Helping People
Help Themselves

SOUTH CENTRAL
SCHRA
HUMAN RESOURCE AGENCY

SCHRA

Human Resources
Policies and Procedures Manual
September 24, 2019

SCHRA is an Equal Opportunity employer.

This version supersedes all previous versions.

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SECTION 1

WELCOME

We are pleased you are a member of our team. There are many benefits to working at South Central Human Resources Agency ("SCHRA" or the "Agency") and we hope your association with us will be challenging, rewarding, and interesting.

Our continuing success depends largely on the high degree of skill, professionalism, and efficiency in our employees. We want and need your input on how to improve service to our clients, as well as to make SCHRA an even better place to work. Your participation and involvement are welcome and appreciated.

We are committed to top quality and personalized customer service. Everyone here plays an important role in our continuing success. We are counting on each of you to put forth your best effort for our clients, as they are what make our Agency possible.

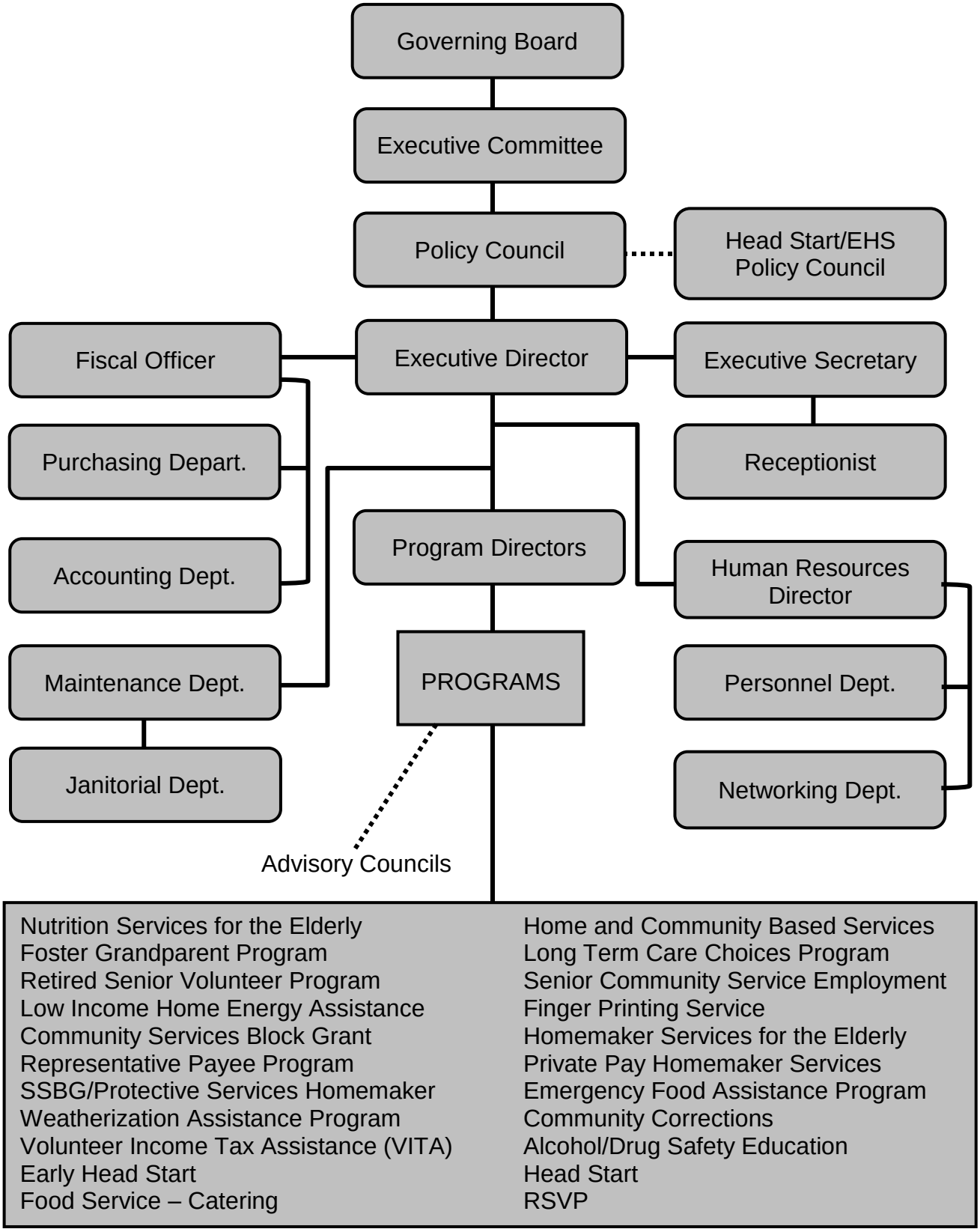
This Human Resources Policy and Procedures Manual (the "Manual") has been developed to keep you informed about the various policies and practices that affect your work life with SCHRA.

Please read these pages carefully and use the Manual as a ready reference as it will answer many of your questions through the course of employment with SCHRA. Feel free to direct your questions to me.

Sincerely,

Executive Director

SOUTH CENTRAL HUMAN RESOURCE AGENCY
ORGANIZATIONAL CHART



This organizational chart defines the reporting relationships within SCHRA. Solid lines indicate direct reporting relationships. Dotted lines indicate indirect reporting relationships.

The Executive Director has the duties for the day-to-day operation of the Agency by overseeing the functions of programs and departments. The Executive Director is assisted by an Executive Secretary and a Receptionist.

Each of the various programs are under the leadership of a program director who is responsible to the Executive Director for the program operations, program personnel supervision, and the filing of all mandatory reports as required by contract/s.

Departments such as Fiscal, Human Resources, and Maintenance are under the direction of a senior manager. The Fiscal Department is composed of the following individuals: Assistant Fiscal Officer, Purchasing Officer, Property Officer, Purchasing Assistant, Accounting Technicians, and Payroll Technician. The Human Resources Department is composed of a Benefits Specialist, a Personnel/Benefits Specialist, and a Filing Clerk. The Maintenance Department consists of two custodians. (Please see chart above.)

The Executive, Human Resources and Fiscal Departments are funded by grants based on a percentage of direct expenditures attributed to those grants. In the event the Executive Director is to be away from the Agency for an extended period of time, he/she will appoint someone from the agency to be in charge during the absence. The temporary assignment will be made by a Memorandum of Information to all senior staff for transmittal to their assigned personnel and to the Governing Board Chairperson.

The Executive Secretary sends notices of upcoming committee meetings, Policy Council meetings, Governing Board meetings, executive committee meetings, Board/Policy Council training sessions, and others as needed along with an information packet including the agenda to the appropriate members. Notices will also go to the Neighborhood Service Centers, Metro/County Mayor/Executive Office and the HS/EHS sites (via e-mail) in each of the 13 counties comprising the makeup of the Agency for public posting as well as the county newspapers and local radio stations as necessary. Also, the Executive Assistant/Secretary is responsible for the recording of the meeting proceedings and the taking of the official minutes to be maintained in a file along with the agenda and the packet of material that was provided for the meeting/s along with any handouts.

Program Directors will assure compliance with the terms of their contracts and the policies and procedures of the Agency concerning purchasing, fiscal matters, and human resources matters by all assigned personnel. Department Directors will adhere to the same directive as to compliance.

Refer to detailed job descriptions for additional organizational information.

MISSION, VISION, VALUES STATEMENTS

SCHRA's core mission, vision, and values are:

Mission: SCHRA's mission is to provide low income individuals and communities, access to educational, economic, nutritional and social services that promote and encourage self-reliance through our partnerships with local, state and federal resources.

Vision: To broaden its image, strengthen its internal and external collaborations in order to increase the community's awareness of its value and to deepen its impact.

Values: To truly live our mission and, ultimately, achieve our vision, the following are SCHRA's values:

1. **Integrity:** To do the right thing every time.
2. **Caring:** To always interact towards others with empathy and compassion.
3. **Excellence:** To consistently be the best in all we do.
4. **Teamwork:** To act as one through collaboration, cooperation, and communication.
5. **Perseverance:** To tenaciously execute our objective.

When we make decisions, we must first think about what is the right thing to do (integrity). Then we must consider the decision's effect on the people it touches (caring). Only then can we think about the steps we must take to ensure that a task is done excellently. To be successful, tasks must be done with teamwork and with perseverance. In other words, it's not just what we do; it is, more importantly, how we do it.

EMPLOYMENT PHILOSOPHY

The human resource resources policies and procedures at SCHRA are based on the belief that the Agency's success is primarily dependent upon the employees. Employees can expect the Agency to:

- Live and promote the mission, vision, and values through all the Agency does.
- Recognize employees as an important part of the SCHRA's team.
- Review employees' performance annually.
- Maintain competitive wages and benefits for the marketplace and industry within our budgetary limits.
- Provide a safe, efficient, and pleasant workplace.
- Encourage employees to expand their knowledge and value to the Agency through educational and professional development opportunities.
- Establish and maintain a truly "open door" communications environment.
- Encourage high-quality service to clients.

EMPLOYMENT EXPECTATIONS

Because SCHRA is service-oriented, employees need to be committed to the Agency's mission, vision, and values. Employees are expected to:

- *Give high-quality service to clients.* SCHRA exists because of its mission. Those served are to be treated with the utmost respect, courtesy, promptness, cooperation, friendliness, and confidentiality.

- *Perform at the highest level.* Employees are hired for their skills and abilities in certain areas. Every employee needs to be at work on a regular basis, understand and perform their job well, continue to improve competencies, and be constantly thinking of ways to better serve the community and clients.

- *Strive to make this a great place to work.* Every employee impacts the culture of SCHRA. Cooperating with one another, taking initiative, knowing and respecting one another's strengths and weaknesses, and treating one another with courtesy is the foundation to creating a positive culture and a great place to work.

ABOUT THIS POLICY AND PROCEDURES MANUAL

This Manual covers many of the situations that will affect employees' day to day work life in the Agency, but not all. This Manual is not an employment contract and does not create contractual obligations, nor is it a contract guaranteeing employment for any specific duration; either the employee or the Agency may terminate this relationship at any time, for any reason. No oral statements by supervisors or management can create a contract or modify their status as an **employee-at-will**. As an **employee-at-will**, an employee may quit at any time, with or without notice. SCHRA has the same right to terminate employment. Only the Governing Body/Executive Committee Chairperson has the authority to create an employment contract for a definite term, and such contracts must be in writing and approved by the Governing Board/Executive Committee to be valid.

No statement contained in the Human Resources Policies and Procedures Manual, employee handbook, employment application, recruiting material, or other written materials provided to any employee in connection with his/her employment will be construed as contradicting this policy by creating any express or implied contract of employment.

The Manual applies to employees, volunteers, and independent individuals and organizations under contract or agreement to provide services.

In response to updated regulations, laws, personnel, payroll, and human resources best practices, the Manual is subject to change at any time.

Completion of an introductory period will not change an employee's status as an employee-at-will or in any way restrict the Agency's right to terminate an employee.

Please contact your supervisor or Human Resources Director for specific questions and concerns or suggestions for the Manual.

OPEN DOOR POLICY

SCHRA is committed to promoting and practicing an “open door” attitude among all of the employees to discuss differences of opinions and/or problems that may arise.

If there is a question, concern, or problem related to employment at SCHRA, the situation should be discussed directly with the supervisor, Human Resources Director, or Executive Director. The Agency encourages employee involvement and participation in problem solving.

Problems or concerns should be discussed as soon as the issue or problem arises. If an employee is uncomfortable talking to his/her supervisor about the problem or the concern remains unresolved, he/she may approach the Human Resources Director for guidance. If, after speaking with the supervisor and Human Resources Director, the matter remains unresolved, the employee may seek progressive levels of involvement and discussions, in the specific order presented, with: supervisor, supervisor’s supervisor, Program Director, Human Resources Director, Executive Director.

To submit anonymous feedback or concerns, you may use the HelpLine @ 1-877-767-7781.

Problems not resolved in the above process should be referred to the Agency’s grievance policy.

CUSTOMER RELATIONS POLICY

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

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

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

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

Employees should be prepared to listen carefully to customer inquiries and complaints and then deal with them in a responsive, professional manner. If a controversy arises, the employee should attempt to explain Agency policy in a clear, yet respectful, manner. If a customer becomes unreasonable, abusive, or harassing and the

employee cannot resolve the problem, the customer should be referred to the employee's supervisor.

Employees should be particularly courteous and thoughtful when using the telephone.

SECTION 2

EQUAL EMPLOYMENT OPPORTUNITY POLICY

Effective Date: **October 1, 2017**

SCHRA is committed to providing a policy of equal employment opportunity for all employees. All employment decisions are based on merit, qualifications, and competence. Employment at SCHRA is not influenced or affected by an applicant or employee's race, color, religion, sex including pregnancy, childbirth, gender identity and sexual orientation, age (age 40 and up), national origin, disability which can be reasonably accommodated, veteran status, military service, genetic information, sexual orientation, gender identity, use of a guide dog, or any other characteristic protected by law. This policy governs all aspects of employment, promotion, assignment, discharge, and other terms and conditions of employment.

The Agency is committed to providing a work environment free from discrimination. SCHRA is committed, and required by law, to take action if it learns of discrimination, harassment, or retaliation in violation of the Agency's EEO Policy, whether or not the aggrieved employee files a complaint.

An employee, applicant, or volunteer will be given the option to file a discrimination, harassment, or retaliation complaint with Human Resources Director. Both parties will be promptly informed at the conclusion of the investigation whether allegations have been found to be founded, unsubstantiated, or unfounded.

The Human Resources Director is responsible for promptly responding to, reporting, and/or investigating any suspected acts of unlawful discrimination, harassment, and retaliation in violation of SCHRA's EEO Policy. The Human Resources Director must immediately report suspected unlawful discrimination, harassment, and retaliation to Executive Director and Governing Board Chairperson.

EQUAL SERVICES OPPORTUNITY (TITLE VI)

Effective Date: **July 1, 2018**

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

Notification of rights shall be posted on public bulletin boards within each SCHRA worksite, in application packets, and on agency website. The notification shall provide the SCHRA Title VI Coordinator’s contact information.

This policy applies to all terms, conditions, and privileges of all SCHRA services and programs operated by, or through, contracts or subcontracts from SCHRA.

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

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

- Assisting management in collecting and analyzing customer data;
- Developing policy statements, Title VI training, if required, and other efforts designed to comply with the equal services opportunity policies of the Agency;
- Complying with various statutory record keeping and notice requirements in order to ensure full compliance with all Title VI related statutes and regulations;
- Preparing, if required by state or federal law, an annual review and summary of the Agency's Title VI program and the results achieved under this program for submission to the Executive Director;
- Assisting supervisory personnel in arriving at solutions to specific Title VI related problems;
- Serving as liaison between the Agency and government agencies, minority and women's organizations, and other community groups; and
- Keeping management informed of the latest developments in the entire equal services opportunity (Title VI) area.

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

While overall authority for implementing this policy is assigned to the Title VI Coordinator, under the direction of the Executive Director, an effective equal services opportunity

program cannot be achieved without the support of supervisory personnel and employees at all levels, and such support is required.

Practices prohibited by the equal services opportunity policies on the basis of race, color, or national origin include (but are not limited to) the following:

- Denying any customer any services, assistance, opportunity to serve as a volunteer, or other benefit for which the customer is otherwise qualified.
- Providing any customer with any service, or other benefits, which is different or is provided in a different manner from that which is provided to others under this program.
- Subjecting any customer to any different treatment in any manner related to receipt of service.
- Restricting a customer in any way in the enjoyment of services, privilege or other benefit provided under the program.
- Adopting methods of administration which could limit participation by any group of customers or subject them to discriminatory treatments in contracts, subcontracts, or employment practices.
- Addressing a customer in a manner that denotes inferiority because of race, color, or national origin.

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

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

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

Limited English Proficiency (LEP)

The agency utilizes a "Language Line" interpreter service to provide assistance to LEP person(s) to ensure meaningful access and an equal opportunity to participate in its services, activities, programs or other benefits.

The interpreter services are provided without cost to individual and are to aide in communication of information in vital documents, including but not limited to, waivers of rights, confidentiality, informed consent, etc.

Notification of interpreter service(s) shall be provided as needed and required by state and federal laws.

POLITICAL AFFILIATIONS POLICY

Effective Date: **October 1, 2017**

SCHRA, its management and administration will ensure, that all program activities are conducted in a manner which provides assistance effectively, efficiently, and free of any influence of partisan political bias.

SCHRA employees may not:

1. Use his/her official authority or influence for the purpose of interfering with or affecting the result of an election or nomination for office.

2. Directly or indirectly coerce, attempt to coerce, command, or advise a state or local officer or employee to pay, lend, or contribute anything of value to a political party, committee, Agency, or person for a political purpose.

3. If solely paid from federal grants, be a candidate for elective public office in a partisan election.

4. Programs will not be carried on in a manner involving the use of program funds, the provision of services, or the employment or assignment of personnel in a manner supporting or resulting in the identification of such programs with:

    a. Any partisan or nonpartisan political activity or any other political activity associated with a candidate, or contending faction or group, in an election for public or party office.
    b. Any voter registration activity.
    c. Any activity to provide voters or prospective voters with transportation to the polls or similar assistance in connection with any such election.

5. As described in the “Tennessee Little Hatch Act, September 2017 the following activities:

    a. Interference with election or nomination (2-19-202)
    b. Soliciting contributions for political purposes (2-9-203)
    c. Promises of benefits for political activities (2-19-204)
    d. Deprivation, attempts to deprive, or threats to deprive a persons of benefits (2-19-205)
    e. Use of state-owned property for campaign advertising or activities (2-19-206)
    f. Political activity interfering with state business (2-19-207)
    g. Penalty for violations by public officers and employees (2-19-208)

HARASSMENT FREE WORKPLACE POLICY

Effective Date: **October 1, 2017**

SCHRA is committed to maintaining a work environment that is free from unlawful harassment, so that employees at all levels of the Agency are able to devote their full attention and best efforts to the job. Harassment, either intentional or unintentional, will not be allowed in the workplace. SCHRA prohibits and will not tolerate any form of harassment of or by any employee or individual within the Agency (whether managerial or non-managerial) based on race, color, religion, sex, national origin, age, genetic information, sexual orientation, gender identity, disability (physical or mental), or any other characteristic protected by federal and state law and/or regulations. Harassment by non-employees (Example: Customers) is also prohibited.

SCHRA takes very seriously its commitment to providing a respectful work environment and will not tolerate disrespectful or bullying behavior toward anyone for any reason. We expect and require all employees to create and maintain a respectful and professional work environment.

Types of harassment include:

Sexual Harassment

1. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other physical or verbal conduct of a sexual nature when it meets any of the following:

    a. Submission to such conduct is either explicitly or implicitly made a term or condition of employment.
    b. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
    c. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive environment for working.

2. Examples of sexual harassment include, but are not limited to:

    a. Some incidents of physical assault.
    b. Direct or implied threats that submission to sexual advances will be a condition of employment, work status, or promotion.
    c. Direct propositions of a sexual nature and/or subtle pressure for sexual activity that is unwanted and unreasonably interferes with a person's work.
    d. Sexual comments or inappropriate references to gender or physical characteristics.
    e. Sexually explicit statements, questions, jokes, or anecdotes regardless of the means of communication (oral, written, electronic, etc.).
    f. Unwanted touching, patting, hugging, brushing against a person's body, or staring.

g. Inquiries and comments about sexual activity, experience, or orientation.
h. The display of inappropriate sexually oriented materials in a location where others can view them.

Other Harassment

1. All persons involved in the Agency are entitled to work and access services in an atmosphere free of unlawful (because of race, color, age (40 and older), national origin, religion, disability or any other legally protected characteristic) harassment of any kind and disrespectful behavior. Individuals should refrain from making statements or using words, objects, or pictures that others could responsibly interpret as being insulting or derogatory and based on characteristics protected by federal and state law or regulation.

2. Such conduct may make a reasonable person uncomfortable in the work environment or could interfere with an employee's ability to perform his/her job or with a client's comfort in accessing services. Comments or actions of this type, even if intended as a joking matter among friends, are always inappropriate in the workplace and will not be tolerated.

Bullying

Disrespectful and bullying behavior toward anyone is unacceptable workplace behavior. Bullying or victimizing another employee is also considered "harassment" under this policy. Bullying is defined as conduct including, but not limited to:

1. Repeated infliction of verbal abuse such as derogatory remarks, insults, or labels.

2. Verbal or physical conduct that is threatening, intimidating, or humiliating.

3. Sabotage or undermining of an employee's work performance.

4. Exploitation of an employee's psychological or physical vulnerability.

Such conduct will not be tolerated, and all employees are expected to treat other employees with respect and dignity.

Reporting Procedures

1. Any individual, regardless of position, who has a complaint of, or who witnesses, harassment or bullying at work by anyone has a responsibility to immediately bring the matter to Human Resources Director's attention (see #2). If an employee reports an incident, the Human Resources Director is responsible for immediately investigating the alleged incident.

2. If the complaint is on the Human Resources Director, the following individuals should receive report; Executive Director or Governing Board Chairperson.

3. SCHRA will make every reasonable effort to conduct all proceedings in a manner that will protect the confidentiality of all parties. Parties to the complaint should treat

the matter under investigation with discretion and respect for the reputation of all parties involved.

4. Complainants will be asked to provide a written description of their complaint to Human Resources Director.

5. Once a complaint has been accepted for review, an investigation will begin. The investigation may include, but is not limited to, review of written statements from both parties, witness interviews, obtaining witness declarations, review of documentation, and on-site investigation. Any person conducting an investigation will maintain a written record of all witness interviews, evidence gathered, the outcome of the investigation, and any other appropriate documents. Records of such an investigation will not be maintained in personnel files unless they are part of a formal corrective action.

6. Results of the investigation will be shared with the appropriate people. When there is sufficient evidence to support the complaint, written notification of investigative findings will be sent to the complainant and the respondent.

7. If it is concluded that discrimination, harassment, or retaliation has occurred, a determination will be made as to the appropriate sanctions or corrective action.

AFFIRMATIVE ACTION

Effective Date: **October 1, 2017**

PURPOSE/POLICY

SCHRA takes affirmative action to recruit and hire a diverse workforce of qualified individuals and provides equal opportunities to all candidates to better reflect our job market, the people we serve, and to provide better service to our clients.

CERTIFICATION AND LICENSE REQUIREMENTS

Effective Date: **October 1, 2017**

SCHRA requires employees to obtain and maintain all job related licenses and certifications.

Prior to beginning work, employees whose position requires licenses and/or certifications must show the original for verification to Program Director. A copy of the license and/or certification will be kept in the personnel file.

Where licenses or certifications are required, renewal must be made according to federal and/or state law. It is the employee's responsibility to ensure the licenses and/or certifications are kept current and copies are submitted to Human Resources to update their personnel file.

Failure to keep required licenses and/or certifications current may result in suspension or termination.

SCHRA may pay up to $100.00 toward the actual cost of the renewal of licenses and/or certifications deemed to be relevant and related to the employee's position (within budgetary limitations).

CHILD ABUSE AND NEGLECT/VULNERABLE ADULT ABUSE AND NEGLECT REPORTING POLICY

Effective Date: **October 1, 2017**

SCHRA must respond to suspected or known child abuse and neglect or child sexual abuse whether it occurs inside or outside of the program. SCHRA must respond to suspected or known vulnerable adult abuse and neglect whether it occurs within or outside of the Agency. Each person within the Agency must report suspected abuse and neglect in accordance with the provisions of Tennessee State Law (Code 37-1-401) to the Department of Children Services.

Please be aware:

1. Individuals in the Agency will preserve the confidentiality of all records pertaining to known or suspected child or vulnerable adult abuse or neglect in accordance with applicable state law.

2. No one within the Agency will undertake on their own to investigate or treat cases of suspected child or vulnerable adult abuse and neglect.

3. Any person in the Agency suspecting child or vulnerable adult abuse or neglect will report it immediately to child or adult protective services and the Executive Director, Human Resources Director and Program Director.

4. Each person in the Agency will cooperate fully with child protective service agencies, local law enforcement and county social services agencies.

5. SCHRA will make every effort to retain in the program children allegedly abused or neglected.

6. Executive Director is designated with responsibility for:

    a. Executive Director/Designee will work closely with the employee suspecting child or vulnerable adult abuse or neglect to ensure reporting to the authorities is handled correctly according to state law.
    b. Establishing and maintaining cooperative relationships with the agencies providing child protective services and adult social services in the community and with any other agency to which abuse and neglect must be reported under state law, including regular formal and informal communication with staff at all levels of the agencies.
    c. Informing parents and staff of what state laws require in cases of suspected child and vulnerable adult abuse and neglect.
    d. Knowing what community medical and social services are available for families with an abuse or neglect problem.
    e. Reporting instances of suspected child abuse and neglect among Early Head Start/Head Start children reportable under federal (and/or applicable state) law on behalf of the Early Head Start/Head Start program.
    f. Discussing the report with the family if it appears desirable or necessary to do so.

g. Informing other staff regarding the process for identifying and reporting suspected child and vulnerable adult abuse and neglect.

7. Training:

   a. SCHRA provides orientation and training, which fosters a helpful rather than a punitive attitude toward abusing or neglecting parents and other caretakers, for staff on the identification and reporting of child abuse and neglect.
   b. SCHRA provides an orientation for parents, which fosters a helpful rather than a punitive attitude toward abusing or neglecting parents and other caretakers, on the need to prevent abuse and neglect and provide protection for abused and neglected children.

GRIEVANCE POLICY/PROBLEM RESOLUTION

Effective Date: **October 1, 2017**

SCHRA provides means for all persons involved in the Agency to bring problems and concerns regarding their employment to the Executive Director and Human Resources Director. SCHRA supports and encourages all employees to use appropriate conflict resolution practices to address their concerns and issues at the most immediate level.

Employees will be given an opportunity to present their concerns and to appeal decisions by management through a formal problem resolution/grievance procedure. All concerns or incidents will be documented and placed in a file separate from the employee's personnel file. This policy in no way alters the policy of employment-at-will.

Concerns should be presented to an immediate supervisor. The individual and supervisor should attempt to address the problem through discussion or after consulting with appropriate management, when necessary. The supervisor will document the discussion. If the problem involves an employee's immediate supervisor or if the immediate supervisor cannot resolve the issue, the employee should proceed to the next supervisor in the chain of command.

If previous efforts fail to bring a satisfactory resolution, the individual may request assistance from the Human Resources Director. The Human Resource Director counsels and advises the employee, assists in putting the problem in writing, and visits with the employee's supervisor(s). If the problem is not resolved, the employee should proceed to the Executive Director.

The problem must be presented to the Executive Director in writing. The Executive Director will review and consider the problem. The Executive Director will inform the individual within 7 working days of the decision and forward a copy of the written response to the Human Resources Director for filing. The Executive Director has full authority to make any adjustment deemed appropriate to resolve the problem.

Appeals to the Executive Director's decision should be presented to the Governing Board Chairperson within 7 days. The Governing Board Chairperson, with input from the Grievance Committee as determined appropriate, will consider and review the problem and may ask the employee/witnesses to meet with the Committee. The Governing Board Chairperson, with consultation of the Grievance Committee as determined appropriate, will make its decision within 30 working days of hearing the problem and inform the individual of the decision in writing with a copy of the response to the Human Resources Director for filing. The Governing Board Chairperson, with consultation of the Grievance Committee as determined appropriate, has full authority to make any adjustment deemed appropriate to resolve the problem. The Board Chairperson's decision is final.

If the problem involves an issue with the Executive Director, the employee should proceed to the Governing Board Chairperson. Issues concerning the Executive Director should be presented to the Governing Board Chairperson in writing within 7 days. The Governing Board Chairperson has full authority to make any adjustment deemed appropriate to resolve the problem. The Chairperson has 15 working days to respond.

PERSONS WITH DISABILITIES

Effective Date: **October 1, 2017**

SCHRA does not discriminate in employment opportunities or practices, including recruitment, hiring, promotion, training, layoff, termination, compensation, benefits, or other employment-related activities based on any legally protected characteristic set out in the Equal Employment Opportunity policy. The Agency complies with the Americans with Disabilities Act of 1990 (ADA) and State of Tennessee *Code Sec. 8-50-103* and ensures equal employment opportunity for qualified persons with disabilities.

Employment opportunities will be afforded to persons with disabilities who are qualified to perform the essential functions of the job with or without reasonable accommodation. SCHRA will seek reasonable accommodations that do not result in undue hardship on business operations for qualified individuals with disabilities.

The Executive Director, Facilities Manager, Safety Officer, and Human Resources Director will be responsible for implementation of guidelines and operational procedures related to ensuring Agency compliance with the ADA.

Employees who experience a serious health condition may be entitled to leave under the Family Medical Leave Act (FMLA) or an extension of their medical leave as a reasonable accommodation under the ADA. Questions regarding leave rights should be directed to Human Resources Director.

SCHRA will comply with federal law and state law and regulation that provide persons with disabilities greater protection than the ADA.

Employees with a qualifying disability that requires an accommodation should contact the Executive Director and Human Resources Director.

EMPLOYMENT CATEGORIES AND DEFINITIONS

Effective Date: **October 1, 2017**

SCHRA classifies employees and defines categories and responsibilities of employment according to the Fair Labor Standards Act (FLSA). SCHRA expects all persons associated with the Agency, regardless of relationship, to respect and follow the policies and procedures.

The following are the descriptions of each category.

EMPLOYEE CATEGORIES

Regular Full-Time Employee

A regular full-time employee is an employee regularly scheduled to work at least 30 hours per week, may be exempt or nonexempt, and is not in a temporary status. Regular full-time employees are eligible for all standard benefits, subject to the terms, conditions, and limitations of each benefit program.

Eligible Regular Part-Time Employee

An eligible regular part-time employee is an employee regularly scheduled to work less than 30 hours per week, but a minimum of 10 hours per week, may be exempt or nonexempt, and is not in a temporary status. Regular part-time employees are eligible for some standard benefits, subject to the terms, conditions, and limitations of each benefit program.

Non – Eligible Regular Part-Time Employee

A non-eligible regular part-time employee is an employee regularly scheduled to work less than 30 hours per week, may be exempt or nonexempt, and is not in a temporary status. Non-eligible regular part-time employees are not eligible for SCHRA benefits except those legally required.

Introductory Employee

All exempt and nonexempt regular full-time and regular part-time employees serve an introductory period for the first 180 days of employment. Before the end of the introductory period, a written evaluation will be made by the employee's immediate supervisor, based on satisfactory SCHRA standards, for the purpose of determining the employee's continued employment with the Agency.

At any time during the introductory period an employee's supervisor may recommend an employee be terminated. Any such recommendation for termination should be submitted to the Executive Director and Human Resources Director for review and should include an evaluation and listing of actions taken to assist the employee. Employees in their introductory period may be terminated by the Executive Director without grievance or appeal rights.

Employees transferring to a different position with the Agency will serve a secondary introductory period of ninety (90) days. Should, during this ninety days, an employee be unable to perform satisfactorily, the employee may, at the discretion of management, be returned to their original position if a vacancy exists, or may be terminated based on performance.

Temporary Employee

A temporary employee is hired as an interim replacement to supplement the work force or to assist in a specific project. Temporary staff will be hired in only an emergency situation and employment should be limited to 180 days.

Employment assignments in this category are of a limited duration. Temporary employees retain that status until notified of a status change. Temporary workers receive all legally required benefits but are not eligible for any of SCHRA's benefit programs.

Substitute Employees

These individuals are hired on an "as needed" basis to work in positions which require attendance to maintain licensing required ratios or grantor mandated performance.

Employment assignments in this category are of 180 days. Substitute workers receive all legally required benefits but are not eligible for any of SCHRA's benefit programs.

NON-EMPLOYEE CATEGORIES

Volunteer

The term "volunteer" means an unpaid person who is trained to assist in implementing ongoing program activities on a regular basis under the supervision of a staff person in areas such as health, education, nutrition, social services, and management.

Independent Consultant/Contractor

A person who receives compensation for professional or technical services as described in the Fair Labor Standards Act and IRS Tax Regulations, at a fee agreed upon and paid by the Agency, who is engaged as an independent contractor (or third-party contractor) for specified services and is <u>not</u> an SCHRA employee. Consultants will be informed that their compensation will be reported to the IRS and IRS Form 1099 will be issued for all contracts of six hundred dollars ($600) or more.

Governing Body – SCHRA Governing Board, Executive Committee and Policy Council

The group with legal and fiscal responsibility for administering federal, state, and other funded programs of the Agency.

Head Start / Early Head Start Policy Council / Committee

The formal group of parents and community representatives required to be established by the Agency to assist in decisions about the planning and operation of the Head Start/Early Head Start program.

EMPLOYMENT DEFINITIONS

Employees are classified as exempt or nonexempt from the overtime provisions of the FLSA (29 CFR Part 541) and state wage and hour laws.

Exempt Employee

Employees in exempt positions are:

- Paid on a salaried basis.
- Paid to do the job.
- Meet the DOL requirements for exemption and excluded from specific provisions of federal and state wage and hour laws.
- Not eligible for overtime pay or compensatory time pay.

Nonexempt Employee

Employees in nonexempt positions are:

- Paid on an hourly basis.
- The Agency allows the practice of “compensatory time” for non-exempt employees under these guidelines.
    - Compensatory time must be approved in advance by supervisor.
    - Compensatory time earned will be supported by properly completed sign-in/sign-out sheets and/or time sheets/personal activity report, approved by supervisor.
    - Compensatory time is provided at an hour for hour basis for hours worked in excess of 37.5 in a work week but less than 40. One and half times the hours will be given for hours worked in excess of 40.
    - Compensatory time should be taken as soon as possible upon earning, preferably during the same time period earned.
    - Compensatory time must be used prior to paid sick or annual leave.
    - Compensatory time earned may be applied retroactively to previous absences only within the same pay period at the discretion of the supervisor.
    - Upon termination, any unused compensatory time will be paid on the final pay check.
    - Any work schedule that may routinely exceed 40 hours per week must be approved by Program Director and Executive Director prior to the schedule changing.
    - Unused compensatory time is paid upon termination of employment.

OUTSIDE EMPLOYMENT

Effective Date: **October 1, 2017**

SCHRA's policy regarding outside employment is to ensure other outside employment does not interfere with an employee's performance or ability to meet the job requirements at the Agency. Employees may hold outside employment as long as the outside employment is not with a competitor, supplier or one that may involve the use of or access to confidential or proprietary information.

Employees who are employed outside the Agency, or are considering employment outside the Agency, are required to review the employment situation with the Executive Director to ensure a conflict of interest does not exist and that the employee will be able to fulfill the responsibilities of his/her position.

Employees are required to report any outside employment in writing using the SCHRA Outside Employment Form.

When an employee provides consultation or training to organizations on his/her own time, and the service is rendered entirely outside of the employee's working hours, the service is considered outside employment. In this situation, the use of SCHRA office equipment and supplies and the utilization of SCHRA personnel in the preparation of such services are prohibited.

Employees are prohibited from utilizing other SCHRA employees for services not related to Agency business during an employee's regularly scheduled work hours. Supervisory employees shall not require subordinates to participate in non-SCHRA activities.

If it is determined that an employee's outside work interferes with job performance, the ability to meet the requirements of their position, or has an adverse impact on SCHRA due to conflict of interest, the employee may be required to terminate the outside employment if he or she wishes to remain with SCHRA.

Employees are not allowed to work for another employer while on a leave of absence (leave for FMLA will be evaluated on a case by case basis) or while absent from the Agency because of illness.

CONFLICTS OF INTEREST

Effective Date: **October 1, 2017**

In the course of business, situations may arise in which an Agency decision maker has a conflict of interest, or in which the process of making a decision may create an appearance of a conflict of interest.

All members of the Governing Board, Head Start Policy Council, directors, employees, volunteers, consultants, and contractors have an obligation to:

1. Avoid conflicts of interest, or the appearance of conflicts, between their personal interests and those of the Agency in dealing with outside entities or individuals,

2. Disclose real and apparent conflicts of interest to the Governing Board; and

3. Refrain from participation in any decisions on matters that involve a real conflict of interest or the appearance of a conflict.

What Constitutes a Conflict of Interest

All Governing Board, Head Start Policy Council, directors, employees, volunteers, consultants, and contractors of SCHRA owe a duty of loyalty to the Agency. This duty necessitates that in serving the Agency they act solely in the interests of the Agency, not in their personal interests or in the interests of others.

The persons covered under this policy will hereinafter be referred to as “interested persons.” Interested persons include all members of the Governing Board, Head Start Policy Council, directors, employees, volunteers, consultants and contractors, as well as persons with the following relationships to directors or employees:

1. Spouses or domestic partners

2. Brothers and sisters

3. Parents, children, grandchildren, and great-grandchildren

4. Spouses of individuals listed in 2 and 3

5. Corporations, partnerships, limited liability companies (LLCs), and other forms of businesses in which an employee or director, either individually or in combination with individuals listed in 1, 2, 3, or 4, collectively possess a 35% or more ownership or beneficial interest.

Conflicts of interest arise when the interests of an interested party may be seen as competing with those of the Agency. Conflicts of interest may be financial (where an interested party benefits financially directly or indirectly) or non-financial (e.g., seeking preferential treatment, using confidential information).

A conflict of interest arises when a director or employee involved in making a decision is in the position to benefit, directly or indirectly, from his or her dealings with the Agency or person conducting business with the Agency. (A potential conflict of interest exists when the director or employee, or his or her immediate family {spouse, parent, child, brother, sister and spouse of parent, child, brother, or sister} owes/receives more than 1% of the benefiting business/profits.)

Examples of conflicts of interest include, but are not limited to, situations in which a director or employee:

1. Negotiates or approves a contract, purchase, or lease on behalf of the Agency and has a direct or indirect interest in, or receives personal benefit from, the entity or individual providing the goods or services.

2. Accepting or seeking anything of material value from contractors, vendors, or persons providing goods or services to SCHRA. Exception: gifts valued at $25 or less.

3. Negotiates or approves a contract, sale, or lease on behalf of the Agency and has a direct or indirect interest in, or receives personal benefit from, the entity or individual receiving the goods or services.

4. Employs or approves the employment of, or directly or indirectly supervises a person who is an immediate family member of the director or employee.

5. Sells products or services in competition with the Agency.

6. Uses the Agency's facilities, other assets, employees, or other resources for personal gain.

7. Receives a substantial gift from a vendor, if the director or employee is responsible for initiating or approving purchases from that vendor.

Members of the Governing Body who hold a position as a result of public election or political appointment, and such position carries with it a concurrent appointment to serve as a member of a Head Start agency governing body, and such individual has a family member employed with the Agency, such individual will not be prohibited from serving on such body and the Head Start agency will report such conflict to Head Start Regional Office in writing. ***(Head Start Act 642(c)(1)(C) & Head Start Act (c)(1)(D))***

Honoraria Acceptance

An SCHRA employee will not accept an honorarium for an activity conducted where Agency-reimbursed travel, work time, or resources are used or where the activity can be construed as having a relationship to the employee's position with SCHRA; such activity would be considered official duty on behalf of SCHRA. A relationship exists between the activity and the employee's position with SCHRA if the employee would not participate in the activity in the same manner or capacity if they did not hold their position with SCHRA. The employee should make every attempt to avoid the appearance of impropriety.

An employee may receive an honorarium for activities performed during regular non-working hours or while on annual leave if the following conditions are met:

- All expenses are the total responsibility of the employee or the sponsor of the activity in which the employee is participating.
- The activity has no relationship to the employee's SCHRA duties.

Nothing in this policy is intended to be interpreted as preventing the payment to SCHRA by an outside source for actual expenses incurred by an employee in an activity, or the payment of a fee to SCHRA (in lieu of an honorarium to the individual) for the services of the employee. Any such payments made to SCHRA should be deposited to the SCHRA account and an appropriate entry should be made coded to the same program or department to which the employee's corresponding time was charged.

Current members of the Governing Body or major policy advisory bodies are not eligible for employment with the Agency.

Disclosure Requirements

A director or employee who believes that he or she may be perceived as having a conflict of interest in a discussion or decision must disclose that conflict to the group making the decision. Most concerns about conflicts of interest may be resolved and appropriately addressed through prompt and complete disclosure.

Therefore, SCHRA requires the following:

1. At the inception of employment, contract, agreement or volunteer service to the Agency, and on an annual basis thereafter during designated trainings, the Conflict of Interest Policy and Procedures will be reviewed by all members of the Governing Board, Policy Council, directors, employees, volunteers, consultants, and contractors. Using the Conflict of Interest Certification form, these individuals will, report all potential reportable conflicts. These forms are sent to the Human Resources Director and Executive Director for review and are then reported to the Board Chairperson and independent auditor.

2. The Accounting Department will make available to all SCHRA work sites, through electronic or other means, a comprehensive listing of Agency vendors/contractors with whom the Agency has conducted business during the previous fiscal year.

3. During the year, these individuals will submit a signed, updated disclosure form if any new potential conflict arises.

4. The Executive Director will review all forms completed by employees with reports of conflicts, and report to the Board Chairperson. The Executive Director will determine appropriate resolution in accordance with the next section of this policy.

5. Prior to management, board, or committee action on a contract or transaction involving a conflict of interest, a staff, director, or committee member having a conflict of interest and who is in attendance at the meeting will disclose all facts

material to the conflict of interest. Such disclosure will be reflected in the minutes of the meeting.

6. A staff, director, or committee member who plans not to attend a meeting at which he or she has a reason to believe that the management, board, or committee will act on a matter in which the person has a conflict of interest will disclose to the chair of the meeting all facts material to the conflict of interest. The chair will report the disclosure at the meeting and the disclosure will be reflected in the minutes of the meeting.

7. A person who has a conflict of interest will not participate in or be permitted to hear management's, the Board's, or the committee's discussion of the matter except to disclose material facts and to respond to questions. Such person will not attempt to exert his or her personal influence with respect to the matter.

8. A person who has a conflict of interest with respect to a contract or transaction that will be voted on at a meeting will not be counted in determining a quorum for purposes of the vote. The person having a conflict of interest may not vote on the contract or transaction and will not be present in the meeting room when the vote is taken, unless the vote is by secret ballot. Such person's ineligibility to vote and abstention from voting will be reflected in the minutes of the meeting.

9. If required by federal awarding agencies, SCHRA will notify those agencies in writing of any *potential* conflict of interest. (*2 CFR Part 200.112, Conflict of interest).*

Resolution of Conflicts of Interest

All real or apparent conflicts of interest must be disclosed to the Executive Director. Conflicts will be resolved as follows:

- The Executive Director will be responsible for making all decisions concerning resolutions of conflicts involving directors, employees, volunteers, consultants and contractors.
- The Board Chairperson will be responsible for making all decisions concerning resolutions of conflicts involving Executive Director and other board members.
- The Board Chairperson will be responsible for making all decisions concerning resolutions of the conflict involving the board committees.
- The Executive Director and Vice-Chairperson of the Governing Body will be responsible for making all decisions concerning resolutions of the conflict involving the Board Chairperson.

An employee or director may appeal the decision that a conflict (or appearance of conflict) exists as follows:

- An appeal must be directed to the board chairperson.
- Appeals must be made within 30 days of the initial determination.
- Resolution of the appeal will be made by vote of the full Governing Body.
- Board members who are the subject of the appeal, or who have a conflict of interest with respect to the subject of the appeal, will abstain from participating in,

discussing, or voting on the resolution, unless their discussion is requested by the remaining members of the board.

Disciplinary Action for Violations of This Policy

Failure to comply with the standards contained in this policy will result in disciplinary action that may include termination, referral for criminal prosecution, and reimbursement to the Agency or to the government, for any loss or damage resulting from the violation. As with all matters involving disciplinary action, principles of fairness will apply. Any employee charged with a violation of this policy will be afforded an opportunity to explain her or his actions before disciplinary action is taken.

Disciplinary action (discipline, termination, revocation of voting or of contract, or cancellation of contracts) will be taken:

1. Against any employee, volunteer, consultant, or contractor who authorizes or participates directly in actions that are a violation of this policy.

2. Against any employee, volunteer, consultant, or contractor who has deliberately failed to report a violation or deliberately withheld relevant and material information concerning a violation of this policy.

3. Against any director, manager, or supervisor who attempts to retaliate, directly or indirectly, or encourages others to do so, against any employee who reports a violation of this policy.

4. Board member who violates this policy will be notified and informed of their violation of the conflict and prohibited from voting on future measures within the statue of the State of Tennessee HRA Laws.

DEBARMENT AND CRIMINAL CHARGES

Effective Date: **October 1, 2017**

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

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

If a current employee is arrested and/or charged with any criminal offense, (s)he is required to report that charge to the Executive Director, no later than the next business day and the Executive Director will promptly report the same to the Agency Board Chairperson. PENALTY FOR NOT REPORTING IS IMMEDIATE DISMISSAL.

A criminal indictment is not, by itself, cause for dismissal. However, the Executive Director, Head Start Policy Council or Governing Board may suspend an employee without pay pending the outcome of an investigation if the nature of the crime would, in the Executive Director’s or Board's judgment, impair the employee's ability to perform required job duties, or if the purported crime was against the Agency or its employees, delegate agencies, contractors or suppliers, or clients.

If an employee is charged with a crime which, if convicted, could lead to Agency debarment from receiving federal or state funds, that employee will be immediately suspended without pay pending the trial outcome. If the employee is not convicted (s) he may be reinstated to her/his former position, if no other personnel action is made necessary as a result of information revealed in the criminal proceeding or investigation. Conviction for a debarable offense requires the immediate dismissal of the convicted employee.

Any program regulations or requirements will take precedence over the above policy.

EMPLOYMENT OF RELATIVES/NEPOTISM

Effective Date: **October 1, 2017**

SCHRA prohibits employment of relatives in a direct reporting relationship (supervised by the relative) to avoid creating circumstances in which the possibility of favoritism, conflict of interest, or impairment of efficient operations may occur. For purposes of this policy, relatives are defined as "immediate family" meaning wife, husband, son, daughter, mother, father, brother, sister, step-relative, or a relative by marriage of comparable degree, significant other, and fiancé. Administrators and managers will exercise caution in hiring decisions to ensure that a new employee is not placed in a direct reporting relationship with a relative as defined by this policy.

Employees are prohibited from using their positions for a purpose that is, or gives the appearance of, being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business, or other relationships.

Further, a person with an immediate family member serving on a board or committee, whom either by rule or practice regularly nominates, recommends, or screens candidates for positions with SCHRA may not be employed.

Relatives of current employees may not occupy a position that will be working directly for a relative. Individuals involved in a dating or close personal relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship.

- If, due to promotion, a direct reporting relationship is created between relatives, the Executive Director will work with the employees to resolve the situation. Resolution may include transfer of one family member or a change in reporting relationships. Human Resources Director will be contacted to discuss resolution options.

- If the relative relationship is established after employment, the Executive Director and Human Resources Director will work with employees to resolve the situation. Resolution may include transfer of one family member or a change in reporting relationships. Program Director will contact Human Resources Director to report the relationship and discuss resolution options.

- No employees will be transferred into a position that would result in a reporting relationship to a relative including “indirect” reporting.

When the Agency cannot adequately staff positions without hiring an immediate family member, the Agency may deviate from this policy. However, employment records must provide evidence that no other individual within the service area is qualified and available for employment. This must be approved by the Agency’s Executive Director, Human Resources Director and Governing Body.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting relationship involved, the employees may be separated by reassignment or terminated from employment.

Employees in a relationship will refrain from public workplace displays of affection or excessive personal conversation as the nature of these displays may be offensive to other employees.

JOB POSTING

Effective Date: **April 1, 2018**

Job openings are posted on bulletin boards, the Agency website, newspapers, and other job recruitment websites. They normally remain for 14 days for external postings and 7 days for internal postings. Each job posting notice may include, but is not limited to, the date of posting, job title, component/program, location, job summary, essential duties, skills, and abilities necessary to perform the job, and degrees or certification required for the job.

Employees who have a written record of job performance counseling received in the last 90 days on file, or are on probation or suspension, are not eligible to apply for posted jobs.

Current employees interested in applying for an opening should submit a request by phone or e-mail to Personnel/Benefits Specialist. Employees must possess the necessary knowledge, skills, and abilities (KSAs) to perform the work of the open position to be considered for an interview. Past work history, including unexcused absenteeisms will be considered in making the final determination.

Program Director, Human Resources Director, and/or the Hiring Manager determine the pool of candidates to be interviewed and conduct interviews in conjunction with the appropriate staff or committees. Human Resources Director or Personnel/Benefits Specialist will extend offers of employment and notify interviewees who were not selected.

All decisions concerning promotions, transfers, demotions, etc., are made without regard to race, color, religion, sex, national origin, age, disability (physical and mental), genetic information, sexual orientation, gender identity, or any other status protected under federal and state law.

The Executive Director may waive posting job requirements based on Agency needs including, but not limited to, allowing a current employee who has documented performance, attendance and qualifications to be transferred into the opening.

EMPLOYEE ORIENTATION

Effective Date: **October 1, 2017**

SCHRA's new employees must understand mission, vision, values, goals, and objectives. This includes the scope of services and locations and an employee's contribution to the accomplishment of those goals and objectives. All newly hired employees are required to participate in the Employee Orientation Program.

All staff members and consultants are to be provided with information and training about the underlying philosophy and goals of the Agency and the program in which they work.

New Employees' and Volunteers' Responsibilities:

a. Participate in appropriate orientation processes.
b. Seek information to enhance his/her orientation process.
c. Complete and return appropriate personnel forms within instructed time frames.

INTRODUCTORY PERIOD

Effective Date: **October 1, 2017**

SCHRA's new employees, rehired regular employees and all current regular employees who have transferred or been promoted to a new position are placed on an introductory status. This policy does not apply to temporary employees or to those employees who are provided employment opportunities through special employment and training program agreements.

The introductory period gives employees the opportunity to decide whether the position suits them and gives the Agency the opportunity to decide whether the employee meets the expectations of the position. The introductory period is defined as 180 days for new or re-employment and 90 days for employees who transfer to a new position.

Before completion of this introductory period, supervisor conducts a formal performance appraisal with the employee to review the employee's progress/performance to date. Introductory periods may be extended, if deemed appropriate, by Program Director and Human Resources Director for a period not to exceed 6 months.

Transferred or promoted employees who do not meet job requirements in their new position during introductory period may be returned to their original job, if a vacancy exists, or be terminated at the discretion of the Agency.

HUMAN RESOURCES RECORDS

Effective Date: **October 1, 2017**

SCHRA ensures the proper handling of, and limiting Agency liability of, confidential information and paper records pertaining to employees and their personnel matters.

Employees are responsible for notifying Human Resources Department immediately if there is a change in any of the following information:

a. Legal name
b. Home mailing address
c. Telephone number – Home and Cellular
d. Email Address
e. Marital status
f. Number and names of dependents
g. Number of tax exemptions on your W-4 form
h. Insurance classification
i. Emergency contacts
j. Beneficiary changes
k. Driving record or status of driver's license (if you operate any Agency vehicles)
l. Military or draft status
m. Training certificates
n. Professional license

Failure to inform of personal data changes may have a significant impact on benefits and the ability to contact the employee or a family member in the event of an emergency.

Employees have the right to review their file contents. With reasonable advance notice, employees may review their own personnel files in the Human Resources Department and in the presence of an individual appointed by the Agency. Employees who wish to review their own file should make a written request to the Human Resources Director. SCHRA will respond within seven (7) business days of the written request.

Exceptions to this include:

a. Letters of reference.
b. Materials relating to employer staff planning and business development.
c. Information of a personal nature about another person, the disclosure of which could constitute an unwarranted invasion of privacy.
d. Investigatory or security records maintained by the employer to investigate employee misconduct or other conduct which could be harmful to the Agency.

ATTENDANCE

Effective Date: **October 1, 2018**

SCHRA understands occasions arise when an employee must be absent from work. At the same time, it is important for employees to understand that in order for SCHRA to operate efficiently and effectively, regular attendance of all employees is imperative and expected. Employees need to be present and accountable during their scheduled work time.

Definitions of absences are:

1. **Authorized Absence:** The employee notifies immediate supervisor in advance and obtains approval to be away from or late, to work. This includes absences such as vacations, holidays, sick, FMLA covered absences, bereavement, jury duty, military duty days, etc. Advance notification of an absence is necessary to make arrangements to handle work in the absence of a scheduled employee.

2. **Unauthorized Absence:** An employee not showing up for work, not calling in, and not having a valid reason for an absence, as determined by the immediate supervisor.

3. **Tardiness:** An employee being late for work, or leaving early from work on any work day without giving prior notification and receiving approval for the tardiness.

A nonexempt employee who does not work or does not work his/her full shift is paid only for the actual time worked. If an employee has not called in to the immediate supervisor before the start of scheduled work time, the employee is normally considered as having an unauthorized absence without pay. Time sheets/personal activity reports must be completed accordingly.

Excessive Absenteeism/Tardiness

1. Absenteeism or tardiness affects job, program, and Agency performance. If it is determined that unexcused absenteeism or tardiness has become unreasonable, immediate supervisors and Program Director should determine the appropriate action.

2. An employee who has chronically or excessively unexcused absences or tardiness may be subject to disciplinary action up to and including termination.

Unreasonable tardiness (Defined):

Exempt Staff – consistent attendance that does not meet the standard pay period for the agency; more than eight (8) pay periods which report hours worked that are less than the standard pay period (75 hours/pay period) within a 12 month period. ***2 C.F.R. § 200.404; 2 C.F.R. § 200.430***

Non-Exempt Staff – Eight (8) work days in which an employee has unscheduled reporting late to work or leaving early from work within a 12 month period.

CONFIDENTIALITY OF AGENCY AND CLIENT INFORMATION

Effective Date: **October 1, 2017**

SCHRA has information that should not be discussed with anyone outside the Agency, except when required in the normal course of business. Information concerning service recipients or the activities or operations of the Agency must be treated as confidential and on a need-to-know basis.

1. All information pertaining to SCHRA clients is confidential and must not be discussed with or divulged to anyone outside the Agency without a written release of information. Inside the Agency client information is shared on a “need to know” basis. Even the presence of a particular client should not be acknowledged to others without proper authorization.

2. Confidential information is to be used only in connection with the legitimate functions of an employee’s job duties. The release of confidential information will occur only with a proper written release of information authorization.

3. If an employee leaves, the employee must surrender all information-bearing items in his/her possession, whether or not containing confidential information, including but not limited to, storage media, notebooks, reports, other information from a third party or anything containing SCHRA confidential information.

4. If an employee is contacted about confidential information, the employee should direct the inquiring party to Program Director, Human Resources Director, or Executive Director. Client files should not be removed from the designated offices of SCHRA. Accessing electronic client data files must occur through secure data connections. Electronic client files are not to be downloaded onto personal computers that are not sanctioned and secured by the Agency.

5. Violation of confidentiality results in disciplinary action up to and including termination of employment.

WHISTLEBLOWER PROTECTION

Effective Date: **October 1, 2017**

SCHRA requires all employees, officers, and other representatives of the Agency to observe high standards of business and personal ethics in the conduct of their responsibilities. Employees and others are encouraged and enabled to raise serious concerns internally, without fear of retaliation, so that SCHRA can address and correct inappropriate conduct and actions. It is against the values of SCHRA to retaliate against any board member, officer, employee or volunteer who in good faith reports a violation decribed below.

A whistleblower is a board member, officer, employee, or volunteer who reports an activity that he/she considers to be illegal or dishonest. If an employee has knowledge of, or a concern of, illegal or dishonest fraudulent activity, the employee is to contact his/her immediate supervisor or the Executive Director. It is the responsibility of all Agency representatives to report such activities. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures.

- Examples of illegal or dishonest activities include, but are not limited to:
    - Violations of federal, state or local laws or regulations.
    - Violations of Agency's code of ethics.
    - Billing for services not performed or for goods not delivered.
    - Other fraudulent financial reporting.

SCHRA will make every reasonable effort to conduct all proceedings in a manner that will protect the confidentiality of all parties. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense.

SCHRA will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the Human Resources Director immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the Human Resources Director, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor, the Executive Director, or Board Chairperson.

Once a complaint has been accepted for review, an investigation will begin. The investigation may include, but is not limited to, review of written statements from both parties, witness interviews, obtaining witness declarations, review of documentation, and on-site investigation. Any person conducting an investigation will maintain a written record of all witness interviews, evidence gathered, the outcome of the investigation, and any

other appropriate documents. Records of such an investigation will not be maintained in personnel files unless they are part of a formal corrective action.

Results of the investigation will be shared with the appropriate people. When there is sufficient evidence to support the complaint, written notification of investigative findings will be sent to the complainant and the alleged violator.

If it is concluded that a violation has occurred, a determination will be made as to the appropriate sanctions or corrective action.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

Effective Date: **October 1, 2017**

SCHRA complies with the proper handling of all private information and individually identifiable health information and outlines steps in appropriate Health Insurance and Portability and Accountability Act (HIPAA) compliance.

Any Protected Health Information (PHI) is confidential and may not be discussed with anyone except on a “need-to-know” basis in order to perform job duties. PHI contains individually identifiable information such as names, addresses, birth dates, telephone numbers, fax numbers, electronic mail addresses, social security numbers, health plan beneficiary numbers, or any other unique identifying number, characteristic, or code.

SCHRA will

1. Assign a PHI officer(s) to appropriately handle and protect confidential information.

2. Ensure regulations are applicable to all health information held or created by SCHRA.

3. Prohibit employees from using or disclosing health information except as authorized by the employee or specifically permitted by the regulation. This includes all personally identifiable health information.

4. Ensure general compliance for grant related PHI regulation is followed by SCHRA department specific PHI Officers (Senior Staff) who may be responsible for developing and implementing privacy policies and procedures.

5. Any complaint of a violation is reported to a privacy officers. They will notify an Agency PHI Officer and coordinate investigation and take appropriate action to ensure that privacy practices are being followed.

6. Secure paper records in locked file cabinets and secure electronic files with passwords. Access will be controlled by the PHI.

PROMOTIONS/ADVANCEMENT

Effective Date: **October 1, 2017**

SCHRA ensures each employee has equal access to opportunities for growth and development. First consideration will be given to internal candidates who have a history of satisfactory job performance and meet the job qualifications for the vacancies. In all its selection and promotion decisions, SCHRA complies with equal employment opportunity requirements.

Two types of advancement opportunities are outlined below:

- A promotion is the movement from one position to another position which is in a higher salary grade and may involve a salary increase. A promotion may be within a program or between programs and may result in a title change.

- A reclassification is an approved change in pay grade of an existing position as a result of significant changes in the duties and responsibilities of that position. A reclassification may result in a pay grade and/or title change.

Every effort is made to fill vacancies by promoting qualified employees. Program leaders and direct supervisors are encouraged to identify employees for promotion. Employees must possess the necessary skills, abilities, and knowledge to satisfactorily perform the work of the advanced position. Past work history, including unexcused absenteeism is also reviewed in order to make this determination.

Employees are encouraged to maintain an awareness of vacancies and to seek job opportunities for which they qualify. Employees can express an interest in a promotion, either by submitting an application to Human Resources Department as a result of a job posting or through discussions with program leaders. Interest does not have any adverse effect on the status of the employee's current position.

Program Director, Human Resources Director, and Executive Director select the appropriate candidate(s) for promotion.

The newly promoted employee is subject to an introductory period. Refer to the policy on Introductory Period for more information.

DEMOTIONS

Effective Date: **October 1, 2017**

SCHRA may find it necessary, or in the employee's best interest, to transition an employee through demotion. A demotion occurs when an employee moves into a lower pay grade level or into a position with significantly less job responsibilities. A reduction in pay may occur.

A demotion may occur when:

- An individual is unable to perform satisfactorily in the higher-level position.
- The employee requests a position with less responsibility.
- There is a restructuring of the Agency.
- As a result of disciplinary action.

If the demotion is at the employee's request, a written letter from the employee requesting the demotion action will be required.

Supervisors will work with the Human Resources Department to ensure efforts are made to provide proper training and development opportunities via the Corrective Action process before demotion is considered.

TRANSFERS

Effective Date: **October 1, 2017**

SCHRA provides opportunities wherein an employee may transfer, or may be transferred, when the employee meets the job qualifications and when the transfer will benefit both the employee and the Agency.

An employee who is transferred temporarily to a higher paying position is compensated at the rate of the new job. Temporary assignment constitutes a formal assumption of another position's duties for an established period of time, not the occasional filling in for a job or "helping out."

An employee who is transferred temporarily, at the request of SCHRA, to a lower paying position continues to be paid at his/her existing rate for as long as the temporary transfer is in effect.

If the employee has not been returned to his/her regular position at the end of 180 days from the date of temporary transfer, SCHRA reviews the situation and either returns the employee to his/her former position, extends the period of temporary transfer, or completes the transfer to the new position.

Employees must be in their current position for 180 days before being eligible for transfers. Prior to transfer, employees are encouraged to discuss their request with their current supervisor.

PERFORMANCE MANAGEMENT

Effective Date: **October 1, 2017**

SCHRA evaluates strengths and areas of improvement in performance of all employees. The Performance Appraisal (PA) process is intended to be a positive experience to assist the employee in being successful in the performance of her/his job. Discussions regarding an employee's job performance are recommended on an informal basis as needed.

Performance management is completed to modify staff performance agreements as necessary, to assist staff in improving skills and professional competencies, and to identify training and development needs.

The schedule for performance appraisals varies based upon the employment arrangement of the employee. The schedule typically follows:

a. Evaluation prior to completion of the introductory period.
b. Evaluation at least once every twelve months (annually).

The direct supervisor completes the performance appraisal and then schedules a review with the employee. The employee may complete a Self-Appraisal and provide it to the supervisor prior to the review. The employee may submit comments or statements on the performance appraisal form.

The reviewer and the employee may discuss the following topics:

a. Previous performance plans and achievement of past goals.
b. Current performance appraisal including demonstrating appreciation for employee contributions.
c. Employee Self-Appraisal forms (if applicable).
d. Constructive feedback on employee's performance.
e. Future expectations and goals.
f. Employee training needs and professional development opportunities.

The supervisor signs the completed form. The employee signs the completed review acknowledging that they have read and understand it, although they may not necessarily agree with the appraisal. A refusal to sign should be documented by the supervisor.

Performance appraisals are placed in the employee's personnel file and may be used for such actions as transfers, promotions, pay adjustments, and salary considerations.

Leaves of absence and breaks in service may affect the timing of performance appraisals.

INCLEMENT WEATHER AND OTHER EMERGENCIES

Effective Date: **October 1, 2017**

The Agency strives for safety for all employees in the event of inclement weather, and other emergency situations. SCHRA monitors and keeps employees informed of changing weather conditions and other emergency situations before, during, and after the event. In the event of a fire, storm, or other emergency, safety is most important. Employees are to move to a position of safety or exit the building as quickly as possible. Because inclement weather/natural disaster can vary to a great degree from county to county, there is a need to make decisions of closing centers/offices by specific location.

The Executive Director determines if the Agency will open or remain open in the event of severe weather conditions or other emergencies. If the decision is made not to open the Agency offices in a particular county, the Executive Director will notify Senior Staff who will notify the supervisor to inform staff of closings. When possible, a phone message will be changed to reflect the closings along with notification being posted on the Agency's social media page. All staff are encouraged to listen to local media resources for up to date information regarding school closings and Agency closings too. Employees are expected to call the main office prior to leaving for work if weather conditions are questionable.

Administrative leave will be granted when the County Government offices have been officially closed by the County Mayor and should be reflected as administrative leave on the time sheet/personal activity report.

- If the Agency is closed or closes early due to inclement weather, employees are paid for the hours they were scheduled to work for that day. All hours not "worked" for the remainder of that day should be charged to "administrative".

- Closings for Head Start/Early Head Start centers and Nutrition meal sites will follow the designated school closing schedule. Head Start/Early Head Start centers will be closed when the school system(s) in their respective county close(s). Employees will be allowed to take vacation time or leave without pay for these day(s). HS/EHS staff should listen to the local radio station.

- Nutrition sites will be closed when the school system(s) in their respective county close(s). However, if the County Mayor in their respective county has not officially closed County Government offices, nutrition employees may report to work. Nutrition staff should listen to the local radio station.

- If the Agency remains open and the weather is questionable, employees are to determine if they feel it is safe to try and come to work or leave early. If employees choose not to come in to work, or choose to leave early, they will not be paid for hours not worked, but can use compensatory time or vacation. The employee must contact his/her supervisor prior to the scheduled starting time to indicate if and when he/she will be arriving to work.

- If the Agency is open and the employee chooses not to come to work or chooses to leave early and then the Agency closes, he/she will receive pay for the hours the Agency closed provided he/she was scheduled to work.

- Employees who are not scheduled to work, or using vacation time, or on any other paid or unpaid type of absence are not eligible for paid time off due to weather-related or other emergencies.

- If inclement weather/natural disaster occurs during regular business hours, the County Mayor will notify the SCHRA Executive Director of the situation, and they will coordinate notification to the local radio station and Agency offices.

SECTION 3

EMPLOYEE BENEFITS PROCEDURES

FLEX SCHEDULES

Effective Date: **October 1, 2017**

SCHRA provides alternate arrangements to allow employees greater latitude in determining their work schedules, for planned or unanticipated events, while still working a full-time workload. Flex schedules may include variations in starting and ending times or hours worked in a day (compressed work weeks). Flex schedule arrangements must either maintain or enhance the Agency's ability to serve its clients. Flex schedule arrangements will not affect career progression.

1. Employees are eligible if they are currently meeting expectations for the position.

2. Flex schedule requests must be submitted in writing to the immediate supervisor. The Human Resources Director, Program Director and Executive Director must approve the flex schedule request and the immediate supervisor is responsible for ensuring appropriate staffing. Not all flex schedule requests will be honored.

3. Once a flex schedule is in place, hours worked should only vary in exceptional circumstances as approved by the immediate supervisor.

4. Timeframe will be determined up front with the Program Director and Human Resources Director by utilizing periodic reviews to ensure the arrangement continues to make sense for the employee and the Agency.

5. Schedules may be flexed between 6:00 a.m. and 6:00 p.m. Time scheduled outside of these hours must be pre-approved by Executive Director, Human Resources Director, and Program Director.

6. Flex schedules can be terminated at any time.

TELECOMMUTING

Effective Date: **October 1, 2017**

PURPOSE/POLICY

SCHRA provides employees a mechanism to manage work and personal responsibilities while delivering high-quality service through the alternate arrangement of telecommuting. Telecommuting allows employees to work out of their homes on a specific day(s) of the week as approved.

Telecommuting requires a self-disciplined employee who can avoid the distractions not usually found in the office environment. Telecommuting does not alter the focus of the employee on Agency and client needs.

1. Employees are eligible if they are currently meeting expectations for the position.

2. Requests for telecommuting must be submitted in writing to immediate supervisor and Human Resources Director, Program Director, and Executive Director must approve the telecommuting request and immediate supervisor is responsible for ensuring appropriate staffing. Not all telecommuting requests will be honored.

2. Not all positions are eligible for the telecommuting work arrangement, nor will all requests for telecommuting be approved.

3. Timeframe will be determined up front with Human Resources Director, Program Director and Executive Director by utilizing periodic reviews to ensure the arrangement continues to make sense for the employee and Agency.

4. Employees must be available to respond to the Agency staff during scheduled work hours. During business hours, the employee must check voicemail and e-mail as frequently as if in the office. On occasion, it may be necessary to call an employee into the office to assist with Agency needs. It will be expected the employee be available for such occasions even for same day requests.

5. Telecommuting employees are able to use an Agency provided laptop. The employee is responsible for internet access (required for telecommuting), office items, and supplies. Telecommuting employees must be able to access the Agency's systems through the current method required by IT. The employee is also responsible for protecting the Agency's equipment, documents, and information from theft, damage, and unauthorized use. The Agency does not accept responsibility for damage or repairs to employee-owned equipment.

6. The Agency assumes no responsibility for injuries occurring in the employee's at-home work space. The employee must have current homeowner's or renter's insurance that will cover him/her in the event of an injury that may occur to him/her while telecommuting. The employee agrees to maintain safe conditions and practices in the at-home work space.

7. Telecommuting arrangements can be terminated at any time.

HOLIDAYS

Effective Date: **October 1, 2017**

SCHRA provides regular full-time and regular part-time employees the benefit of paid holidays. Holidays are recognized as non-work days for employees.

The following are recognized by SCHRA as a holiday:

a. New Year's Day
b. Martin Luther King, Jr. Day
c. Presidents' Day
d. Good Friday
e. Memorial Day
f. Independence Day
g. Labor Day
h. Veterans' Day
i. Thanksgiving Day
j. Day after Thanksgiving
k. Christmas Eve
l. Christmas Day
m. Employee's Birthday

A recognized holiday that falls on Saturday is observed on the proceeding Friday. A recognized holiday that falls on Sunday is observed on the following Monday.

Holiday pay is calculated based on the employee's regular hourly rate multiplied by the number of hours the employee was regularly scheduled to work that day. If an employee was not scheduled to work, then no holiday pay will be awarded.

An employee must be in a "paid" status the day before or the day after a holiday in order to receive holiday pay.

If a paid holiday falls during an employee's scheduled vacation period, holiday pay is provided and he/she still has a vacation day to use.

Employees on a paid approved leave of absence are eligible for holiday pay. If the approved leave of absence is not paid, the employee is not eligible for holiday pay.

Holiday pay is not counted as hours worked for the purposes of determining overtime.

VACATION

Effective Date: **October 4, 2018**

SCHRA provides vacation time for employees to refresh themselves and encourages and supports all employees to use vacation time regularly. All regular full-time and regular part- time employees earn and use vacation time in accordance with the guidelines outlined below.

Vacation time earned is reported on each employee's pay stub. Vacation is earned based on hours paid and rate for service years.

An eligible employee earns vacation time from the date of hire. Increased accrual rates are based on the employee's regular work schedule and length of service at either 60, 120, or 240 months of service.

Full-Time agency employees who have previous full-time service with State of Tennessee Human Resource Agencies, Development Districts and other State of Tennessee Departments and Agencies shall be eligible to receive prior year service for accrual rates.

Eligible employees wishing to receive prior year(s) service from SCHRA upon re-employment or when transferring from other qualifying state agencies must provide written verification from previous employer which includes hire date, termination date and years of service in order to receive the higher accrual rate. Written verification shall be maintained in personnel record.

Adjusted accrual rates for prior service shall be effective upon receipt and approval of previous employer's written verification.

Employees earn vacation time based on the following schedule and accrual rates are established based on their agency anniversary date plus any prior months service added based on above criteria:

Completed Years of Service on Agency Start Date	Paid Vacation Time
Less than 1 Year	Prorated
0-5 Years	12 Days
5+ Years	18 Days
10+ Years	21 Days
20+ Years	24 Days

Employees must request approval from their immediate supervisor, in writing, in accordance with department guidelines at least two weeks in advance of taking vacation to allow for the least impact to the work area. Vacation cannot be used retroactively to excuse and otherwise un-excused absence. When scheduling conflicts arise, priority for vacation leave is established at the discretion of management. Decisions about vacation time and scheduling are the responsibility of the supervisor and Program Director.

SCHRA strongly encourages employees to use their vacation every calendar year. However, vacation can be carried over from one fiscal year to the next - up to a

maximum of 30 days (the day is determined by the number of scheduled work hours in the normal day).

- Non-Exempt staff may use accrued vacation time off in one-half hour, hourly, full- or half-day increments

- Exempt level may only use vacation in full-day increments.
    - All partial-day absences from work must be authorized absences from the job by exempt employee's supervisor

    - Supervisors are expected to monitor partial days of work to ensure compliance with SCHRA Attendance policy

    - Partial-day absences for exempt employees will not result in a deduction from the employee's daily salary or leave balance

- SCHRA does not advance vacation.

- Any earned but unused vacation in excess of 30 days (the day is determined by the number of scheduled work hours in the normal day) at the end of each fiscal year shall be rolled into the employee's sick leave balance, within grantor regulations.

- Any earned but unused vacation is paid at the time of termination up to a maximum of 30 days (the day is determined by the number of scheduled work hours in the normal day). Vacation may not be used to extend the termination date.

- Upon providing notice of resignation, to ensure a smooth transition of duties, an employee is not allowed to take vacation.

- Vacation is not earned during any unpaid period of time.

SICK LEAVE

Effective Date: **April 1, 2018**

SCHRA provides sick leave for employees to provide income protection when employees cannot work due to illness. All regular full-time and regular part-time employees accrue sick leave at a rate equal to one regularly scheduled work day per month in accordance with the guidelines outlined below.

1. Sick leave begins to accrue immediately and accruals are earned based on the hours actually paid each pay period. Based on fully paid scheduled pay periods, employee should accrue 1 scheduled work day per month.

2. All unused Compensatory Time must be used prior to the use of paid sick leave.

3. Time must be taken in half-hour, hourly, whole or half-day increments. Although exempt employees may only use sick leave in full-day increments.

4. Sick leave may not be used as additional vacation leave, but is granted when a person is unable to perform his/her assigned duties because of illness or injury. This could include appointments with physicians, dentists, or other recognized practitioners, or for a serious illness, disability, or injury of a family member who resides in the employee's household.

5. Vacation may be used in lieu of sick leave, but not vice-versa.

6. To qualify for sick leave pay, an employee must notify his/her supervisor (if supervisor is unavailable, contact supervisor's designee) of the problem or condition as soon as possible (but no later than 30 minutes prior to scheduled reporting time) of any day or part of a day of absence and on each day of the illness, unless prior approval from the supervisor. The request will be disapproved when:

   - Reason for the employee's absence is not covered under this section.

   - Employee's statements are found to be inaccurate or untrue.

   - Employee has not accrued sufficient time to cover absence.

   - Improper or lack of notification is determined.

7. The employee is also responsible for keeping immediate supervisor informed regularly of his/her condition. To receive paid sick leave, employees must provide notification for each day of absence unless on an authorized paid or unpaid leave of absence.

8. Employees who have breaks in employment, including leaves of absence (e.g., worker's compensation injury, FMLA, military leave) do not accrue sick leave during their absence.

9. Employees receiving workers' compensation benefits are not entitled to sick leave.

10. If an employee uses three (3) consecutive days of sick leave, he/she may be required to bring in a medical certification releasing the employee to return to work.

11. In-home service employees will not pose a "direct threat" to the health or safety of customers they serve as described in ADA regulation 29 CFR 1630.2(r); and a physician's release to return to work will be required prior to resuming services to customers.

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

13. Sick leave may accumulate upon employment and carried forward throughout employment.

14. A sick leave balance does not guarantee continued employment should an employee have a catastrophic illness.

15. When grant funding prohibits the carry forward of sick time from one fiscal year to another, an employee's ending balance will be recorded for future reporting to Tennessee Consolidated Retirement System (TCRS) for the calculation of "service" time when employee terminates or retires.

16. The Agency requires that employees who are on FMLA use sick leave, concurrently with FMLA leave unless the absence is due to a worker's compensation covered condition.

17. Unused sick leave is <u>not</u> paid out upon termination from employment, however all unused sick leave at time of termination may be counted as service time for employees enrolled in the Tennessee Consolidated Retirement System.

DONATION OF SICK LEAVE

Effective Date: **October 1, 2017**

It is the policy of the Agency to allow sick leave donations to full-time and eligible part-time employees in accordance with the guidelines established below.

Employees may share accrued sick leave with other employees currently eligible for Family Medical Leave (FMLA) that have exhausted their entire sick, vacation and compensatory leave benefits. A "Request for Sick Leave Sharing" form must be completed by the donating employee and approved by both the Human Resources Director and the Executive Director before any transfer of sick leave can occur. No eligible employee will receive more than 225 hours of sick leave during a 12 month period.

For an employee to be eligible to receive donated leave, the following must be true:

- Employee must have documented approval of eligibility for FMLA due to a "serious health condition" of either themselves or a family member.
- Employee must have exhausted all other leave available to them under the Agency's sick, vacation or compensatory time policy.

For an employee who wishes to donate leave, the following must be true:

- Employee must have a balance of more than 82.5 hours of sick leave
- The donation must not result in the donating employee having a balance less than 75 hours after donation is made
- All donations must be made in 7.5 hour increments.

Note: Information regarding an employee's FMLA status will not be released for this without consent of the employee who is approved for FMLA leave; the employee's eligibility status for FMLA would be the only information released.

PERSONAL LEAVE OF ABSENCE

Effective Date: **October 1, 2017**

SCHRA provides personal leaves of absence that are authorized, without pay, to full-time employees with one (1) or more years of continuous service, for up to six (6) weeks. Personal leaves of absence may be available to employees who have not yet qualified for FMLA and/or whose situation is not a qualifying event. It is not intended to simply provide employees with additional time off.

1. Only the Executive Director, with information provided from the Human Resources Director, may authorize personal leaves of absence.

2. Employees who wish to continue benefits coverage during their leave of absence must bear the full cost of those benefits.

3. Employees on a personal leave of absence may be informed prior to the leave as to whether or not they are guaranteed that their position or a similar position will be available when they return from their absence.

    - If a comparable position is not available at the time the employee returns to work, the employee may be offered a lesser position.

    - If no acceptable position is available at the time the leave expires, the employee's employment with SCHRA will be terminated.

FEDERAL FAMILY AND MEDICAL LEAVE ACT (FMLA)

Effective Date: **October 1, 2017**

SCHRA provides leaves in compliance with federal Family and Medical Leave Act (FMLA) and Tennessee Maternity Leave Law. Where applicable, both will run concurrently.

FMLA

1. Employees are eligible for leave under the federal FMLA if they have been employed by SCHRA for at least 12 months and have worked at least 1,250 hours for SCHRA during the most recent 12 consecutive month period.

2. Employees are required to exhaust all paid time off benefits to offset the "without pay" provisions of FMLA. Any FMLA leave longer than the employee's earned/accrued paid time off will be granted without pay.

3. Under the federal FMLA, up to 12 weeks of leave may be taken during a 12-month period that begins on the employee's first day of leave for any one or more of the following reasons:

    a. An employee's own serious health condition.
    b. To care for a spouse, parent, biological child, adopted child, foster child, step-child, legal ward, or a child of a person standing in loco parentis (who is under 18 years of age, or 18 years or older and incapable of self-care because of a mental or physical disability) with a serious health condition.
    c. For the birth of an employee's child, or placement of a child with an employee for adoption or foster care. Leave for birth, adoption, or foster care must conclude within 12 months of the birth or placement.
    d. To care for a spouse, son, daughter, parent, or next of kin who is a covered military service member recovering from a serious illness or injury sustained in the line of duty. The eligible employee is entitled to up to 26 weeks of leave in a single 12-month period to care for the service member; this military caregiver leave is available during a single 12-month period, during which an eligible employee is limited to a combined total of 26 weeks of all types of FMLA leave.
    e. Any "qualifying exigency," as defined in regulations issued by the Department of Labor, arising from the fact that an employee's spouse, child, or parent is on active duty status in the National Guard or Reserves in support of a contingency operation.
    f. The leave year is a "rolling" 12-month period measured backward from the date the employee's federal FMLA leave begins.

4. When possible, employees should notify the immediate supervisor and Human Resources Director of leave at least 30 days before the date of the anticipated leave. A written request for time off (DOL Form WH-381) must be completed. In an emergency situation, notice must be given as soon as possible, but no later than 48 hours after the occurrence of the reason for leave. Failure to make timely notification of the need for leave may result in the delaying of leave until proper notification is received.

Tennessee Maternity Leave Law

1. Tennessee's Maternity Leave Law provides that all employers, both public and private, must allow up to 4 months' maternity leave for pregnancy, childbirth, adoptions, and nursing. The law applies to both male and female employees. To qualify, an employee must have been employed for at least 12 consecutive months as a full-time employee.

2. An employee who gives at least 3 months' advance notice of his or her leave and an intention to return to full-time employment after maternity leave must be restored to his or her previous or a similar position. Employees who are unable to give 3 months' notice because of a medical emergency do not lose their right to reinstatement. Leave will not affect the employee's rights to seniority, promotion, vacation time, sick leave, or other benefits and bonuses for which he or she was eligible at the date of leave (TN Code Sec. 4-21-408). If an employee's job is so unique that the employer cannot, after reasonable efforts, fill that position temporarily, the employer will not be liable for failure to reinstate the employee at the end of her/his maternity leave period.

MILITARY SERVICE

Effective Date: **October 1, 2017**

SCHRA complies with all applicable statutes that require reservists and National Guard personnel to be given leave of absence for active duty and training exercises under Uniformed Services Employment and Reemployment Rights Act (USERRA) of 1994.

1. It is the employee's responsibility to inform immediate supervisor and Human Resources Director as soon as orders for military duty have been received. When requesting a military leave of absence, the employee should present a copy of the training orders.

2. Employees are able to substitute vacation to offset the “without pay” provision of military leave.

3. Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions, and limitations of the applicable plans for which the employee is otherwise eligible.

4. Benefit accruals such as vacation, sick leave, and holidays are suspended during the USERRA leave and will resume upon the employee’s return to active employment.

5. When an employee returns from military leave, he/she will be assigned to a position determined per USERRA regulations. Military leave time is immediately credited to the employee's length of service and all benefits apply as if the employee had never left his/her job. The employee's salary will be equal to or greater than the salary at the time the leave commenced unless salaries have declined.

JURY AND WITNESS DUTY

Effective Date: **October 1, 2017**

SCHRA accommodates all employees who are called to serve on jury duty or be a witness under the following conditions:

1. All regular full-time and regular part-time employees are eligible for jury duty pay.

2. When an employee receives a summons for jury duty, he/she must promptly present a copy of the summons to immediate supervisor.

3. Employees are expected to report for work whenever the court schedule permits, as regulated in section **22-4-106 of the TN Jury Leave law**.

4. Employees must present a copy of all fees, except travel, received for serving on the jury to immediate supervisor. The employee receives the difference between the fees received and the wages missed during the regular payroll cycle for all paid jury time.

5. Jury duty pay is calculated based on employee rate of pay at the time of the absence and the number of hours the employee would have been scheduled to work. If an employee was not scheduled to work, he/she is not paid for that time.

6. Jury duty hours are not used in the calculation of overtime.

7. Employees will continue to receive and accrue benefits during jury duty including vacation, sick leave, holiday pay, and health insurance coverage.

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

LACTATION/BREASTFEEDING BREAKS

Effective Date: **October 1, 2017**

SCHRA supports breastfeeding mothers by accommodating the mother who wishes to express breast milk during her workday when separated from her newborn child.

1. For up to one year after the child's birth, any employee who is breastfeeding her child will be provided reasonable break times to express breast milk for her baby.

2. Breaks of more than 20 minutes in length will be unpaid, and the employee should indicate this break period on her time record. Employees may take unpaid time off for the time exceeding 20 minutes.

3. SCHRA has designated the room for this purpose. Employees who work offsite or in other locations will be accommodated with a private area as necessary.

4. Additional rules for use of the room are posted in the room.

5. A small refrigerator reserved for the specific storage of breast milk is available.

6. Any breast milk stored in the refrigerator must be labeled with the name of the employee and the date of expressing the breast milk. Any nonconforming products stored in the refrigerator may be disposed of.

7. Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration and tampering. Additional rules for the refrigerator storage are posted in the room.

BEREAVEMENT LEAVE

Effective Date: **July 1, 2019**

SCHRA provides compensation for regular full-time and regular part-time employees who must be off work during a period of bereavement as defined in this policy.

The term "immediate family" means wife, husband, son, daughter, mother, father, brother, sister, step-relative, Grandparent and Grandparent In-Law, Grandchild, or a relative by marriage of comparable degree, significant other, or fiancé.

1. Employees will be paid their hourly rate of pay for the hours they normally work that day up to three (3) work days due to the death of an immediate family member as defined in this policy. The bereavement leave may be taken to make funeral arrangements, attend a funeral, and/or to take care of personal affairs normally associated with a death.

2. Employees who need to take time off due to a death of an immediate family member should notify immediate supervisor as soon as possible and inform them of the expected date of return.

3. Immediate supervisor may allow employees to use any available compensatory time or vacation for additional time as necessary.

4. Employees continue to accrue vacation and sick leave time during the bereavement leave.

5. Bereavement pay is calculated based on the employee's rate of pay at the time of the absence and the number of hours they would have been scheduled to work. If an employee was not scheduled to work, he/she is not paid for that time.

6. Bereavement time off is not used in the calculation of overtime.

BENEFIT PLANS

Effective Date: **July 1, 2019**

SCHRA offers insurance and retirement benefits to employees of the Agency. Employees should refer to individual Enrollment Plan Documents (EPD) for details. In the event of any discrepancy between this document and the EPD, the latter will prevail.

The following information provides a summary of benefits provided by the Agency's current insurance and retirement plan providers.

Health Insurance

1. Full-time employees working 30 or more hours per week are eligible to enroll in health insurance. Coverage for enrolled participants will begin the first of the month after 30 days of employment.

2. Employees must enroll within 30 days of being hired, during an open enrollment period or have a qualifying event to participate in the insurance.

3. An EPD and information on cost of coverage is provided to eligible employees in advance of enrollment.

4. The Agency contributes to the cost of the premium.

Dental and Vision Insurance

1. Full-time employees working 30 or more hours per week are eligible to enroll in dental and vision insurance. Coverage for enrolled participants will begin the first of the month after 30 days of employment.

2. Employees must enroll within 30 days of being hired, during an open enrollment period or have a qualifying event to participate in the insurance.

3. An EPD and information on cost of coverage is provided to eligible employees in advance of enrollment.

4. The Agency does not contribute to the cost of the premium.

Life and Accidental Death Insurance

1. Full-time employees working 30 or more hours per week are eligible to enroll in life and accidental death insurance. Coverage for enrolled participants will begin the first of the month after 30 days of employment.

2. Employees must enroll within 30 days of being hired or during an open enrollment period.

3. An EPD and information on cost of coverage is provided to eligible employees in advance of enrollment.

4. The Agency contributes to the cost of the premium.

Voluntary Life and Voluntary Accidental Death Insurance

1. Full-time employees working 30 or more hours per week are eligible to enroll in voluntary life and voluntary accidental death insurance. Coverage for enrolled participants will begin the first of the month after 30 days of employment.

2. Employees must enroll during the open enrollment period.

3. An EPD and information on cost of coverage is provided to eligible employees in advance of enrollment.

4. The Agency does not contribute to the cost of the premium.

Short-Term and Long-term Disability Insurance

1. Full-time employees working 30 or more hours per week are eligible to enroll in short-term and long-term disability insurance.

2. Employees must enroll during the open enrollment period.

3. An EPD and information on cost of coverage is provided to eligible employees in advance of enrollment.

4. The Agency does not contribute to the cost of the premium.

AFLAC

1. Full-time employees working 30 or more hours per week are eligible to enroll in AFLAC insurance.

2. Employees must enroll during the open enrollment period.

3. An EPD and information on cost of coverage is provided to eligible employees in advance of enrollment.

4. The Agency does not contribute to the cost of the premium.

Tennessee Consolidated Retirement System (TCRS)

1. The Agency is a part of the Tennessee Consolidated Retirement System (TCRS) and all full-time (minimum of 30 hours per week) employees hired as of July 1, 2017 are automatically enrolled and must participate in this benefit option.
   Eligible employees hired prior to July 1, 2017 and not currently enrolled may do so with an effective date equal to the date of enrollment. However, if enrolled in 401k prior to July 1, 2017, the Agency match of 5% for the 401k plan will be changed to the TCRS plan.
   TCRS contributions may only stop if employee is separated from employment or upon retirement.

401(k)

1. Upon employment, all employees become eligible to participate in employee elective deferrals.

2. Employees are eligible for Agency matching only if enrolled in previous Agency retirement plan prior to July 1, 2017; and,

3. If eligible for the match (#2) and have less than 15 years of service, employee must contribute 5% of their salary each pay period, to receive a 5% Agency match on employee's salary; or

4. If eligible for the match (#2) and employee would have 15 years of service prior to January 1, 2018; employee must contribute 5% of their salary each pay period, to receive an 8% Agency match on employee's salary.

5. Information is provided to eligible employees in advance of enrollment. Contact Personnel/Benefits Specialist or HR Director for more information about the 401(k) savings plan.

6. No employee hired after June 30, 2017 will be eligible for an Agency match in the 401(k) plan.

457 Plan

Upon employment, all employees become eligible to participate in employee elective deferrals into this plan.

CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT (COBRA)

Effective Date: **October 1, 2017**

When an eligible employee terminates employment with SCHRA, the employee or qualified beneficiary is entitled to continue participating in the Agency's group health plan for a prescribed period of time, usually 18 months. In certain circumstances, such as an employee's divorce or death, the length of coverage period may be longer for qualified dependents.

1. General notice of coverage is sent to employees and spouses covered by the plan within 90 days of individual's coverage date.

2. Written notice of continued health insurance coverage is provided to the terminated employee and/or dependents by the Human Resources Director within 14 days of the qualifying event.

3. Employees must decide whether to continue coverage within 60 days after the date coverage would otherwise terminate due to the qualifying event.

4. If a former employee chooses to continue group benefits under COBRA, he/she must pay the total applicable premium plus a 2% administrative fee [optional and may vary by state]. The first payment must be received 45 days after the initial election, and thereafter, no later than the fifth (5th) working day of each month.

5. Coverage ceases if the former employee fails to make premium payments as scheduled, or within 30 days of the scheduled payment, becomes covered by another group plan or becomes eligible for Medicare, or when the plan terminates for all employees.

6. For detailed information or questions on COBRA, employees are requested to check with the Human Resources Director.

WORKERS' COMPENSATION

Effective Date: **October 1, 2017**

SCHRA employees hurt on the job may be entitled to benefits under Workers' Compensation.

Employee Responsibilities

1. Inform the immediate supervisor of the injury or accident as soon as possible and no later than 24 hours after the accident. The employee should immediately fill out a Accident/Injury Form which will include the following:

    a. Date, time, and place of injury or accident.
    b. Brief description of conditions that caused the injury or accident.
    c. Description of injured parts of the body or disease resulting from the injury or accident.

2. Request doctor to promptly provide information requested by the employer about the condition of the employee.

3. Keep records of all bills, dates of treatment, compensation payment dates worked and not worked, to whom the injury or accident was reported, and any other information relating to the employee's injury or accident.

4. Time off from work due to an on-the-job injury resulting in a serious health condition may also be counted against eligible employee's FMLA annual allowance.

TRAINING AND DEVELOPMENT

Effective Date: **October 1, 2017**

SCHRA believes employees are a valuable partner in meeting the Agency's mission, values, and vision. SCHRA supports the development of employees' and volunteers' skills through both in-house and external training opportunities. It is a joint responsibility between Agency management and employees to identify training opportunities and needs. Training and leadership development plans are part of the annual job performance review process.

In-Service Training

It is the policy of the SCHRA to provide in-service training as needed for employees on an individual and/or group basis, in topics related to their current and future work. Employees assigned to in-service training as a part of regular duties, are expected to attend and participate as a job responsibility. Such training will be provided, as funds and time is available. All employees are encouraged to make recommendations to supervisors concerning possible topics for in-service training.

Education Leave

Up to five (5) hours per week of paid leave may be granted for education leave for attendance at vocational/ technical schools, colleges or universities to enable a regular full-time employee to improve his or her education level. The course of study must be relevant to the employee's present position or potential position with the Agency. The employee is expected to maintain a satisfactory level in job performance. Failure to do so will dictate immediate disapproval of education leave. Fraudulent enrollment, illegal, or inappropriate conduct may result in employment termination or other disciplinary action, at the discretion of the Executive Director.

The employee must submit proof of acceptance into a particular institution or vocational/technical school, proof as to class participation and satisfactory grade maintenance of at least a grade "C" or its equivalent in order to participate in the educational leave.

An application for education leave must be submitted at least fifteen (15) days prior to each quarter, semester or other training period and must be approved by the employee's supervisor, Program Director/Manager and the Executive Director. If requested, evidence must be presented to show that classes are not available in an evening session for the same course.

Seminars

Each employee of the Agency will be encouraged to further his or her personal and career development through academic study and by such other means as will contribute to further service to the Agency and not in conflict with regular duties.

Payment of fees for conferences or other training experiences will be made when recommended by the supervisor, approved by the Executive Director, and when such plans are:

- Complimentary to Agency purposes.
- Deemed to be of special or needed benefit to individual's career.
- Submitted in advance for approval by the Executive Director.
- Not disruptive of responsibilities even though training may occur during normal working hours.

If Agency management requires an employee to attend any seminar or educational course, the time will be compensable and normal overtime rules apply. Time spent attending employee-requested seminars and educational courses are not counted as hours worked for overtime purposes.

Other Training
Other training courses are offered on an annual or as needed basis and may include, but are not limited to, the following:

a. Computer training
b. Diversity training
c. Harassment training
d. First aid and CPR
e. Abuse and neglect reporting (see Head Start Specific information below)

Head Start/Early Head Start

Head Start/Early Head Start staff must participate in a minimum of 15 hours annually of structured training to acquire knowledge and skills including:

a. Methods for identifying child abuse and neglect.
b. Best practices for implementing family engagement strategies in a systemic way.
c. Methods to improve child and family outcomes.
d. Research-based approaches for education staff.

Education staff must participate in a research-based, coordinated coaching strategy that:

a. Assesses strengths, areas of needed support, and staff that would benefit most from intensive coaching.
b. Provides opportunities for intensive coaching, as appropriate.
c. Provides opportunities for other forms of research-based professional development aligned with program performance goals.
d. Ensures assessment results are not used for punishment without providing time and resources for staff to improve.

EDUCATION ASSISTANCE

Effective Date: **October 1, 2017**

SCHRA recognizes that the skills and knowledge of its employees are critical to the success of the Agency. The Education Assistance Program encourages personal and professional development through formal education so employees can elect to maintain and improve job-related skills or enhance their ability to compete for jobs within SCHRA.

Eligible employees include:

a. Those who remain on active payroll and are performing their job satisfactorily through completion of each course may continue to receive education assistance.
b. Those who have completed and submitted a written request and obtained prior approval from the Program Director, Finance Director, and Human Resources Director.
c. Those whose training is explicitly authorized by the Program Director, Finance Director, and Human Resources Director or a funding agency.

The guidelines for reimbursement include courses taken and passed with a grade of “C” or better in the course from an accredited, academic institution.

SCHRA will reimburse courses which have a pass/fail grade when directly related to job duties and/or part of a license/certification related to position held by employee (within budget limitations).

Fees reimbursable include tuition, books, and lab fee for up to two (2) courses per semester or quarter unless otherwise approved by Executive Director.

Approval for participation in the program depends on availability of funds in the budget.

Individual courses or classes that are part of a degree, licensing, or certification program must be related to the employee’s current job duties or a foreseeable future position in the Agency in order to be eligible for educational assistance.

While educational assistance is expected to enhance employee performance and professional abilities, SCHRA cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or any pay increase.

If an employee voluntarily separates from SCHRA employment within one (1) year of receiving training, the employee may be required to repay up to 100% of the original educational assistance payment.

EMPLOYEE PARTICIPATION IN PROGRAM SERVICES

Effective Date: **October 1, 2017**

SCHRA employees may participate in programs or services operated by the Agency. Employees must meet all program eligibility requirements and are not given priority or preferential treatment over other applicants. All employees are required to pay fees if a program requires a fee for service(s).

Employees should be advised that the services' application process may include more oversight than usual in order to avoid any appearance of conflict of interest. Employee questions about the process should be directed to Program Director of Services.

SECTION 4

TIMEKEEPING AND PAYROLL

HOURS OF WORK

Effective Date: **October 1, 2017**

SCHRA maintains work hours in accordance with federal and state regulations and in accordance with workload, program participants' requirements, and the efficient management of personnel resources.

1. The workweek of the Agency begins at 12:00 a.m. Sunday and ends at 11:59 p.m. on Saturday.

2. Standard working hours are 8:00 a.m. to 4:30 p.m. Monday through Friday.

3. Employees may be required to work hours different from their regular schedule, such as evenings or weekends, depending on the needs of the Agency.

4. Non-exempt employees receive an unpaid meal period of 30 or 60 minutes in length and two 15 minute paid breaks. Fifteen-minute breaks may not be taken at the beginning or end of the day or combined with the meal period. Smoke breaks are to be included as a part of the breaks given to each employee.

5. Lunches should be taken away from the employees' work area between the hours of 11:30 a.m. – 1:30 p.m. and accommodate staffing needs and operating requirements.

6. During the meal break, employees are relieved from duty and are free from interruptions except when an emergency arises. If a nonexempt employee is unable to take an uninterrupted meal break during their shift, the employee should notify the supervisor, who assigns relief so the meal break can be taken or authorize the additional time. Employees may not work through meal periods without prior approval from their supervisor. Due to the required participation of the Head Start/EHS classroom staff (teachers' assistants/aids, nutrition workers) lunch will be taken to coincide with the classroom schedule.

7. Nonexempt employees scheduled to attend a meeting, training class, workshop, or seminar at the request of the Agency is paid for the hours of the meeting or seminar and the travel time within normal working hours. If employee is driving a car, they will be compensated for the hours outside normal working hours.

8. The Agency retains the option to determine the mode of transportation for which it pays travel time for any given trip. An employee is not paid for travel time exceeding the time required for selected mode of transportation.

9. Travel time to and from home is not considered work time and therefore is not paid.

10. Exempt employees that attend a meeting or class will not receive additional compensation.

OVERTIME/COMPENSATORY TIME

Effective Date: **October 1, 2017**

SCHRA maintains work hours in accordance with federal and state regulations and in accordance with workload, program participants' requirements, and the efficient management of personnel resources. In order to meet client needs, it may be necessary for employees to work hours in addition to their normal work schedule.

The immediate supervisor will approve any deviations from regularly scheduled work hours in advance, approve all overtime hours in advance and approve employees' time card/activity reports. Disciplinary action may be taken for no prior approval for overtime obtained, refusal to work required overtime, or failure to record overtime worked.

The Agency allows the practice of "compensatory time" for non-exempt employees under these guidelines.

- Compensatory time must be approved in advance by supervisor.
- Compensatory time earned will be supported by properly completed sign-in/sign-out sheets and/or time sheets/personal activity report, approved by supervisor.
- Compensatory time is provided at an hour for hour basis for hours worked in excess of 37.5 in a work week but less than 40. One and half times the hours will be given for hours worked in excess of 40.
- Compensatory time should be taken as soon as possible upon earning, preferably during the same time period earned.
- Compensatory time must be used prior to paid sick or annual leave.
- Compensatory time earned may be applied retroactively to previous absences only within the same pay period at the discretion of the supervisor.
- Upon termination, any unused compensatory time will be paid on the final pay check.
- Any work schedule that may routinely exceed 40 hours per week must be approved by Program Director and Executive Director prior to the schedule changing.
- Unused compensatory time is paid upon termination of employment.

Compensatory time will be the standard compensation for hours worked over an employee's normal work week.

Payment for overtime (hours exceeding an employee's normal scheduled work week) will only if compensatory time does not apply.

TIMEKEEPING

Effective Date: **July 1, 2018**

Federal and state law and regulations require SCHRA to maintain accurate records of all time worked by employees. Employees must record all time actually spent on the job performing assigned duties or other work-related projects.

1. New employees will receive training during orientation on procedures for completing time sheets/personal activity reports (PAR) and use of sign in/sign out sheets.

2. All employees must accurately record the following daily:

   - Beginning and ending work time.
   - Beginning and ending of each unpaid meal period.
   - Beginning and ending time of any split shift.
   - Beginning and ending time of any departures, business or personal leave from work.
     - Comments should be added when departures from work happened during work hours to allow the supervisor the ability to determine if the departure is for work related activity or a personal absence.
   - Approved time-off (vacation, holiday, jury duty, etc.).

3. Employees are responsible for recording and verifying their own time worked. Tampering, altering, or falsifying time records or recording time on another employee's time sheet/PAR is not allowed and may result in disciplinary action, up to and including termination. Under no circumstances is an employee allowed to record time for another employee.

4. When an employee is on leave at the time when time sheets/PARs are due, the supervisor may submit a timecard for the employee. Consequently, when a supervisor submits a time card for an employee, it is the employee's responsibility to verify hours reported for that pay period upon receipt of pay. The employee should report any discrepancies to their supervisor and the Payroll Technician immediately.

5. Employees who are late to work should record the time they actually started work. Lateness may be reflected in paychecks. Excessive tardiness may be cause for disciplinary action.

6. Only actual time worked is to be counted when calculating overtime.

7. Time sheets/PARs must be submitted to the Payroll Technician by three (3) working days after the end of the pay period. It is the responsibility of the employee to submit the time sheet/PAR on schedule. Failure to do so may result in not receiving a check for time worked until the next pay period.

8. It is the employees' responsibility to sign time sheets/PARs to certify the accuracy of all time recorded. This is accomplished through the employee's electronic submission of time sheet/PAR or signature on a paper time sheet/PAR. The supervisor reviews and approves by "electronic" approval or manual signature

before they are submitted and processed for payroll. In addition, if corrections or modifications are made to the time sheets/PARs, both the employee and the supervisor must verify the accuracy of the changes. Payroll Technician or supervisor who makes changes on time sheets/PARs should notify the employee that a change has been made and the reason for the change.

9. The Executive Director's time and attendance is reviewed and approved by the Executive Secretary each pay period. Additionally, the Board Chairperson shall review and sign the time and attendance reports for each pay period at or before each bi-monthly board meeting to ensure activity reports are in compliance with applicable federal and state laws.

10. Any exceptions to the above procedures must be approved by Human Resources Director and Finance Director.

PAYCHECK DISTRIBUTION

Effective Date: **October 1, 2017**

SCHRA is committed to maintaining appropriate control regarding the security and distribution of employee paychecks.

1. Employees receive paychecks or direct deposit vouchers on a biweekly basis.

2. Payroll checks are electronically deposited to an account at a financial institution that the employee designates. Employees are responsible for notifying the Payroll Technician of any change in banks or bank accounts to ensure the proper direct deposit of payroll to the employee's account.

3. Employees must have direct deposit. Employees are responsible for keeping their bank information current.

4. Notify the Payroll Technician or Finance Director immediately of a missing or incorrect pay deposit.

5. An annual payroll audit is conducted which requires a signature and two forms of ID by each employee.

WAGE AND SALARY ADMINISTRATION

Effective Date: **October 1, 2017**

Being responsive to market influences and federal and state prevailing wage requirements, SCHRA strives to recruit and retain highly qualified individuals. Equitable and compliant wage and salary administration not only recognizes different performance levels among employees, but also provides financial incentive for employees at all levels of the Agency.

Employees receive fair and equitable compensation not to exceed salaries for similar positions in the community and do not receive less than minimum wage. SCHRA has an established pay schedule as part of an approved salary plan.

Employees may be considered for wage/salary adjustment based on the following situations:

a. Workload or job responsibilities adjustment

   - Adjustment for substantial, documented reassignments or changes in the duties/responsibilities within the same position may be initiated after consultation with immediate supervisor and Human Resources Director.

b. Change in position

   - An employee who moves from one position to another with a higher pay grade is paid at least the minimum of the new pay range.

   - Employees whose current salary is already within the pay range for the higher level position may be granted a salary increase dependent upon the availability of funds, internal equity, and other pertinent factors.

   - Change to a position in the same pay grade is not eligible for an increase, and change to a lower pay grade may be subject to a corresponding salary reduction. However, when the change is due to a re-organization, an employee's years of service, relevant experience in the job that the employee is transferring to and past performance will be considered when determining the rate for the new position which is in a different pay grade.

c. Merit increases

   - Increases are based on the level of performance identified through documentation, including an outstanding appraisal.

d. Cost of Living increases

   - Cost of living increases are determined by funding agency guidelines.
   - Employees who receive a salary increase as a result of a promotion or change in job responsibilities will receive a cost of living increase immediately.

- Cost of living allowances, if any, are determined annually and are subject to the approval of the Agency Governing Body. Cost of living allowances, including retroactive COLAs, are only paid to actively employed staff.

PAY TRANSPARENCY

Effective Date: **October 1, 2017**

The Agency will not discharge or otherwise discriminate against employees and job applicants for discussing, disclosing or inquiring about compensation.

PAYROLL DEDUCTIONS

Effective Date: **October 1, 2017**

SCHRA makes paycheck deductions from employee paychecks according to various laws and to pay for employee elected benefits. Various federal and state laws require SCHRA to make deductions for federal, state, and local income taxes and payments, as well as social security. In addition, eligible employees may voluntarily authorize deductions from their paychecks to cover contributions to the pension plan, health insurance, etc.

Mandatory deductions and wage attachments that are required by law are automatically made from all paychecks issued by SCHRA. These deductions may change as they are affected by changes in the amount earned, legislation, and the number of dependents declared. Employees desiring to change the amount withheld for taxes may submit a revised W-4 Form to the Human Resources Department.

Garnishments:

1. Additional deductions the Agency is authorized to make, or which are required by law (e.g., garnishments, child support), are automatically deducted and will not be stopped until proper documentation has been received.

2. Court orders, wage deduction summonses, tax levies, and other similar orders against an employee should be immediately forwarded to the Payroll Technician in the Fiscal Department.

3. The Payroll Technician will:

    a. Notify the employee of the legal action being taken against him/her.
    b. Provide the employee with a copy of the official court order or tax levy.
    c. Inform the employee of the dates the garnishment will be deducted from the employee's paycheck.
    d. Advise the employee of his/her rights under the Consumer Credit Protection Act (CCPA).

4. In the event that garnishment or similar proceedings are instituted against an employee, the Agency deducts and remits the required amount from the employee's paycheck in accordance with CCPA guidelines.

5. An employee may not be terminated for having a garnishment served against him/her.

TRAVEL/EXPENSE REIMBURSEMENT

Effective Date: **April 1, 2018**

SCHRA reimburses employees for prior approved actual and necessary travel and other expenses incurred while conducting Agency business.

1. Employees required to travel for business must obtain advance approval from their supervisor.

2. Employees have 10 days to submit travel reimbursement documentation for travel advances. Failure to submit timely travel reimbursement documentation may result in disciplinary action up to and including termination.

3. SCHRA reimburses employees through the guidance of the State of Tennessee Department of Finance and Administration Comprehensive Travel Regulations in regards to most reimbursement aspects of travel cost incurred while on Agency business, as approved by the Head Start Policy Council and Governing Board. Per Diem rates are determined by General Services Administration (GSA) regulations. (See #10)

4. SCHRA does not reimburse for personal activities while traveling or other expenses such as entertainment, liquor, and dry cleaning.

5. Employees should submit a travel expense report containing per diem within 10 days of completion of travel. Expenses will be reimbursed by the Fiscal Department within 3-5 working days after receipt.

6. Mileage is reimbursed to regular eligible employees at the prevailing rate for the State of Tennessee* for travel other than to and from the employee's residence and regular work site and includes:

   a. Travel from an employee's residence to a different meeting site (or returns) further than the regular work site, in which case only the additional mileage is reimbursed. If the mileage is less, no reimbursement will be made.
   b. Travel from the regular work site to a different site of official business and subsequent return to the regular work site is reimbursable for the mileage in both directions.

   **Rates may be reduced to adhere to grant fund availability.*

7. SCHRA requires employee to provide proof of a current driver's license and proof the employee has adequate (as defined by State of Tennessee) automobile liability insurance before driving any vehicle on SCHRA business. It is the employee's responsibility to keep this information current and up to date in their personnel file by submitting updated documents as renewals occur.

8. Employees involved in an accident while traveling on business must promptly report the incident to Property Officer and supervisor. If an accident occurs, the

employee's insurance is primary. Vehicles owned by the Agency, leased, or rented while traveling on business for SCHRA may not be used for personal use.

9. Employees driving or riding in any vehicle on Agency time are expected to observe area traffic laws, wear seatbelts, and refrain from using cellular telephones. SCHRA does not reimburse employees for tickets, fines, and other traffic violations incurred by the employee.

10. If an employee is traveling out of town and experiences an unforeseen emergency (extreme illness, family emergency, etc.) the employee may be reimbursed or provided travel cost for returning early with the approval of the Executive Director and/or the Board Chairperson.

SECTION 5

EMPLOYEE CONDUCT

SAFETY

Effective Date: **October 1, 2017**

To provide employees with a safe place to work, SCHRA operates as safely as possible in accordance with the Occupational Safety and Health Administration (OSHA) and other applicable federal and state laws and regulations. Each employee, as a condition of continuing employment, is required to work safely, to observe all safety rules and regulations, to wear required safety equipment, and to perform his/her job in a manner to avoid accidents and injury to others.

Executive Director and Facilities Manager will establish and communicate all safety policies and procedures including, but not limited to:

a. Inspecting work areas.
b. Training employees in health and safety matters, and ensuring that all staff and volunteers can demonstrate safety practices.
c. Maintaining safe practices in work areas.
d. Identifying unsafe conditions and eliminating any possible hazards present.
e. Investigating all accidents immediately.

Employees should:

- Report all safety and/or health-related inspections incidents to the Executive Director and/or Facilities Manager immediately.
- Reports all on-the-job injuries to the Benefits/Personnel/Benefits Specialist within 24 hours.
- Maintain readily available, fully equipped and up-to-date first aid kits appropriate for the ages served. The first aid kits are maintained at each location and available on outings away from the site. Each kit is accessible to staff members at all times and is kept out of the reach of children.
- Know the location of the list of emergency telephone numbers.
- Promote safety awareness among children and parents by incorporating it into child and parent activities as well as in interactions with all clients served.

Communicable Diseases Policy

Effective: **October 4, 2018**

South Central Human Resource Agency (SCHRA) decisions involving person who have communicable diseases shall be based on current and well-informed medical judgements concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternative for responding to an employee with a communicable disease.

Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infections hepatitis), viral hepatitis-B (serum hepatitis), human immune deficiency virus (HIV infection), AIDS - related complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS) and tuberculosis. SCHRA may choose to broaden this definition within its best interest and in accordance with information received through the Centers for Disease Control and Prevention (CDC).

SCHRA will not discriminate against any job applicant or employee based on the individual having a communicable disease. Applicants and employees shall not be denied access to the workplace solely on the grounds that they have a communicable disease. SCHRA reserves the right to exclude a person with a communicable disease from the workplace facilities, programs and functions if the organization finds that, based on a medical determination and after a reasonable accommodation, if available, is made, such restriction is necessary to avoid a substantial risk of serious harm to the individual or others. .

SCHRA will comply with all applicable statues and regulations that protect the privacy of persons who have a communicable disease. Every effort will be made to ensure procedurally sufficient safeguards to maintain the personal confidence about persons who have communicable diseases.

All SCHRA staff are required to abide by its Universal Precautions policy in order to protect themselves and others from communicable diseases.

Notification of Risk:

Upon notification of a possible or real exposure to a communicable disease, SCHRA will:

Confirm the source and verify information

Obtain sufficient facts about exposure

Notify exposed individuals upon known exposure

Inform individuals with fever above 101 degrees to leave work areas until they have no fever for a period of 24 hours. Individuals performing services inside customer's homes must provide a fitness for duty from a medical provider in order to return to work after being absent for influenza or other contagious illnesses. Employees must use any accrued compensatory time, sick leave or annual leave in lieu of sick Leave when absent from work for illnesses.

MEDICATION – ADMINISTRATION AND STORAGE

Effective Date: **October 1, 2017**

SCHRA adheres to all appropriate guidelines regarding the administration, handling, and storage of medication when necessary.

1. All medications, including those required for staff and volunteers, must be labeled and stored under lock and key and refrigerated, if necessary.

2. Center supervisory staff is designated to administer, handle, and store medications.

3. Center supervisory staff obtains physicians' instructions and written parent or guardian authorizations when appropriate for all medications administered by center staff.

4. An individual record of all medications dispensed is appropriately maintained and reviewed regularly with the child's parents.

5. All changes in a child’s behavior that have implications for drug dosage or type are recorded, and center staff provides assistance to parents in communicating with their physician regarding the effect of the medication on the child.

6. SCHRA ensures that all appropriate staff members can demonstrate proper techniques for administering, handling, and storing medication, including the use of any necessary equipment to administer medication.

HYGIENE

Effective Date: **October 1, 2017**

SCHRA promotes a safe and clean environment, including hygiene. Personal hygiene and good grooming are expected at all times. All staff and volunteers are required to follow the hygiene guidelines specified below which includes sanitation and safety.

Employees, volunteers, and children must wash their hands with soap and running water (at a minimum):

a. After diapering or toilet use.
b. Before food preparation, handling, consumption, or any other food-related activity (e.g., setting the table).
c. Whenever hands are contaminated with blood or other bodily fluids.
d. After handling pets or other animals.
e. Before and after giving medications.
f. Before and after treating or bandaging a wound.
g. After assisting a child with toilet use.

Nonporous (e.g., latex or similar) gloves must be worn by employees and volunteers when they are in contact with spills of blood or other visibly bloody bodily fluids.

Spills of bodily fluids (e.g., urine, feces, blood, saliva, nasal discharge, eye discharge, or any fluid discharge) must be cleaned and disinfected immediately in keeping with professionally established guidelines (e.g., standards of the Occupational Safety Health Administration, U.S. Department of Labor). Any tools and equipment used to clean spills of bodily fluids must be cleaned and disinfected immediately. Other blood-contaminated materials must be disposed of in a plastic bag with a secure tie.

Employees and volunteers must follow and conduct all sanitation and hygiene procedures for diapering to ensure the adequate protection of the health and safety of children.

Potty chairs that are utilized in a center-based program must be emptied into the toilet and cleaned and disinfected after each use.

Cribs and cots must be at least three (3) feet apart to avoid spreading contagious illness and to allow for easy access to each child.

DRESS POLICY AND APPEARANCE

Effective Date: **October 1, 2019**

SCHRA employees are required to present a positive image to the public and clients. Accordingly, each employee is required to wear appropriate attire for the work being performed. Appropriate dress is defined below, although job and work location should be taken into account as well.

Dress Requirements

1. At all times appearance is neat, clean, and professional. Employees with community and client contact are expected to wear appropriate attire.

2. Each supervisor is responsible for monitoring the dress policy.

3. Business casual dress includes items such as:

    a. Blazers and sport coats
    b. Casual dresses (appropriate cut and length for our business environment - no more than 2" above knee)
    c. Skirts (appropriate cut and length for our business environment - same as above)
    d. Shirts (oxford, polo, blouses, button-down, turtleneck, agency logo shirts)
    e. Sweaters
    f. Slacks - (may be jeans on days when not meeting with business professionals)
    g. Loafers, dress shoes, flats
    h. Maintenance, kitchen, catering, food distributions and classroom staff – job and safety appropriate clothing
    i. Special Project Clothing - can wear appropriate length (same as above) shorts, t-shirts, general work clothing when moving offices, working with inventory, or other facility related work.

4. Dress which is <u>not</u> acceptable includes items such as:

    a. Tank tops/halter tops/low-cut tops/cropped tops/shorts/skorts
    b. Sweatbands/bandannas
    c. Open toe with open heel sandals or shoes (for safety sensitive positions)
    d. Shoes with heels over three (3) inches

5. Clothing that contains extensive and/or offensive graphics or messages are not permitted in the workplace or outside the workplace while conducting business.

6. Employees working with the children and/or going to the playground must wear closed toe and closed heel shoes with heels less than three (3) inches.

7. Employees providing In-Home care services must wear closed toe and closed heel shoes. Heels should be less than three (3) inches high.

8. Long fingernails and loose, flowing garments that can be caught or pulled are prohibited.

9. If an employee/volunteer is inappropriately dressed or groomed, he/she is instructed to go home, make necessary changes, and to return to work in a reasonable amount of time. This time will not be compensated. Any questions regarding what is or is not appropriate attire at the Agency should be directed to Human Resource Director.

GENERAL HOUSEKEEPING

Effective Date: **October 1, 2017**

SCHRA promotes a neat, clean, and orderly work area that contributes to efficiency and creates a good impression for those served.

Please follow these guidelines:

1. Beverages should be kept in lidded containers to avoid accidental spills that may damage office equipment or other work materials.

2. Empty soda cans, coffee cups, and food containers are to be kept to a minimum for health and safety purposes.

3. Personal items brought into the work area should not overwhelm employees' desks or otherwise create a work hazard.

4. Space heaters and other electrical equipment must be pre-approved prior to use to prevent work place hazards.

5. Music and sound devices should only be utilized in a non-disruptive manner to those around you including other employees and those served. Headphones are permitted with prior approval from employee's direct supervisor.

SECURITY/INSPECTION

Effective Date: **October 1, 2017**

SCHRA has the right to inspect all Agency equipment/property and any items on our property. Security concerns may warrant inspection of a facility and any personal property on the premises, including vehicles, purses, backpacks, lunch containers, and other items.

There is ***no*** guarantee of privacy. Authorized individuals may have access and business needs to retrieve information of any voicemail, computer data, and/or e-mail.

WORKPLACE ACTIVITY MONITORING

Effective Date: **October 1, 2017**

SCHRA maintains the right to conduct workplace monitoring for the purposes of quality control, employee safety, security, and the satisfaction of those serviced by SCHRA. SCHRA is sensitive to the legitimate privacy rights of staff, volunteers, and those served. Every effort will be made to conduct workplace monitoring in an ethical and respectful manner.

SCHRA may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

SAFE ENVIRONMENT

Effective Date: **October 1, 2017**

To maintain a safe work environment and prevent workplace violence, SCHRA does not tolerate acts of workplace violence committed by or against employees and/or all persons involved in the SCHRA's operation. Employees are prohibited from making threats or engaging in violent acts.

We enforce the following:

1. All employees, volunteers, and community members should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, horseplay, or other conduct that may alarm or be dangerous to others.

2. All threats of violence, or violent acts, whether direct or indirect, should be reported immediately to the Executive Director and Human Resource Director. This includes threats or stalking by employees, clients, community members, vendors, solicitors, or other members of the public. Human Resources Director and/or supervisor should attempt to obtain the most specific and detailed information as possible from the affected individual. Executive Director determines whether threats of physical violence will be reported to law enforcement.

3. All suspicious individuals or activities should be reported as soon as possible to Executive Director/Designee.

4. Conduct that threatens, intimidates, or coerces another employee, parent, child, or member of the public at any time, including off-duty periods, is not tolerated. This prohibition includes all acts of harassment (refer to Harassment Policy).

5. Thorough and prompt investigation of all reports of disputes, threats of violence, actual violence, or suspicious individuals and activities will be conducted. Anyone determined to be responsible for threats of or actual violence or other conduct is in violation of these guidelines and is subject to prompt disciplinary actions up to and including termination and/or legal action as appropriate.

6. Dangerous or hazardous devices or substances are prohibited on the premises.

WEAPONS

Effective Date: **October 1, 2017**

SCHRA strictly prohibits firearms and weapons on the Agency's property. Employees are also strictly prohibited from carrying firearms, knives, or other weapons while they are in the course of their employment, regardless of whether they are on the Agency's property or at a location where firearms or weapons are otherwise allowed. This restriction during the course of employment applies to all employees and volunteers, and includes any location where the Agency's service is conducted.

Any employees in violation of this policy are subject to disciplinary action, up to and including termination and/or legal action as appropriate.

In Tennessee, the only exception to the foregoing pertains to employees who are properly licensed to carry concealed weapons. Those employees, and only those employees, are permitted to carry and/or store concealed weapons and/or ammunition, but only in their own motor vehicles. Such weapons and ammunition will remain concealed while in the employee's own motor vehicle (i.e., indiscernible from the ordinary observation of a person located outside and within the immediate vicinity), and will not leave the employee's own motor vehicle while it is on the Agency's property or at any time the employee is in the course of employment.

This policy does not pertain to authorized security or law enforcement personnel.

SMOKING/TOBACCO USAGE

Effective Date: **October 1, 2017**

All SCHRA programs and services will be conducted in a tobacco-free environment in order to promote wellness and maintain a safe, healthy, and efficient work environment. The term “tobacco-free” refers to all forms of tobacco and nicotine products, consumed by smoking or non-smoking means, such as cigarettes, cigars, pipes, e-cigarettes, snuff, chewing tobacco, etc. Nicotine patches are permissible. This policy applies to all persons in the SCHRA’s facilities.

No one may use tobacco or smoke anywhere on SCHRA’s premises other than designated smoking or tobacco areas outside the building. Employees who want to use tobacco or smoke during work hours must leave the premises (building) during break periods. Any employees in violation of this policy are subject to disciplinary action, up to and including termination.

Complaints for violation of this policy should be submitted to Executive Director.

DRUG AND ALCOHOL USE

Effective Date: **October 1, 2017**

SCHRA ensures the health and safety of others in accordance with the Drug Free Workplace Act of 1988. Accordingly, the unlawful manufacture, distribution, dispensing, possession, use, and being under the influence of a controlled substance (which could include prescription drugs), including cannabis and alcohol, is prohibited.

SCHRA maintains a drug and alcohol free awareness program to inform employees about:

a. The dangers of drug abuse in the workplace.
b. SCHRA's policy of maintaining a drug-free workplace.
c. Availability of an Employee Assistance Program (EAP).

Please be aware:

1. Employees are required to notify the immediate supervisor, Human Resource Director and Executive Director of any criminal conviction under a drug or alcohol statute for a violation occurring in the workplace no later than five days after such conviction.

2. Employees who have a problem with the use of controlled substances are encouraged to seek professional advice and assistance. One source of assistance may be a drug rehabilitation program acquired through health insurance provider or an Employee Assistance Program. If job performance is adversely affected by the use of a controlled substance, an employee must be instructed to seek help from their health provider. Participation in the rehabilitation program is confidential and is encouraged by SCHRA; however, it does not preclude normal disciplinary action or relieve an employee of responsibility for performing assigned duties.

3. An employee with a drug or alcohol problem that has not resulted in, and is not the immediate subject of the requirement to take a drug test or disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program under any legitimately recognized and licensed program. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all policies, rules, and prohibitions relating to conduct in the workplace; and such leave will not cause SCHRA undue hardship.

4. The legal use of controlled substances prescribed by a licensed medical physician is permitted and is not considered a violation of this policy as long as it does not impair the employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger persons involved at SCHRA. Employees are encouraged to volunteer this information to their immediate supervisor to ensure that all health and safety precautions are taken for all persons involved.

5. SCHRA has the right to require blood and/or urine samples in any of the following situations:

    a. All candidates for employment may be required to submit blood and/or urine samples as a condition of an employment offer. This testing is done at the same time and in conjunction with the employment physical examination, if required. In the event that the drug test is positive, the employment offer is immediately rescinded.
    b. Each prospective employee is informed of the drug-free workplace policy at the time of the interview and again at the time of the employment offer.
    c. A current employee involved in any accident involving injury or Agency property damage at the work site or while on duty, occurring under circumstances indicating the employee's use of drugs or alcohol may have caused or contributed to the accident.
    d. SCHRA has reasonable suspicion that an employee's behavior is being influenced by one or more illegal drugs, alcohol, or misuse of a controlled substance.

6. Employees refusing to submit to a test or testing positive for drugs or alcohol are subject to disciplinary action up to and including termination. SCHRA determines, on a case-by-case basis, whether first-time offenders are allowed to seek counseling/rehabilitation as an alternative to termination.

7. Any employee testing positive has the right to appeal the results and have the original sample retested at his/her own expense. If the test again indicates a positive result, SCHRA may take disciplinary action up to and including immediate termination.

8. Any employees in violation of this policy are subject to disciplinary action, up to and including termination and/or legal action as appropriate.

EMPLOYEE ASSISTANCE PROGRAM

Effective Date: **October 1, 2017**

It is the policy of the Agency to assist employees with counseling and referral services.

Personal difficulties can adversely affect job performance. Accordingly, employees experiencing personal problems are encouraged to seek assistance from their supervisor. SCHRA has an Employee Assistance Program (EAP) which offers professional counseling and other services for employees experiencing personal issues. You may find out more about this program by contacting the Human Resources Director.

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

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

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

- Employees needing extended treatment may request a FMLA in accordance with the Agency's leave policy.

FIRE SAFETY/PREVENTION

Effective Date: **October 1, 2017**

SCHRA maintains a safe environment through fire prevention and communicating appropriate procedures for all persons to follow in case a fire should occur within SCHRA buildings.

Fire Prevention

1. Know the location of the nearest fire extinguishers and ensure they are kept accessible at all times.

2. Notify Maintenance Department if an extinguisher is used or if the seal is broken. Extinguishers rated A, B, or C can be used for paper, wood, or electrical fires.

3. All flammable liquids must be stored in approved and appropriately labeled safety cans and not exposed to any ignition source.

In Case of Fire

1. If the fire is small and contained, locate the nearest fire extinguisher. This should only be attempted by employees who are knowledgeable in the correct use of fire extinguishers.

2. Dial 911 or the local fire department if necessary.

3. If possible, immediately contact Executive Director or Maintenance Craftsman. Evacuate all people from the area. Assist clients and vulnerable people to evacuate.

4. If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.

5. Proceed in an orderly fashion to a predetermined location near the building. Be present and accounted for during roll call.

6. When the fire department arrives, direct the crew to the fire. Do not re-enter the building until directed to do so by the fire department.

Emergency Evacuation

1. Stop all work immediately.

2. Contact outside emergency response agencies, if needed.

3. Shut off all electrical equipment and machines, if possible.

4. Assist clients and vulnerable persons in the area to evacuate.

5. Walk to the nearest exit, including emergency exit doors.

6. Exit quickly, but do not run. Do not stop for personal belongings.

7. Proceed in an orderly fashion to a parking lot near the building. Be present and accounted for during roll call.

8. Do not re-enter the building until instructed to do so.

ELECTRONIC MEDIA USE

Effective Date: **October 1, 2017**

SCHRA requires all persons with access to Agency Internet, intranet, and e-mail systems are responsible for seeing that they are used properly and in accordance with the following policy. Questions concerning the policy should be directed to the SCHRA Network Administrator.

1. The Internet, intranet, and e-mail systems are for business purposes. Conducting personal business including accessing social media should be limited to non-working hours such as lunch breaks and before or after work.

2. Employees using the Agency's electronic media are expected to comply with all aspects of our Policy and Procedures. At no time should any subject matter of a sexual or violent nature be viewed, printed, or distributed.

3. The Agency may block Internet sites or protocols that the Agency deems to be inappropriate or may contain the risk of harmful or malicious programs. A site that is not blocked should not necessarily be considered acceptable. Employees must immediately leave inappropriate sites they encounter.

4. There is no personal privacy in any material created, received, or sent from the Internet or e-mail system. SCHRA, at its discretion, reserves the right to monitor and access any matter created in, received through, or sent from the Internet or e-mail system.

5. Messages sent during working hours should be sent only with good business reason for doing so. Copies should be forwarded only for good business reasons.

6. Each employee is responsible for the messages that are sent from his/her computer. Employees with e-mail passwords should not share their passwords with anyone. Passwords are to be kept strictly confidential.

7. Sending e-mail messages under an assumed name or obscuring the origin of an e-mail message sent or received is strictly prohibited.

8. All e-mails must follow Agency policy banning solicitation and distribution. Chain letters, pyramid schemes, promoting political or religious beliefs or tenets, and other solicitations are prohibited.

9. Employees are prohibited from engaging in any communication that is in violation of federal, state, or local laws.

10. No e-mail that constitutes intimidating, hostile, or offensive material on the basis of race, color, religion, sex, national origin, age, disability (physical or mental), veteran status, pregnancy, marital status, medical condition, sexual orientation, gender identity or any other status protected by federal, state, or local law or regulation may

be created, sent, or received at any time. SCHRA's policy against harassment applies fully to the Internet and e-mail system.

11. The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

12. To ensure a virus-free environment, no files may be downloaded from the Internet unless the origin of the message is known. E-mail messages and attachments should not be opened unless the sender is known to the receiver.

13. Employees should not access electronic data such as Agency maintained databases, e-mail, etc. with any other user's access codes than their own. User accounts and passwords should be confidential and staff should follow the Electronic Use Policy, maintained by the IT Department, when using electronic devises used to perform day-to-day operations requiring the use, access and maintenance of computer programs used by Agency.

14. All confidential information sent over external networks by any means must be encrypted with approved Agency technology. Certain types of transmissions may require additional controls. Please contact the Network Administrator for further guidance.

15. Employees must not disclose any Agency confidential or internal information on external bulletin boards, blogs, web pages, instant messages, etc., without an Agency's executive approval. This applies to all social media sites and other similar types of external locations.

16. Employees must not stream audio from the internet, use stock tickers, partake in internet gaming, or use systems in a manner that interferes with normal business functions in any way.

17. SCHRA purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, neither SCHRA nor any of its employees may reproduce such software for use on more than one computer.

18. Employees who become aware of misuse of the Internet, intranet, or e-mail system should promptly contact the Network Administrator and the Human Resources Director.

19. Any employees in violation of this policy are subject to disciplinary action, up to and including termination.

PERSONNALY OWNED ELECTRONIC DEVICE USE

Effective Date: **October 1, 2017**

SCHRA ensures public safety and a productive work environment in regards to the use of personally owned electronic devices at the Agency. Personally owned electronic devices include, but are not limited to, cell phones, tablets, and e-readers.

1. Employees may carry and use personal cell phones and other electronic devices while at work on a sporadic basis. If employee use of a personal cell phone causes disruptions or loss in productivity, the employee may become subject to disciplinary action per Agency policy.

2. Personal cell phones will be turned off or set to silent or vibrate mode during meetings, conferences, and in other locations where incoming calls and/or texts may disrupt normal workflow.

3. Personal cell phones may be used for Agency business on a sporadic basis. With prior approval of the Executive Director and Finance Director, an employee may be reimbursed for business calls received on personal cell phones. .

    a. If an employee is operating an Agency vehicle and receives a call on a cell phone, the employee will pull to the side of the roadway, into a parking lot or other safe location to answer or respond to the call. Failure to follow this policy may result in disciplinary action up to and including termination
    b. If an employee is operating his/her personal vehicle and receives a business call on a cell phone, the employee will pull to the side of the roadway, into a parking lot or other safe location to answer or respond to the call.

4. Neither Agency nor personal cell phones may be used to “Text” while driving.

5. Use of cell phones is not permitted in the classroom during scheduled classroom activities.

AGENCY OWNED CELL PHONE POLICY

Effective Date: **October 1, 2017**

Cell phones are official Agency property. Agency cell phone are issued to employees for the purpose of conducting official Agency business. This policy includes voice, text, data, and camera capabilities.

Agency cell phones may be issued to employees whose responsibilities include frequent work communication while on travel and/or away from their permanent workstation, or where landline telephone service is not available. Requests for cell phones must be made from a Program Director or higher to the Purchasing Officer. Phones may be denied based on Agency funds availability, determined lack of need or an employee's prior misuse of Agency resources.

Employees are responsible for proper safeguarding of their assigned cell phone device. Employees must reimburse the Agency if improper or negligent care leads to damage or loss of a cell phones.

Employees are allowed limited, de minimis personal use of cell phones. This personal use must not: 1) result in the loss of work productivity, 2) interfere with official duties, 3) result in additional expense to the government, or 4) violate the Agency Standards of Conduct.

The use of Agency cell phone to place calls while driving is generally prohibited. However, SCHRA issued cell phones are equipped with a built in hands-free device that must be used for mobile voice calls only in critical and time sensitive situations. The use of Agency cell phone to text message, check e-mail or browse the internet while driving is prohibited.

SCHRA employees with cell phones are not authorized to make any changes to their Agency cell phone service or account. The Purchasing Officer is the only authorized agent to make any changes to the Agency cell phone accounts or services with the cell phone service provider.

The use of Applications (APPS) on Agency cell phone is restricted to authorized APPS which are monitored and distributed by the Purchasing Officer and the Network Administrator.

Unauthorized or inappropriate use of Agency cell phone may result in: 1) loss of use of cell phone, 2) disciplinary or adverse action, or 3) being held personally liable for any costs associated with the inappropriate use.

Employees separating from the Agency must return their cell phone to the Purchasing Department. Failure of a separating employee to return an assigned cell phone device may result in a deduction from the employee's final paycheck.

SOCIAL MEDIA

Effective Date: **October 1, 2017**

SCHRA has determined that social media is a tool that can be used to further the mission and goals of the Agency. Social media can provide a cost-effective method of engaging communities in discussion, fostering positive relationships with clients, and representing SCHRA in these emerging electronic communications.

While SCHRA has no intention of controlling employees' actions outside of work, it is important that employees practice caution and discretion when using Internet-based social media websites and posting content that could affect SCHRA's business operations or reputation.

These guidelines apply to employees or contractors who create or contribute to blogs, wikis, social networks, virtual worlds, or any other kind of social media and identify themselves as employees of SCHRA or comment on the Agency.

While all SCHRA employees are welcome to participate in social media, employees who participate in online commentary are expected to understand and to follow the following simple but important guidelines. Employees should participate online in a respectful, relevant way that protects the Agency's reputation, forwards the mission and vision of the Agency, and follows the letter and spirit of the law.

1. Employees should:

    a. Be transparent and state that they work at SCHRA. If they are writing about SCHRA, they are to use their real name, identify that they work for SCHRA, and be clear about their role.

    b. Never represent themselves or SCHRA in a false or misleading way. All statements must be true and not misleading; all claims must be substantiated.

    c. Post meaningful, respectful comments—no spam and no remarks that are off-topic or offensive; use common sense and common courtesy.

    d. Protect sensitive or personal information. Efforts to be transparent should never violate SCHRA's privacy, confidentiality, and legal guidelines for external communication. Clients of SCHRA should <u>never</u> be discussed.

    e. Stick to their area of expertise and feel free to provide unique, individual perspectives on non-confidential activities at SCHRA.

    f. Keep disagreements with others' opinions appropriate and polite. If they find themselves in a situation online that looks as if it's becoming antagonistic, they should not get overly defensive and not disengage from the conversation abruptly, but ask the Executive Director for advice and/or disengage from the dialogue in a polite manner that reflects well on SCHRA.

g. Never comment on anything related to legal matters, litigation, or any parties SCHRA may be in litigation with.

h. Never participate in social media when the topic being discussed may be considered a crisis situation. Even anonymous comments may be traced back to their or SCHRA's IP address. Refer all social media activity around crisis topics to Program Director and/or Executive Director.

i. Always protect themselves, their privacy, and SCHRA's confidential information. Social media users should always be aware that these types of communications are considered public records.

2. Personal use of social media is the right of every employee using their own equipment and on their own time. They are expected to never post or create anything that would be potentially embarrassing to SCHRA or considered offensive. It should be clear that the views expressed are not necessarily those of SCHRA.

3. Any employees in violation of this policy are subject to disciplinary action, up to and including termination.

AUDIO AND VIDEO RECORDING

Effective Date: **October 1, 2017**

The practice of audio or video recording Agency conversations and/or training sessions with co-workers and customers without prior written consent is in direct conflict with the Agency's philosophy to create an environment built on trust and open communication as its team works together to generate new thoughts and ideas to further advance the success of the Agency and/or discuss and resolve business issues.

Co-workers are not permitted to audio or video record conversations with other Agency wo-workers or customers of the Agency using any recording device unless prior written approval is received by the Executive Director as well as all meeting participants.

The following guidelines must be met before consideration will be given to any request to record a conversation:

- There must be a clearly defined and legitimate business purpose for the recording.
- Agency-owned recording devices must be used as requested from Human Resources and must be appropriately checked in/out.
- The recording device must be visible and in plain view to all participants.
- The purpose of the recording must be clearly announced at the beginning of the recording to all participants.
- The resultant recording must be maintained on Agency premises.

The Agency's security system is the only exception to this policy.

Co-workers in violation of this policy are subject to corrective action, up to and including termination. If co-workers have any questions or clarification on these guidelines, they should follow the Grievance/Problem Resolution Policy.

USE OF OFFICE EQUIPMENT, MAIL, AND SUPPLIES

Effective Date: **October 1, 2017**

SCHRA telephone and mail facilities are available during working hours for effective communication with the Agency's service recipients and business associates. The Agency's mail system and supplies are not for personal use.

1. Use of the Agency's telephone lines should be confined to business calls. Incoming and outgoing personal telephone calls should be limited to those that are necessary and should be as brief as possible.

2. Agency stationery may not be used for personal correspondence as any communication sent out on Agency stationery might be considered official communication.

USE OF AGENCY VEHICLES

Effective Date: **October 1, 2017**

Agency employees may need to travel within the service area of the SCHRA on business. When available, Agency motor pool vehicles should be used for this travel. The Agency prohibits using Agency owned or leased vehicles for personal use.

Program Directors may assign for long term use an Agency owned or leased vehicle to an employee who travels on a daily basis between different work sites of the Agency. Assigned vehicles are to be kept at the employee's designated work site.

Motor pool vehicles that are signed out on a daily basis must be checked out and in with the Property Officer by signing the log for the vehicle being received.

Mileage Logs must be completed at the time of use. Vehicle should be filled with gas before being returned to the motor pool. Vehicle will be returned to the motor pool inside fenced area and keys, gas ticket, and mileage log returned to Property Officer at the end of the business day unless the following occurs:

- The employee returns after the motor pool has been closed. The vehicle should then be parked in a lighted area of the parking lot and returned promptly the next business day.

- With the prior approval of the Executive Director or Governing Board Chairperson, a vehicle may be stored / parked temporarily at an alternate site overnight. This is for employees who have temporary travel assignments which causes them to travel before or after regular business hours. Eligibility for this provision will include the purpose of the travel, cost benefit and an assessment of the efficiency of employee's work time.

Employees operating any vehicle (Agency or personal) in the performance of their job duties must possess a valid driver's license and general liability automobile insurance. It is the employee's responsibility to keep their license and insurance current. Upon necessary renewals, employees are required to submit verification to the Human Resources Department and the Property Officer.

Failure to possess these items will delay reimbursement for work travel and employee will be subject to disciplinary action up to and including termination.

SOLICITATION

Effective Date: **October 1, 2017**

SCHRA prohibits the solicitation of products and services by non-employees and limits employee solicitation during regular working hours. Such activities can interfere with the normal operations of the Agency, can be detrimental to employee efficiency, can be annoying to customers, and can pose a threat to security.

Solicitation includes, but is not limited to, asking employees for funds or contributions, offering goods for sale, asking employees to sign a petition, requesting employees to join a group, or otherwise requesting employees' support or commitment with respect to causes, groups, or interests.

During regular work hours, employees are prohibited from soliciting or distributing literature for any purpose. Regular working hours refers to any portion of the workday in which an employee is expected to be performing job duties. Regular work hours do not include such times as lunch, break time or before and/or after work.

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

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

AGENCY BULLETIN BOARDS

Effective Date: **October 1, 2017**

Bulletin boards are placed in key locations to be used to communicate employment information to employees and visitors in Agency locations. Postings will be limited to Agency-related matters or that communicate community resources to the SCHRA client base.

Information on those boards must be approved in advance by any of these: Program Director, Center/Site Manager, Human Resources Director, or Executive Director.

STANDARDS OF CONDUCT

Effective Date: **October 1, 2017**

SCHRA expects all persons involved in the Agency (employees, committee members, contractors, consultants, volunteers, etc.) to act in a professional and responsible way at all times. This means all people are to be treated with respect, courtesy and dignity at all times. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace but some of the more obvious unacceptable activities are noted below. This list is not all-inclusive and other inappropriate conduct may result in disciplinary action up to and including termination. Contact Executive Director, Human Resources Director, or Finance Director with any questions concerning any standard of conduct or the unacceptable activities listed.

Unacceptable activities include, but are not limited to, the following:

1. Violation of any Agency rule or policy; any action that SCHRA deems detrimental to its efforts to meet its mission, vision, and values.

2. Negligence or any careless action which endangers the life or safety of another person.

3. Violations of the Agency's misconduct/fraud policy.

4. Violations of the Agency's Business Conduct-practice of unethical behavior.

5. Failure to respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability, sexual orientation, or family composition. (***HS/EHS Performance Standards 1302.9 (c)(1) (iii))***

6. Failure to follow the SCHRA Conflict of Interest Policy. ***(Head Start Act (642(C)(1)(E)(iv)(X)(aa))***

7. Failure to use positive strategies to support children's well-being and prevent and address challenging behavior. **(*HS/EHS Performance Standards 1302.9(c)(1)(i))***.

8. Failure to follow program confidentiality policies concerning personal identifying information or other information about children, families, and other staff members. ***(HS/EHS Performance Standards 1302.90 (c)(1)(iv))***

9. Borrowing, receiving or taking funds or other personal property from the service recipient. ***(TN Licensure Personal Support Services Agencies: 0940-5-38-.07(2)(h))***

10. Abusing or neglecting of a service recipient, or other types of critical incidents. Departmental procedures will be followed in the investigation and reporting of these activities to those required by grantors or any other authority required by law. **(*TN Licensure Personal Support Services Agencies: 0940-5-38-.06(1)(h))***

11. Leaving a child alone or unsupervised while under the program's care. Report to the Office of Head Start Regional Office as needed. ***(HS Performance Standards 1302.90(1)(v))***

12. Maltreatment or endangering the health or safety of children, including at a minimum, that staff must not: Use corporal punishment; use isolation to discipline a child; bind or tie a child to restrict movement or tape a child's mouth; use or withhold food as punishment or reward; use toilet learning/training methods that punish, demean, or humiliate a child; use any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring, or corrupting a child; physically abuse a child; use any form of verbal abuse, including profane, sarcastic language, threats, or derogatory remarks about the child or child's family; or, use physical activity or outdoor time as a punishment or reward. (HS Performance Standards 1309.2 (c)(1)(ii))

Definitions

- **Corporal punishment** is any physical action imposed on a child for any reason (for instance: slapping, biting, pinching, pulling hair, squeezing, kicking, tying or binding, withholding food, physical activity or outdoor time as punishment, or any other action that might inflict physical pain/abuse on the child).

- **Inappropriate punishment** also is any action taken to isolate the child from all other persons (for instance: standing in corner; not letting anyone speak to the child, or any other action that could cause emotional pain to the child). It is any form of embarrassment inflicted on a child (calling the child names, calling the child dumb, etc.), making insulting remarks about a child's clothing, cleanliness, speech (profane, sarcastic, derogatory, threatening), eating habits, threatening the child, terrorizing, ignoring, corrupting, verbal use etc. in such a manner that will cause the child emotional pain

- **Inappropriate behavior include but are not limited to the examples below:**

  - Discourteous conduct or poor service to customers
  - Disrespectful, abusive, profane language or conduct directed to customers, employees, vendors, and other third parties
  - Unsatisfactory work performance or conduct; deliberate or excessive waste of materials; lack of cooperation; and/or low productivity
  - Insubordination, including a willful failure to follow a management directive
  - Violation of Agency and human resources policies and procedures
  - Falsification of Agency records in any form, embezzlement, or failure to follow internal control or security procedures
  - Theft or inappropriate, unauthorized removal or possession of Agency or another (including attempts to do so) employee's property; use of Agency equipment or supplies for personal projects
  - Falsification of timekeeping records
  - Possession, distribution, sale, transfer, use or being under the influence of alcohol or illegal drugs in the workplace while on duty
  - Fighting or threatening violence in the workplace
  - Boisterous or disruptive activity in the workplace
  - Improper, negligent, destructive, or unsafe use or operation of Agency equipment

- Knowingly making false accusations intended to disrupt relationships among employees and/or between employees and the Agency
- Sexual or other forms of harassment
- Bullying, intimidating or undermining behavior (such as gossiping) in the workplace
- Unprofessional conduct at outside events where the employee is representing the Agency
- Possession of dangerous materials, such as explosives, or unauthorized weapons or firearms, in the workplace or on the premises
- Excessive unexcused unauthorized absenteeism or tardiness; giving false reasons for absences
- Unauthorized overtime or failure to record all hours worked
- Unauthorized disclosure of business secrets or confidential business or customer's information
- Unauthorized entrance to the Agency other than to report to work or to conduct business
- Unauthorized accessing of customer and/or employee information without a specific and approved business purpose

BUSINESS CONDUCT

Effective Date: **October 1, 2017**

SCHRA requires Board members, committee members, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities, and all directors, committee members, and employees to comply with all applicable laws and regulatory requirements. Unethical actions, or the appearance of unethical actions, are unacceptable under any conditions. The policies and reputation of SCHRA depend to a very large extent on the following considerations.

Each employee must apply her or his own sense of personal ethics, which should extend beyond compliance with applicable laws and regulations in business situations, to govern behavior where no existing regulation provides a guideline. Each employee is responsible for applying common sense in business decisions where specific rules do not provide all the answers.

In determining compliance with this standard in specific situations, employees should ask themselves the following questions:

1. Is my action legal?
2. Is my action ethical?
3. Does my action comply with SCHRA policy?
4. Am I sure my action does not appear inappropriate?
5. Am I sure that I would not be embarrassed or compromised if my action became known within the Agency or publicly?
6. Am I sure that my action meets my personal code of ethics and behavior?
7. Would I feel comfortable defending my actions on the 6 o’clock news?

Each employee should be able to answer "yes" to all of these questions before taking action.

Each director, manager, and supervisor is responsible for the ethical business behavior of her or his subordinates. Directors, managers, and supervisors must carefully weigh all courses of action suggested in ethical, as well as economic, terms and base their final decisions on the guidelines provided by this policy, as well as their personal sense of right and wrong.

SCHRA does not tolerate the willful violation or circumvention of any federal, state, local, or foreign law by an employee during the course of that person's employment, the disregard or circumvention of SCHRA policy or engagement in unscrupulous dealings, the attempt to accomplish by indirect means, through agents or intermediaries, that which is directly forbidden.

CORRECTIVE ACTION

Effective Date: **October 1, 2017**

To be effective, disciplinary action should emphasize correcting the problem rather than punishing the offender. SCHRA's policy provides for progressive disciplinary action to change an employee's job performance or behavior from unacceptable to acceptable. This policy in no way alters the policy of employment-at-will.

Progressive discipline is dependent on the circumstances and includes written expectations of performance from the supervisor; verbal conversation and warning of needed job performance improvement; written warning of needed job performance improvement; suspension without pay; and/or termination.

Depending on the nature of the violation, progressive discipline may not be followed in all cases and one or more "steps" may be repeated or skipped. In some circumstances, immediate termination may result.

PROGRESSIVE DISCIPLINE

Effective Date: **October 1, 2017**

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

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

If an employee is not meeting Agency standards of behavior or performance, the employee's supervisor may take the following progressive discipline actions (depending on the severity of the employee's actions):

Training Verification, Discussion Summary and/or Disciplinary Action

- Meet with the employee to discuss the matter;
- Inform the employee of the nature of the problem and the action necessary to correct it;
- Prepare a Training Verification, Discussion Summary or Disciplinary Action form to share with the employee concerning matter; and
- Give copy to the employee and keep originals in supervisor's files.

Employee Warning: For continuous or multiple performance problems or if the action constitutes a warning upon first offense

- Prepare a written warning with supporting documentation to present to employee
- Consult with employee and present the written warning explaining the policy/procedure violation and steps to correct actions
- Warnings along with supporting documentation will be forwarded to Human Resources Director within three (3) workdays of issuance and placed in employee personnel file
- If there is a second occurrence the supervisor should hold another meeting with the employee and take the following action, depending on the severity of the employee's actions:

    - Issue a second Disciplinary Action or Training Verification (if not the same as a previous training) to the employee.
    - Give a copy to the employee and forward signed warning with supporting documentation to Human Resources Director.

- If there are additional occurrences, the supervisor should take the following action, depending on the severity of the conduct:

    - Prepare warning with supporting documentation
    - Submit written warning with supporting documentation, to Human Resources Director and Program Director, prior to being issued to employee
    - After review from Human Resources Director and Program Director/Designee the warning will be issued by the supervisor to the employee for feedback, notification, and signature
    - Upon the third warning in a twelve month period, with the approval of the Executive Director, Human Resources Director and Program Director/Designee suspend the employee and/or recommend termination
    - Warning along with supporting documentation will be placed in employee personnel file
    - Notify Network Administrator to lock, suspend or terminate employee out of all communication accounts

- Program Directors or supervisors may review an employee's personnel file to determine if an employee has a history of job performance issues that are beyond the 12 month period.

The Human Resources Director may review all employee warnings for supporting documentation and explanation. Warnings may be returned for supporting documentation to the Program Director.

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

The Executive Director has the authority to place an employee on probation if he/she feels that the performance of such employee is not in compliance with their assigned job duties. The Program Director and Human Resources Director will determine the length of the probationary period with approval of the Executive Director. The length of the probationary period may be up to ninety days. Upon completion of the probationary period, the probation may expire or be extended.

In cases involving serious misconduct, such as a major breach of policy or violation of law, the procedures contained in the above, may be disregarded. The Program Director should suspend the employee immediately and, if appropriate, recommend termination of employee. An investigation of the incidents leading up to the suspension should be conducted to determine what further action, if any should be taken. Employees suspended from work will be on leave without pay, unless management grants an exception.

a) Incidents which result in employees being placed on leave without pay pending investigations by the Department of Human Services (DHS) and/or the Department of Children Services (DCS) due to reports of alleged child abuse/neglect may receive back pay when the outcome of the investigation is "unfounded"; or

b) If the results of the DHS and/or DCS is “founded” or the employee is placed on a “safety plan” stating employee is not allowed to be alone with children, due to the investigation, the employee will be “terminated,” with approval of the Head Start Policy Council;

c) Should an employee who was terminated, due to being placed on an initial “safety” or “supervision” plan by DCS or DHS, have their plan removed, that employee may be considered for future employment with the Agency.

The Executive Director approves all recommendations for termination before any final action is taken.

INVESTIGATIONS:

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

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

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

c) As a normal part of investigation, the employees may be subject to electronic auditing, to check for additional instances/patterns of misconduct.

d) Employees may be interviewed by regulatory authorities upon investigations with prior notification to the Program Director, Human Resources Director, Executive Director, or Governing Board Chairperson.

Employees who believe that they have been disciplined too severely or who question the reason for discipline may utilize the Grievance Policy/Problem Resolution.

POLICY ON SUSPECTED MISCONDUCT

Effective Date: **October 1, 2017**

Like all organizations, SCHRA faces many risks associated with fraud, abuse, and other forms of misconduct. The impact of these acts, collectively referred to as misconduct throughout this policy, may include, but not be limited to:

- Financial losses and liabilities.
- Loss of current and future revenue and customers.
- Negative publicity and damage to the Agency's good public image.
- Loss of employees and difficulty in attracting new personnel.
- Deterioration of employee morale.
- Harm to relationships with clients, vendors, bankers, and subcontractors.
- Litigation and related costs of investigations, etc.

Our Agency is committed to establishing and maintaining a work environment of the highest ethical standards. Achievement of this goal requires the cooperation and assistance of every employee and volunteer at all levels of the Agency.

For purposes of this policy, misconduct includes, but is not limited to:

- Actions that violate the Agency's Standards of Conduct or Business Conduct policies or any of the accounting and financial policies included in this Manual.

- Fraud (see below).

- Forgery or alteration of checks, bank drafts, documents, or other records (including electronic records).

- Destruction, alteration, mutilation, or concealment of any document or record with the intent to obstruct or influence an investigation, or potential investigation, carried out by a department or Agency of the federal government or by the Agency in connection with this policy.

- Disclosure to any external party of proprietary information or confidential personal information obtained in connection with employment with or service to the Agency.

- Unauthorized personal or other inappropriate (non-business) use of equipment, assets, services, personnel, or other resources.

- Acts that violate federal, state, or local laws or regulations.

- Accepting or seeking anything of material value from contractors, vendors, or persons providing goods or services to SCHRA. Exception: gifts valued at $25 or less.

- Impropriety of the handling or reporting of money in financial transactions.

- Failure to report known instances of misconduct in accordance with the reporting responsibilities described herein (including tolerance by supervisory employees of misconduct of subordinates).

- Employee misconduct in the performance of essential job duties.

- Violation of the Federal False Claims Act, State False Claims Act

Fraud is further defined to include, but not be limited to:

- Theft, embezzlement, or other misappropriation of assets (including assets of or intended for the Agency, as well as those of our clients, subcontractors, vendors, contractors, suppliers, and others with whom the Agency has a business relationship).

- Intentional misstatements in the Agency's records, including intentional misstatements of accounting records or financial statements.

- Authorizing or receiving payment for goods not received or services not performed.

- Authorizing or receiving payments for hours not worked.

- Forgery or alteration of documents, including but not limited to checks, timecards, contracts, purchase orders, receiving reports.

SCHRA prohibits each of the preceding acts of misconduct on the part of employees, officers, executives, volunteers, and others responsible for carrying out the Agency's activities.

All employees, officers, and volunteers are responsible for immediately reporting suspected misconduct to their supervisor, Executive Director, Finance Director, Human Resources Director, or the Governing Board Chairperson. When supervisors have received a report of suspected misconduct, they must immediately report such acts to their manager Executive Director, Finance Director, Human Resources Director, or the Governing Board Chairperson.

ANTI-FRAUD POLICY

Effective Date: **October 1, 2017**

SCHRA requires compliance with the requirements of federal and state laws that prohibit the submission of false claims in connection with federal funded programs, including Medicare and Medicaid. Every SCHRA employees must receive the information set forth in this policy.

Federal and state governments have adopted a number of statutes to deter and punish misrepresentations with regard to federal and state funded programs. Failure to comply with these laws could result in civil and criminal sanctions imposed on individuals and SCHRA's subsidiaries by government entities. In addition to sanctions imposed by the government, employees' noncompliance with this policy (and any state or federal law designed to detect and prevent fraud, waste and abuse) may result in discipline up to and including termination of employment.

- **Federal False Claims Act:** The federal False Claims Act prohibits knowingly submitting (or causing to be submitted) to the federal government a false or fraudulent claim for payment or approval. It also prohibits knowingly making or using (or causing to be made or used) a false record or statement to get a false or fraudulent claim paid or approved by a state Medicaid program, the federal government or its agents, such as a carrier or other claims processor. Civil penalties can be imposed on any person or entity that violates the federal False Claims Act, including monetary penalties of $5,500 to $11,000 as well as damages of up to three times the federal government's damages for each false claim.
- **Federal Fraud Civil Remedies:** The Program Fraud Civil Remedies Act of 1986 also allows the government to impose civil penalties against any person who makes, submits or presents false, fictitious or fraudulent claims or written statements to designated federal agencies, including the U.S. Department of Health and Human Services, which is the federal agency that oversees the Medicare and Medicaid Programs.
- **State False Claims Acts:** The State of Tennessee Medicaid False Claims Act False Claims TN Code (71-5-182) has enacted broad false claims laws modeled after the federal False Claims Act.
- **Whistleblower and Whistleblower Protections*:*** The federal False Claims Act and the State of Tennessee's False Claims Act permit individuals with knowledge of fraud to inform the proper authorities and these individuals must not be retaliated against for reporting fraud

Managers Responsibilities

Managers must inform their employees that the SCHRA does not tolerate or condone activities that result in or contribute to the submission of false claims to any federal or state funded programs, including Medicare and Medicaid, and a manager must take appropriate action if he or she learns about possible fraudulent or abusive activities.

TERMINATION

Effective Date: **October 1, 2017**

SCHRA or the employee may terminate the employment relationship at any time for any reason or no reason at all.

The Head Start Policy Council approves and submits to the Governing Board policies for dismissal of Head Start staff. These policies will guide the termination process.

In all voluntary terminations, we request that you give at least a two (2) week notice. Voluntary terminations are those initiated by the employee and include:

- Resignation
- Retirement
- Failing to report to work as scheduled
- Failing to return from an approved extended leave of absence
- Failing to provide notification and obtain approval for absences of three (3) or more consecutive days

Involuntary terminations are those initiated by the Agency and may include:

- Exhaustion of approved leave of absence
- Inability or failure to perform duties or to meet prescribed standards on the job
- Conduct not in the best interest of the Agency
- Layoff resulting from changes in services, resources, or qualification requirements for designated programs or projects

APPENDIX A

FREQUENTLY USED TERMS AND ACRONYMS

ACF	Administration of Children and Families
ADA	Americans with Disabilities Act
BOPP	Board of Probation and Parole
CAA	Community Action Agency
CAP	Community Action Program
CCAFP	Child Care and Adult Food Program
CCS	Child Care Services
CDA	Child Development Associate Credential
CFN	Community Food & Nutrition Program
COBRA	Consolidated Omnibus Budget Reconciliation Act of 1985
CSBG	Community Services Block Grant
DHHS	U.S. Department of Health and Human Services
DHS	Department of Human Services
DOE	Department of Energy
DOEd	Department of Education
DOL	Department of Labor
DOT	Department of Transportation
EEOC	Equal Employment Opportunity Commission
EHS	Early Head Start
EOE	Equal Opportunity Employer
EOO	Equal Employment Opportunity Officer
ERISA	Employee Retirement Income Security Act
FEMA	Federal Emergency Management Agency
FLSA	Fair Labor Standers Act
FMLA	Family and Medical Leave Act
FY	Fiscal Year
FYE	Fiscal Year End
HS	Head Start
LEA	Local Education Agency (local school systems)
LIHEAP	Low Income Home Energy Assistance Program
NAFAE	National Association for Fiscal and Administrative Excellence
NCAF	National Community Action Foundation
NHSA	National Head Start Association
NSC	Neighborhood Service Center
OSHA	Occupational Safety and Health Administration
OHS	Office of Head Start
PC	Policy Council
PO	Purchase Order
PYE	Program Year End
RSVP	Retired & Senior Volunteer Program
RIF	Reduction In Force
SEACAA	Southeast Association for Community Action Agencies
SSCBT	Social Services Competency Based Training
SCTDD	South Central Tennessee Development District
TAHRA	Tennessee Association of Human Resource Agency

T/TAS	Training/Technical Assistance Services (Head Start)
TACA	Tennessee Association of Community Action Agencies
TCCA	Tennessee Community Correction Association
TCOA	Tennessee Commission on Aging
TDA	Tax Deferred Annuity
TEFAP	Tennessee Emergency Food Program
THDA	Tennessee Housing Development Agency
THSA	Tennessee Head Start Association
Title V	Older Americans Act/Senior Community Service Employment
TOB	Total Operational Budget
SCHRA	South Central Human Resource Agency
UI	Unemployment Insurance
WAP	Weatherization Assistance Program

APPENDIX B

Supervisory Section
Additions to Human Resources Policy and Procedure Manual

Section 1

ABOUT THIS POLICY AND PROCEDURES MANUAL (Continuation of Policy)

Effective Date: **October 1, 2017**

South Central Human Resource Agency (SCHRA or the "Agency") Human Resources (or Personnel) Policy and Procedure Manual ("Manual") provides management and staff members with an understanding and approach to administering personnel, payroll, and human resource department policies and procedures. Managers and supervisors are encouraged to familiarize themselves with its contents, as it will answer many questions concerning human resources policies and procedures at SCHRA. Written and approved personnel policies and procedures are required by Head Start.

The Governing Board, Head Start Policy Council and Agency leadership believes that we accomplish the vision and mission of SCHRA together. Because of this we believe that full transparency about human resources practices and supervision is important.

Employment-at-will impacts employment relationships at SCHRA. Employees who do not have a written employment agreement are employed at the will of the Agency for an indefinite period. Employees may resign from the Agency at any time, for any reason with or without notice. Employees may be terminated by the Agency at any time, for any reason, and with or without notice, and with or without cause. Only the SCHRA Governing Board/Executive Committee Chairperson has the authority to create an employment agreement and such agreements must be in writing and signed by the appropriate parties to be valid.

1. The Manual will generally be distributed to the SCHRA Governing Board and Policy Council, the Head Start / Early Head Start Policy Council, administrators, and staff.
2. Written authorization from the Agency's Governing Board and Policy Council, Head Start / Early Head Start Policy Council is required prior to changing/updating the Manual.
3. Updates will be brought to the immediate attention of the appropriate groups of employees, volunteers, and independent individuals and organizations under contract or agreement to provide services through any of the following means:
   a. Meeting
   b. Posting of the change(s) on the employee bulletin board or Agency website
   c. Memorandum or e-mail
   d. Amendments to the documents themselves

2. No one may modify this policy for any employee or enter any agreement contrary to this policy. No one will make any representation to any employee or applicant

concerning any term or condition of employment with the Agency that is not consistent with this policy.

3. No statement contained in the human resources policies and procedures manual, employee handbook, employment application, recruiting material, or other written materials provided to any employee in connection with his/her employment will be construed as contradicting this policy by creating any express or implied contract of employment.
4. At the time of hiring, each employee will be informed that he/she is employed at the will of the Agency and is subject to termination at any time, for any reason, with or without notice, and with or without cause.
5. Completion of an introductory period will not change an employee's status as an employee-at-will or in any way restrict the Agency's right to terminate an employee.

Section 2

EQUAL EMPLOYMENT OPPORTUNITY (Continuation of Policy)

Effective Date: **October 1, 2017**

1. Executive Director is responsible for overseeing the administration of the Equal Employment Opportunity (EEO) Policy and may act through Human Resources Director as necessary to carry out this policy.
2. The Agency is responsible for ensuring that it does not illegally discriminate, harass, or retaliate in any policy, practice, or procedure on the basis of any non-merit factor as outlined in the federal and state laws and regulations.
3. Human Resources Director will administer the Agency's applicant tracking system and compiling data for required Equal Employment Opportunity Commission (EEOC) reports, ensuring the Agency meets all EEOC-related requirements, including confirming appropriate notices are posted on the bulletin boards of the various programs and sites. This information may also be used to ensure that employment-related decisions are made in compliance with federal and state non-discrimination laws and this policy.
4. Human Resources Director will arrange for EEO and diversity training for all employees and volunteers. All employees are responsible for creating and maintaining a work environment free of discrimination and harassment.
5. SCHRA is committed, and required by law, to take action if it learns of discrimination, harassment, or retaliation in violation of the Agency's EEO Policy, whether or not the aggrieved employee files a complaint.
6. An employee, applicant, or volunteer will be given the option to file a discrimination, harassment, or retaliation complaint with Human Resources Director. Both parties will be promptly informed at the conclusion of the investigation whether allegations have been found to be founded, unsubstantiated, or unfounded.
7. Human Resources Director is responsible for promptly responding to, reporting, and/or investigating any suspected acts of unlawful discrimination, harassment, and retaliation in violation of SCHRA's EEO Policy. Human Resources Director must immediately report suspected unlawful discrimination, harassment, and retaliation to Executive Director and Governing Board Chairperson.

AFFIRMATIVE ACTION (Continuation of Policy)

Effective Date: **October 1, 2017**

1. When recruiting for open positions, it is the responsibility of Executive Director and Human Resource Director to advertise and recruit in media and markets that offer equal opportunities, and increase qualified minority and female applicants.
2. However, the Executive Director, based on Agency and program needs for immediate placement, may waive posting positions.
3. Executive Director and Human Resources Director review hiring records to ensure a diverse workforce is being maintained.
4. Executive Director, Human Resources Director and Program Director will be responsible for monitoring and maintaining the affirmative action records.

5. All advertisements will state “Equal Opportunity Employer”.
6. Advertisements must be approved by Human Resources Director/Designee.

EMPLOYMENT OF FORMER EMPLOYEES

Effective Date: **April 1, 2018**

Although preference will not be given to former employees, SCHRA allows former employees to be rehired provided there are no prior performance problems or policy violations. Upon written request, re-hired employees will receive prior service credit, for determining sick and vacation accrual rates. Retirement and insurance benefits will be reinstated in accordance with the provisions of the individual plans.

The Agency will do a complete background check on rehires as if they are a new employee.

STUDENT TEACHERS/INTERNSHIPS

Effective Date: **October 1, 2017**

Program agreements with educational institutions providing for internships will be subject to the prior approval of the Program Director, Human Resources Director and Executive Director.

VOLUNTEERS

Effective Date: **October 1, 2017**

Volunteer workers, when performing work for SCHRA, are required to:

1. File personal information for identification purposes (name, address, and telephone number).

2. Observe established work hours.

3. Complete time and attendance records.

4. Be accountable to site supervisors.

All special agreement independent consultants or service providers, interns, student teachers, and volunteers are required to follow SCHRA's Policies and Procedures when working with the Agency's staff or clients.

RECRUITMENT AND SELECTION

Effective Date: **October 1, 2017**

To maintain consistent procedures for recruiting and selecting applicants, SCHRA recruits and selects the most qualified applicants for available positions in compliance with all applicable federal and state laws and regulations and with the Agency's commitment to Equal Employment Opportunity.

1. If a position experiences turnover, prior to the recruitment effort, an analysis is conducted to determine if the department and related roles and responsibilities can be realigned and assigned to others. If it is determined a position is needed, the position is defined or redefined to ensure the requirements of the department are met.

2. If qualified employees are available or an immediate need to fill the position exist, the Executive Director may waive advertising the vacancy.

3. Human Resources Director and Program Director work closely together to update the position description to capture any changes to the nature of the position or reporting structure. Human Resources Director and Executive Director assign and/or validate the exemption status given to the position. Positions may require further consultation with legal representative to determine classification. Human Resources Director conducts an analysis on the position and determines pay range by researching current positions within the Agency with similar responsibilities; reviewing the current Agency Compensation Plan and current available wage studies.

4. Human Resources Director and Program Director/Designee create the selection criteria that will be used to screen application materials and narrow the pool of candidates.

5. Human Resources Director and Program Director creates position appropriate interview questions relevant to the position and that reflect a combination of open and close ended questions.

6. Human Resources Director and the Program Director researches and determines the external sourcing strategy and associated costs and seeks approval for strategy and cost from Executive Director. The Personnel/Benefits Specialist posts internal staff opportunities.

7. Human Resources Director and Program Directors/Designee receives and screens all resumes and application materials received using the selection criteria as the basis of the review to narrow the field of candidates.

8. Program Director/Designee may conduct a telephone screen to further qualify candidate and determines mutual interest in the opportunity. These calls are noted on the online applicant tracking software.

9. Director moves potential candidates to “Schedule Interview” status in online applicant tracking program to inform Personnel/Benefits Specialist which candidates will participate in a face-to-face interview process.

10. Personnel/Benefits Specialist coordinates the interview schedule upon posting any open position, and schedules candidate’s face-to-face interview for that day during the intake process or after job closing.

11. Executive Director and Human Resources Director work closely with Hiring Director/Manager to evaluate and approve the desired candidate.

12. All candidates are required to complete an application form regardless of the level of the position hired. Program Director/Designee and/or Personnel Benefits Specialist conduct pre-employment checks on the final candidates for the position. These may include, but are not limited to, criminal record check, reference check, physical exam (if required) and work history and education verification. All such checks will conform to the Fair Credit Reporting Act.

13. Hiring decisions are monitored by Human Resources Director for consistency with Agency policies. Human Resources Director requires a completed employment application on all hires and may request additional documentation from the applicant to support a hiring decision.

14. Human Resources Department staff extends an offer of employment letter to the candidate via a written offer letter and rejection letters to all other interviewees. Personnel/Benefits Manager maintain records of the selection process, such as applications, evaluation criteria, notes from interviews, and reference checks, in the administration office for one year.

15. Criminal background checks and required registry checks must be completed prior to an individual starting her/his employment. Background checks will be renewed based on grantor and regulatory requirements and meet National Crime Information Center (NCIC) standards. (HS/EHS Performance Standards 1302.90(b)(5) & T.C.A§33-2-1202)

16. Appointment to a senior management position requires the prior approval of the Governing Board. If the position receives at least 50% of it's funding from Head Start/Early Head Start, the Head Start/Early Head Start Policy Council must also approve or the hire must follow the guidelines set by the Head Start Policy Council. The Executive Director (or similar management position) is appointed by the Governing Board/Executive Committee.

PROCEDURE FOR HEAD START/EARLY HEAD START EMPLOYEES

In addition to the procedures above, when hiring employees working for the Head Start/Early Head Start program, procedures below must be followed:

- The Head Start Policy Council approves and submits to the Governing Board personnel policies in regard to employment of Head Start staff. These policies will guide the employment process.

    a. Current and former Head Start/Early Head Start and Head Start/Early Head Start parents must be considered for employment vacancies for which they are qualified.
    b. An interview, references verification, sex offender registry check, and required background checks must be completed prior to an individual starting her/his employment.

c. Newly hired employees, consultants, or contractors may not have unsupervised access to children until the complete background check process is complete.

JOB POSTING (Continuation of Policy

Effective Date: **October 1, 2017**

- Job posting requests are submitted through SCHRA's online applicant tracking software by submitting a "Job Approval" request to the Human Resources Director or Personnel/Benefits Specialist.
- Upon receipt of request, data for job posting is reviewed for accuracy with job description, pay range, location, status, FLSA status and budgetary information.
- Hiring managers submitting a job posting request must inform Personnel/Benefits Specialist of a date to schedule interviews when submitting requests.
- Upon verification of requested job posting information and requested interview date, Personnel/Benefits Specialist or Human Resources Director will post the position to the Agency's job board through the online applicant tracking software and e-mail open position to Agency worksites.

PRE-EMPLOYMENT INVESTIGATION/BACKGROUND CHECK

Effective Date: **October 1, 2017**

To ensure pre-employment checks are conducted within the legal and professional requirements needed to be employed in the position for which the candidate is applying, SCHRA conducts pre-employment investigation for all employees to determine or verify background information. These background checks include criminal history and information in compliance with the Fair Credit Reporting Act (FCRA). Having a criminal history or criminal conviction does not necessarily preclude employment.

1. Applicants who are chosen for interview are required to sign a release form authorizing the pre-employment investigation and the release of information by former employers, educational institutions, or other agencies as part of the reference and background checking process. A refusal to sign such a release form may disqualify the applicant from further consideration for employment.

2. Pre-employment investigation applies to all new hires, as a condition of employment. Employment is contingent upon the results of the pre-employment investigation.
   a. Personnel/Benefits Specialist and program staff coordinate obtaining the pre-employment investigation. Human Resources Director and Program Director evaluate the relevance of any offense in accordance with federal and state laws.
   b. An applicant who provides misleading, erroneous, or deceptive information on the application form, résumé, in an interview or on the Background Check Authorization Form will be eliminated from further consideration for employment.

3. Additional website registries required prior to employment must be documented and signed prior to individuals beginning work. These may include but are not limited to state/federal sex offender, child/adult abuse, fraud, felony, and other grantor designated required registries.

4. Personal and professional reference checks are conducted by Human Resources Director, Personnel/Benefits Specialist, Program Director or assigned program staff before the job offer is made. These are documented in writing and placed in the employee's personnel file. Employment is contingent upon the results of the personal and professional reference checks.

5. Employees whose position requires licensure or certification must provide a copy of their licensure or certification prior to beginning work. Where licensure or certification is required, renewal must be made according to state law and a copy of the current licensure or certification is submitted to the Human Resources Director or Personnel/Benefits Specialist. Failure to keep required licenses or certifications current may result in termination.

Background checks are renewed based on grantor requirements.

HEAD START/EARLY HEAD START

In addition to the employment checks detailed above, the following must be performed for Head Start/Early Head Start candidates.

1. Before a person is hired, the following must be conducted:
   a. A sex offender registry check.
   b. State or tribal criminal history records, including fingerprint checks ***OR*** FBI criminal history records, including fingerprint checks.
   c. Background check results from the Tennessee Department of Human Services which include registry checks must be complete and are in hand prior to someone reporting to work.

2. Unsupervised access to children must not be allowed until the complete background check process (is complete.

3. The complete background check (must be conducted at least once every five years.

4. Human Resources Director must review each employment application and completed background check to assess the relevancy of any issue uncovered, including any arrest, pending criminal charge, or conviction. The Child Care and Development Fund (CCDF) disqualification factors or tribal disqualification factors must be used to determine whether the prospective employee can be hired or the current employee must be terminated.

5. After employment has been offered, a health exam including TB screening is required for Early Head Start/Head Start staff and regular volunteers. Periodic reexaminations are also required.

EMPLOYEE ORIENTATION (Continuation of Policy)

Effective Date: **October 1, 2017**

1. Program Manager responsibilities:

    a. Provide each new employee with orientation specific to his/her workplace.
    b. Provide on-the-job training (OJT) needed for new employees to assume their responsibilities.
    c. Provide new employees with the dates and locations of the orientation program.
    d. For Head Start/Early Head Start - Orientation for all new staff, consultants, and volunteers that focuses on, at a minimum, the goals and underlying philosophy of the Head Start program and on the ways they are implemented.

2. Human Resources Department responsibilities:

    a. Offer regularly scheduled sessions for new employee orientation.
    b. Provide new employees with timely and relevant benefit information.
    c. Provide information and resources concerning Agency-wide policies.
    d. Provide program/components with strategies, resources, and tools for development of its workplace orientation process.

IMMIGRATION POLICY

Effective Date: **October 1, 2017**

SCHRA complies with the regulations of the Immigration Reform and Control Act of 1986 (IRCA) as enforced by the Department of Homeland Security. This Act requires that all employees provide appropriate documentation to prove that they are eligible to work in the United States.

1. SCHRA requires, as a condition of employment, that all new hires must complete the employment eligibility verification INS Form I-9.

2. In addition to completing the I-9, all new hires must present the required documentation establishing identity and employment eligibility within the first three (3) days of employment. Failure to do so may result in the offer of employment being withdrawn or withheld.

3. SCHRA uses the I-9 to utilize the E-Verify electronic identification website to verify information upon job offer to verify the individual's right to work in the United States.

4. All former employees who are rehired are also required to complete a new I-9 if:

   - They did not complete an I-9 for SCHRA within the previous three (3) years.
     OR
   - Their previous I-9 is no longer valid.
     OR
   - Their previous I-9 was not retained.

5. I-9s will be maintained in a file separate from that of the employee's personnel file.

HUMAN RESOURCES RECORDS (Continuation of Policy)

Effective Date: **October 1, 2017**

1. Records are secured in locked file cabinets and secured electronic files and access will be controlled by Personnel/Benefits Specialist and database administrators.
2. At no time will employee files leave the premises, except as required for legal proceedings.
3. Personnel/Benefits Specialist is responsible for creating and maintaining employee personnel files. Main employee files should have a separate file for each employee and include information such as the following:
   a. Employment application
   b. Job title
   c. Job description
   d. Employee classification (exempt from overtime or nonexempt)
   e. Hire date
   f. Salary history
   g. W-2 form
   h. W-4 form
   i. Employee authorization for release of information
   j. Employee signature acknowledging receipt and review of policies and procedures and/or receipt of employee handbook
   k. Employee résumé
   l. Skills inventory
   m. Performance appraisal
   n. Discipline
   o. Grievances
   p. Performance goals
   q. Scheduled training and completed training records
4. Detailed personnel information is accessible only on a "need to know" basis. Anyone needing access to an employee's file should contact the Human Resources Director/designee.
5. Employee files must be reviewed in SCHRA offices with Human Resource staff. Employees should <u>not</u> provide references or any comments, written or verbal, to individuals requesting information on current or former employees. All requests for information should be referred to the Human Resources Department.
6. Only basic employment information (i.e., dates of employment, title of position held, and confirmation of salary) for employment verifications and those requests meeting

legal requirements are provided by the Human Resources Director or his/her designee.

7. Detailed personnel information is not to be released to anyone outside the Agency without prior written consent by the employee. Exceptions will only be made as required by law as in the case of subpoenas or other court orders.

DEMOTIONS (Continuation of Policy)

Effective Date: **October 1, 2017**

Supervisors will work with the Human Resources Department to ensure efforts are made to provide proper training and development opportunities via the Corrective Action process before demotion is considered. All demotions will be discussed with the Human Resources Department prior to communicating any information to employees.
The employee's applicable work experience, educational level and review of incumbent's salaries holding the same job title will be reviewed by the hiring Supervisor and the Human Resources Director to determine an appropriate new rate of pay.

JOB DESCRIPTIONS

Effective Date: **October 1, 2017**

SCHRA creates job descriptions and properly determines the exemption status for every job according to the Fair Labor Standards Act (FLSA). Records are maintained of all authorized positions within the Agency. Job descriptions are designed to assist the employee in being successful in performing her/his job and to assist the Agency in meeting its mission and vision.
Program Directors are responsible for ensuring that employees and consultants are performing the tasks included in their jobs. Each description includes, but is not limited to:

a. Introduction - job's purpose and function
b. Essential duties and responsibilities
c. Education, credentials, and experience qualifications
d. Compensation information
e. Knowledge skills and abilities
f. Specific physical and mental job requirements necessary to perform the Essential Job Functions.

Job descriptions will indicate whether the position is exempt or nonexempt. Classification is determined based on the FLSA criteria.

Newly created positions or changes in position duties/qualifications that may result in salary adjustment require budget review and approval of Program Director, Human Resources Director, Executive Director, SCHRA Governing Board and for Head Start / Early Head Start positions by the Head Start /Early Head Start Policy Council. The Human Resources Director will assign the new position to a recommended salary grade and appropriate FLSA exemption status.

Annually, typically during the performance review period, employees and their supervisors review the job description to ensure they remain relevant and accurately reflect the responsibilities and accountabilities assigned to the position.

PERFORMANCE MANAGEMENT (Continuation of Policy)

Effective Date: **October 1, 2017**

The Human Resources Director will provide notification of upcoming appraisals to the Program Director. Notification occurs at least 30 days prior to the performance appraisal's due date. Performance appraisals are conducted on an annual basis using the standardized performance appraisal system, which is designed to ensure reviews are conducted objectively.

The schedule for performance appraisals varies based upon the employment arrangement of the employee. The schedule typically follows:

a. Evaluation upon completion of the introductory period.
b. Evaluation at least once every twelve months (annually).

The usual procedure is as follows:

- Direct supervisor completes the performance appraisal and then schedules a review with the employee. Supervisor documents employee progress on such areas as:

  a. Successes
  b. Additional responsibilities
  c. Professional development goals

- The employee may complete a Self-Appraisal and provides it to the supervisor prior to the review.

- The reviewer and the employee may discuss the following topics:

  - Previous performance plans and achievement of past goals.
  - Current performance appraisal including demonstrating appreciation for employee contributions.
  - Employee Self-Appraisal forms (if applicable).
  - Constructive feedback on employee's performance.
  - Future expectations and goals.
  - Employee training needs and professional development opportunities. Attendance at training, where applicable.
  - Comments from clients, peers, and program management.

- The employee may submit comments or statements on the performance appraisal form.

- Supervisor signs the completed form. The employee signs the completed review acknowledging that they have read and understand it, although they may not necessarily agree with the appraisal. A refusal to sign should be documented by the supervisor.

- Originals are given to Human Resources Director to record and review prior to placement into personnel file.

Performance appraisals are placed in the employee's personnel file and may be used for such actions as transfers, promotions, pay adjustments, and salary considerations.

Leaves of absence and breaks in service may affect the timing of performance appraisals.

Section 3

WORKERS' COMPENSATION (Continuation of Policy)

Effective Date: **October 1, 2017**

Supervisor Responsibilities

1. Promptly conduct a thorough investigation to determine if the injury or accident was caused by a work-related incident.
2. Notify the Personnel/Benefits Specialist to inform them of the accident or injury,
3. Notify the Facilities Manager and work with them to resolve or correct the cause of the accident or injury.
4. Fill out a First Report of Injury form, and forward to Personnel/Benefits Specialist for notification of the insurance company.

Section 4

WAGE AND SALARY ADMINISTRATION (Continuation of Policy)

Effective Date: **October 1, 2017**

1. Suggested salary increases that exceed the annually established guidelines must be approved by the Executive Director.

2. All salaries including any adjustments are recorded in a wage compensation schedule and updated accordingly.

Head Start Specific

Cost of Living Increase

1. Cost of living increases are determined by funding agency guidelines.

2. Cost of living allowances, if any, are determined annually and are subject to the approval of the Governing Board and Head Start /Early Head Start Policy Council. Cost of living allowances, including retroactive COLAs, are only paid to actively employed staff.

SECTION 5

EMPLOYEE CONDUCT

SAFETY (Continuation of Policy)

Effective Date: **October 1, 2017**

The Personnel/Benefits Specialist completes, submits, and maintains records and reports in accordance with established OSHA and the Department of Labor requirements including:

f. A log of all recordable occupational injuries.
g. Information and services with the insurance carrier.

TERMINATION (Continuation of Policy)

Effective Date: **October 1, 2017**

The Head Start Policy Council approves and submits to the Governing Board policies for dismissal of Head Start staff. These policies will guide the termination process.

In the event unsatisfactory performance continues, the entire matter is reviewed by Human Resource Director. If the Human Resource Director, Program Director and Executive Director are satisfied the employee has been given sufficient guidance and time to improve, a determination to terminate employment, based on the documented performance issues may be made.

EXIT INTERVIEWS

Effective Date: **October 1, 2017**

SCHRA may conduct exit interviews for employees leaving the Agency who are willing to be interviewed.

1. Human Resource Director utilizes the standard exit interview form to conduct an exit interview with the terminating employee.

2. Human Resource Director and Executive Director is responsible for tracking and analyzing exit interview data and following up on issues identified in exit interviews to ensure resolution.