- One or more Type "A" violations listed below.
- Three or more moving violations* in a year.
- Three or more chargeable accidents within a year. Chargeable means that the driver is determined to be the primary cause of the accident through speeding, inattention, etc. Contributing factors, such as weather or mechanical problems, may be taken into consideration.
- Any combination of three accidents and/or moving violations (excluding Type "A" violations) in a year.

* *Violations include any ticket, charge, or other law enforcement proceeding relating to these, as well as independent evidence of violations deemed satisfactory by the Chief Human Resource Officer, or her designee.*

Type "A" Violations include:

- Driving while intoxicated or under the influence of drugs
- Negligent homicide arising from the use of a motor vehicle
- Operating a vehicle during a period of suspension or revocation
- Using a motor vehicle in the commission of a felony
- Aggravated assault with a motor vehicle
- Operating a motor vehicle without the owners' consent (felony)
- Reckless driving
- Racing
- Hit and run (bodily injury or property damage)

- Failure to report an accident
- Illegal passing of a school bus
- Other violations considered serious by State Law

Driver Safety Rules

1. The use of a TLP vehicle, or an employee driving their own vehicle while on TLP business, while under the influence of intoxicants and other drugs, including those legally prescribed (which could impair driving ability) is forbidden and is sufficient cause for discipline, up to and including termination of employment.
2. Employees whose job responsibilities include regular or occasional driving and who are issued a cellphone for business use are expected to refrain from using their phone while driving; use of a cellphone while driving is not required by the company. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are required to use hands-free operations or pull off to the side of the road and safely stop the vehicle before placing or accepting a call. While operating a vehicle on behalf of the agency, employees should avoid use of cell phones, either work-related or personal, at all times.
3. No driver shall operate a TLP vehicle, or their own vehicle on TLP business when his/her ability to do so safely has been impaired by illness, fatigue, injury, prescription medication, or other cause.
4. All drivers and passengers operating or riding in a TLP vehicle *must* wear seat belts, even if air bags are available. Any employee transporting a child/youth is expected to use child safety seats and seat belts appropriately to ensure the safety of all. If a driver is operating a motorcycle, a helmet must be worn.
5. No unauthorized personnel or individuals are allowed to ride in TLP vehicles, or in private vehicles while on TLP business. TLP vehicles must be used only for TLP business.
6. Drivers are responsible for the security of TLP vehicles assigned to them. The vehicle engine must be shut off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended.
7. All state and local laws must be obeyed.

Accident Procedures

1. In an attempt to minimize the results of an accident, the driver must prevent further damages or injuries and obtain all pertinent information and report it accurately.
 - Call for medical aid if necessary.
 - Call the police. All accidents, regardless of severity, must be reported to the police. If the driver cannot get to a phone, he should write a note giving location to a reliable appearing motorist and ask him or her to notify the police.

- Record names and addresses of driver, witnesses, and occupants of the other vehicles and any medical personnel who may arrive at the scene.
 - Complete a “Report of Accident/Incident” form. Pertinent information to obtain includes: license number of other drivers; insurance information from other drivers; make, model, and year of other vehicles; date and time of accident; and overall road and weather conditions.
2. Do not discuss the accident with anyone at the scene except the police. Employees are expected to fully cooperate with authorities, and to provide accurate factual information regarding the accident. However, they should not make any statements other than in reply to questions of investigating officers. Employees are not to argue with anyone.
 3. Provide the other party with your name, address, driver’s license number, and insurance information.
 4. Immediately report the accident to the Operations Supervisor and/or Chief Human Resource Officer. Provide a copy of the accident report and/or your written description of the accident to the Operations Supervisor and/or Chief Human Resource Officer as soon as practical if not immediately.

Personal Automobiles

1. The TLP has non-owned and hired auto insurance coverage, which only protects TLP and provides coverage if an employee causes an accident or an injury to someone while an employee is driving their own vehicle on TLP business. This coverage does not cover physical damage to employee’s vehicles, nor does it provide coverage for family members, friends, etc., riding in an employee’s vehicle.
2. Those employees who use their personal vehicle for TLP business will be reimbursed for mileage as stated in the Expense Reimbursement section of the Employee Policy & Procedure Manual. Reimbursed mileage is defined as mileage driven over and above the employee’s normal commuting mileage.
3. Drivers must carry the minimum legal requirements of insurance coverage (e.g. \$10,000 personal injury protection (PIP) and \$10,000 property damage liability) and should carry minimum liability coverage in the amount of \$10,000/\$20,000.

Reviewed September 2020

VIOLENCE IN THE WORKPLACE

Your safety and security are of vital importance. Acts or threats of physical violence, including intimidation, harassment and/or coercion, which involve or affect The Lord's Place, Inc., or which occur on agency property, will not be tolerated from anyone. This prohibition against threats and acts of violence applies to all persons involved in the operation of The Lord's Place, Inc. and its facilities, including, but not limited to agency personnel, contract and temporary workers, and anyone else on agency property. Violations of this policy by any individual will result in disciplinary action, up to and including termination of

employment, and/or legal action as appropriate.

Workplace violence is an intentional conduct that is sufficiently severe, offensive or intimidating to cause an individual to reasonably fear for his/her personal safety or the safety of his/her family, friends, or property such that a hostile, abusive or intimidating work environment is created. Examples of workplace violence include, but are not limited to, the following:

- Threats or acts of violence occurring on agency premises, regardless of the relationship between the agency and the parties involved in the incident;
- Threats or acts of violence occurring off agency premises, involving someone who is acting as a representative of the agency;
- Threats or acts of violence occurring off agency premises involving an employee of the agency as a victim if the agency determines that the incident may lead to an incident of violence on agency premises;
- Threats or acts resulting in the conviction of an employee or agent of the agency, or of an individual performing services for the agency on a temporary or contract basis, under criminal law or code provisions relating to violence or threats of violence which adversely affect the legitimate interests of the agency.

An employee's possession, display or use of a dangerous or deadly weapon, including but not limited to all firearms, in the workplace is specifically prohibited by law and will subject the employee to immediate disciplinary action, up to and including termination of employment.

Specific examples of conduct that would be considered threats or acts of violence under this policy include, but are not limited to:

- Threatening physical or aggressive contact directed toward another individual;
- Threatening an individual or his/her family, friends, associates or property with physical harm;
- The intentional destruction or threat of destruction of agency property or another's property;
- Harassing or threatening phone calls;
- Surveillance;
- Stalking;
- Veiled threats of physical harm or other intimidation.

Employees should report any acts or threats of violence, intimidation, or harassment that involve or affect the agency in any way to their immediate supervisor, the Chief Executive Officer, or the Chief Human Resource Officer, as appropriate to the situation.

Reviewed May 2020

WEAPONS IN THE WORKPLACE

The Lord's Place believes it is important to establish a clear, **zero tolerance** policy that specifically addresses a strict ban of all weapons in the workplace in order to ensure a safe environment for all employees, volunteers and clients.

The agency prohibits all persons who enter agency property from carrying a handgun, firearm, or weapon of any kind onto the property regardless of whether the person is licensed to carry the weapon.

This policy applies to all agency employees, volunteers, contract and temporary employees, contractors, visitors or clients on agency property, *regardless of whether they are licensed to carry a concealed weapon*. The only exceptions to this policy will be law enforcement officers engaged in the performance of their official duties and other persons who have been given prior written consent by the agency's Chief Executive Officer to carry a weapon on the property.

All agency employees are also prohibited from carrying a weapon while in the course and scope of performing their job duties for the agency, whether they are on agency property at the time or not and whether they are licensed to carry a handgun or not. Employees may not carry any weapon covered by this policy while performing any task on the agency's behalf. This policy also prohibits weapons at any agency sponsored function such as parties or picnics. This policy specifically prohibits leaving weapons in a vehicle parked in an agency parking lot, regardless of whether the weapon is locked in the vehicle's glove compartment, storage compartment or trunk.

Prohibited weapons include any form of weapon or explosive restricted under local, state or federal regulation. This includes all firearms, knives of any type, or any other weapon covered by the law, with an exception for a "self-defense chemical spray, which means a device carried solely for purposes of lawful self-defense that is compact in size, designed to be carried on or about the person, and contains not more than two ounces of chemical". If you have a question about whether an item is covered by this policy, please call the Chief Executive Officer. You will be held responsible for making sure beforehand that any potentially covered item you possess is not prohibited by this policy.

"Agency property" covered by this policy includes, without limitation, all agency owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the agency's ownership or control. Agency vehicles are covered by this policy at all times regardless of whether they are on agency property at the time. All personal vehicles parked in agency parking lots are specifically covered by this policy at all times.

Searches

To facilitate enforcement of this policy, The Lord's Place or its representative may inspect desks and lockers and any packages or other belongings, including personal laptop computers, brought onto the premises. Any personal property brought onto The Lord's Place property is subject to inspection. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto Agency premises.

Notification

“No Firearms or other Dangerous Weapons” signs shall be conspicuously posted within all agency facilities and in parking areas and grounds surrounding our facilities. These signs will clearly indicate that firearms and other weapons are not to be carried onto our property or into our facilities.

Violations

Failure to abide by all terms and conditions of the policies described above **will result in immediate discipline and those individuals may be barred from entering any of the Lord's Place facilities in the future.** Further, carrying a weapon onto agency property in violation of this policy will be considered an act of criminal trespass and will be grounds for immediate removal from the agency property, and may result in prosecution.

THIS POLICY SHALL NOT BE CONSTRUED TO CREATE ANY DUTY OR OBLIGATION ON THE PART OF THE AGENCY TO TAKE ANY ACTIONS BEYOND THOSE REQUIRED OF AN EMPLOYER BY EXISTING LAW.

If you become aware of anyone violating this policy, please report it immediately.

Reviewed May 2020

OUTSIDE EMPLOYMENT

Outside employment is any employment in addition to an employee's employment with The Lord's Place, Inc. Outside employment must be disclosed in writing to and approved by the Chief Executive Officer. Outside employment is permitted subject to the provisions of this section. Violation of the provisions of this section is grounds for termination.

The following are the conditions for outside employment:

- Outside employment shall not interfere with the efficient performance of the employee's duties at The Lord's Place, Inc. as defined by the employee's supervisor at The Lord's Place, Inc.;
- Outside employment shall not constitute a conflict of interest with the employee's duties at The Lord's Place, Inc. as defined by the employee's supervisor at The Lord's Place, Inc.;
- Outside employment shall not occur during the employee's regular or assigned work hours at The Lord's Place, Inc.; and
- Outside employment is in the sole discretion of the Chief Executive Officer and shall not interfere with the efficient operation of The Lord's Place, Inc.

Reviewed May 2020

VOLUNTEERING/COMMUNITY SERVICE POLICY

The Lord's Place encourages all staff to participate in volunteer activities in the community, lending their voluntary support to programs that positively impact the quality of life within the community. The agency will ensure that compliance with the Fair Labor Standards Act

and the Department of Labor requirements are adhered to. The following guidelines are for The Lord's Place employees who serve as volunteers in community programs that are either of personal interest or are agency-sponsored initiatives.

Volunteer Descriptions

Personal interest programs are those programs whose goals are considered strategically relevant to the mission of the agency, but may not be agency-funded.

Agency-sponsored programs are those programs whose goals are considered of strategic importance to the agency and for which the agency has provided funding.

Volunteer Time

Volunteer time should not conflict with the peak work schedule and other work-related responsibilities, create a need for overtime or cause conflicts with other employees' schedules.

Time away from work for volunteering purposes may occur during lunchtime, before work, after work, on the weekend or at a specific time agreed upon between the employee and their supervisor, depending upon the type of volunteer program the employee is involved in.

Volunteer time should be regular and on a set schedule to help with the coordination of other work-related responsibilities.

Eligibility: All full-time employees are eligible. Interested employees should meet expected performance or above. Interested employees should meet with their supervisor to discuss their volunteer choice, schedule and to receive prior approval.

Community Service

Any employee who has been directed to perform community service hours for any reason may not perform those hours at The Lord's Place programs. The employee should inform their supervisor and receive prior approval if those hours are in conflict with the employee's regular work schedule.

Reviewed May 2020

VISITORS

Employees are expected to limit visitors during work hours. Under no circumstances may a visitor disturb the work of others during their working time.

Reviewed May 2020

SOLICITATION

Employees may not solicit any other employee during working time, nor may employees distribute literature in work areas at any time without supervisor approval.

Persons not employed by The Lord's Place may not solicit employees for any purposes on The Lord's Place premises.

Reviewed April 2021

EMPLOYEE BENEFITS

Fixed Holidays

Full-time employees are eligible upon hire date for nine (9) paid fixed holidays as follows:

- ◆ Employee Birthday
- ◆ New Year's Day
- ◆ Martin Luther King's Birthday
- ◆ Memorial Day
- ◆ Independence Day
- ◆ Labor Day
- ◆ Veteran's Day
- ◆ Thanksgiving Day
- ◆ Christmas Day

Part-time employees and any employee working less than a 40-hour work week shall be eligible for fixed holidays on a pro-rata basis based on the number of hours regularly worked per week.

When a fixed holiday falls on a weekend day, the designated holiday shall be on the nearest weekday.

Vacation

Full-time employees are entitled to time off for paid vacations as follows:

Months of Service Completed	Days per Year	Hours Earned per Bi-weekly Pay Period (full-time)
0-35	18	5.54
36-71	21	6.46
72-119	26	8.00
120+	31	9.54

Employees are encouraged to take accrued vacation. Vacation shall be taken with consideration given to agency needs and shall be submitted with at least two weeks advance notice. Vacation in excess of 2-week increments must be approved in advance by the supervisor. Vacation requests shall be submitted to the immediate supervisor through Paylocity's Request for Time Off.

Vacation shall be computed from the anniversary of hire date but **may not be used** until the employee has completed 90 days of continuous employment.

Part-time employees and any employee working less than a 40-hour work week shall accrue vacation on a pro-rata basis based on the number of hours regularly worked per week.

Vacation for all executive-level employees shall be determined by the supervisor, but shall not exceed 31 days per year.

Accrued vacation must be used by the second pay period's ending date of each year. If vacation is not used within that timeframe, fifteen days (pro-rated days for part-time employees) of vacation will automatically carry over to the next pay period. Any additional days beyond fifteen will be forfeited. Adequate coverage of each department must be maintained between the dates of December 1 and December 31, and must be approved in advance by the supervisor.

If employment is terminated, accrued unused vacation leave up to the total amount of hours allowed each year that have been earned through the last day of active employment will be paid at the employee's base rate of pay at termination. Employees may take up to 10 days of unaccrued vacation in each calendar year, however, if employment is terminated and the vacation balance is in the negative, the employee agrees to reimburse the company for the cost of the vacation advance.

Sick Leave

Full-time employees shall accrue sick leave at a rate of one day per month with a maximum of 60 days accumulation. Absences must be reported to the immediate supervisor prior to the start of shift. Employees may take up to 10 days of unaccrued sick leave in the event of major illness. An employee who terminates employment may have to pay back used unaccrued sick leave if no doctor's excuse is submitted to Human Resources.

Sick leave is intended to cover absence time with pay for personal illness or injury.

With administrative approval, sick leave may be used in the case of illness of a close relative including spouse, parent/step-parent, sibling, child/step-child, grandparent, mother/father-in-law or dependent person living in the same household.

Unused sick leave will not be compensated at the time of termination of employment.

Part-time employees and any employee working less than a 40-hour workweek shall be eligible for sick leave on a pro-rata basis based on the number of hours regularly worked per week.

Award

Additional paid time off may be earned by the safety incentive program, the employee recognition program, and other various ways. Award time will automatically roll over to the following year if not used. Unused award time will not be compensated at the time of termination of employment.

Family and Medical Leave Policy

The Lord's Place will comply with the Family and Medical Leave Act implementing Regulations as revised effective October 28, 2009. The agency posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S.

Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Act in all common staff areas in each facility.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

If you have any questions, concerns, or disputes with this policy, you must contact the Chief Human Resource Officer or the Chief Executive Officer, in writing.

A. General Provisions

Under this policy, The Lord's Place will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

B. Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

1. The employee must have worked for the agency for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
2. The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.
3. The employee must work in a worksite where 50 or more employees are employed by the agency within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.

C. Type of Leave Covered

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- a. The birth of a child and in order to care for that child.
- b. The placement of a child for adoption or foster care and to care for the newly placed child.
- c. To care for a spouse, child or parent with a serious health condition (described below).
- d. The serious health condition (described below) of the employee.
An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

Employees with questions about what illnesses are covered under this FMLA policy or under the agency's sick leave policy are encouraged to consult with the Chief Human Resource Officer.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the agency may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

- e. Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the

family member's call-up or service. The qualifying exigency must be one of the following: 1) short-notice deployment, 2) military events and activities, 3) child care and school activities, 4) financial and legal arrangements, 5) counseling, 6) rest and recuperation, 7) post-deployment activities and 8) additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

“Covered active duty” means:

- a. in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and
- b. in the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code.

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.) This type of leave would be counted toward the employee's 12-week maximum of FMLA leave in a 12-month period.

- f. Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran.

An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks in a single 12-month period to take care of leave to care for that service member.

Next of kin is defined as the closest blood relative of the injured or recovering service member.

The term “covered service member” means:

- a 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
- a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

The term “serious injury or illness”:

- a. in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in

- line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; and
- b. in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, means a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in line of duty on an active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran.

D. Amount of Leave

An eligible employee can take up to 12 weeks for the FMLA circumstances (1) through (6) above under this policy during any 12-month period. The agency will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the agency will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the agency will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If a husband and wife both work for the agency and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for the agency and each wishes to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

E. Employee Status and Benefits During Leave

While an employee is on leave, the agency will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the agency will require the employee to reimburse the agency the amount it paid for the employee's health insurance premium during the leave period.

Under current agency policy, the employee pays a portion of the health care premium. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Finance Department by the 15th day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the employee's loss of coverage.

If the employee contributes to a life insurance or disability plan, the employer will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the employer may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

F. Employee Status After Leave

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one which is virtually identical in terms of pay, benefits and working conditions. The agency may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

G. Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid vacation, personal or sick leave prior to being eligible for unpaid leave. Sick leave may be run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established sick leave policy.

Disability leave for the birth of the child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. For example, if an employer provides six weeks of pregnancy disability leave, the six weeks will be designated as FMLA leave and counted toward the employee's 12-week entitlement. The employee may then be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. An employee who is taking leave for the adoption or foster care of a child must use all paid vacation, personal or family leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all

paid vacation and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave or sick leave (as long as the reason for the absence is covered by the agency's sick leave policy) prior to being eligible for unpaid leave.

H. Intermittent Leave or a Reduced Work Schedule

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

The agency may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the agency and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced-hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the agency before taking intermittent leave or working a reduced-hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

I. Certification for the Employee's Serious Health Condition

The agency will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-E.pdf>).

The agency may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The agency will not use the employee's direct supervisor for this contact. Before the agency makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the agency will obtain the employee's permission for clarification of individually identifiable health information.

The agency has the right to ask for a second opinion if it has reason to doubt the certification. The agency will pay for the employee to get a certification from a second doctor, which the agency will select. The agency may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the agency will require the opinion of a third doctor. The agency and the employee will mutually select the third doctor, and the agency will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

J. Certification for the Family Member's Serious Health Condition

The agency will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-F.pdf>).

The agency may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The agency will not use the employee's direct supervisor for this contact. Before the agency makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the agency will obtain the employee's family member's permission for clarification of individually identifiable health information.

The agency has the right to ask for a second opinion if it has reason to doubt the certification. The agency will pay for the employee's family member to get a certification from a second doctor, which the agency will select. The agency may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the agency will require the opinion of a third doctor. The agency and the employee will mutually select the third doctor, and the agency will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

K. Certification of Qualifying Exigency for Military Family Leave

The agency will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave

<http://www.dol.gov/esa/whd/forms/WH-384.pdf>).

L. Certification for Serious Injury or Illness of Covered Service member for Military Family Leave

The agency will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Service member (<http://www.dol.gov/esa/whd/forms/WH-385.pdf>).

M. Recertification

The agency may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days and only when circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the agency may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The agency may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

N. Procedure for Requesting FMLA Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the Chief Human Resource Officer. Within five business days after the employee has provided this notice, the Chief Human Resource Officer will complete and provide the employee with the DOL Notice of Eligibility and Rights (<http://www.dol.gov/esa/whd/fmla/finalrule/WH381.pdf>).

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the agency's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

O. Designation of FMLA Leave

Within five business days after the employee has submitted the appropriate certification form, the Chief Human Resource Officer will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice (<http://www.dol.gov/esa/whd/forms/WH-382.pdf>).

P. Intent to Return to Work from FMLA Leave

On a basis that does not discriminate against employees on FMLA leave; the agency may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

Bereavement Leave

In the event of a death in the employee's immediate family, up to three days bereavement leave will be given. Any additional time needed will be charged against sick leave.

Immediate family includes spouse, parent/step-parent, sibling, child/step-child, grandparent, mother/father-in-law or dependent person living in the same household. Leave due to the death of a co-worker, client, or other family member or close friend may also be taken with supervisory approval.

Pet Bereavement Leave

In the event of the death of an employee's pet, one day of bereavement leave will be given. Any additional time needed will be charged against sick leave.

Domestic Violence Leave

Employees who have been employed for 90 days or more may request and receive up to three (3) working days of leave in any 12-month period if the employee or a family household member is a victim of domestic violence.

The employee may use leave under this policy for the following:

- To seek an injunction for protection against domestic violence or an injunction for protection in cases of repeat violence, dating violence, or sexual violence
- To obtain medical care or mental health counseling, or both, for the employee or a family or household member to address physical or psychological injuries resulting from the act of domestic violence
- To obtain services from a victim-services organization, including, but not limited to, a domestic violence shelter or program or a rape crisis center as a result of the act of domestic violence
- To make the employee's home secure from the perpetrator of the domestic violence or to seek new housing to escape the perpetrator
- To seek legal assistance in addressing issues arising from the act of domestic violence or to attend and prepare for court-related proceedings arising from the act of domestic violence

“Domestic violence” means any assault, aggravated assault, battery, aggravated battery, sexual assault, sexual battery, stalking, aggravated stalking, kidnapping, false imprisonment, or any criminal offense resulting in physical injury or death of one family or household member by another family or household member.

“Family or household member” means spouses, former spouses, persons related by blood or marriage, persons who are presently residing together as if a family or who have resided together in the past as if a family, and persons who are parents of a child in common regardless of whether they have been married. With the exception of persons who have a child in common, the family or household members must be currently residing or have in the past resided together in the same single dwelling unit.

Except in cases of imminent danger to the health or safety of the employee, or to the health or safety of a family or household member, an employee seeking leave under this policy must

provide to his or her employer reasonable and appropriate advance notice of the leave along with sufficient documentation of the act of domestic violence.

An employee will not be discharged, demoted, suspended, retaliated against, or in any other manner discriminated against for exercising his or her rights under Florida's Domestic Violence Act. All information relating to the employee's leave under this section will be kept confidential.

Employees should contact the Chief Human Resource Officer or the Chief Executive Officer for additional information.

Jury Duty

When a staff member is called to jury duty, necessary time off with pay will be granted. Jury duty stipend is assignable to the agency.

Maternity/Paternity Leave

Maternity/Paternity leave is a PAID leave associated with the birth of an employee's own child or the placement of a child with the employee in connection with adoption or foster care. Employees must be employed with the agency a minimum of six months to be eligible. Maternity/Paternity leave consists of four weeks. The paid leave is compensated at the following levels:

Less than one full year of service	-	50 percent of salary
After one full year of service	-	75 percent of salary
After three full years of service	-	100 percent of salary

Four weeks of leave shall be paid with benefits for the care of a newly born or adopted child. The employee must provide 30 days' notice (or as much notice as practicable if the leave is not foreseeable) to their supervisor of the request for leave and complete the necessary forms to be filed with the Human Resources Department.

Since actual maternity/paternity leave begins on the day of birth or placement of a child in connection with adoption or foster care, Human Resources must be notified as soon as possible to the exact start date. Sick leave shall be used by the pregnant mother prior to the birth of a child when medically necessary.

For employees with less than three years of service, the four weeks of maternity/paternity leave may be used in conjunction with vacation or sick leave. However, if the employee exhausts all vacation or sick leave and all maternity/paternity leave, any time off necessary after this will be unpaid time off.

Employees will refer to the Leave of Absence Policy after the four weeks of paid maternity/paternity leave is completed regarding continuation of insurance coverage for employees on unpaid leave of absence.

If both parents are employees, only one employee at a time may access the paid benefits of this particular policy.

Leave without Pay

Additional leave without pay may be granted for medical, maternity, adoption, military or educational leave. All annual paid leave must be used before leave without pay will be allowed. Additional leave will be addressed on a case-by-case basis and is not guaranteed. A request for leave of absence must be completed by the employee and approved by the Chief Executive Officer.

Health Insurance

The agency shall provide health insurance to all full-time employees on the first day of the month following 30 days of employment. If an employee chooses not to be covered by the agency policy, the agency shall pay such employee a taxable monthly amount not to exceed \$200.00 toward an insurance policy provided outside the agency. Proof of insurance and cost will be required. Coverage through the healthcare exchange according to the ACA is not eligible for reimbursement. The agency has established appropriate methods for notifying employees following termination of employment about COBRA eligibility.

Dental Insurance

The agency shall provide dental insurance to all full-time employees on the first day of the month following 90 days of employment.

Vision Insurance

The agency shall provide vision insurance to all full-time employees on the first day of the month following 90 days of employment.

Short-term and Long-term Disability Insurance

The agency shall provide short-term and long-term disability insurance to all full-time employees on the first day of the month following 90 days of employment.

Life and Accidental Death & Dismemberment Insurance

The agency shall provide life and accidental death & dismemberment insurance to all full-time employees on the first day of the month following 90 days of employment.

Voluntary Life and Accidental Death & Dismemberment Insurance

The agency shall offer voluntary life and accidental death & dismemberment insurance to all full-time employees on the first day of the month following 90 days of employment at the employee's expense if the employee elects such coverage.

Voluntary Supplemental Insurance

The agency shall offer voluntary supplemental insurance to include hospital, accident, critical illness and cancer insurance to all full-time employees at the employee's expense if the employee elects such coverage.

Pension/Retirement Plan

The agency shall offer a 401(k) plan for all employees. The agency will match employee contributions up to 3%. All new employees will be automatically enrolled in the plan with a 1% employee contribution unless they notify Human Resources in writing of their choice to opt out. Please see Human Resources for additional details and eligibility requirements.

Direct Deposit

Direct deposit of payroll checks is available to all staff who choose to take advantage of this convenience.

Employee Assistance Program

Employees and their eligible dependents are eligible to use up to six (6) confidential sessions provided by the agency's contracted service provider at no cost each contract year (November 1-October 31).

Revised May 2020

TUITION REIMBURSEMENT POLICY

The Lord's Place, Inc. supports employees who wish to continue their education to secure increased responsibility and growth within their professional careers. In keeping with this philosophy, the organization has established a reimbursement program for expenses incurred through approved institutions of learning. If you are a full-time or part-time regular employee and have completed one year of active service, you are eligible for participation in this program. Any employee participating in this program must agree to continue employment with The Lord's Place for one year after participation ends. If employment ends prior to the end of one year after participation, the employee agrees to repay 50% of the reimbursement received during the last academic term. This, however, does not constitute a contract of employment or alter employee "at-will" status.

Eligibility

- Full-time and part-time employees who have completed one year of service prior to the course start date.
- Employees going on an approved Leave of Absence are eligible only if any course or courses are already in progress at the time the Leave of Absence is approved.
- Employees who have been involuntarily terminated or voluntarily terminate employment prior to the completion of the course are ineligible.

Any tuition expense paid for by another agency, grant scholarship, veteran's education benefit or other financial aid is not eligible for this program.

Eligible Expenses

College/University Courses or Degree Program:

- Tuition charges only, reimbursable in the amount equal to the cost per credit hour at a Palm Beach County-based state-supported institution for the same or similar course (e.g., Palm Beach State College, Florida Atlantic University).

Professional Enhancement:

- Tuition or registration fees only for:
 1. Professional seminars or workshops
 2. Courses that award professional licensure
 3. Courses that award professional certification

The Lord's Place, Inc. will reimburse \$125 per credit hour, up to 12 credit hours per academic year for undergraduate courses incurred by a full-time or part-time employee for continuing education through an accredited program that either offers growth in an area related to his or her current position, or might lead to promotional opportunities. The agency will also reimburse \$275 per credit hour, up to 12 credit hours per academic year for graduate courses incurred by a full-time or part-time employee. You must secure a passing grade of "C" or higher, "Pass" or its equivalent, or obtain a certification to receive any reimbursement. Expenses must be validated by receipts and a copy of the final grade card or certification must be presented to show hours or certification received.

To receive tuition reimbursement, employees should follow the procedures listed here:

- The employee should provide his or her manager with information about the course for which he/she would like to receive reimbursement.
- The pre-approval section of the tuition reimbursement form should be completed and all the appropriate signatures obtained prior to enrolling.
- The employee should give a copy of the tuition reimbursement form to the Chief Human Resource Officer and a copy will be filed in the employee's file. The employee will maintain the original until he/she has completed the course. The employee can then enroll in the course.
- Within 30 days after completion of the course, the employee should resubmit the original tuition reimbursement form with the reimbursement section filled out, including appropriate signatures, as well as receipts and evidence of passing grade or certification attached to the Chief Human Resource Officer.
- The Human Resources department will then coordinate reimbursement with the Payroll department.

Any questions should be directed to the Human Resources Department.

Reviewed April 2021

SECOND CHANCE/RESTITUTION POLICY

The Lord's Place, Inc. supports employees who wish to work towards peer certification or DCF exemption to secure increased responsibility and growth within their professional careers. In keeping with this philosophy, the organization has established a second chance/restitution assistance policy for assistance with payment of court fees and fines. If you are a full-time or part-time regular employee, have completed six months of active service, and displayed satisfactory performance, you are eligible for participation in this program. The Lord's Place will pay up to \$3,500 for restitution assistance. Any employee participating in this program must provide proof of court fees and fines. Requests for assistance with supporting documentation should be submitted to Human Resources. Requests will be approved by the Human Resources and the Chief Executive Officer. Any

employee participating in this program must agree to continue employment with The Lord's Place for one year after assistance is given. If employment ends prior to the end of one year after participation, the employee agrees to repay 50% of the assistance received. This policy, however, does not constitute a contract of employment or alter employee "at-will" status.

Reviewed April 2021

WORKER'S COMPENSATION

All Lord's Place, Inc. employees are covered under the state worker's compensation law against loss of income due to injury or death that occurs during work activities. If injured at work or while performing work-related duties away from the job site, an employee is required to contact his/her supervisor or the Chief Human Resource Officer to report the injury as soon as possible, but in no case, more than 24 hours after the accident or injury occurred.

- Reporting – Any staff member injured on the job will report the injury immediately to his/her supervisor, regardless of whether the injury is minor or of no apparent significance.
- Incident Report – An OSHA Incident report will be completed promptly by the supervisor to ensure proper documentation and to expedite processing the employee's claim.

Failure of a staff member or supervisor to document job-related injuries may result in disciplinary action, up to and including termination. Reporting job-related injuries protects both The Lord's Place, Inc. and the staff member.

Reviewed May 2020

THE LORD'S PLACE THRIFT SHOP EMPLOYEE DISCOUNT POLICY

Any employee of The Lord's Place will receive a 20% discount on any merchandise in the store.

Reviewed May 2020

SMOKING

In keeping with The Lord's Place, Inc.'s intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace. This policy applies equally to all employees, volunteers and visitors.

Reviewed May 2020

ALCOHOL POLICY

The Lord's Place policy with respect to the service of alcoholic beverages at The Lord's Place social functions and fundraisers is to:

- Limit consumption to responsible levels.
- Prohibit “open bars”.
- Provide free transportation upon request to persons whose ability to drive has been impaired by alcohol consumption.
- Announce the free transportation policy at all The Lord's Place functions at which alcoholic beverages are served.

Reviewed May 2020

PERSONAL APPEARANCE OF EMPLOYEES

Employees are expected at all times to present a professional, businesslike image.

Office workers and any employees who have regular contact with the public must comply with the following personal appearance standards:

1. Employees are expected to dress in a manner that is normally acceptable in similar business establishments.
2. Hair should be clean, combed, and neatly trimmed or arranged.
3. Sideburns, moustaches, and beards should be neatly trimmed. Visible body piercing (excluding earrings), including tongue piercing is not allowed.
4. Visible tattoos must be discreet and non-offensive.
5. Due to health concerns (i.e.: allergies, asthma etc.) extreme or offensive perfumes and colognes are not acceptable.

Employees who do not regularly meet the public should follow basic requirements of safety and comfort, but should still be as neat and businesslike as working conditions permit. They should not wear suggestive attire, athletic clothing, shorts, baseball hats, and similar items of casual attire that do not present a businesslike appearance.

Certain employees may be required to meet special dress standards; such as wearing company uniforms or wearing closed toed shoes, depending on the nature of their job. (Example: thrift store employees will wear closed toed shoes).

Fridays are casual days. However, employees are still expected to present a neat appearance and are not permitted to wear ripped or disheveled clothing, athletic wear, or similarly inappropriate clothing.

Any employee who does not meet the standards of this policy will be required to take corrective action, which may include leaving the premises. Non-exempt employees (those employees subject to the minimum wage and overtime requirements of the Fair Labor Standards Act) will not be compensated for any work time missed because of failure to comply with this policy. Violations of this policy may result in disciplinary action.

Reviewed May 2020

EMPLOYEE DINING AT CAFE JOSHUA

The purpose of Cafe Joshua is to provide training in food service and preparation to our culinary apprentices and front of the house apprentices. In keeping with that purpose, this policy is implemented regarding staff who dine at the Cafe.

1. Dining room hours are 11:30 a.m.-1:00 p.m.
2. Employees are required to pay \$5 per meal through the purchase of a meal ticket with exact change from the Finance Assistant/IT Administrator. Multiple tickets can be purchased at once for future use without expiration. The ticket will be redeemed when ordering your meal from the server.
3. Dirty dishes need to be returned to the kitchen for clean-up no later than 2:00 p.m. Do not leave dirty dishes in the Cafe, offices or breakroom to help avoid issues with bugs.

Reviewed May 2020

COMPUTER AND E-MAIL USAGE

Computers, computer files, Internet access, the e-mail system and software furnished to you are The Lord's Place, Inc.'s property intended for business use. The user must properly license all software or programs that are used on The Lord's Place, Inc. computers.

The Lord's Place, Inc. strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, The Lord's Place, Inc. prohibits the use of computers, internet access and the e-mail system in ways that are disruptive, offensive to others or harmful to morale. Examples of such misuse include, but are not limited to, display or transmission of sexually explicit images, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect to others. In addition, you may not use e-mail to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters. Improper use or misuse of computers, computer files, Internet access, the e-mail system or software furnished will result in disciplinary action, including termination. There shall be no expectation of privacy when using The Lord's Place computers. Passwords should be kept confidential.

NOTE: Any information sent via e-mail should not be considered confidential and may be used for legal purposes.

Reviewed May 2020

EXPENSE REIMBURSEMENT

It is the policy of The Lord's Place to reimburse employees for pre-approved expenses related to the job. All expenses must be submitted within 60 days of incurring expenses.

- Mileage – Employees who do not receive a monthly mileage allowance and use their personal vehicle for agency business are reimbursed for mileage traveled at a rate determined by the Chief Executive Officer. The rate may be equal to or less than the Federal rate. Mileage will be reimbursed once the employee has completed the Expense Reimbursement Form and obtained the proper approval.

- Cell Phone – Employees who use their personal cell phone for agency use are eligible to receive reimbursement of up to \$35 per month for this use. Reimbursement must be requested by completing the Expense Reimbursement Form and obtaining proper approval.
- Travel Expenses – Expenses relating to out-of-area travel for conferences, etc. must be pre-approved by the Chief Executive Officer. If the Chief Executive Officer is planning out-of-area travel, travel must be pre-approved by the Chairman of the Board of Directors. A spending limit guideline should be established prior to travel for hotel and meal costs. Employees are encouraged to plan their trip as early as possible and to obtain the lowest possible fares based on advance reservation and coach travel. Expenses will be reimbursed once the employee has completed the Expense Reimbursement Form, submitted all receipts for expenses and obtained the proper approval.
 - Meal expense should not exceed \$50 per day.
 - Hotel expense will depend on area of travel and is fully reimbursed.
 - Incidental expenses for taxis, parking, etc. are fully reimbursed.
 - No alcohol expenses will be reimbursed.

Reviewed May 2020

MEDIA ISSUES/PUBLIC USE OF AGENCY NAME

All questions from the media should be immediately directed to the Chief Executive Officer or the Public Relations Consultant. In the event they cannot be reached, contact the Executive Assistant to the Chief Executive Officer.

Under no circumstances shall an employee use their identification with the agency for personal reasons, without approval of the Chief Executive Officer.

Employees may represent the agency on community committees, such as advisory boards, with the approval of the Chief Executive Officer.

Employees shall not use the agency's name or identification in any activity or social issues unless approved by the Chief Executive Officer.

The Director of Communications and Advancement shall coordinate media relations and approve any photographs or interviews of residents or other recipients of the services of The Lord's Place.

Reviewed May 2020

DRUG-FREE WORKPLACE POLICY

The Lord's Place, Inc. is committed to creating and maintaining a Drug-Free Workplace. This policy applies to all applicants for employment and to all employees of The Lord's Place, Inc. in all job classifications. Substance abuse will not be tolerated. This prohibition includes the illegal manufacture, possession, use or sale of controlled drugs or alcohol. Violation of this policy may result in immediate termination. As a condition of working at

The Lord's Place, Inc. all employees will abide by the terms of the Drug-Free Workplace Policy and shall notify the Chief Executive Officer of The Lord's Place, Inc. of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, Florida Statutes or any controlled substance law of the United States or any state, no later than five (5) days after such conviction or plea.

The Lord's Place, Inc. makes a good faith effort to continue to maintain a drug-free workplace through implementation of Florida Statute 287.087.

Reviewed May 2020

Acknowledgment of Receipt of the Employee Policy and Procedure Manual

I, _____ (employee) acknowledge that I have received a copy of The Lord's Place Employee Policy and Procedure Manual and agree to the terms therein. I understand that the policies stated therein may be revised at any time and such revisions will be binding on me as soon as I am notified of them.

Employee Signature

Supervisor/HR Signature

Date

Date