



# EMPLOYEE HANDBOOK

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## WELCOME & INTRODUCTION

Welcome to WACOSA! As an employee at WACOSA, you have joined a team of people who have a long and unwavering commitment to serving people with disabilities. Everything we do as a company is geared towards providing opportunities for our consumers to live and work in their communities. The success of our consumers and our program is because of our employees' dedication and belief in our mission.

This Employee Handbook has been written to help WACOSA employees do their jobs and understand their role within the program. Please read the Handbook carefully and use it as a reference. It is important that every employee be familiar with the policies contained in this Handbook. If, after reading the Employee Handbook, you have questions or would like additional information, please contact your Supervisor or the Human Resources Director.

### EMPLOYMENT AT-WILL

#### **IMPORTANT INFORMATION EMPLOYMENT-AT-WILL**

*This Handbook is not a contract of employment and does not change the status of employees of WACOSA as at-will employees, nor does it guarantee employment for any defined period of time. Employment at-will means that an employee has the right to resign at any time for any reason; similarly WACOSA may terminate the employment relationship at any time, with or without cause and with or without notice. This Handbook does not modify or limit the employment-at-will relationship.*

*This Handbook is not all inclusive and is only a set of guidelines. Information provided in this Handbook is a summary, and further clarification can be obtained from other written documents and the Human Resources Director. No officer, employee, or agent of WACOSA is authorized to waive, modify, or add to any of the provisions in this Handbook, with the exception of the Executive Director or Director of Human Resources of WACOSA, who may only do so in a personally signed, written document.*

*This Handbook contains information that will answer many specific questions you may have about your employment here. It is provided only for informational purposes. While WACOSA believes wholeheartedly in the plans, policies, and procedures herein, they are not conditions of employment. WACOSA reserves the right to modify, remove, suspend, terminate, or change any or all such plans, policies, or procedures in whole or in part at any time; with or without notice. This version of the WACOSA employee Handbook is intended to replace all previous versions. WACOSA and its employees will follow all applicable federal and state laws.*



## **WACOSA's Mission & Guiding Principles**

**To provide individuals with disabilities the opportunity to work and live in their community.**

### **Guiding Principles - WACOSA WAY**

*WACOSA envisions a caring staff who is unified around a set of guiding principles, which will lead to unprecedented levels of consumer service and satisfaction:*

WACOSA's mission is to provide people with disabilities the opportunity to work and live in their community. All program procedures should promote consumer independence and reflect a positive, whole-life, goal-oriented approach. WACOSA consumers are people first and have a disability second.

**Always** treat others with respect and dignity. All interactions that occur at WACOSA will be age appropriate and respectful of people's individual rights and choices. Consumers will be given the opportunity to make decisions and mistakes and to be reinforced for their accomplishments. Above all, treat others as you would expect to be treated.

**Create** cooperative relationships. As WACOSA employees, we are in daily contact with parents, care providers, businesses and community members. Strive for open, honest communications and use these opportunities to educate others about people challenged by disabilities.

**Open** yourself to new ideas. Listen to others and recognize the need to acquire new skills. Question your capabilities: recognize and build on your strengths. Seek solutions to problems that are acceptable to all involved. Encourage excellence in others and expect it from yourself.

**Strive** for integrated employment. People challenged by disabilities have the right to work and contribute to the community. Teach skills necessary to be successful and independent in employment. Build on worker's strengths rather than dwelling on deficits.

**Act** ethically. As professionals we must protect the rights of our consumers, assuring them freedom from mistreatment and abuse. It is our responsibility to guarantee consumer confidentiality and personal privacy while providing functional, quality training regardless of disability.

## **COMMUNICATION**

At WACOSA we believe that information provided by this organization can help you understand our mission, goals, and your role within the organization. We also believe that communication is a two-way process. All employees should have an opportunity to voice concerns, to make a contribution, and to be heard.

The most important communication link at WACOSA is between an employee and his/ her Supervisor. Supervisors are responsible for communicating expectations to their employees and for following through on questions and requests in an appropriate manner.

Employees are responsible for keeping themselves informed by taking advantage of the many information resources available. These include team meetings, informational files, communication books, bulletin boards, newsletters, memos, and a variety of other resources.

## **CONDUCT ON THE JOB**

The way in which a program achieves a reputation for integrity and honesty is through the individual conduct of its employees. All employees are responsible for modeling appropriate work behavior and for displaying professional and respectful interactions with all consumers, business contacts, stakeholders, and community members that they come in contact with. All WACOSA staff have a responsibility to commit themselves to ethical, businesslike and lawful conduct in all areas of responsibility and particularly in the areas of business, marketing, service delivery, professional responsibilities and Human Resources. Employees are expected to meet the expectations of their jobs and to follow all policies and procedures. Failure to do so may lead to disciplinary action, up to and including termination of employment.

## **ACCEPTING GIFTS**

WACOSA employees may not borrow from or loan items to consumers without the expressed permission of their Supervisor. Exchanges of gifts should be avoided, except as is reasonably permissible for occasions or holidays and such exchanges must be of insignificant or modest financial value (\$25 or less). All such instances must receive Supervisory approval and have Supervisory oversight. Consumer property will be respected and protected at all times.

In all cases, employees must use good judgment in balancing the right of the consumer to develop friendships and make personal decisions with actions that could be construed as taking advantage of a person with a disability.

At all times, WACOSA personnel are expected to set reasonable boundaries with consumers that promote a healthy and normal business relationship.

Gifts to WACOSA employees from vendors will be shared with employees or used as prizes in employee recognition programs.

## **BUSINESS INTERACTIONS & RELATIONSHIPS**

WACOSA staff members are not authorized to sign directly or sign as a witness on any consumer document other than that required in the natural course of their duties as outlined in their respective essential job functions.

WACOSA employees will conduct themselves in a professional and ethical manner in all business practices, interactions and relationships. This includes:

- Maintaining honest and respectful communications;
- Disclosure of any conflict of interest (see HR for full Policy);
- Avoidance of any self-dealing (personal gain derived from business interactions);
- Avoidance of any behavior which could be construed as unethical or unprofessional.

## **INTERACTIONS WITH STAKEHOLDERS & THE COMMUNITY**

WACOSA's stakeholders and community members include, but are not limited to:

- Consumers;
- Parents, guardians, caregivers, and family members of consumers;
- Funders and referral sources;
- Business customers;
- WACOSA employees.

WACOSA employees shall conduct themselves in a professional and ethical manner in their interactions with stakeholders and community members. Employees are expected to maintain open, honest, and respectful communication at all times. Employees are also expected to maintain emotional control when dealing with angry or emotional individuals.

## **ETHICS**

It is everyone's responsibility to act legally, honestly, and ethically with respect to all activities of the company. If any employee observes any activity that they feel is inappropriate, it is the employee's responsibility to notify his/ her Supervisor or a member of the Management staff. Once a report is submitted, Management will conduct an investigation within 10 working days of the report, providing that all parties to be interviewed are available and all pertinent information is collected within that time. WACOSA will not tolerate any retaliatory action against an employee for claims that are reported.

## **VULNERABLE ADULT/ MANDATED REPORTER**

WACOSA consumers are considered vulnerable adults and are protected under the Vulnerable Adult (VA) Policy. Consumers must be provided with a safe environment and protected from abuse, neglect, or victimization of any kind.



All WACOSA employees are considered Mandated Reporters. A Mandated Reporter is someone who is legally obligated to report the knowledge of, or suspicion of, abuse, neglect, or victimization of a vulnerable adult. Reports should be made to the consumer's Client Manager, the Site Coordinator, the QA/ Program Director, or to the County Department of Human Services.

All WACOSA employees will annually review the Vulnerable Adult Policy. Any questions regarding the VA Policy or Mandated Reporter requirements should be directed to your Supervisor or other Program Management staff.

## **CONFIDENTIALITY**

All employees are expected to understand and maintain the nature and extent of the confidentiality of both oral and written information. Consumer files are not to be removed from WACOSA's premises without the Program Director or Site Coordinator's approval. Violation may be grounds for further disciplinary action; up to and including termination. Additionally, all employees must understand and adhere to WACOSA's Data Privacy policy.

Through WACOSA's business contracts, employees may come in contact with confidential and private information, such as documents for shredding, assembling or collating products that are copyrighted and protected under contract confidentiality rules, or private office spaces. All employees are expected to maintain confidentiality and are prohibited from sharing information with outside sources.

Employees with contract keys must use those keys for business purposes only and must maintain security of access to contract sites at all times.

In addition, WACOSA recognizes that an employee's health condition is personal and confidential. Precautions are taken to protect physical health information per HIPAA. Only those individuals with a need to know will be informed of an employee's health status. Those with a need to know include the employee's Supervisor, the Executive Director and the Human Resources Director. Additional staff will be informed only at the request of the employee.

## **AFFIRMATIVE ACTION (AA) & EQUAL OPPORTUNITY EMPLOYMENT (EOE)**

WACOSA's policy of providing Equal Opportunity to all employees and applicants for employment is in accordance with all applicable Equal Employment Opportunity/Affirmative Action laws, directives and regulations of Federal, State and Local governing bodies or agencies thereof, specifically Minnesota Statute 363A.08.

We will take Affirmative Action to ensure that all employment practices are free of such discrimination. Such employment practices include, but are not limited to, the following: hiring, upgrading, demotion, transfer, recruitment or recruitment advertising, selection, lay-off, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training, including apprentice/internship. We will provide reasonable accommodation to applicants and employees with disabilities.

Our organization will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation or

preference, disability, age, genetics, familial status, marital status, citizenship, membership or activity on a local human rights commission, veteran status, or status with regard to public assistance.

WACOSA will evaluate the performance of its management and supervisory personnel on the basis of their involvement in achieving these Affirmative Action objectives as well as other established criteria. In addition, all other employees are expected to perform their job responsibilities in a manner that supports equal employment opportunity for all.

The Director of Human Resources is assigned to manage the Equal Employment Opportunity Program. This person's responsibilities will include monitoring all Equal Employment Opportunity activities and reporting the effectiveness of this Affirmative Action Program, as required by Federal, State and Local agencies. The Executive Director will receive and review reports on the progress of the program. Any employee or applicant may inspect our Affirmative Action Program during normal business hours by contacting the EEO/AA Coordinator.

If any employee or applicant for employment believes he or she has been treated in a way that violates this policy, they should contact either the Director of Human Resources at 310 Sundial Drive, P.O. Box 757, Waite Park, MN 56387 (320) 257-5181 or any other representative of management, including the Executive Director. Responsible parties will investigate allegations of discrimination or harassment as confidentially and promptly as possible, and we will take appropriate action in response to these investigations.

## **AMERICANS WITH DISABILITIES ACT (ADA)**

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute designed to remove barriers which prevent qualified individuals with disabilities from enjoying the same employment opportunities that are available to persons without disabilities.

An individual with a disability is defined as a person who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such an impairment. A qualified individual is a person who satisfies the skill experience, education, or other requirements of an employment position that he or she holds or seeks, and who can perform the essential functions of the position with or without reasonable accommodation. WACOSA will make reasonable accommodations for qualified applicants and employees upon request. This may be done by making existing facilities accessible and usable, restructuring a job, modifying work schedules, acquiring or modifying equipment, providing qualified readers or interpreters, or appropriately modifying examinations, training or other programs.

Employees should direct requests for accommodations needed to perform their jobs to the Human Resources Director. Requests for accommodations will be reviewed as per the American's with Disabilities Act (ADA). As long as employees are able to meet acceptable performance standards, and medical evidence indicates that their condition is not a threat to themselves or others, they will be treated consistently with other employees. See HR for full Policy.

## HARASSMENT & DISCRIMINATION

Every employee has the right to a work environment free of harassment and discrimination. WACOSA will not tolerate harassment on the basis of race, color, creed, religion, national origin, gender, genetics, disability, age, marital status, sexual orientation or preference, citizenship, status with regard to public assistance, veteran status, familial status, or membership or activity on a local rights commission, or any other protected class.

**Discrimination Harassment** may include verbal or physical conduct that denigrates or shows hostility or aversion toward an individual, and which creates a hostile or offensive working environment or affects the conditions of employment for an individual. See HR for the full Harassment & Discrimination Policy (or in your Handbook folder).

**Sexual Harassment** is one form of harassment. It may include, but is not limited to the following behaviors:

- Verbal: sexual innuendo, suggestive comments, insults, threats, jokes about gender-specific traits, or sexual propositions;
- Non-Verbal: making suggestive or insulting noises, leering, whistling, objectionable physical proximity, display of sex-related objects or pictures, or making obscene gestures; and,
- Physical: touching, grabbing, pinching, patting, kissing, brushing the body, coercing sexual intercourse, or assault.

These behaviors may be viewed as harassment if they have the purpose or effect of becoming a condition of employment, serving as a basis for employment decisions, or simply creating a work environment that is intimidating, offensive, or hostile.

Employees are expected to conduct themselves in a manner consistent with the spirit and intent of this policy. Offensive behavior, including harassment, will not be permitted.

## VIOLENCE & BULLYING IN THE WORKPLACE

WACOSA values the right of all people to be treated with respect and dignity in a healthy and safe environment. We recognize that violence and bullying in the workplace can have devastating effects on the quality of life for all persons. Therefore, WACOSA is committed to providing a workplace that is free from violence, threats of violence, property damage, bullying behavior, intimidation, and harassment. See HR for the full Violence & Bullying in the Workplace Policy (or your Handbook folder).

*Definition of Workplace Violence:* Workplace violence is defined as any actual act or implied act of aggression that causes physical or emotional harm, including physical assault and threatening behavior. A violent incident is any incident in which an individual is threatened, intimidated or harassed (such as being followed, sworn at or shouted at) or assaulted by infliction, injury, or damage to property or threatened damage to property.

*Definition of Workplace Bullying:* Bullying is persistent unwelcome behavior, mostly unwarranted or invalid, that consists of criticism, fault finding, exclusion or isolation. It is behavior that intimidates, offends, degrades or humiliates another employee.

The following list of behaviors provides examples of conduct that is prohibited within the workplace. It is not intended to be inclusive, but is to be used as a guide.

- Causing physical injury to another person.
- Making threatening or verbally abusive remarks.
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- Intentionally damaging employer property or the property of another employee.
- Possession of a weapon while on company property or while on company business.
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

Any potentially dangerous situation should be reported immediately to the Human Resources Director or another available member of WACOSA's Management Team. Employees who have restraining orders against non-employees, or who fear violence from a non-employee while at work, should contact the Human Resources Director. A response plan is in place for use in possible emergency situations.

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Non-employees engaged in violent acts on WACOSA's premises will be reported to the proper authorities.

## **COMPLAINTS (FORMAL)**

In order for a sexual, harassment, violence, or bullying-type issue to be addressed, it must first be brought to the attention of Management. WACOSA takes these issues very seriously and will investigate all formal complaints. Any employee, client, vendor, business affiliate, etc. who believes he/she has been the subject of harassment (or related behavior) is encouraged to report the alleged conduct immediately to one of the following persons:

- His/her direct Supervisor or contact;
- His/her Supervisor's Supervisor;
- Human Resources Director;
- Executive Director; or
- A member of the Board of Directors.

Investigations into formal harassment (or related) complaints will be handled with as much discretion as possible to protect the interests of all affected parties, however absolute confidentiality cannot be guaranteed. Once a report is submitted to Management, an investigation will commence within 10 working days (typically by Human Resources).

Any staff person(s) found by the organization to have harassed (or conducted similar behavior noted above) towards another person(s) will be subject to immediate and appropriate disciplinary action; up to and including termination.

Any customers, vendors, or other outside parties found to have harassed (or similar) will be disciplined in the most appropriate manner available; up to and including termination of the relationship.

Incidents involving harassment (or similar) by a WACOSA consumer will be resolved according to Program policies and the individual's Program Plan.

WACOSA will not tolerate retaliatory action against any party for complaining about harassment (or similar).

Please Note: It is a violation of Company Policy to knowingly file a false accusation of harassment (or similar) and will be met with disciplinary action; up to and including termination.

## **SUSPECTED MISCONDUCT & DISHONESTY**

WACOSA is committed to the deterrence, detection, and correction of misconduct and dishonesty. It is every employee's responsibility to act legally, honestly and ethically with respect to all activities of the company. It is also the responsibility of each employee to report suspected misconduct or dishonesty. Such acts may include but are not limited to:

- Acts which may be considered a serious violation of WACOSA's Guiding Principles as described in the Employee Handbook
- Theft or other misappropriation of assets, including assets of WACOSA customers, suppliers or others with whom we have a business relationship
- Misstatements and other irregularities in WACOSA's records, including the intentional misstatement of results of operations
- Vulnerable adult abuse or exploitation
- Forgery or other alteration of documents
- Fraud or other unlawful acts

Reporting of misconduct and dishonesty:

- Reporting of vulnerable adult incidents will follow the procedure as outlined in WACOSA's Vulnerable Adult Policy.
- All other acts of misconduct and dishonesty will be reported directly to the Executive Director or Human Resources Director, who will:
  - Conduct a thorough investigation, consulting with legal counsel and / or auditor when necessary.
  - Inform the Board of Directors of the situation and the investigation process
  - Seek Board of Director approval if legal action is warranted
- If the Executive Director is suspected of misconduct and / or dishonesty the employee should report directly to the Treasurer of the WACOSA Board of Directors who will follow through with the above process. Contact information regarding the current Board Treasurer can be obtained at the front desk of the main office in Waite Park.
- Investigations will commence within 10 days if possible.
- Any reprisal against an employee, who in good faith reported a violation, is strictly forbidden and may result in disciplinary action; up to termination.
- It is a violation of Company Policy to knowingly file a false accusation of harassment (or similar) and will be met with disciplinary action; up to and including termination.

# EMPLOYEE RESPONSIBILITIES

## WORK HOURS

Work hours will vary based on work site, individual responsibilities, program needs and training schedules. Employees are expected to work their assigned hours on their scheduled workdays, unless they are using paid time-off, funeral leave, or have been granted a leave of absence. Supervisors must approve any other time-off or schedule changes. There may be instances where employees have the option of using PTO or taking unpaid time-off due to lack of work. The work calendar is determined by the annual program calendar.

Non-exempt employees are paid on an hourly basis and their work hours are tracked on a daily basis in the TimeClock Plus system.

## Program Closure

If the Program must close for the day due to uncontrollable circumstances, staff have the option of using PTO hours or to take the day as an unpaid day (unless the employee has a work assignment). If the Program must close before regular dismissal, employees will be paid for one half of a day, or actual hours worked, whichever is greater.

## Overtime

Non-exempt employees are paid time and a half for any hours worked in excess of 40 hours per work week. A work week is defined as Saturday through Friday. Paid time-off and holiday hours during a pay period do not count toward overtime hours. Employees must receive prior authorization before working any overtime hours.

## Holiday Pay

Holiday Pay (refer to the "Paid Holidays" section under "Time Away from Work" for a list of observed Holidays) is available to all *Regular Full-time* and *Part-time* employees. Non-exempt employees must work the last scheduled work day before and the first scheduled work day after the holiday in order to qualify for Holiday Pay (partial unscheduled absences will result in partial Holiday Pay). Employees who fail to meet this qualification may qualify for Holiday Pay under the following conditions:

- Absence due to provable illness or injury;
- Scheduled PTO;
- Excused due to Jury Duty;
- Death in the family.

The number of hours of Holiday Pay an employee receives is based on the number of hours they are scheduled to work on the day on which the holiday falls. If a holiday falls on a day the employee is not regularly scheduled to work, he/ she is not eligible for Holiday Pay. On-call Sub and temporary status employees are not eligible for Holiday Pay.

Eligible employees who are required to work on a holiday will receive Holiday Pay equivalent to their normal schedule for that day, plus straight time for the hours that they work. The employee will also receive credit in their Paid Time-Off (PTO) bank, equal to the number of hours worked. (*Supervisors should notify HR when PTO credit is due to an employee for work on a holiday*).

## **BREAK TIMES**

Scheduled rest periods are not required by federal or state law for any employee; therefore, scheduling is determined by WACOSA Supervisors and is subject to meeting the needs of the program or individual job responsibilities. Breaks, when scheduled, are not to exceed 15 minutes per day and must be taken on premise. All employees will be allowed a reasonable amount of time away from their work areas for restroom breaks.

## **MEAL BREAKS**

Employees who are scheduled to work a full day will receive a lunch break that is typically one-half hour in length. Part-time employees will receive a 20 minute lunch break. Employees should consult their Supervisor to determine when they are scheduled to take their break.

Due to program and business needs, there may be times when lunch breaks are interrupted or delayed. Employees will receive paid lunch breaks, but are expected to remain on-site and to be available if program or business needs arise. If an employee leaves the worksite (i.e. to buy lunch or run errands), he/she must clock out and remain clocked out a minimum of 20 minutes. Direct Care staff must have supervisor approval to leave the premises. PTO may be used or the supervisor may authorize the staff member to make-up their time later that day or in the week. Breaks that use PTO, when clocked out, shall use PTO in a minimum of 15-minute intervals.

## **TIME CARDS/ PUNCHES**

WACOSA uses the TimeClock Plus system and in some cases, timesheets are also filled out, depending on the needs of the specific position. All hourly (non-exempt) employees are responsible for ensuring that they have properly punched for their shifts and/ or have completed their timecard on a daily basis. Hours for time-off (holidays, PTO, etc.) are identified separately in the system. Misuse of the TimeClock system may be grounds for termination.

## **IDENTIFICATION BADGES**

All employees will be issued photo ID badges and must wear them during work hours. Badges are to be worn at or above the waistline and be clearly visible. Employees that do not have their badges at work must use a visitor ID badge and request a new badge for a fee of \$5 if they have lost their badge. All visitors and candidates must sign-in and wear a visitor badge if they may come in contact with consumers. See HR for the full Badge Use/ Staff Identification Policy.

## **SAFETY**

Safety is the responsibility of every employee at WACOSA. This requires that all staff work together to prevent accidents, identify hazards, and promote safe work practices. Workplace accidents must be reported within 24 hours regardless of severity. Failure to comply with safety policies and procedures will result in disciplinary action up to and including termination.

Horseplay of any kind is strictly prohibited. See HR for the full Safety Policy (or your Handbook folder).

WACOSA has a Safety Committee which meets on a regular basis to address safety concerns, identify training needs, and review safety reports. The committee is made up of representatives from each work site and work team. Committee members are responsible to attend meetings, report information back to their work teams, and promote safety throughout our program. Employees who are interested in participating in the Safety Committee should contact their team's safety committee representative or their Supervisor.

WACOSA has a written Emergency Plan and practices emergency drills regularly. The Emergency Plan is maintained by Safety & Transportation Coordinator and Executive Director and is available for review upon request. Emergency evacuation maps are posted at key locations.

## **WORKER'S COMPENSATION POLICY**

It is each employee's responsibility to report to a Supervisor or Human Resources any injury that occurs within the scope of normal employment. Injuries should be reported within 24 hours of the accident or illness regardless of the severity. The employee and their Supervisor will complete a First Report of Injury (FROI) form, which documents the circumstances of the incident that led to the injury or illness. Human Resources will submit the form to WACOSA's Worker's Compensation insurance carrier who may accept or deny claims based on the circumstances involved with each injury. Injuries that occur as a result of "horseplay" or similar activities may be denied by the insurance carrier as being outside of the normal scope of employment. Delayed notification of an injury may also result in disciplinary action by WACOSA.

Employees who need medical attention for their work-related injury or illness will be sent to WACOSA's designated medical provider. If the employee wishes to be seen by a different medical provider, they must provide this information to Human Resources prior to their visit. An employee who is receiving treatment for a work-related injury or illness has the option to request a second opinion or a change in medical doctors. FMLA, if eligible, will run concurrently with Workers' Compensation.

### **Restricted Duty**

WACOSA has an Injury Management Program and will make every effort to provide work within any physician determined restrictions due to a work-related injury or illness. Employees with restrictions will be expected to work within the limits given to them. Employees who ignore their medical restrictions may be subject to disciplinary action; up to and including termination of employment. Time-off from work due to a work injury or illness that is not authorized by a physician will be considered PTO or unpaid time and the employee will be subject to the appropriate PTO and attendance policies.

If an employee is restricted from all work duties by a physician's order, WACOSA will pay the employee's regular wages for the first three days of missed work. If the insurance carrier accepts the claim, they will begin paying a portion of the employee's wages on the fourth day of missed work.



### **Related Appointments**

Employees are requested to make Worker's Compensation-related appointments during non-work hours if at all possible. If this is not possible, appointments should be made at times that are least disruptive to Program and business needs and employees must notify their Supervisor in advance. Employees must submit medical documentation from each visit, to HR, and keep their Supervisor informed regarding future medical appointments and work restrictions. Failure to return necessary documentation may result in disciplinary action.

### **Related Expenses**

Receipts for all medical expenses for work related injuries or illnesses should be submitted to the insurance carrier. The insurance carrier will pay the physician or hospital directly. Any bills or expenses incurred by the employee (i.e., medications, doctor's visits, and mileage) should be submitted to the insurance carrier for reimbursement.

### **Consumer Injuries**

Due to the nature of our programs, some consumer injuries may be covered under Workers' Compensation or WACOSA's general liability insurance. In the event that a consumer requires medical attention due to an injury that occurred while they were at WACOSA, performing paid work for WACOSA at an off-site location, or while being transported by WACOSA vehicles, staff must report the incident to Human Resources.

## **JOB OPENINGS**

Job openings will be posted in-house on the position opening bulletin boards. Employees who are interested in applying for an internal position should complete an Internal Application form. This form must be signed by the employee's Supervisor before being forwarded to the appropriate hiring Supervisor for consideration. It is WACOSA's policy to hire the most qualified applicant for the position, therefore, management reserves the right to post exclusively outside of the organization if it sees fit. See HR for the full Job Posting Policy.

## **REIMBURSEMENTS**

You must complete an expense reimbursement form for meals, mileage, or other reimbursements - see the full Expense Reimbursement Policy available in HR. The receipt for the purchase or meal must be attached to the form in order to receive reimbursement.

**Torn Clothing:** In the event an employee's clothing is torn through interaction with a consumer, WACOSA will repair or reimburse the employee for the damaged clothing. Clothing to be repaired must be laundered before being taken in for repair. Up to \$20 will be reimbursed for clothing that is damaged beyond repair. Reimbursements must be submitted on an expense form with a receipt for the replacement clothing. Employees may opt to choose an item from the "WACOSA Store" to replace damaged clothing.

**Other Damaged Items:** Eyeglasses that are damaged during interactions with consumers will be repaired or replaced. Employees should check with their eyewear provider for any applicable discounts or repair warranties first, then submit the expenses on an expense reimbursement form. WACOSA will repair or replace only like features on the damaged eyeglasses. Enhancements to replaced eyeglasses will be the responsibility of the employee.

Employees who wear jewelry or other non-essential accessories do so at their own risk and will not be reimbursed for damaged items.

## **USE OF COMPANY RESOURCES**

WACOSA maintains a number of resources, including supplies, furnishings, equipment, vehicles, technology, etc. for the purpose of helping employees to perform their assigned job duties and to provide consumer services. These resources are intended to be used for business purposes, and Management staff must approve any exceptions. Expenditures for supplies or equipment must be pre-approved by the designated Management staff member.

### **Telephone, Fax, & Cell Phones**

Telephone and fax lines are intended for business use. *Personal calls should be kept to a minimum.* Personal calls should not interfere with job responsibilities or the best interests of WACOSA.

WACOSA-owned cell phones are provided for use with some community contracts or outings. These phones are for program use only and are not to be used to make or receive personal calls. All employees are required to pull off the road while using cell phones for WACOSA business.

Personal cell phones (and other cell phone applications such as texting, internet access, downloading, pictures, etc.) are not to be used during work time. Due to data privacy issues, cell phones (especially those with picture capability) will not be allowed in the shred room.

### **Computers**

Employees are provided computer access in order to perform their assigned tasks and provide program services to WACOSA consumers. All computer hardware, software, printers, programs, files and their contents are the property of WACOSA. Computer passwords provided for access to WACOSA's systems are to remain confidential and should not be shared with others. Employees are prohibited from placing any passwords or restrictors on any document, computer or computer software without the prior authorization of Management. Any password or restrictor must be revealed to and maintained by a second authorized source. Removing, changing, deleting or erasing any Company information, without the appropriate authorization, is strictly prohibited. Downloading of unauthorized software or programs is also prohibited.

Any personal use should be limited and performed outside of work time. Staff are expected to respect their co-workers right to privacy and should not access any files that are not their own without pre-authorization. Staff should be aware, however, that confidentiality cannot be guaranteed and there should be no expectation of privacy.

### **Internet & E-mail Code of Conduct**

Access to the Internet and e-mail has been provided to WACOSA staff members for the benefit of its programs, consumers and other customers. Every staff member has a responsibility to maintain and enhance the company's public image, and to use these resources in a productive manner. To ensure that all employees are responsible, productive users of these electronic resources and are protecting the company's public image, the following code of conduct has been established.

*Acceptable Uses of the Internet &/ or E-Mail:*

Employees accessing the Internet and using e-mail are representing WACOSA. Employees are responsible for seeing that e-mail and the Internet are used in an effective, ethical, and lawful manner. Use of the Internet and e-mail must not disrupt the operation of WACOSA's network or the networks of other users. Personal, non-business related use is permitted during non-work hours and must not interfere with the productivity or needs of other staff. Solicitation of non-company business, or any use of these resources for personal gain or the advancement of personal views, is strictly prohibited. The following policies apply to all business and personal use.

*Content:*

Each employee is responsible for the content of all text, audio or images that they place or send over the Internet or via cell phone. Fraudulent, harassing or obscene messages are prohibited. All messages communicated on the Internet should have your name attached. No messages will be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane or offensive language is to be transmitted through the system.

*Software:*

To prevent computer viruses from being transmitted through the system there will be no unauthorized downloading or installation of any software. All software downloads will be done with the approval of the Director. WACOSA-owned software cannot be copied for personal use.

*Copyright Issues:*

Copyrighted materials belonging to entities other than this company may not be transmitted by staff members on the Internet. One copy of copyrighted material may be downloaded for personal use in research. Users are not permitted to copy, transfer, rename, add or delete information or programs belonging to other users unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action by WACOSA or legal action by the copyright owner.

*Security & Confidentiality:*

All messages created, sent or retrieved over the Internet and/ or by e-mail are the property of WACOSA, and should be considered public information. WACOSA reserves the right to review, audit, intercept, access and monitor all messages and files on its computer systems as deemed necessary and appropriate. Messages should be treated as confidential by other employees and accessed only by the intended recipient; however, confidentiality cannot be assumed. Internet messages are public communication and are not private. All communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver. Any passwords to protected files must be disclosed to the Director upon request.

*Harassment:*

Harassment of any kind is prohibited. No messages with derogatory or inflammatory remarks about an individual or group's race, gender, religion, national origin, physical attributes, age, genetic information, sexual orientation (and any other protected class) will be transmitted.

*Violations:*

If necessary, WACOSA will advise appropriate legal officials of any illegal violations. Any employee who discovers a violation of this policy shall notify the Executive Director or the Human Resources Director. Employees who receive messages from outside sources that

violate this policy have the obligation to notify senders of this policy and request their compliance to it.

## **SOCIAL MEDIA POLICY**

At WACOSA, we understand that Social Media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, use of Social Media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of Social Media, we have established these guidelines for appropriate use.

This Policy applies to all who work for or represent WACOSA.

### **Guidelines**

In the rapidly expanding world of electronic communication, Social Media can mean many things. Social Media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's blog, journal, personal website, social networking site, web bulletin board or a chatroom, whether or not associated or affiliated with WACOSA, as well as any other form of electronic communication. The same principles and guidelines found in WACOSA policies along with three basic beliefs apply to your activities online. 1.) Ultimately, you are solely responsible for what you post online. 2.) Before creating online content, consider some of the risks and rewards that are involved. 3.) Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow co-workers, or otherwise adversely affects clients, customers, suppliers/ vendors, people who work on behalf of WACOSA, or WACOSA's legitimate business interests may result in disciplinary action; up to and including termination.

### **Know & Follow the Rules**

Carefully read these guidelines, the WACOSA Employee Handbook, the WACOSA Discrimination & Harassment Policy, and the WACOSA Violence & Bullying in the Workplace Policy to ensure your postings are consistent with their guidelines. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence, or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action; up to and including termination.

### **Be Respectful**

Always be fair and courteous to fellow co-workers, clients, customers, suppliers/ vendors, or people who work on behalf of WACOSA. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or with Management than by posting complaints to a Social Media outlet. Nevertheless, if you decide to post complaints or criticism, it is important to avoid using statements, photographs, video, or audio that, reasonably, could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, clients, co-workers, suppliers/ vendors, or that might constitute harassment or bullying. Examples of such conduct might include; offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or Company Policy.

### **Be Honest & Accurate**

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

### **Post Only Appropriate & Respectful Content**

Maintain the confidentiality of WACOSA's trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how,

and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.

Respect financial disclosure laws. It is illegal to communicate or give a “tip” on inside information to others so that they may buy or sell stocks or securities. Such online conduct may also violate the Insider Trading Policy.

Do not create a link from your blog, website, or other social networking site to a WACOSA website without identifying yourself as a WACOSA affiliate. Make sure to get approval, first, from the Human Resources Director or Executive Director.

Express only your personal opinions. Never represent yourself as a spokesperson for WACOSA. If WACOSA is a subject of the content you are creating, be clear and open about the fact that you are a staff member and make it clear that your views do not represent those of WACOSA, fellow co-workers, clients, customers, suppliers/ vendors, or people working on behalf of or representing WACOSA. If you do publish a blog or post online related to the work you do, or subjects associated with WACOSA, make it clear that you are not speaking on behalf of WACOSA. It is best to include a disclaimer such as, *“The postings on this site are my own and do not necessarily reflect the views of WACOSA.”*

### **Using Social Media at Work**

Refrain from using Social Media while on work time or on equipment provided by WACOSA unless it is work-related and authorized by your Manager. Do not use WACOSA email addresses to register on social networks, blogs, or other online tools utilized for personal use.

Do not post any picture taken at any of our sites or business locations. While the subject matter may be appropriate, the background people, objects, and/ or places may have legal and confidentiality recourse from our customers, clients, co-workers, suppliers/ vendors. Only permitted employees with signed consent forms may use these types of images.

### **Retaliation Is Prohibited**

WACOSA prohibits taking negative action against any affiliate for reporting a possible deviation from this Policy, or for cooperating in a formal investigation. Any person who retaliates against another for reporting a possible deviation from this Policy or for cooperating in an investigation will be subject to disciplinary action; up to and including termination.

### **Media Contacts**

WACOSA staff should not speak to the media on WACOSA's behalf; see WACOSA's Media Relations Policy.

### **For More Information**

If you have questions or need further guidance, please contact the Human Resources Director.

## **WORK AREAS & LOCKERS**

Staff are expected to maintain their work area in a neat and clean manner on a daily basis. Lockers are provided at some work sites for employee's personal items. Employees may choose to provide a lock for their lockers, but must provide access to their locker as requested by Management personnel. An employee's refusal to provide access, or their unavailability to provide access in a timely manner, may result in the removal of the lock by WACOSA staff or designated outside personnel. *WACOSA reserves the right to inspect employee work areas or lockers at any time.*

## FOOD POLICY

In order to maintain a clean and healthy work environment, avoid product damage, and prevent vulnerable situations for consumers, WACOSA does not allow food or beverages on the work floor or in production areas. The only exceptions are drinking water in covered containers, behavior Management programs that have been approved by the client Management staff, or food that is medically necessary and approved by the client manager. All staff are responsible for monitoring their work areas and keeping them clean and free of food.

## PARKING AREAS

WACOSA provides ample parking space for employees. Employee owned vehicles and contents are the responsibility of the employee. It is recommended that employees lock their vehicles for safety and drive carefully through company parking lots. Any loss or damage incurred is the responsibility of the vehicle's owner.

Parking spaces designated as reserved for company vehicles or for visitors should be left vacant for those purposes. Employees who are reporting to work should not use these spaces. If no employee parking spaces are available, employees may utilize visitor parking, but are responsible for moving their vehicle when employee designated parking space is available. Employees who repeatedly use reserved parking spaces for their convenience will be subject to further disciplinary action up to and including termination.

Anyone parking in space designated as handicap parking will be subject to parking tickets and substantial fines.

## WACOSA-OWNED VEHICLES

WACOSA owned vehicles are to be used solely for program and business needs. Personal use of company owned vehicles is prohibited, except as approved by the Executive Director.

Employees must receive driver training (including Transportation Policy review and behind-the-wheel training) and meet WACOSA's Driver Requirements (and possible Health Card requirement) before being allowed to operate company owned vehicles. See the “**Job Requirements**” section for Driving Requirements and Health Card/MVR Policy.

No food or beverages and no smoking are permitted in WACOSA vehicles. Talking/texting on cell phones while driving WACOSA vehicles, or while driving your personal vehicle while on paid work time, is also **not permitted**. Under no circumstances should a WACOSA employee use a cell phone while operating a WACOSA vehicle. If use of a cell phone is necessary, the driver must pull off the roadway to a safe place to park and retrieve the message.

Effective January 1, 2012 new regulations issued by the Dept. of Transportation prohibit the use of cell phones by CMV drivers. Drivers convicted can have their commercial license suspended and/ or be fined up to \$2,750.

## **JOB REQUIREMENTS**

It is WACOSA's intention to hire the most suitable individual for any available position. All applicants must meet the qualifications as stated in the job description. In addition, employees must meet and maintain certain job requirements throughout their employment with WACOSA.

### **EMPLOYEE STATUS DEFINITION**

A Regular Full-time employee is one who is hired or assigned as such and is regularly scheduled to work 30 or more hours per week. A Regular Full-time employee qualifies for all WACOSA benefits, PTO, and 401(k). Once a Regular FT employee works 12 months and 1,000 or more hours, they will become eligible for a 401(k) employer match (if applicable).

A Regular Part-time employee is one who is hired or assigned as such and is regularly scheduled and works less than 30 hours per week. There may be occasions when a Part-time employee will be permitted to work in excess of 29.99 hours per week to cover vacations and holidays but, on average, a Part-time employee should not be scheduled for more than 29.99 hours each week. A Regular PT employee is eligible for some WACOSA benefits (i.e. holiday pay, EAP, and PTO). A Regular PT employee is also eligible for 401(k). Once a Regular PT employee works 12 months and 1,000 or more hours, they will become eligible for a 401(k) employer match (if applicable).

A Substitute (or Sub) is an employee who is available, as needed, and can choose to accept or decline the hours offered. Currently employed Part-time or Full-time employees, choosing to leave their position, may apply for Sub status. The appropriate request form, which will be reviewed by Management, must be completed. Eligibility will be based upon satisfactory prior work history and need. A Substitute employee is not eligible for benefits or PTO. Once a Substitute employee works 12 months and 1,000 or more hours, they will become eligible for 401(k) and a 401(k) employer match (if applicable).

A Temporary (or Temp) employee (either PT or FT) is one who is hired with a cumulative hour limitation (generally 999 hours unless stated otherwise) and works less than 30 hours per week. Temp employees are not eligible for benefits, PTO, or 401(k).

A Paid Intern is a Temporary employee who, generally, has an agreement with a college or university. A Paid Intern is hired with a cumulative hour limitation and is not eligible for benefits, PTO, or 401(k).

An Exempt employee is one whose position meets specific tests established by the Fair Labor Standards Act (FLSA) and applicable state law; who is exempt from overtime pay or compensatory time-off requirements. The basic premise of Exempt status is that the exempt employee is to work the hours required to meet his/ her work responsibilities.

A Non-Exempt employee is one whose position does not meet FLSA and state exemption tests and who is paid a multiple of their regular rate of pay for overtime hours worked.

Consumers (Clients) of WACOSA receive supportive services and are not classified as employees for the purposes of this Handbook.

## **ORIENTATION PROCESS**

New employees will be provided with an orientation checklist. Orientation will include information about WACOSA, its policies and procedures, and specific job responsibilities. Direct care staff must complete a minimum of (30) thirty hours of orientation within the first thirty days of employment. Upon completion of orientation, the orientation checklist must be turned in to Human Resources. This checklist will be included in the employee's personnel file.

Volunteers will complete a modified (8) eight-hour orientation. See Volunteer Coordinator for more detail.

## **FIRST AID & CPR CERTIFICATION**

It is the responsibility of all direct-care employees to maintain a current First Aid and CPR certificate. New employees will be provided this training if they do not have it at the time of hire. First Aid certification must be renewed every 3 years and CPR certification must be renewed on an annual basis. WACOSA will track renewal dates for employees and provide in-house training opportunities. WACOSA will notify employees of upcoming training sessions. Employees who do not attend scheduled training may be required to obtain certification on their own time and at their own expense.

Any employee who allows his/ her certificate to lapse may be suspended from work until the certificate is renewed.

## **EMPLOYEE EDUCATION & DEVELOPMENT OPPORTUNITIES**

Employees will receive training through WACOSA-sponsored In-Services, training modules, informational meetings, reading materials, and video lessons. Job-related workshops and seminars outside of WACOSA's internal training may also be utilized. Employees should contact their Supervisor for more information. Each direct service staff member is required to receive designated training as required. Other employees will receive training as specified by their Supervisor.

## **CONSUMER REPORT/ BACKGROUND CHECKS**

All WACOSA employees will be subject to a background check conducted by the Minnesota Department of Human Services (DHS). Continued employment with WACOSA is contingent upon qualification by DHS. If an employee is disqualified by DHS, WACOSA must remove that person from a position of direct consumer contact. If another appropriate non-contact position is not available they may be subject to termination.

WACOSA will also conduct criminal background/consumer reports and/or credit checks through a third party administrator on job applicants being considered for employment, current employees seeking transfer or promotion to a sensitive position, volunteers, or volunteer Board Members with access to sensitive information. These include positions that involve security and/ or financial responsibilities. Please refer to HR for WACOSA's Consumer Report/ Background Check Policy for further details.



## COMMUNICABLE ILLNESSES

WACOSA reserves the right to require a physical examination of an employee where there is evidence or suspicion of a serious illness or communicable disease. Employees may be excluded from the program at the Supervisor's discretion until a physician-verified statement is received indicating that the employee can return to the program. All communicable diseases which threaten the health of others must be reported to your immediate Supervisor.

Employees with concerns related to working with someone with a serious or life-threatening illness should direct their concerns to the Human Resources Director. Educational information regarding serious or life-threatening illnesses may be made available to employees either by request or by the Human Resources Director's determination of need. See HR for the full policy.

## DRIVING REQUIREMENTS

WACOSA places a strong emphasis on community integration for our clients/ consumers. Not only do we have daily commitments to provide contracted vocational services, but also transportation services. For these reasons driving is considered an essential job function for many direct care and support positions as well as maintenance and material handling/ production positions. Failure to maintain an acceptable driving record may affect status of employment.

Determination of acceptable driving records is based upon annual reviews of individuals' Motor Vehicle Records (MVRs) by WACOSA's auto insurance carrier and WACOSA's HR/Transportation department. A WACOSA Driving Eligibility Committee composed of the Program/QA Director, Human Resources Director, and Transportation Coordinator shall review driving incidents in order to determine driving eligibility should issues arise in the interim.

An individual may be qualified to transport and/ or drive a WACOSA vehicle if she/ he:

- Can certify that she/ he has and can maintain a valid Minnesota Driver's License (or will obtain one within 30 days if not a MN resident);
- That she/ he is not subject to any disqualification, suspension, revocation, or cancellations;
- Is at least 20 years of age;
- Can pass a driving policy/ skills and road test with the Transportation Coordinator;
- Can secure and maintain a DOT Health Card (where applicable);
- Has and can maintain an acceptable driving history (see below for unacceptable guidelines).

A driving history may be unacceptable if (1) one or more of the following exists during the most recent (3) three-year period:

- DWI/ DUI;
- Reckless Driving;
- Suspended License;
- Serious Speed Violation;

- Drug Offense;
- Hit and Run/ Leaving the scene of an accident;
- (2) Two or more at-fault accidents;
- (3) Three or more moving violations;
- Less than (3) three years of driving experience.

It is the responsibility of the individual to notify WACOSA if she/ he feels there is any reason why they may not be eligible to safely transport or operate a vehicle for WACOSA.

WACOSA and its insurance carrier reserve the right to qualify or disqualify any individual from transporting or operating a WACOSA vehicle.

Refer to the DOT Health Card & MVR Policy/ Exam Release for additional information.

### **DRIVER'S HEALTH CARD & MVR POLICY/ DOT EXAM**

Effective July 1, 2015, all staff/new hires involved in Direct Care\*, Maintenance, and Materials Handling/Production roles shall be required to participate in a DOT Health Card physical exam<sup>^</sup>. WACOSA will cover the fee of basic DOT Health Card physical exam, both initially and on a renewal schedule. However, if an additional medical evaluation is required the cost of such an evaluation will be the sole responsibility of the staff/new hire. A valid MN Driver's License, insurable driving record, and being 20+ y/o will also be necessary, along with successful completion of all relevant driver and transportation training requirements.

If a new hire does not pass the initial physical assessment, chooses not to pursue a required additional evaluation(s), or does not pass the required additional evaluation(s) the offered position will be withdrawn. However, if a similar position is available without the driving requirement, WACOSA will look into the possibility of transferring the new hire; if other requirements are met.

If an existing staff is unable to pass an initial or renewal physical assessment the position may still be held. WACOSA is willing to work with existing staff to make accommodations, per ADA, on a "grandfathered" basis. Should a staff resign from WACOSA altogether and later return, they will be subject to the same requirements as a new hire. Those unable to pass an MVR search, however, will be reassigned to a non-driving position, if available. *\*Direct Care includes Full & Part-time Training Specialists, T.S. Leads (Client Rep & Contract Support), Team Leaders, & Contract Managers.*

Note on CDL's: Those required to operate a vehicle holding 16 or more passengers, or weighing over 26,000 pounds, will be required to obtain and maintain a Commercial Driver's License (CDL) and a DOT Health Card. Failure to obtain or maintain the CDL &/or Health Card will result in the forfeiture of the position. Staff/New Hires with this requirement will be identified via their job title and/or job description. WACOSA will only sponsor the CDL of those specifically identified.

<sup>^</sup>*Sauk Centre Staff/New Hires: Will NOT participate in a Health Card physical exam until if/when a large 5310 vehicle is utilized at their location. They WILL, however, be required to meet WACOSA's other driving requirements in order to operate smaller vehicles (i.e. insurable driving record per MVR check(s), 20+ y/o, & maintain a valid MN Driver's License).*

*Program Subs, CNAs, CMs, CMOTHs, Sales Rep/Placement, Site Coords, Operations Dir, & QA/Prog Dir: Will NOT participate in a Health Card physical exam as driving will not be an essential job function. They WILL, however, be screened for driving other WACOSA vehicles (MVR). If they do not pass the general driving requirements (i.e. MVR, 20+ y/o, & maintain a valid MN Driver's License), they may still be able to hold their position but will NOT be allowed to drive any WACOSA vehicle(s) or transport clients.*

*Office & Support Roles: Will NOT be considered Direct Care, Maintenance, or Materials Handling/Production roles and, therefore, will NOT be screened or allowed to drive any WACOSA vehicle(s) or transport clients. Such roles include: Receptionist, HR, Accounting, Marketing, Development, Executive Dir, Retail Assoc, & Comm Crew Assoc.*

## **SEPARATION POLICY**

The Executive Director is requested to give a (60) sixty-day notice in writing. Salaried employees are requested to give a (30) thirty-day notice in writing. Hourly employees are requested to give a (2) two-week notice in writing.

## **EXIT INTERVIEW**

When possible and appropriate, Exit information will be sent out by the Human Resources Director. It will include information regarding the employee's final paycheck, PTO balance, and coverage end dates for insurance. An Exit Interview form will be sent to employees asking for program critique when possible. Exiting employees may also request to meet in-person with the Human Resources Director.

# **EMPLOYMENT POLICIES**

## **PAYROLL**

In order for a paycheck to be processed, all hourly employees must have all information entered in TimeClock Plus by the end of their shift on the fifteenth and the last day of each month. Employee's time must be verified by his/ her Supervisor. Payroll will be completed and ready for distribution by the tenth and the twenty-fifth of the month. Direct deposit is available to all employees. No advances on pay or early distribution of paychecks is allowed.

When payday falls on a weekend, non-program day, or regularly scheduled holiday, WACOSA will issue checks on the last business day prior to the holiday.

Pay statements will include a statement listing all earnings and payroll deductions. In addition to social security and federal and state taxes, deductions will be taken for selected benefits, such as health insurance, dental coverage, retirement savings, cafeteria plan, or other special deductions. Some benefit deductions are taken before taxes and others are taken after taxes.

WACOSA is required by law to withhold a portion of an employee's wages if a garnishment or child support order is received. The Finance Director or HR Director will notify any individual whose pay may be affected by a garnishment.

Employees should check their statement every time they receive a check and refer any questions or discrepancies to their Supervisor, the Finance Director, or the Human Resources Director.

## DRUGS & ALCOHOL

WACOSA is committed to providing an environment that is drug and alcohol free. To ensure the highest level of judgment, job performance, and workplace safety, WACOSA prohibits the possession, transfer, sale, use, or being under the influence of illegal drugs, or the illegal use of prescription drugs, or illegal use of chemicals, while employees are on WACOSA premises or time, or conducting WACOSA business. Consumption of or being under the influence of alcoholic beverages on WACOSA premises, time, or while conducting WACOSA business is also prohibited. If an employee is taking a prescribed medication that may affect their ability to drive while conducting WACOSA business, they must notify their Supervisor. See HR for the full Drug & Alcohol Policy (or your Interview Packet).

WACOSA has implemented five situations for drug and alcohol testing: (1) Pre-Employment; (2) Pre-Placement (in the DocuShred division which includes clients and staff); (3) Reasonable Suspicion; (4) Post-Accident Testing; and (5) Substance Abuse Evaluation including Return-to-Work and Follow-up Testing.

1. Pre-Employment - Job applicants, after receiving a conditional offer of employment, are required to consent to, take, and participate in a Pre-Employment test. Refusal to test or a confirmed positive test will result in withdrawal of the job offer.
2. Pre-Placement - DocuShred applicants (which can include job applicants, current staff and clients), after receiving a conditional offer of employment in DocuShred, are required to consent to, take and participate in a Pre-placement test. Refusal to test or a confirmed positive test will result in the withdrawal of the DocuShred job offer. Current employees applying to work in DocuShred who test positive must successfully complete the drug or alcohol counseling or rehabilitation program as outlined in this policy at the employee's expense or under an employee benefit coverage program. If the DocuShred applicant is a client, the job offer will be withdrawn and the individual will be referred to their ITD (Interdisciplinary Team).
3. Reasonable Suspicion - Employees will be asked to submit to a drug and/ or alcohol test if reasonable cause exists indicating that the employee is under the influence of alcohol or illegal drugs. Reasonable cause means a basis for forming a belief based on specific facts and rational inferences drawn from those facts. Employees suspected of being under the influence through a reasonable suspicion assessment, are required to consent to, take and participate in a drug or alcohol test. Refusal to test may result in disciplinary action up to and including termination. Employees who test positive must successfully complete the drug or alcohol counseling or rehabilitation program as outlined in this policy at the employee's expense or under an employee benefit coverage program.
4. Post-Accident - Employees will be subject to post accident testing if they have caused or been involved in a work-related accident under the following conditions:
  - A. WACOSA employees involved in driving accidents resulting in:
    - 1.) A fatality of a person.
    - 2.) Damage to a vehicle or property estimated to be \$2,000 or more.
    - 3.) A need for the WACOSA vehicle to be towed due to significant damage.

- 4.) A WACOSA employee sustaining a serious personal injury which requires immediate medical attention or causing another individual to sustain a serious personal injury which requires immediate medical attention.
  - 5.) As deemed necessary by Upper Management due to suspicious or questionable conduct or circumstances.
- B. Employees operating or assisting to operate any machine or piece of equipment under the following conditions:
- 1.) Damage to equipment or property estimated to be \$500 or more.
  - 2.) A WACOSA employee sustaining a serious personal injury which requires immediate medical attention or causing another individual to sustain a serious personal injury which requires immediate medical attention.
  - 3.) As deemed necessary by Upper Management due to suspicious or questionable conduct or circumstances.
5. Return to Work/ Follow-up - Employees who have tested positive and have been removed from their job duties, and are undergoing treatment recommendations, must submit to and furnish a negative drug and/ or alcohol test result prior to returning to their job duties. Any employee, who as a result of positive testing has been referred for chemical dependency treatment or evaluation, may be required to submit to testing during the course of participation in the evaluation or treatment, and for a period of two years following the completion of any prescribed chemical dependency treatment program. The employee may or may not be returned to their same position should he/she re-gain qualified status.

Employees who are experiencing work-related problems resulting from drug, narcotic, or alcohol abuse or dependency may request or be required to seek counseling help. Employees are encouraged to utilize the services of the Employee Assistance Program. When counseling assistance is required by WACOSA, failure to successfully complete the program may result in disciplinary action up to and including termination. WACOSA-sponsored or required counseling will be kept confidential.

## **DRESS CODE**

In order to project a positive and professional business image to the community and to visitors, WACOSA employees and consumers are expected to dress in clothing that is appropriate for their job responsibilities and the activities being performed. Some work contracts may have specific dress requirements. Personal safety and consumer interactions are also to be considered when choosing work clothing. A more detailed copy of WACOSA's dress code list is included with your Handbook folder, or contact the Human Resources Director for a copy.

## **NON-SMOKING**

WACOSA is committed to a smoke-free work environment in accordance with the Minnesota Clean Air Act. Smoking and the use of tobacco products are prohibited in all indoor spaces within WACOSA's physical sites and WACOSA-owned vehicles. There are designated smoking areas outside the buildings.

## **PERSONNEL RECORDS**

The Human Resources Department will maintain a personnel file for each employee. The information contained in personnel files is considered private and will not be shared with any internal or external personnel except as necessary for employment related decisions and as mandated for the purposes of license renewal, accreditation, by written authorization, or by law.

It is the employee's responsibility to make sure that their personnel records are up to date. Employees should notify the Human Resources Director in writing of any change in:

- Name
- Address
- Telephone number
- Marital status (for benefits and tax purposes)
- Addition of dependents and/ or any eligibility status changes in regard to benefits
- Emergency contact information
- Beneficiary designations for the organization's insurance or pension plans

### **Employee Access**

The following describe employees' rights and remedies regarding review of their personnel file under our policies and in compliance with Minnesota state law:

#### Release of Information

All requests for information about current or former employees are to be forwarded to the Human Resources Director. Information shared outside the company will include dates of employment and positions held. Upon receipt of a signed release, relevant job performance information that is documented in the employee's file will be provided. Information regarding rate of pay or earnings will be released only in writing and upon receipt of a signed authorization.

#### Review of Personnel File

If an employee would like to review the contents of his/ her personnel file; they must make a written request to the Director of Human Resources. Such requests may be limited to no more than once every six months and may be denied if the company determines that the request was not made in good faith. Upon separation from employment a former employee may make such a written request once each year after separation for as long as the personnel record is maintained.

Upon receipt of a proper, written request from an employee or former employee to review his or her personnel file it is our practice to comply no later than 7 working days (if the record is located in this state, or no later than 14 working days if the record is located outside the state).

Arrangements will be made for current employees to inspect their personnel record during normal business hours, either on site or at another reasonable nearby location. An accurate copy of the personnel file may be used or simply provided; a copy will be mailed to any former employee at an address disclosed in a written request and on site inspections will not be allowed for former employees.

#### Removal or Revision of Personnel File Information

If an employee disputes any of the specific information contained in his or her personnel file, there are three different courses of action that may be taken:

1. The employee may do nothing about the disagreement:
2. The employee may seek Management's agreement to revise or remove the disputed information, which may or may not be granted; and
3. If no agreement is reached to revise or remove the disputed information, the employee may submit a written statement specifically identifying the disputed information and explaining his or her position on the information in question. This position statement may be no longer than 5 written pages and will be included with the employee's personnel file along with the disputed information, for as long as the disputed information is contained in the record.

No claim for libel, slander or defamation may be based on any information contained in a personnel file where the above guidelines are observed.

If information that should be properly included in an employee's personnel file is omitted from our response to a proper, written request for review, that information may be excluded from use in an subsequent administrative, judicial or quasi-judicial proceeding; unless it is determined that the information was not intentionally omitted and the subject employee is first given a reasonable opportunity to review the information.

#### Employee Records

Our employment records also require that contact and other information be maintained current and updated as needed. Employees are responsible for notifying the Director of Human Resources promptly and accurately in writing of any changes relating to personal information, such as home address, telephone number, marital status and/ or number of dependents.

#### Remedies/ Retaliation Prohibited

In addition to other remedies provided by law, if any, an employee may bring a civil action in an attempt to compel compliance with these provisions regarding their right to inspect his or her personnel file and potentially seeking the following relief:

1. Actual damages only, plus costs, under Minn. Stats. 181.960 to 181.963; and
2. Actual damages, back pay, and reinstatement or other make-whole equitable relief, plus reasonable attorney's fees, under Minn. Stat. 181.964.

Any employee who in good faith exercises his or her rights and remedies regarding review of the personnel record under these provisions may not be retaliated against.

## **PERFORMANCE EVALUATIONS**

Supervisors are expected to provide constructive feedback to employees on an on-going basis. Employees will receive from their Supervisor a written evaluation of their job performance generally once a year, but evaluations may be conducted more or less frequently depending on the business need. The evaluation forms are directly related to the employee's job description. Strengths and goal areas will be identified on the evaluation form and reviewed with the employee.

The employment-at-will relationship, which was described in the introduction to this manual, is not altered by satisfactory performance appraisals.

### **Annual Evaluations**

Supervisors will complete an evaluation and career development review with each employee, generally around the August to October time of year. Evaluations include areas for the employee to express any agreement or disagreement with the evaluation. The employee and the Supervisor are expected to sign the evaluation form to acknowledge that the evaluation was discussed. This form is filed in the employee's personnel file.

### **Peer Feedback**

Employees may be asked to provide feedback on their co-workers and immediate Supervisor. Employees are expected to provide positive and constructive feedback that is honest and job related that would assist the Supervisor in accurately evaluating the employee.

## **COMPENSATION AT WACOSA**

Compensation is an important consideration for each employee and for WACOSA as an organization. For the program, employee compensation makes up nearly 75% of the entire annual budget.

Compensation includes direct wages, plus other indirect forms of payment such as paid time-off and employee benefits.

### **Compensation Actions**

All salary actions will be determined by the dollars available in the board-approved annual budget and authorized by the Executive Director.

Compensation increases may be given for reasons including the following: Please note: this is not an all-inclusive list. Additionally, WACOSA makes no promises that the following compensation actions will occur.

- **Annual Increase.** Given sufficient resources, annual increases may be given.
- **Additional Job Responsibilities.** At times additional duties or higher level responsibilities may be added to an existing position. Wage increases may accompany such additions.
- **Promotion.** A job change may qualify as a promotion if there is a difference between the old and new positions and a significant demonstrable change in the job level and responsibilities. Promotional wage increases are determined by a number of factors and are not automatically given at the time of the change in position.
- **Market Analysis & Salary Surveys.** WACOSA utilizes local as well as state wage and benefit surveys as a guide in determining compensation for various positions within the organization.



In certain instances a wage decrease may be appropriate, depending on the circumstances of the situation. If a wage decrease is necessary, the employee's Supervisor or the Human Resources Director will review the wage change with that employee.

Employees are discouraged from discussing their specific wage, but may choose to do so. Employees are not to discuss the wages of others, misrepresent wage information, or share the wages of others with competitors. Specific questions regarding an individual's wages should be addressed with the employee's Supervisor, the Human Resources Director, or the Executive Director.

## **RESOLUTION OF JOB-RELATED PROBLEMS OR GRIEVANCES**

Communication is vital to keeping WACOSA's program and business services running smoothly. There may be times when communication systems fail and questions arise. In the event of a work-related disagreement or grievance with another employee, an ADA issue, or with an employment-related action, it is recommended employees follow these steps to resolve the situation:

1. Go to the source of the concern or issue and discuss the situation with the person directly involved.
2. If direct discussion does not resolve the situation, employees are expected to discuss the matter with their Supervisor or the Supervisor of the individual they have the disagreement with.
3. If the matter remains unresolved, the employee should discuss the matter with their Supervisor's Supervisor, the Program Director, or the Human Resources Director.
4. Problems that continue to remain unresolved after discussion with the appropriate Management staff should be brought to the attention of the Executive Director.

However, employees may

Employees may submit a grievance to the Board of Directors when WACOSA's internal procedures have been exhausted and the employee alleges either that Board policy has been violated or capriciously applied to his or her detriment, or that board policy does not adequately protect his or her rights.

## **DISCIPLINARY GUIDELINES**

In general, WACOSA will use Progressive Discipline but reserves the right to forgo Progressive Discipline and take any disciplinary action deemed appropriate under the circumstances. If an employee's performance and/ or behavior is in question and is not in keeping with standards that are acceptable at WACOSA, the Supervisor, or a member of the Management team, may initiate a disciplinary procedure. The Progressive Disciplinary process is outlined below:

- 1<sup>st</sup> instance - Verbal Warning (in writing)
- 2<sup>nd</sup> instance - Written Warning
- 3<sup>rd</sup> instance - Final Written Warning or Suspension
- 4<sup>th</sup> instance - Dismissal (or Reduction of Hours to Sub status may be recommended)

The disciplinary process can incorporate a variety of issues (i.e. a Verbal Warning may be given for performance issues, a Written Warning may be given for attendance issues, a Final Warning for insubordination, and a Dismissal/ Reduction of Hours for continued attendance issues). In other words, a combination of issues can lead to the final disciplinary action. While WACOSA may utilize a Progressive Discipline process, the disciplinary action will depend on the frequency and/ or severity of the performance or behavior issue. WACOSA reserves the right to suspend, discipline, or terminate an employee due to overall performance and/ or behavior that is not meeting the standard or acceptable.

For the benefit of employees and to promote quality performance at WACOSA, all employees must observe certain rules. As WACOSA employees you can expect your co-workers to refrain from the following examples of Unacceptable Conduct and understand that such conduct may result in disciplinary action. These examples are intended only as a guide and are not all-inclusive. They are for informational purposes for all employees.

- Violation of WACOSA policies or procedures.
- Failure to positively support and carry out WACOSA's mission and Guiding Principles.
- Discourteous, neglectful, or abusive treatment of consumers or co-workers.
- Failure to accurately enter hours worked or permitting another person (other than ones Supervisor) to enter hours into TimeClock.
- Falsification of records or documents.
- Theft or dishonesty.
- Leaving the job without permission.
- Illegal harassment.
- Failure to follow orders, defiance of orders, and general insubordination.
- Fighting, threats, intimidation, or other disorderly conduct detracting from the efficient operation of WACOSA.
- Smoking in unauthorized areas and/ or at unauthorized times.
- Disclosure of confidential and/ or private information.
- Excessive tardiness and/ or absenteeism.
- Inability to perform assigned work in a manner consistent with WACOSA's standards of quality and quantity of work.
- Failure to comply with WACOSA's dress code.
- Reckless, careless, or unauthorized use of WACOSA property, equipment, materials, and/ or vehicles.
- Failure to complete all necessary reports and paperwork within set guidelines.
- The use, possession, sale, transfer, or being under the influence of alcohol, narcotics, controlled substances, or other drugs (other than those used for bona-fide purposes) while working, while on WACOSA premises, or while using WACOSA machinery, equipment, and/ or vehicles.
- Conduct or action which the Human Resources Director and/ or Executive Director deems serious enough for discipline and/ or dismissal.

## **RESPONDING TO SUBPOENAS, SEARCH WARRANTS, & OTHER LEGAL ACTIONS**

WACOSA is committed to protecting its employees when actions of the organization are being put under scrutiny. Employees will be given assistance during such investigative processes. If

a search warrant, subpoena, or other legal document is presented due to an action against the organization, a designated contact person will receive the document and meet with the necessary officials. The primary contact person will be the Executive Director. In case of the Executive Director's absence, the Human Resources Director will be contacted.

If a legal action is being served against an individual employee, WACOSA will make every attempt to arrange for the least disruptive method to accomplish the task. A designated company official (either the Executive Director or Human Resources Director) will arrange for the employee to be escorted to a private location, such as a conference room, to meet with the official.

## **HEALTH, WELFARE, & RETIREMENT BENEFITS**

WACOSA provides a comprehensive program of employee benefits. The benefits program is periodically evaluated to determine its effectiveness in meeting the needs of our employees and how it compares with programs offered by other employers.

Some benefits are available only to Full-time employees (those regularly scheduled to work 30 or more hours per week). A brief summary of each benefit is included in this section. Policies or Summary Plan Description (SPD) documents will be provided to covered employees. In the event of any conflict with information provided in this manual, the policy or plan document will control. WACOSA reserves the right to change the benefits it offers at any time. All benefits will cease for any employee upon termination of employment in accordance with the benefit plan document.

Any questions you have about benefits may be directed to the Human Resources Director.

### **HEALTH INSURANCE**

*Regular Full-time* employees working 30 or more hours per week are eligible to enroll in WACOSA's health insurance plan following a waiting period of the 1<sup>st</sup> of the month following 30 days of employment. Employee only, employee plus one dependent, or employee plus family coverage is available.

Newly eligible employees must enroll within 30 days of their eligibility date in order to begin coverage. Any new or additional dependents must be added within 30 days of eligibility (i.e. marriage, birth, adoption).

WACOSA offers a Standard Deductible, Traditional, Plan and a High Deductible Health Plan (HDHP). Employees enrolled in the HDHP may also elect to participate in the Health Savings Account (HSA). Please refer to your enrollment packet or see HR for further details.

### **DENTAL PLAN**

*Regular Full-time* employees working 30 or more hours per week are eligible to enroll in the Dental Plan following a waiting period of the 1<sup>st</sup> of the month following 30 days of employment.

Eligible employees not electing coverage may join the plan later if they experience a qualifying event.

## **LIFE/ AD&D INSURANCE**

*Regular Full-time* employees working 30 or more hours per week are covered, at no cost, by a \$25,000 Group Term Life and Accidental Death & Dismemberment insurance policy following a waiting period of the 1<sup>st</sup> of the month following 30 days of employment. Enrollment forms must be completed within 30 days of eligibility.

Additional Voluntary/ Spouse/ Dependent Life and AD&D insurance are also available at an affordable cost to the employee. See the Human Resources Director for benefit and cost information.

## **FLEXIBLE SPENDING ACCOUNTS**

*Regular Full-time* employees working 30 or more hours per week are eligible to enroll in WACOSA's Flexible Spending Accounts (FSAs) following a waiting period of the 1<sup>st</sup> of the month following 30 days of employment. Enrollment in the plan for new or newly eligible employees must occur within 30 days of the eligibility date. Employees choosing not to enroll must wait until January 1 of the following year. Employees must re-enroll prior to the start of each calendar year.

Flexible Spending accounts offer employees the opportunity to have money deducted from their paycheck on a pre-tax basis for later reimbursement. The **Health Care Flexible Spending Account** is for non-reimbursable health related expenses, such as co-pays, deductibles, vision expenses, or medical procedures not covered by insurance, for the employee, their spouse, and dependents. The **Dependent Care Flexible Spending Account** is for daycare expenses for children under age 13, elderly parents, or dependent children not able to care for themselves.

## **RETIREMENT ACCOUNTS**

### **401(k) Retirement Plan**

All Regular Full-time, Part-time, and Extended Employment employees, aged 21 and over, are eligible to enroll in the WACOSA 401(k) Plan, at the next available quarterly enrollment date, following (1) one-hour of employment. Substitute status employees may become eligible to participate in the 401(k) Plan, unless otherwise noted, once they have worked 12 months and 1,000 hours. Human Resources and Payroll will track this and inform those as they become eligible.

Temporary status employees, interns, volunteers, and clients (excluding EE) are not eligible for participation.

In order to become eligible for an Employer Match, if applicable, employees must: 1.) Complete a minimum of (12) twelve-months of service, 2.) Work 1,000 or more hours, and 3.) Be at least 21 years of age.

Enrollment dates are: January 1, April 1, July 1, & October 1 of each year. Employees are 100% vested upon enrollment. See HR for more details on enrollment.

## **EMPLOYEE ASSISTANCE PROGRAM (EAP)**

The Employee Assistance Program provides confidential counseling and referral for situations relating to an employee's work or personal life. It is available for all *Regular Full-time and Part-time* WACOSA employees and members of their households.

## **TIME AWAY FROM WORK**

Regular attendance is a requirement of employees at WACOSA. Excessive absence places a burden on co-workers and interrupts services to our consumers and customers. In addition to planned time-off, there will be occasions where an employee is not able to work due to illness, emergencies, or other personal matters. This section details WACOSA's absence, paid and unpaid time-off policies. Please contact your Supervisor or the Human Resources Director with any questions regarding these policies and for a complete copy of WACOSA's Attendance Policy.

### **ABSENCES**

Absences from work should be pre-scheduled as much as possible. Employees who are planning time-off in advance must provide an Absence Report notice to their Supervisor. Approval of scheduled time-off will be subject to Program and business needs.

When it is necessary for an employee to miss work for an unscheduled event, or if they are going to be late for work, they are responsible for notifying WACOSA at least 1-hour prior to the start of their shift. Employees who fail to notify WACOSA of their absence prior to the start of their shift will be subject to disciplinary action. Failure to report for work or make contact with WACOSA for 2 consecutive days will be considered a voluntary resignation.

### **PAID TIME-OFF (PTO)**

PTO can be used as scheduled time-off or as unscheduled time-off for work missed due to personal or family emergencies or illness.

*Regular Full-time and Part-time* WACOSA employees qualify to earn Paid Time-off (PTO). Temporary or Sub employees are not eligible for PTO. Employees shall receive the following PTO benefits:

<b>YRS OF EMPLOYMENT</b>	<b>DAYS EARNED</b>	<b>HRS EARNED/ HR WORKED</b>
0 to 12 months	11	.0426
1.1 - 4 years	19	.0736
4.1 - 7 years	21	.0814
7.1+ years	25	.0969

The amount of PTO earned is related to the number of hours worked. For example, an employee who works 7.5 hours per day will earn (approximately) 82.5 hours of PTO during their first year of employment. Actual PTO hours earned will vary based on work schedules, unpaid time, overtime, etc.

Requests for PTO are to be made to the employee's Supervisor as early as possible in order to allow enough time to obtain a substitute or cover job responsibilities. Requests for PTO with less than (2) two days notice may be considered an unexcused absence. Excessive unexcused absences may result in further disciplinary action; up to and including termination. See HR for Attendance Guidelines Policy (or your Handbook folder) for more detail.

PTO must be accrued before it can be used. Unused PTO will accumulate from year to year; up to a maximum of 400 hours. Time accrued over that amount will be lost.

Employees may donate up to (2) two days of PTO *per year* to other employees. Employees wishing to donate time must maintain a balance of at least (5) five days of PTO in their accrual bank. Consult the Human Resources Director if you wish to donate more than (2) two days, for approval.

### **SHORT TERM DISABILITY (STD)**

The Short Term Disability benefit pays an employee a percentage of regular wages in the event the employee is temporarily unable to work for an extended period of time due to an illness, injury, or giving birth to a child. It covers the employee only, not the care of a family member. Employees must be *Regular status* and scheduled to work a minimum of 30 hours per week in order to be eligible. Employees become eligible the 1<sup>st</sup> of the month following 30 days of employment.

STD may be paid at 60% of an employee's regular wages; up to a weekly maximum of \$750 or a minimum of \$25. All eligible employees may receive up to 11 weeks of STD. It is not based on length of service at WACOSA.

The STD benefit begins pay out on the 15<sup>th</sup> day after a 14 calendar day wait period (2 full weeks). Documentation from the employee's physician indicating the reason for being unable to work and an expected return to work date are required for coverage to begin (along with acknowledgment of WACOSA's Leave Policy and a medical information release). WACOSA will make every effort to accommodate employees on STD who are able to return to work with restricted duties or schedules. Coordination of STD will be through a third party Administrator, so STD benefit checks will come directly to the employee from the third party not from WACOSA (this includes a W-2 for tax purposes).

### **Childbirth Leave**

Eligible employees may receive Short Term Disability after giving birth to a child. Employees may use the STD benefit available to them, up to a maximum of 11 weeks following a waiting period of 14 days (benefits begin on day 15). In most cases, 6-8 weeks will be approved based on the method of delivery. Documentation from the employee's physician may be required for a routine childbirth leave and will be required for an extension up to 11 weeks. A physician's statement will be required for leave beginning before the birth. Employees who wish to take additional time-off may be able use PTO or FMLA leave (if applicable). Please refer to the "Family Medical Leave Act" section or Human Resources for more information.

**PTO, Benefits Continuation, & FMLA**

Employees have the option of supplementing STD coverage with their accrued PTO; up to approximately 100% of their regular wages. PTO may also be used during the 2-week wait period (mandatory if over 15 days of PTO accrued). Staff must inform their Supervisor if they wish to use PTO to supplement wages or to use PTO during the wait period (if under 15 days of PTO accrued). No additional PTO will be accrued during leave, and 401(k) contributions/matches will be suspended until the employee's return.

STD and Family Medical Leave Act (FMLA) leave will run concurrently when applicable. Once an employee has exhausted STD, PTO, FMLA, and/or any other applicable leave, and is still unable to return to work and perform the essential functions of his/her position, his/her employment relationship with WACOSA may end based on the Attendance Policy and in accordance with applicable law.

While an employee is on FMLA and/or STD leave, WACOSA will continue the employee's health benefits at the same level and under the same conditions as if the employee had continued to work, provided the employee makes timely payment of their portion of the premium. WACOSA will continue other benefits (e.g. supplemental life insurance) while you are on leave as well. If using PTO to supplement their leave, premiums may be deducted from employees' paychecks. If there is no PTO used during a leave, payment must be received by HR or Payroll by the first day of each pay period (i.e., the 1st or 16th of each month). If the payment is more than 30 days late, the employee's coverage may be dropped for the duration of the leave retroactive back to the last date in which premiums were paid. WACOSA will provide the employee at least 15 days advance notice of loss or cancellation of benefit coverage. If the employee does not return to work following FMLA and/or STD leave for reasons other than a continued serious health condition of the employee or a circumstance beyond the employee's control, i.e., a lay-off or reduction in force, the employee must reimburse WACOSA for the cost of benefits paid by WACOSA during the leave. The employee will be expected to reimburse WACOSA for their share of the payments made on the employee's behalf. Any personal contributions to 401(k), flex, and/or HSA accounts will cease until an employee's return and monies may be collected to "catch-up".

**Returning to Work**

An employee who is on leave must provide a fitness-for-duty/ work ability certification from their health care provider that they are able to safely perform, without undue risk of injury to themselves or others, all the essential functions of their position before they will be reinstated. The cost of the certification is borne by the employee. Job restoration will be delayed until the employee provides a complete and sufficient certification that the employee can safely perform the essential duties. WACOSA may provide the employee with a copy of their job description or list of the essential duties for the health care provider to consider in their evaluation. A simple statement such as may return to work, may return to duties, cleared for work, or similar non-specific statement is not sufficient. The return to work certification must state, at a minimum, the employee can safely perform all the essential duties of their position.

For questions, please contact the HR Director and/or reference the Group Short Term Disability Plan document.

## PAID HOLIDAYS

WACOSA recognizes the holidays listed below as paid days off. Please see the "Holiday Pay" section under "Employee Responsibilities" for Holiday Pay eligibility.

*	New Year's Day	*	Labor Day
*	Good Friday	*	Thanksgiving (2 days)
*	Memorial Day	*	Christmas Day
*	Independence Day	*	Floating Holiday ( <i>to be determined by WACOSA, annually</i> )

## FUNERAL LEAVE

Paid funeral leave of (3) three days will be granted in the case of a death in the employee's immediate family or (2) two days in the case of a death in the employee's non-immediate family for eligible employees. Eligible employees are those in *Regular Full-time or Part-time* positions. An additional (2) two days is provided in the case of the death of an immediate family member if travel distance exceeds 200 miles one-way, and (1) one additional day is provided in the case of death of a non-immediate family member if travel distance exceeds 200 miles one-way. See table below for definition of family members.

### **Immediate Family Member**

Spouse or Partner  
Child or Stepchild  
Father or Mother  
Sister or Brother

### **Non-Immediate Family Member**

Sister-in-law or Brother-in-law  
Son-in-law or Daughter-in-law  
Step Parent  
Grandparent  
Grandchild  
Guardian child/Legal guardian  
Father or Mother-in-law

## JURY DUTY

*Regular Full-time or Part-time* employees of WACOSA will be paid their regular pay for workdays missed due to Jury Duty obligations up to a maximum of (10) ten days in a calendar year. An employee serving on Jury Duty that lasts longer than (10) ten days may use PTO or request an unpaid leave. The employee will be returned to his/ her position without loss of seniority at the completion of his/ her court obligation.

Employees who receive notice that they are on-call for Jury Duty must provide a copy of the official Notice to their Supervisor and Human Resources. Employees who must report for Jury Duty will contact WACOSA as soon as possible in accordance with WACOSA's Absence/ Attendance Policy. Any fees received for Jury Duty, including travel fees, are to be retained by the employee. Employees are to report to work on any day, or portion thereof, which is not actually spent in the performance of Jury service.

Upon the completion of an employee's Jury obligation, the employee will provide the Court-issued verification of his/ her attendance at Jury Duty to their Supervisor and Human Resources. Employees who do not submit the Court-issued verification will have PTO submitted for any work missed, and will be subject to the applicable Attendance Policies



regarding PTO usage. Upon submission of the Court-issued verification any necessary PTO adjustments will be made.

Employees who choose to serve as Election Judges will receive Paid Time-off to do so, but must submit their stipend and proof of service to WACOSA.

## **MINNESOTA PARENTING LEAVE**

Employees who have been employed for at least 12-months and have worked at least 1,040 hours in the previous 12-months are eligible for up to 12-weeks of unpaid, job protected leave for the birth or adoption of a child. The leave must be taken within the first 12-months following the birth or adoption (or within 12-months after the child leaves the hospital if the child is kept longer than the mother). When an employee is eligible for Family Medical Leave and/ or Short-term Disability, the MN Parental Leave will run concurrently.

Females qualify for leave for: prenatal care, incapacity due to pregnancy, childbirth, or related health conditions.

## **FAMILY MEDICAL LEAVE ACT (FMLA) - See HR for the full FMLA Policy**

The federal Family & Medical Leave Act of 1993 (FMLA) as amended in 2008 requires employers with 50 or more employees to provide eligible employees with unpaid leave. An eligible employee may request up to 12 weeks of unpaid, job protected leave during a 12-month period for one or more of the following reasons:

- For the birth or placement of a child for adoption or foster care;
- For the care of the employee's spouse, child, or parent, who has a serious health condition;
- For a serious health condition that makes the employee unable to perform his/her job; or
- A qualifying exigency arising out of the fact that the spouse, son, daughter or parent of the employee is on active duty or called to active duty in the "Armed Forces" in support of a contingency operation.

A "serious health condition" is defined as an illness, injury, impairment, or physical or mental condition that involves:

- Any period of incapacity or treatment connected with inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical care facility, or;
- Continuing treatment by a healthcare provider.

Continuing treatment must include incapacity for more than (3) three calendar days plus (2) two visits to a health care provider, the first of which must have occurred within (7) seven days of the first day of incapacity and the second within (30) thirty days.

The 12-month period for leave shall start with the first day of eligible leave taken by the employee and be based on a rolling forward calendar year.

**Eligibility**

To be eligible for leave under this Policy an employee must have been employed for at least 12 months and have worked at least 1,250 hours over those 12 months.

Upon return from leave under this Policy, an employee will be restored to their previous position, or an equivalent position, in terms of duties, pay, and benefits.

**Basic Terms & Conditions of Leave**

Medical certification will be required to support a claim for leave for an employee's serious health condition or to care for a seriously ill spouse, child, or parent. Appropriate forms are available through Human Resources and the third party Administrator.

Once an employee has exhausted FMLA, STD, PTO, and/ or any other applicable leave and is still unable to return to work and perform the essential functions of his/ her job, his/ her employment relationship with WACOSA may end based on our Attendance Policy and in accordance with applicable law.

*Use of Short Term Disability (STD), PTO, & Workers' Comp.:* STD coverage will most often run concurrently with an approved FMLA leave for an employee who has a serious health condition or who gives birth to a child (if eligible). Any accrued PTO which exceeds 15 days must be used first; as part of the requested Family Medical Leave period before the employee qualifies for STD (otherwise known as the wait period) or before being placed on unpaid leave. FMLA leave runs concurrently with Worker's Compensation leave and all other leaves when applicable. If an employee wishes to supplement their leave with PTO, if 15 days or less are accrued, they must alert their Supervisor.

**Notification & Reporting Requirements**

Requests for leave should be submitted to Human Resources. When the need for leave is foreseeable, such as for the birth or placement of a child, or planned medical treatment, the request should be submitted 30 days prior to the requested start of the leave. If unforeseeable, HR and the employee's Supervisor must be notified within 14 calendar days.

Employees will be required to report periodically on their leave status and intention to return to work.

**Status of Employee Benefits During Leave**

While an employee is on FMLA leave, WACOSA will continue the employee's health benefits at the same level and under the same conditions as if the employee had continued to work, provided the employee makes timely payment of their portion of the premium. WACOSA will continue other benefits (e.g. supplemental life insurance) while you are on leave as well. If using PTO to supplement their leave, premiums may be deducted from employees' paychecks. If there is no PTO used during a leave, payment must be received by HR or Payroll by the first day of each pay period (i.e., the 1st or 16th of each month). If the payment is more than 30 days late, the employee's coverage may be dropped for the duration of the leave retroactive back to the last date in which premiums were paid. WACOSA will provide the employee at least 15 days advance notice of loss or cancellation of benefit coverage. If the employee does not return to work following FMLA leave for reasons other than a continued serious health condition of the employee or qualifying family member (as defined above) or a circumstance beyond the employee's control, i.e., a lay-off or reduction in force, the employee must reimburse WACOSA for the cost of benefits paid by WACOSA during the leave. The employee will be expected to

reimburse WACOSA for their share of the payments made on the employee's behalf. Any personal contributions to 401(k), flex, and/or HSA accounts will cease until an employee's return and monies may be collected to "catch-up".

If an employee elects not to return to work upon completion of his/ her leave, WACOSA may recover the cost of any payments made to maintain insurance coverage.

## **FAMILY MILITARY LEAVE**

Military Family Leave. There are (2) two types of Military Family Leave available:

1. *Qualifying Exigency Leave*: Employees meeting the eligibility requirements may be entitled to use up to 12-weeks of their Basic FMLA Leave entitlement to address certain qualifying military exigency (deployment to a foreign country) when the spouse, son, daughter, (includes adult children) or parent is a member of the Regular Armed Forces, National Guard or Reserves on covered active duty and has been notified of an impending call or order to covered active duty. Qualifying exigencies may include:
  - Short-notice deployment (up to (7) seven days of leave)
  - Attending certain military events
  - Arranging for alternative childcare and school enrollment
  - Addressing certain financial and legal arrangements
  - Attending certain counseling sessions
  - Periods of rest and recuperation for the service member (up to (15) fifteen days of leave)
  - Attending post-deployment activities (available for up to (90) ninety days after the termination of the covered service member's active duty status)
  - Arranging for parental care when the military members parent is incapable of self-care
  - Other activities arising out of the service member's active duty or call to active duty and agreed upon by the company and the employee
2. *Leave to Care for a Covered Service Member*. There is also a special leave entitlement that permits employees who meet the eligibility requirements for FMLA leave to take up to 26-weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Regular Armed Forces, including a member of the National Guard or Reserves, who has been rendered medically unfit to perform his or her duties due to a serious injury or illness incurred or aggravated in the line of duty on active duty and that manifested before or after the veteran left duty; that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list. This leave is also available to provide care for a condition that arises for up to (5) five years after a veteran leaves the service.

After the leave, the employee must be restored to the same or essentially-same position held before the leave.

## **MILITARY LEAVE**

An employee who is a member of the reserve corps of the armed forces of the United States or of the National Guard or the Naval Militia will be granted temporary leave of absence without pay while engaged in military duty as required by state employment law. A letter from the employee's commanding officer is required to establish the dates of duty.

An employee on an extended military leave of absence is entitled to be restored to their previously held position or similar position, if available, without loss of any rights, privileges or benefits provided they meet the requirements specified in the Uniformed Services Employment and Reemployment Rights Act (USERRA).

Employees are responsible to keep their Supervisor informed of the need for military leave or any call to active duty.

## **SCHOOL LEAVE FOR PARENTS**

Employees are requested to schedule parent-teacher conferences and involvement in other classroom activities during non-work hours. In the event that this is not practical or becomes a problem, time-off from work (up to a maximum of 16-hours during a school year) will be allowed with prior approval from the employee's Supervisor.

Time-off for parent-teacher conferences and other classroom activities will be unpaid. Employees may elect to use PTO time in lieu of unpaid school leave time. This applies to *all employee statuses*.

## **ELECTION DAYS**

Polls are open from 7:00 a.m. to 8:00 p.m. on election days, allowing most employees ample time to vote outside of working hours. Employees who cannot make other arrangements to vote on an authorized election day will be allowed the necessary time away from work to appear at the employee's polling place, cast a ballot, and return to work on the day of the election. Employees must notify their Supervisor prior to missing work in order to vote.

## **SEVERANCE OF EMPLOYMENT**

Voluntary resignation will be considered official if given verbally or in writing by an employee to his/ her Supervisor or other qualified person (such as HR). Job abandonment (no call, no show) will also be considered a voluntary resignation but may result in the inability to be eligible for future rehire.

Accrued PTO will be paid at 100%. Final PTO payment will be made (1) one pay period following the last pay period of active employment.

*\*\*WACOSA reserves the right to amend, modify, remove, suspend, terminate, or change this Policy/Handbook in whole or in part at any time; with or without notice\*\**

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**Receipt Of Employee Handbook *September 2016 Revision.***

Attendance Guidelines, Dress Code, Safety Policy, Drug & Alcohol Testing Policy, Discrimination & Harassment Policy, and Violence & Bullying in the Workplace Policy

I acknowledge receipt of and training on the WACOSA Employee Handbook, Safety Policy, Discrimination & Harassment Policy, Violence & Bullying in the Workplace, Dress Code, Attendance Guidelines, and Drug & Alcohol Testing Policy.

I understand that the policies and procedures contained in the Handbook and attached policies are not an employment contract. I understand that I am an employee at will and any representations to the contrary are not binding upon WACOSA. I also understand that this Handbook supersedes any and all past Handbooks and that WACOSA's Management may make changes at any time to this Handbook or policies with or without prior notice to me. If I have any questions about this Handbook or the included policies, I may ask my Supervisor or the Human Resources Director about their meaning and/ or implementation.

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Employee Signature

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Date

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Printed Name

*This form is to be signed and turned in to Human Resources and will be included in your personnel file.*