



*Foster care that keeps siblings together*

*An accredited, evidence-based program*

Employee Guidebook

Revised August 2017

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## WELCOME

Welcome to Neighbor To Family, Inc. (NTF). You have become an important part of one of America's most successful and innovative child welfare agencies. Through the continuing efforts of our dedicated staff we are "the nation's best model for keeping siblings together."

We are pleased to provide you with the current edition of our Employee Guidebook, which outlines our personnel policies and practices. Please read this document carefully, as it will give you a basic understanding of your rights, privileges and responsibilities as an agency employee.

The Guidebook will answer many of your questions as a new employee, but if you need clarification feel free to seek guidance first from your immediate supervisor, and then from your Executive Director. The Human Resources Department at the corporate office in Daytona Beach is also a good resource for information about personnel policies and/or benefits. As a progressive agency, NTF will occasionally revise certain policies, procedures or benefits. Employees will be notified of any such changes.

Again, welcome to Neighbor To Family, Inc. We are delighted that you have joined our team.

Sincerely,

A handwritten signature in black ink, appearing to read "Tony Everett". The signature is stylized and cursive.

Tony Everett  
President/CEO

## INTRODUCTION TO NEIGHBOR TO FAMILY, INC (NTF)

### **Mission**

Revolutionize foster care by keeping siblings together while building healthier families and stronger communities.

### **Vision**

Building an award-winning national program recognized by our communities and peers as a family-oriented organization. Our professional team will support and implement a comprehensive array of services to keep siblings together through programs with proven results and successful outcomes relating to children's safety, permanency, stability and wellbeing.

### **Cultural Competency**

NTF prohibits any form of discrimination on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, age, veteran status, or disability status, or any other characteristic protected under law. NTF is committed to providing a work environment that is free of discrimination and harassment.

“Cultural Competency” refers to the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, religions, and other diversity factors in a manner that recognizes, affirms, and values the worth of individuals, families, and communities and protects and preserves the dignity of each.

The NTF Competency Plan will serve as a blueprint for the development of culturally competent services. The Plan will include goals for all components of the organization. NTF policies and procedures reflect respect and responsiveness to the service needs of the clients and their families.

### **Human Resources**

The leadership and the staff will be representative of the population served. Human Resources will recruit, retain and develop a culturally diverse workforce at all levels of the organization that reflects the community served.

NTF will develop an annual training plan to guide the development of a culturally competent workforce, based on the employee's training needs to serve clients and their families.

### **Client Services**

NTF will promote effective services and assure services that are culturally and linguistically appropriate.

Clinical assessments will clearly identify relevant cultural issues of the client and family (factors such as race, socio-economic status, spiritual beliefs, presentation of problem and proposed solution.)

Treatment plans will reflect the client and family's culture and ethnicity to include the client's input, strengths, beliefs, values, needs, and preferences. Treatment plans will be written in English and in the client's language of preference.

Clients with limited English proficiency will be provided access to bilingual staff or contracted interpreters.

### **Continuous Quality Improvement**

Continuous Quality Improvement (CQI) is the responsibility of all staff. It includes compliance with processes, policies and procedures as required by federal and contractual requirements. It also involves identifying potential operational improvements to help NTF better serve a culturally diverse client population. These efforts are closely monitored by NTF, contract agencies that refer clients, and state agencies within which programs operate. Detailed information about the CQI process and how organizational effectiveness is measured is outlined in the annual CQI plan.

## SECTION 1 INTRODUCTION

### 1.1 Employment “At-Will”

This NTF Employee Guidebook is effective August 1, 2017. It supersedes any and all earlier personnel policy manuals, Employee Guidebooks, their supplements, and any related documentation, as well as any oral representations, or past practices. If there is a conflict between any of NTF’s policies described herein and any earlier policies, practices, or representation, the policies set forth in this Employee Guidebook shall be controlling.

No one other than the Chief Executive Officer or Board of Directors has the authority to alter this policy, to enter into an agreement for employment for a specified period of time, or to make any agreement contrary to this policy. Any such employment agreement must be in writing and must be signed by the Chief Executive Officer.

This Guidebook is not a contract of employment or a promise of continued work. Furthermore, this Employee Guidebook does not alter, amend, or change in any way your status as an “at-will” employee. This means that both you and NTF have the right to terminate your employment at any time, with or without cause, and with or without notice.

### 1.2 Equal Employment Opportunity

This is to affirm NTF’s policy of providing Equal Opportunity to all employees and applicants for employment in accordance with all applicable Equal Employment Opportunity/Affirmative Action laws, directives and regulations of Federal, State and Local governing bodies or agencies thereof.

Our organization will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, membership or activity in a local human rights commission, or status with regard to public assistance as prohibited by Title VII of the Civil Rights Act, as amended, and any other applicable federal, state or local laws.

NTF will take affirmative action to ensure that all employment practices are free of discrimination. Such employment practices include, but are not limited to the following: hiring, promotion, demotion, transfer, recruitment or recruitment advertising, selection, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training.

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

NTF is committed to providing equal employment opportunity free from discrimination based on race, color, religion, national origin, citizenship, sex, sexual orientation, uniformed service employee status, age, disability, or any other type of discrimination as prohibited by Title VII of the Civil Rights Act, as amended, and any other applicable federal, state or local laws. NTF

strictly prohibits any form of unlawful discrimination or harassment in any part of the workplace or employment process.

NTF supports the Americans with Disabilities Act and Amendments to the Act (ADA), which was enacted on September 25, 2008. The ADA is a federal law that prohibits discrimination against qualified disabled people in any part of the employment process. This includes, but is not limited to, application, hiring, compensation, job training, promotion, and benefits. Should an employee require reasonable accommodation for a disability in order to perform the essential functions of the job, it is his/her responsibility to request such accommodation from his/her immediate supervisor/manager. NTF reserves the right to request medical documentation verifying the need for any accommodation, as well as documentation concerning medical limitations as they pertain to the employee's job responsibilities.

If you have any questions or concerns regarding this subject, contact the Human Resources Department for guidance at 386-523-1440.

If you feel you have been harassed or discriminated against, or if you have witnessed harassment or discrimination, report it immediately to your supervisor/manager and/or Human Resources Department at 386-523-1440.

### **1.3 Prohibited Discrimination and Harassment**

NTF strives to create and maintain a work environment in which people are treated with dignity, decency, and respect. The work/office environment should be characterized by mutual trust, respect and the absence of threats, intimidation, oppression, and exploitation. Employees should be able to work and learn in a safe, yet stimulating atmosphere. The accomplishment of this goal is essential to the mission of the agency. For that reason, the office will not tolerate unlawful discrimination or harassment of any kind. Through enforcement of the policy and by education of employees, NTF will seek to prevent, correct, and discipline behavior that violates this policy.

All employees, regardless of their position, are covered by and are expected to comply with this policy, and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken against any employee who violates this policy. Based upon the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension, or termination of employment.

NTF requires enforcement to be used whenever an employee, volunteer or contractor engages in discriminatory acts, policies, or practices involving race, color, or national origin in the foster care or adoption process.

Employees, volunteers and/or contractors found in violation of practice standards of the Multiethnic Placement Act of 1994 as amended by Section 1808 of the Small Business Job Protection Act of 1996, 42 U.S.C. 622(b)(9), 671(a)(18), 674(d) and 1996(b) (MEPA) and Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, as they apply to the foster care and adoption process (Title VI) may receive penalties, sanctions, and other disciplinary actions, which could include suspension and /or removal, in accordance with the applicable employment law and union contracts.

## 1.4 Open Door Policy and Complaint Resolution Procedure

It is the policy of NTF that employees should have an opportunity to present their work-related complaints and to appeal management decisions through a complaint resolution procedure.

An appropriate complaint is defined as an employee's expressed dissatisfaction concerning any interpretation or application of a work-related policy by management, supervisors, or other employees. Matters that may be considered appropriate dispute under this policy include:

- A belief that NTF policies, practices, rules, regulations, or procedures have been applied inconsistently;
- Treatment considered unfair by an associate, such as discipline, coercion, reprisal, harassment (including sexual harassment), or intimidation;
- Alleged discrimination because of race, color, gender, age, religion, and national origin, marital status, sexual orientation, or disability;
- Improper or unfair administration of employee benefits or conditions of employment, such as scheduling, vacations, fringe benefits, promotions, retirement, holidays, performance reviews, salary, or seniority.

Employees should notify NTF management in a timely fashion of any complaint considered appropriate for handling under this policy. The complaint resolution procedure is the exclusive remedy for employees with appropriate complaints. As used in this policy, the terms "timely fashion", "reasonable time", and "promptly" generally will mean **ten (10)** working days. However, appropriate complaints that do not meet this time-frame may be investigated upon review and acceptance of circumstances that contributed to the time-frame not being met.

The complaint resolution process has five (5) steps for resolving employee complaints. Complaints can be resolved at any step in the process. Complaints will be processed until the employee is satisfied, does not file a timely appeal, or exhausts the right of appeal under this policy. A decision becomes binding on all parties whenever an employee does not file a timely appeal or when a decision is made in the final step and the right of appeal no longer exists.

Below are steps to be followed when filing or submitting a complaint:

Step 1 – The employee should within **ten (10)** working days, bring the complaint to the attention of the immediate supervisor. If the complaint involves the supervisor, then the employee may proceed directly to Step 2. If the complaint is not a routine matter that the supervisor can handle promptly, the supervisor shall ask the employee to put the complaint in writing. Upon receipt of the written complaint, the supervisor shall investigate the complaint, attempt to resolve it, and give a decision to the employee within five (5) working days. The supervisor should prepare a written and dated summary of the dispute and proposed resolution, provide a copy to the employee and submit a copy to Human Resources for placement in the employee's personnel file. Complaints that cannot be resolved by the supervisor should be forwarded by the supervisor to the Executive/Program Director for resolution.

Step 2 – If the employee is dissatisfied with the supervisor's decision, he/she may appeal the decision to the Executive/Program Director or initiate the procedure with the Executive/Program Director if the complaint involves the supervisor. The appeal or initial

complaint must be made in writing within five (5) working days of the incident or supervisor's response. A personal meeting can be arranged if the employee wishes. After the Executive/Program Director has reviewed all the facts, including the supervisor's review, he/she will provide the employee with a written response within **ten (10)** working days of receipt. The Executive/Program Director may confer with the employee, the supervisor, and any other staff member considered knowledgeable of the situation who can contribute factual information to the investigation.

Step 3 – If the employee is dissatisfied with the Executive/Program Director's decision, he/she may submit a written appeal of the decision to the Vice President of Programs within five (5) working days of receipt of the decision. The Vice President of Programs will take the necessary steps to review and investigate the complaint. The Vice President of Programs shall render a decision in writing to all appropriate parties involved within ten (10) working days of receipt of the written complaint.

Step 4 – If the employee is dissatisfied with the Vice President of Programs decision, he/she may submit a written appeal to the Vice President of Human Resources within five (5) working days of receipt of the Vice President of Program's decision. The Vice President of Human Resources will take the necessary steps to review and investigate the dispute and will issue a written, final, and binding decision within ten (10) working days of receipt of the written complaint.

**Step 5 – If the employees' issue is highly contentious or legally vulnerable to NTF, the Vice President of Human Resources shall forward his/her decision and all supporting documentation to the Chief of Staff and the Chief Executive Officer within five (5) working days of making the decision. The Chief of Staff will take the necessary steps to review and investigate the dispute and discuss the findings with the Chief Executive Officer. A written, final, and binding decision will be issued by the Chief Executive Officer within ten (10) working days of receipt of the written complaint.**

Human Resources will provide training and support to supervisors and management in dealing with employee complaints. In addition, employees are encouraged to consult with Human Resources, their supervisors, or other program management staff regarding employee complaints or disputes.

Final decisions on complaints will not be precedent-setting or binding on future disputes unless they are officially stated as NTF policy. When appropriate, the decisions will be retroactive to the date of the employee's original dispute notification.

Information concerning an employee complaint should be kept confidential. Supervisors, Executive/Program Directors, and other members of management who investigate a complaint may discuss it only with those individuals who have a need to know about it or who are needed to supply necessary background information or advice. Implementation of the complaint resolution procedure by an employee does not limit the right of NTF to proceed with a disciplinary action.

Time spent by the employee discussing the complaint with management during normal working hours will be considered hours worked for pay purposes.

Employees will not be penalized for proper use of the complaint resolution procedure. However, it is not considered proper use if an employee raises complaints in bad faith or solely for the purpose of delay or harassment or repeatedly raises meritless complaints. In addition, employees and supervisors are prohibited from retaliating against an employee who uses the complaint resolution procedure.

NTF may, at its discretion, refuse to proceed with any complaint NTF determines is improper under this policy. Further, this policy does not alter the employment-at-will relationship in any way.

## **SECTION 2 EMPLOYMENT AND EMPLOYEE DEVELOPMENT**

### **2.1 Background Checks**

To comply with State and Federal law, background checks are a requirement for all NTF positions. Any offer of employment, internship, foster caregiver, or independent contractor status is considered conditional until the background check has cleared and been approved by NTF management.

### **2.2 Substance Abuse Screening**

NTF is a Drug Free Workplace Employer. Screenings for illicit or illegal drugs and/or medications that are not prescribed for applicants are required to be completed prior to employment with NTF. Illicit drug addiction may be one of the most dangerous types of addictions. In general, illicit drugs are those that are illegal to make, sell, or use. They include marijuana, cocaine, amphetamines, heroin, and hallucinogens.

Applicants being considered for hire, foster caregivers, interns, volunteers and independent contractors are referred to a designated contract vendor to be drug screened. The results are sent to NTF for review. Positive screenings not justified by a valid prescription make the employee ineligible for hire. Applicants with diluted screenings are sent for a second screening. Diluted results in a second screening may result in the candidate being ineligible for hire.

Random drug screens are done quarterly. Employees, foster caregivers, interns, volunteers and independent contractors who are suspected by managers and/or supervisors of using illicit or illegal drugs may be requested to take a drug screening based on reasonable suspicion. Any individual suspected has four (4) hours to report to the Contractor to complete the screening. Failure to report or a positive finding may result in termination of employment or separation of services with NTF.

### **2.3 Motor Vehicle License Check**

All employees, new hires and foster caregivers sign an **ACKNOWLEDGEMENT OF TRANSPORTATION AND SAFETY GUIDELINES**. In signing this acknowledgement, you agree that NTF and its insurance provider may, from time to time, review your driving record for the past seven (7) years when determined necessary. Additionally, you must notify NTF's corporate Vice President of Human Resources, in writing, within seventy-two (72) hours of receiving any traffic or driving violations, of your Driver's License being suspended and/or

revoked, or of being arrested for driving under the influence of drugs and/or alcohol. Any of these violations may be grounds for immediate termination of employees, foster caregivers, interns, volunteers and independent contractors.

## 2.4 Work Eligibility

Only individuals authorized to work in the United States will be hired. All new employees must present proper documentation that establishes their identification and eligibility for employment. Employees who cannot produce the proper identification documentation as required on the I-9 form within three (3) days of hire will be terminated from employment with NTF.

All qualified applicants must complete NTF's new hire paperwork and take a pre-employment drug test before starting work. Some positions may also require proof of a valid driver's license, a demonstrated ability to operate specific types of equipment, a driving record check, and/or a certificate of vehicle insurance. Some positions may require Department of Transportation certification, physical examination, bonding, CPR certification, licenses, or other job related requirements or tests. For these positions, failure to maintain acceptable driving standards, insurance, licenses, certificates, or other requirements may be cause for immediate termination.

Re-hired employees are subject to all new-hire requirements and procedures.

## 2.5 Probationary Period

All new or re-hired employees must complete a six (6) month probationary period. New or rehired employees are encouraged to use the first six (6) months of their employment with NTF as an opportunity to ask questions regarding their job responsibilities, operational processes, and NTF policies and procedures. During this period, an ongoing evaluation of the employee's performance, conduct and fit to the culture and values of the organization will be done. Open communication between NTF management and the employee is encouraged to assure that performance and overall expectations are aligned to promote productivity and the overall success of the employer/employee relationship.

The probationary period includes a ninety (90) day introductory period. In the event a newly hired employee is terminated during the introductory period, they will not be eligible for unemployment compensation benefits.

Completion of the probationary period does not guarantee a specific period of employment, nor does it alter the "at-will" employment relationship. All employees continue to have the right to terminate their employment at any time, with or without cause or notice, and NTF maintains the same right.

### 2.5.1 Extension of Probation

Executive/Program Directors may request an extension to the probationary period if the employee performance is poor and additional time is needed to evaluate the employees' ability to meet job expectations. Request for extensions of probation shall be made before the employee is

within the last thirty (30) days of this period. Request for extensions shall be submitted to the Vice President of Human Resources. Extensions may be granted up to ninety (90) days.

## 2.6 Employment Classifications

Each NTF employee is designated as either NON-EXEMPT or EXEMPT in accordance with federal (Fair Labor Standards Act – “FLSA”) and state wage and hour laws. Non-exempt employees are entitled to overtime pay under the specific provisions of federal (FLSA) and state laws. Non-exempt employees who work in excess of forty (40) hours in a given week will be paid at the rate of time and one-half for the excess hours worked. **However, non-exempt salaried employees will be paid a half time rate based on a flexible payment methodology approved by the US Department of Labor.**

In addition to exempt or non-exempt categories, each employee will also be classified in one of the following six (6) classifications of employment:

- Regular Full-Time Employee - An employee who works a minimum of thirty (30) hours per week during a continuous period is considered full-time. Full-time employees are eligible for fringe benefits (Paid Time Off (PTO), holidays, insurances, etc.) on the first of the month following sixty (60) days of employment.
- Part-Time Employee - An employee who works less than thirty (30) hours per week during a continuous period is considered part-time. Part-time employees are eligible to receive holiday pay based on the number of hours worked per week. **Holiday pay for part-time employees shall be based on the following schedule.**

Hours Worked	10-15	16-20	21-25	26-29
Holiday Pay	3	4	5	6

- Seasonal Employee - An employee who is hired for a specific period of time (season) or for a specific project is considered seasonal. At the end of his/her seasonal employment, the employee goes into the “off-season” period with the intent of a future recall. This period of inactivity should not exceed five (5) months (153 days). A seasonal employee must work less than 1,000 hours during a continuous 26-week period. Seasonal employees are not entitled to fringe benefits, **holiday pay or paid time off (PTO).**
- Temporary Employee - An employee who is hired for a specific period of time (on a full-time or part-time basis) such as summer help or for a specific project or assignment. Temporary employees are not entitled to fringe benefits, **holiday pay or paid time off (PTO).**
- On-Call Employee – An employee who works an irregular schedule on an as needed basis is considered on-call. A single period of inactivity should not exceed five (5) months (153 days). On-call employees are not entitled to fringe benefits, **holiday pay or paid time off (PTO).**
- Employee on Leave – An employee, who has qualified for an approved “leave” status such as Worker’s Compensation, or other extended absence other than vacation, will be placed in a leave classification. This is used to provide a record of the qualified leave. Leave is designated as with or without pay per the discretion of management in accordance with policy found in Section 4 of this Guidebook.

An employee placed in a specific employment classification does not guarantee employment for any specific length of time. The employment relationship is at the agreement of the employee and NTF, and may be terminated at any time by the employee or NTF.

## **2.7 Hiring of Family Members**

No more than one (1) member of an employee's immediate family can be hired by NTF. The family member cannot supervise or be supervised by the employee. Exceptions must be presented by the supervisor in writing and shall require the consent of the Vice President of Programs and the President/CEO.

## **2.8 Position Description**

Every new hire will receive a position description as part of the orientation process. The position description must be signed by the employee and will be placed in the employee's personnel file. They should be read carefully and any questions directed to your supervisor or the Human Resource Department.

Position descriptions are designed to serve three (3) purposes. First, they give prospective employees a clear understanding of the nature of an open position and facilitate the recruitment process. Second, they serve as a guideline for employees already working in established positions. Third, they assist NTF in complying with the Americans with Disabilities Amendments Act, by identifying the essential functions and physical requirements of each position.

Position descriptions are dynamic documents meant to be updated and revised continuously, based on the programs and services offered by NTF. Generally, position descriptions are reviewed and may be revised as part of the annual performance appraisal process. Employees are encouraged to offer suggestions on improving effectiveness and the design of the position by speaking with the supervisor or the Vice President of Human Resources.

## **2.9 Job Posting**

NTF's employment policy is to select the most qualified person available for a position based on knowledge, skills, experience and ability to perform job requirements. NTF is dedicated to internal promotion. All open positions are posted internally before or at the same time an external posting or advertisement begins. In the case of a choice between equally qualified candidates, internal applicants will be given preferential consideration over external applicants.

## **2.10 Appointments to Positions**

NTF positions change from time to time because of contract requirements, changes to job duties and responsibilities and/or duties are separated due to workload or the need to restructure services. The position duties before the change may have been performed by an existing staff member. In such circumstances, the occupant of the position that is being restructured may be appointed to the new position by recommendation of the Vice President of Programs and Human Resources and the approval of the President/CEO.

The President/CEO may make provisional appointments of qualified existing staff to Senior Management positions. The provisional status should not exceed six (6) months. If it is in NTF's best interest, the provisional appointment may be made permanent at the end of the six (6) month period.

## **2.11 Transfers and Promotions**

To apply for a vacated position, the employee must have been in his/her current position for at least six (6) months and be in good standing. This requirement may be waived by the President/CEO if promotion of an internal employee is in the best interest of the agency. The employee must complete and Internal Application and submit it, along with an updated resume, to the Human Resource Department. Once the hiring manager has made the decision to hire the internal employee and the employee accepts the position, the employee shall inform his/her current supervisor of his/her decision to accept another position.

## **2.12 Performance Evaluations**

After six (6) months of employment, or at the start of a new supervisory relationship with a staff employee (e.g. as a result of a job change with the employee or the supervisor), the supervisor schedules an individual meeting with the appropriate employee(s) to explain the performance appraisal form, develop goals and objectives and discuss how the specific categories will be interpreted. Performance evaluations are conducted after six (6) months of employment and annually thereafter. Annual performance evaluations are completed during the last quarter of NTF's fiscal year. If the employee has experienced a position change, the next evaluation will be six (6) months from the date of change and annually thereafter.

## **2.13 Employment of Board Employees**

To preserve the objectivity and integrity of the agency's Board of Directors, a Board member who wishes to apply for employment with the agency must first resign from the Board.

# **SECTION 3 BENEFITS**

## **3.1 Definition of Benefits**

NTF is proud to provide eligible employees with a quality benefit program. Depending on the benefit, NTF pays a reasonable portion of the cost. Some of the details concerning these benefits and the employee's eligibility are contained in the Summary of Benefits Description for the applicable plan. This information is provided to the employee at the time of his/her employee orientation or can be requested from the Human Resource Department at any time. Insurance benefits are effective on the first of the month following sixty (60) days of employment. If there are questions concerning benefits, please contact the Human Resources Department.

## **3.2 Worker's Compensation**

NTF provides Workers' Compensation benefits to all employees for work related injuries or illness. This insurance provides for medical care and temporary disability benefits as mandated by state law. If the employee is injured in the course and scope of employment, the employee

will be required to take a post-accident drug test immediately upon request or within four (4) hours of the accident, if your condition allows for testing to be done. If the employee tests positive for alcohol or illegal substances, the employee may forfeit eligibility for medical and indemnity benefits under the applicable Workers' Compensation statutes, as permitted by state law.

When an employee is out on Workers' Compensation leave, the employee will be afforded all rights and privileges in accordance to both Workers' Compensation and FMLA; if applicable. In these cases, if NTF is currently providing benefits to the employee, NTF will continue to provide the employer contribution of the health benefit premium for a period of up to twelve (12) weeks provided the employee continues to make timely payments of the employee's portion of the benefit contribution toward the premium.

See Attachment III, Workers Compensation Top Ten List, which outlines procedures to follow when accidents occur.

### 3.3 Occupational Safety and Health (OSH) Act

Under the OSH Act, employers are responsible for providing a safe and healthful workplace. OSH Act's mission is to assure safe and healthful workplaces by setting and enforcing standards, and by providing training, outreach, education and assistance. Employers must comply with all applicable OSH Act standards and General Duty Clause of the Act, which requires employers to keep their workplace free of serious recognized hazards.

All NTF employees have the right to a safe workplace. The Occupational Safety and Health Act of 1970 (OSH Act) was passed to prevent workers from being killed or seriously harmed at work. The law requires employers to provide their employees with working conditions that are free of known dangers. The Act created the Occupational Safety and Health Administration (OSHA), which sets and enforces protective workplace safety and health standards. Workers may file a complaint to have OSHA inspect their workplace if they believe that their employer is not following OSHA standards or that there are serious hazards.

### 3.4 Paid Time Off (PTO)

Years of Service	Maximum Number of Weeks	Maximum Number of Hours
0 – 1	4 weeks	160
1 – 7	7 weeks	280
7+ years	8 weeks	320

Employees are awarded up to four (4) weeks, 160 hours, of PTO when hired. PTO is awarded only for employees working 30 hours or more per week. For employees working 30 hours or more, but less than 40 hours, PTO is prorated based on the number of hours worked.

Employees are eligible to use PTO hours the 1<sup>st</sup> pay period following three (3) months of employment. The Human Resources Information System calculates awarded time based on hire date. For example: If an employee is hired on 10/01/2015, the system pro-rates the time for the remainder of the fiscal year which ends June 30<sup>th</sup>, 2016. The same employee who was hired 10/01/2015 will only receive four (4) weeks, 160 hours of PTO in the new fiscal year beginning

July 1<sup>st</sup>, 2016. Thus, the employee hired on 10/01/2015 will not receive seven (7) weeks, 280 hours, PTO until the new fiscal year beginning July 1<sup>st</sup>, 2017.

All existing employees are awarded a PTO allowance at the beginning of the first pay period of the fiscal year (July 1<sup>st</sup>) according to their years of service. While employees are given the opportunity to use their PTO throughout the fiscal year, supervisors must approve PTO according to the needs of the program. Employees who cannot use the full PTO allowance by June 30<sup>th</sup> will be allowed to carry forth up to eighty (80) remaining hours into the new fiscal year.

Individuals employed by NTF prior to January 1<sup>st</sup>, 2009 may have acquired Supplemental Sick Leave through a former policy on FMLA/PTO hours. Supplemental Sick Leave can be used only: 1) on physician's confirmation that employee's illness or injury prevents him/her from working; 2) for the illness of an immediate family member - **medical documentation is required**; or 3) after he/she has depleted all other available paid time off. Supplemental Sick Leave is not compensable upon resignation or termination of employment.

If the absence of an employee at a particular time jeopardizes the progress or success of a project, NTF reserves the option to reschedule that employee's PTO. This is rarely necessary when an employee gives sufficient advance notice.

All requests for PTO must be made through the Human Resources Information system, for approval by their supervisor.

Upon proper notice of resignation, program closure, or a reduction-in-force, NTF will pay the cash value of the remaining balance of PTO not to exceed two (2) weeks, eighty (80) hours. The unused remaining balance of PTO in excess of eighty (80) hours is lost and will not be paid. Proper notice requires thirty (30) days for supervisory and management staff and two (2) weeks for all other employees. Employees who resign before one (1) year of continuous service will not receive a cash payout of any unused PTO time. Employees who are terminated from NTF are not eligible to receive a PTO payout.

### 3.5 Holidays

NTF observes the following paid holidays:

1. New Year's Day
2. Dr. Martin Luther King Jr.'s Birthday
3. President's Day
4. Memorial Day
5. Independence Day
6. Labor Day
7. Thanksgiving Day
8. The Friday after Thanksgiving
9. Christmas Day

#### 3.5.1 Special Circumstances

If a holiday falls on a Saturday or Sunday, NTF will generally designate either the proceeding Friday or the following Monday as the paid holiday, depending on program needs.

If a holiday falls during an employee's vacation, that day will be counted as a holiday and not as a vacation day. Part-time employees are eligible to receive holiday pay based on the pro-rated number of hour's worker per week. **Temporary employees are not eligible for holiday pay.**

### 3.5.2 Floating Holidays

In addition to the nine (9) observed holidays, each full-time employee will receive a Floating Holiday per calendar year. This day is to be selected by the employee at his/her discretion and with his/her supervisor's approval. Employees are eligible to utilize the floating holiday after ninety (90) consecutive days of employment. This day is not accruable and must be used by December 31<sup>st</sup> of each year. This is a non-compensable day upon termination of employment.

### 3.6 Conference Attendance

NTF encourages employee attendance at conferences related to their work. If NTF asks an employee to attend a conference, or if an employee is presenting a paper or is otherwise accepting responsibility for conducting a conference, he/she will be paid at their regular rate of pay while in attendance. In addition, NTF will pay or reimburse the employee's expenses (e.g., travel, meals, etc.)

If an employee asks for authorization to attend a conference not related to NTF and it is approved, the employee will be paid at his/her regular rate of pay while in attendance for up to five (5) days. Travel, meals and lodging will not be paid by NTF.

An employee must get approval in advance to attend a conference and authorization to incur expenses. Failure to attend, or absence from, an authorized conference will be considered an unexcused absence and will subject the employee to disciplinary action.

### 3.7 In-Service Training

All NTF staff, including management, are required to complete a specific number of in-service training hours annually as specified on each job description.

### 3.8 Employee Assistance Program (EAP)

- A. NTF supports sound treatment efforts. No employee will be disciplined for voluntarily disclosure of and seeking assistance for problems relating to drug/alcohol use and/or abuse. It is NTF's desire that individuals will be allowed to address and resolve any drug and alcohol related problems on a confidential basis. Employees are advised to seek trained, professional assistance immediately, should they realize a dependency on drugs, alcohol, or any controlled substance.
- B. No employee will be discharged, disciplined or discriminated against solely upon the employee voluntarily seeking treatment for a drug/alcohol related problem if the employee:

- Seeks treatment prior to being required to submit to a drug/alcohol test, and/or;
  - Has not had a positive drug/alcohol test while employed by NTF.
- C. Should the employee be in a safety sensitive position, he/she should inform NTF of a drug or alcohol problem so appropriate steps can be taken to ensure the safety of the employee, client and the public. The EAP or Substance Abuse Professional will determine the employee's eligibility, as well as restrictions for work.
- D. Provided the employee complies with 3.8 (A and B) above, NTF will provide appropriate referral to drug and alcohol abuse rehabilitation programs for employees with confirmed positive results in accordance with regulatory requirements (see E below). Employees who do not self-disclose their substance issues to NTF, but test positive for drug/alcohol abuse will be disciplined in accordance with NTF policy.
- E. NTF's Employee Assistance Program (EAP) is available 24 hours a day, 7 days a week. Call 866-270-2864 (Humana EAP) and 800-854-1446 (Unum EAP). Also, consult the Yellow Pages Directory listing "Drug Abuse and Addiction Information and Treatment" for the names and locations of additional treatment facilities within your area. In addition, you may consult the United Way Information and Referral System (I & R). The United I & R system offers many confidential services at no charge. Cost that may be incurred with any of these types of services is the employee's responsibility.
- F. NTF will attempt to assist any member of the Workforce who tests positively by making referrals to certified rehabilitation programs for drug and/or alcohol abuse. If a member of the workforce discloses a drug and/or alcohol problem to a supervisor, prior to testing positive, NTF will place him/her on unpaid Leave of Absence. He/she will be able to take advantage of the group health insurance rate of NTF if covered by the agency. However, he/she will be solely responsible for the payment of the entire health insurance premium.

Provided the employee complies with the treatment plan and does not test positive for illicit substances in the future, he/she shall be permitted to continue in employment with NTF. The employer reserves the right to reassign the employee to another position which will limit his/her contact with children or safety sensitive areas. Non-compliance or positive drug testing may warrant further sanctions, up to and including termination.

### **3.9 Profit Sharing Plan – 401(k)**

NTF provides a 401(k) Profit Sharing Plan to enable our employees to accumulate long term savings for retirement while benefiting from favorable tax treatment. This is a voluntary retirement savings program which offers the employee the advantage of making contributions from their pre-tax salary. Employees who contribute to the Plan defer payment of federal income taxes on amounts contributed until they are withdrawn or paid as benefits. Additionally, interest and investment earnings accumulate on a tax-deferred basis until withdrawn or paid as benefits. Employee contributions are made each payroll period by salary deduction. NTF also makes matching contributions equal to 100% of your salary reduction not

to exceed 3% of your annual compensation to the Plan for employees who have completed at least one (1) year of service.

### Eligibility

All employees are eligible to participate in the plan, except those who are non-resident aliens or are classified or treated as independent contractors. Leased employees, individuals who provide services to NTF even though they are actually employed by a leasing organization, are also eligible.

Employees must be at least 21 years of age to participate and receive employer matching contributions in the plan.

Employees must complete at least one (1) year of service to receive the employer matching contribution. A year of service will be credited at the end of the first twelve (12) months of employment if the employee has completed at least 1000 hours of service within the twelve (12) month period.

### Plan Participation

Employees may participate in the plan on the first day of the month coinciding with or immediately following the date the employee meets all the above requirements.

### Enrollment

Exiting employees may enroll in the plan by completing a salary reduction agreement and an enrollment form. The salary reduction agreement is an agreement between the employee and NTF that states the amount the employee will contribute to the plan each pay period. Salary reductions are taken from the employee's salary before federal income taxes are deducted.

The enrollment form indicates how the employee wants to invest their contributions in the plan and allows them control over the investments in their account by selecting one or more of the investment alternatives available under the plan. Employees may change investment options by completing a new enrollment form. The enrollment form also permits the employee to designate the beneficiary who will be entitled to receive any death benefit payable under the plan.

New employees are automatically enrolled in the 401(k) Profit Sharing Plan at 1% when hired. New employees will be contacted and provided log-in information by the vendor. New employees can choose to opt-out of the profit sharing plan when log-in information is provided by the vendor.

The above information provides a general overview of the 401(k) Profit Sharing Plan. Other requirements for the participation and program guidelines are outlined in the 401(k) Summary Plan Description. A copy of the Summary Plan Description can be obtained from the Human Resource Department.

## SECTION 4 LEAVES OF ABSENCE

#### **4.1 Absence from Work**

A Leave of Absence may be granted for the following reasons: to fulfill civic obligations such as jury duty and/or military duty, leave due to sickness or injury, documented health or family situation for an eligible household member or for any other reason permitted by NTF. A Leave of Absence does not guarantee reinstatement at the end of the leave period, except as required by law. Every effort will be made to return an employee to his/her original position, or a similar position for which he/she is qualified. Employees returning from leave based on medical necessity are required to provide a doctor's release.

A Personal Leave of Absence is granted in accordance with federal, state, and local laws, and NTF policy. Personal Leave of Absence is an approved absence from work and may be paid or unpaid, at the discretion of NTF. Eligibility for a personal leave of absence requires a minimum of one (1) year of service.

Employees requesting the use of paid or unpaid leave shall submit form NTF040.013 Request for Leave or Approved Absence. Leave of absence request must be approved by the Executive/Program Director and the Human Resources Department. Waivers to the Leave of Absence policy must be approved by the President/CEO. NTF reserves the right to request documentation supporting all Leave of Absence requests. Employees should not engage in other employment while on any type of leave. An employee who misrepresents his/her need for a leave of absence, will be subject to termination, even after the fact.

Employee's requesting a leave of absence from work shall use all applicable accumulated, banked and/or unused PTO or supplemental sick leave before the employee can use unpaid leave.

#### **4.2 Administrative Leave**

Administrative leave occurs when NTF makes a determination that an employee cannot remain working in his/her present position until further information or circumstances enable NTF to make a decision regarding the employees continued employment. Administrative leave may be taken with or without pay. The determination of the pay status is at the sole discretion of NTF. Examples of administrative leave may include, but are not limited to, leave pending the results of a workplace conduct/incident investigation and pending drug test results. An employee may be placed on unpaid disciplinary suspension of one or more days for violation of workplace conduct rules.

#### **4.3 Leave for Victims of Domestic Violence or Sexual Violence**

In keeping with applicable state law(s), the Agency provides unpaid leave to eligible employees who are victims of domestic violence or sexual violence. An employee is eligible for such leave if: he/she has completed ninety (90) days of employment with the Agency; the employee or a family or household member of an employee is the victim of domestic violence or sexual violence; and the leave is sought for a specific reason related to domestic or sexual violence. An eligible employee may take up to three (3) working days of leave within a "rolling" twelve (12) month period, measured backwards from the date of any leave. Leave in excess of three (3) days must be approved by your supervisor.

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

An employee should speak with Human Resources as soon as he/she becomes aware that he/she may need to request leave under this policy. The Agency will keep all information relating to an employee’s request for such leave confidential. Except in cases of imminent danger to the health and safety of the employee or the employee’s family or household member, an employee should provide advance notice of his/her need for leave. The Agency may require employees to provide appropriate documentation of the need for leave, e.g., court documents or a doctor’s note.

When leave is taken, the Company (Agency) will first substitute for unpaid leave any accumulated paid leave (e.g., PTO, Supplemental Sick), which will be charged against the employee’s outstanding unpaid domestic violence or sexual violence leave entitlement.

#### 4.4 Military Leave

Federal and state laws have been established to protect employees who are called to or volunteer for military service. NTF will afford each employee all rights guaranteed by these laws. The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) guarantees the rights of military service employees to take unpaid leaves of absence from their civilian jobs for active military service and return to their jobs with accrued seniority and other employment protections. USERRA does not distinguish between voluntary or involuntary uniformed services.

Under USERRA, employees must give NTF advance written or oral notice of their need to perform military service. Notice may be provided by the employee or by an appropriate officer of the branch of the military in which the employee will be serving. However, no notice is required if: giving notice is precluded by military necessity; or the giving of notice is otherwise impossible or unreasonable.

Members who have been on active duty must also comply with time limits for returning to work:

- If service is thirty (30) days or less, the employee must report to work on the next calendar day following release from military service, after allowance for safe travel home from the military duty location and an eight (8) hour rest period.
- If service lasts between thirty-one (31) and one hundred eighty (180) days, the employee must submit an application for reemployment no later than fourteen (14) days after completion of military service.
- If service last more than one hundred eighty-one (181) days up to a period of five (5) years, an application for reemployment must be submitted no later than ninety (90) days after completion of military service.
- Comply with Section 4313 (a) (2) of the Act that requires reemploying person’s returning from military service in priority order.

For employees who are absent for a period of thirty-one (31) days or more, NTF may require documentation that:

- The employee's application for reemployment is timely;
- The employee has not exceeded five (5) years of service; and
- The employee's separation from service was other than disqualifying under Section 4304 of the Act.

The cumulative length of service that causes a person's absence from a position of employment may not exceed five (5) years. However, there are exceptions to the five (5) year rule listed in Section 4312 (c) of the Act that must be complied with.

Depending upon the amount of active military service required, NTF will provide the following to qualified employees:

- Promptly reemploy an employee returning from military service. In accordance with Section 4313 (a) of the Act, prompt is determined on the circumstances of each individual case.
- Reinstatement the employee to the position the employee would have held if his/her continuous employment had not been interrupted for military service (long standing "escalator" principle).
- Make reasonable efforts to qualify returning employees who are not qualified for reemployment positions that they otherwise would be entitled to hold for reasons other than a disability incurred or aggravated by military service.
- Provide refresher training and any training necessary to update or upgrade a returning employee's skills to assist them in re-qualifying for reemployment. Alternate positions may be offered if the employee does not qualify for the "escalator" position.
- Provide basic rights and/or benefits generally provided to employees with similar status that are on leaves of absence.
- Be permitted to use any vacation time that had accrued before the beginning of military service instead of unpaid leave. However, the employee cannot be forced to use vacation time for military service.
- If employee's length of military service is thirty (30) days or less, continuation of medical benefits under the same terms and conditions as when actively employed.
- If employee's length of military service exceeds thirty-one (31) days, the employee may elect to continue medical benefits for a period of eighteen (18) months, but the employee may be required to pay up to 102% of the full premium.
- All rights and benefits based on seniority that the employee would have attained with reasonable certainty had he/she remained continuously employed.

If an employee, prior to leaving for military service, knowingly provides clear written notice of his/her intent not to return to work after military service, the employee waives entitlement to leave of absence rights and benefits not based on seniority. However, the Notice of Intent does not surrender other rights and benefits the employee is entitled to under the law, particularly reemployment rights.

#### 4.5 Funeral Leave

In case of a death in an employee's immediate family, NTF may authorize a paid leave of absence of up to three (3) days per **calendar** year (in town) and five (5) days per **calendar** year (out of town) to attend the funeral. If more than three (3) days in town or five (5) days out of town are needed, and employee may request permission to use Paid Time Off (PTO) or time off without pay. This benefit does not accrue from year to year. To use this benefit, the employee should make their request to the supervisor.

"Immediate family," is defined as a spouse, children, parents, grandparents, siblings, stepsiblings, mother- and father-in-law, brother- and sister-in-law, aunt and uncle, and any other member of employee's immediate household.

## SECTION 5 WORKPLACE AND ENVIRONMENT

### 5.1 Workplace Conduct

The following are STRICTLY PROHIBITED and constitute GROSS MISCONDUCT for which immediate termination may result:

- Possession of firearms, ammunition, weapons of any kind, firecrackers, or other similar items; intoxicating liquors, narcotic drugs, or chemicals on NTF property or when on company business.
- Performing work while under the influence of alcohol, drugs, or intoxicants of any type; selling, distributing, or consuming any alcoholic beverages; or possessing, selling, distributing or using drugs of any kind (except possession and usage of lawful prescription drug's where the prescription does not impair the employee's ability to perform his/her regular or other assigned duties safely and efficiently, and where management has been advised and has approved in advance).
- Falsifying information on any NTF forms, reports or records. This includes, but is not limited to, employment application, personal absence, sickness, time cards, and case notes.
- Falsely stating or making claims of injury.
- Removing or using property, records, or other materials belonging to NTF or other persons without authorization.
- Starting or participating in a fight, threatening, intimidating, or coercing any visitor, employee, client, customer, or any other person employed with the workplace while on NTF premises or NTF business.
- Using profane or abusive language or behaving in a manner that would make another person reasonably feel threatened, intimidated, coerced, or fear for their personal safety.
- Damaging or destroying NTF property, or wasting company materials.
- Loitering or sleeping during specified working hours.
- Refusing to follow a supervisor's or NTF official's reasonable directions or instructions other insubordinate conduct, or using abusive language toward NTF supervisors.
- Violating safety or health rules or practices, or creating a safety hazard.
- Engaging in unlawful or improper conduct while at work which affects fellow employees, supervisors, NTF products, property, reputation, or goodwill in the community.
- Leaving work before the end of a shift without a supervisor's authorization.
- Using NTF's facilities and time for personal business.

- Unauthorized possession or use of NTF keys or property.
- Soliciting or accepting tips from visitors or other employees.
- Smoking in restricted, posted “No Smoking” areas.
- Entering work areas of NTF’s premises unless on duty and scheduled for work or otherwise on company business.
- Refusal to leave the premises when placed on disciplinary suspension and requested to leave by an authorize NTF representative.
- Violation of NTF’s no discrimination/non-harassment policy.

The above rules are not all-inclusive and must be observed at all times. Additional standards of conduct and employee obligations may also apply. A violation of any of the above will result in disciplinary action up to and including immediate termination.

## 5.2 Smoking

NTF has a vital interest in maintaining a healthy and safe environment for its staff and clients while respecting individual choice. Due to concerns about fire risks and the effects of second-hand smoke, NTF has developed the following policy.

NTF prohibits smoking in all NTF office locations. Smoking generally means inhaling, exhaling, burning, or carrying a lighted cigar, cigarette, pipe or e-cigarette. Smoking areas will be provided in an appropriate location for staff, clients, and visitors. The below guidelines are established for each location.

1. Smoking is not permitted within twenty (20) feet of any entrance to any NTF office, air intake, or where posted. Smoking is permitted in areas specifically designated and posted as smoking areas.
2. Smoking is prohibited in foster homes by Foster Caregivers and other adults and in motor vehicles while transporting foster children.
3. Foster children may not use or possess tobacco products.
4. According to the State Legislated Actions on Tobacco Issues (SLATI) of 2007, no person under the age of eighteen (18) shall use or buy, or have tobacco in their possession. It is also illegal to sell, give, or furnish tobacco products to youth under the age of eighteen (18).
5. All staff, clients, and visitors are expected to comply with the provisions of this policy. Staff has the responsibility of bringing it to the attention of visitors. Any complaints should be brought to the attention of the supervisor or Executive/Program Director.

## SECTION 6 WORKPLACE HEALTH AND SAFETY

### 6.1 Safety Policy

NTF considers the safety and health of each employee to be of primary importance, as well as the protection of the general public where interaction is necessary. Workplace safety and accident prevention involves the well-being of each employee. Accidents and unsafe working conditions lead to employee dissatisfaction, loss of good will and interference with work plans. NTF’s management and supervisors oversee the safety program at the worksite; however, everyone is responsible for workplace safety. A copy of each sites safety program is located with the Safety

Committee representative as well as on the “N” Drive under Safety. Each NTF site also has an Emergency Safety Procedure Plan.

The goal of NTF is to provide each employee with a safe and healthy workplace. Everyone, management and employees alike, has a responsibility for safety. Employees are expected to use good judgement in all work performed. A safety program by itself will not eliminate accidents. It takes a team effort to recognize job hazards, and cooperation to assure that accident causes are eliminated and safe work procedures followed. Employee commitment is necessary for an accident-free workplace.

## 6.2 Employee Responsibility

It is important to understand that safety and accident prevention begins with you. You are required to work in a manner that ensures your personal safety, as well as the safety of your co-workers. In order for NTF's safety and accident prevention efforts to be successful, each employee is required to comply with the following safety rules.

## 6.3 Workplace Safety Rules

Employees must comply with the following safety rules:

1. No alcohol or drugs will be permitted or used on NTF's premises at any time.
2. Keep your work area clean and neat at all times.
3. Use proper lifting techniques and get help with heavy loads.
4. Use all required personal protective equipment (PPE).
5. Smoking is only permitted in designated areas.
6. Inspect tools, machines and equipment prior to each use.
7. Never use tools, machines or equipment that is damaged or defective.
8. Never remove or bypass guards or safety devices.
9. Never make repairs unless authorized by management.
10. Always use the right tool, machine, or equipment for the job.
11. Horseplay, fighting and practical jokes are prohibited.
12. Never climb up on anything; use the proper safety device to reach overhead items/materials.
13. Follow all fall protection requirements.
14. Report all hazardous conditions to management.
15. All accidents must be reported immediately to management.
16. Wear seatbelt at all times when in automobile.
17. Do not use cell phones or wearable technology when operating a motor vehicle.
18. Follow all workplace safety rules (written and unwritten).
19. Report any threats of violence or violent actions by current and previous employees, or any member of the public immediately to management.

Any employee who does not follow the aforementioned procedures may be disciplined in accordance with the severity of the infraction, up to and including termination of employment.

## 6.4 Contagious Diseases

NTF is concerned with the safety and health of its employees, as well as the general public. Consistent with this goal, NTF must take the appropriate measures when an employee has a communicable disease that threatens the employees' health, that of other employees, or the general public.

An individual's contagiousness must be established on the basis of objective evidence, such as the sound medical judgement of public health officials. In such a case, NTF will attempt to accommodate the afflicted individual by placing him/her in a position that does not pose a direct threat to the health and safety of others. Should such an accommodation be impossible, NTF reserves the right to refuse to assign or continue to assign an individual to a job which puts other employees or the general public at risk of infection, until such time as the individual provides medical documentation that his/her condition is no longer contagious.

## 6.5 Evacuation and Emergency Action Plan

Employees should refer to your site-specific Evacuation and Emergency Action Plan procedures.

## 6.6 Security

All visitors will wear an NTF badge when on the premises. When the visit is over, visitors will return the badge to the reception desk and be escorted to the exit.

To ensure the safety of all personnel, employees should never provide personal details about other worksite employees (i.e., if employed by NTF, work schedule, absences, home phone or address, etc.) when responding to inquiries for information from other sources such as other companies or the general public. In addition, employees should use extreme caution when working late, and arrange for at least one other person to be present in the office.

All worksite entrances and exits should be secured at all times. To ensure the safety of personal items, do not leave valuables where theft might occur. NTF is not responsible for lost or stolen personal items.

Any threats received by mail, telephone, e-mail, or made by another employee, visitor and/or client are considered real and serious and should be reported to management immediately.

If a disturbance or threat to physical safety occurs, employees should use the following guidelines:

- Call local law enforcement.
- Notify management or security for your program.
- Do not risk your safety or the safety of others to resist a robbery attempt or apprehend a suspect.

Take precautions to ensure your safety and security:

- BE ALERT – A criminal with the intent to mug is much more likely to choose and unwary person as a victim rather than someone who is walking purposefully and is obviously alert to his/her surroundings. A mugger counts on the element of surprise.
- USE THE BUDDY SYSTEM – There is safety in numbers. When parking in a poorly lit area, walk to your destination with a friend.

- DON'T CARRY LARGE AMOUNTS OF CASH – Cut potential losses as much as possible. Do not carry your checkbook, cash, credit cards, passport, or valuable papers if unnecessary. Direct deposit should be used for safety.

## 6.7 Violent Crimes

NTF recognized the unfortunate reality that violent crimes do occur in the workplace. The potential commission of a violent crime in the workplace may threaten the safety of employees as well as clients. Therefore, due to NTF's concern for the safety of the employees and clients, it is important that employees maintain on-going awareness regarding the signs of incipient violence. Follow NTF's security guidelines, and recognize the steps that should be taken to prevent or ameliorate violence.

Prevention is the threshold measure to protect employee and client safety. Accordingly, all staff should make a conscious effort to observe the surroundings and report any suspicious persons or activities to the police. In the unfortunate event of a violent crime on NTF's property, remember to stay calm and try to avoid escalating the situation. To the extent possible, employees should attempt to concentrate on the perpetrators physical features, dress, voice, automobile, etc., in the hope of later identification.

If you are the victim of a violent crime, do not attempt to follow or catch the perpetrator. Once you are certain that the perpetrator has left the immediate area, quickly secure the area and call the police. While waiting for the police to arrive, avoid touching anything or disturbing the area. If possible, write down everything you can remember about the incident and the perpetrator. Employees are expected to cooperate fully with law enforcement authorities after the occurrence of the incident.

## 6.8 Firearms

Employees, independent contractors, foster caregivers and volunteers are strictly prohibited from possessing firearms on Agency property, unless the possessor of the firearm complies with this policy.

A person in lawful possession of a firearm who has a concealed weapons permit may transport or store such firearm in a locked, privately-owned motor vehicle in the Agency's parking lot or parking garage or other designated parking area if possession of the firearm on the property is not otherwise prohibited under any state or federal law. However, such firearm must be hidden from plain view. Such firearm must be **locked within a case or container within the vehicle**. **An employee shall not possess or transport a firearm in any vehicle owned or leased by the Agency**. Other than as provided, above, there shall be no firearms on the Agency property.

The Agency will take prompt and appropriate action, including, termination from employment, where the employee: (1) makes threats against or commits violence against others, or (2) exhibits a gun on Agency property, or (3) does not comply with this policy. Moreover, independent contractors, foster caregivers or volunteers will, likewise, be prohibited from providing services to the Agency and/or coming upon Agency property if they: (1) make threats against or commit violence against others; (2) exhibit a gun on Agency property; or (3) do not

comply with this policy. Any and all questions regarding this policy should be directed to the Human Resources Department.

For the purpose of this policy, “Agency Property” only includes NTF owned or leased buildings or vehicles.

Employees who have invited a guest who the employee knows to be in possession of a weapon on NTF property is subject to immediate disciplinary action, up to and including termination.

If you become aware of anyone violating this policy, you must report it to your supervisor immediately.

## 6.9 Accidents

### Work-Related Injury or Illness

If an employee is injured on the job or becomes ill due to a work-related condition, the employee must notify his/her supervisor/manager immediately. Call for medical help when needed; provide aid only if you are sure it will not risk further injury. In a life threatening emergency, call 911. Provide any details of the accident to management; this will help identify steps to prevent similar accidents in the future. It is important that all medical treatment recommendations be closely followed to assure a quick recovery and return to work.

All employees involved in an accident (regardless how minor) while working must immediately report it to their immediate supervisor/manager. The supervisor/manager must complete an incident report.

If the employee is injured in the course and scope of employment, the employee may be required to take a post-accident drug test within eight (8) hours of the incident. Refusal to test will result in disciplinary actions, including termination. If the employee tests positive for drugs, the employee may forfeit eligibility for medical and indemnity benefits under the applicable Workers’ Compensation statutes. In the event of work-related injury or illness, an employee must:

- Report the work-related injury or illness to a supervisor.
- Take a drug test (if applicable).
- Communicate recovery status to the supervisor and NTF.
- Keep scheduled medical appointments.
- If unable to work, provide a physician’s note so indicating.
- Return to work when approved by a physician. Returning employees must provide a physician’s certification that they are able to work satisfactorily and safely.

If a fellow worker should become seriously injured, the following actions should be taken:

1. Do not attempt to move the person (unless the person is in immediate danger).
2. Immediately summon for help by calling 911 for emergency care.
3. Ensure that the surrounding area is safe.
4. If you are not trained in First Aid or CPR, ask someone who is for help.
5. Keep the injured person calm and assure them that help is on the way.

6. Keep others away from the person and keep activity down.
7. Ask someone to bring the first aid kit and provide a blanket from the kit or similar covering if there is evidence of shock.
8. Follow accident-reporting procedures that are posted.

## SECTION 7 WORKHOURS AND PAY

### 7.1 Work Week/Business Hours

The designated work week is 12:00 a.m. **Thursday** to 11:59 p.m. **Wednesday**. Normal office hours are 8:00 a.m. to 5:00 p.m., Monday – Friday.

### 7.2 Work Schedule

Work schedules vary from department to department. Work schedules are based on department, facility function, and individual job responsibility. All schedule changes require a supervisor's approval. The standard work week for a full time employee is 40 hours.

### 7.3 Telecommuting and Working From Home

NTF considers employee telecommuting to be a viable alternative work arrangement in cases where individual, job, and supervisor characteristics are best suited to such an arrangement. Telecommuting allows an employee to work from a home office during a regular scheduled work week. It is not an entitlement and in no way changes the terms and conditions of employment with NTF.

Any telecommuting arrangement made will be at the discretion of Senior Management and may be discontinued at any time that NTF deems necessary. All telecommuting arrangements are made on a case by case basis, focusing first on the business needs of NTF. (Policy Number: AM-HR-009)

If employees, who do not telecommute, want to work from home, they must submit a request to the Executive/Program Director. If approved, the request will be presented to the Vice President of Programs and Human Resources for review and approval before submitting to the President/CEO for final approval.

### 7.4 Meal Period

All employees receive a one-hour unpaid meal period per day. The supervisor may exercise his/her discretion to schedule a 30 minute meal period to meet program and staffing needs. **Meal periods shall not be less than 30 minutes.**

### 7.5 Pay Periods

The payroll period is **semi-monthly**. Employees will be paid on the **15<sup>th</sup>** and the last day of **each** month. If a scheduled payday falls on a Saturday or Sunday, employees will be paid on Friday. If a scheduled payday falls on a holiday, employees will usually be paid on the last working day prior to the weekend or holiday.

Semi-monthly pay periods start on the 1<sup>st</sup> and the 16<sup>th</sup> of each month. Once the pay period has ended employees are to submit their electronic time card to their supervisor for approval within two (2) business days after the pay period ends.

## 7.6 Timekeeping Requirements

### 7.6.1 Hours of Work

Hours of work are established by NTF. NTF may grant paid rest periods (breaks) at its discretion, in accordance with appropriate legal requirements. Unpaid meal periods shall be governed by Section 7.4 above. A non-exempt employee must be relieved of all duties and responsibilities and must not perform work during an unpaid meal period.

### 7.6.2 Overtime Pay

All employees are expected to work overtime when requested by their supervisor. Employees may work overtime only if requested and authorized by their supervisors. Working unapproved overtime is grounds for disciplinary action, up to and including termination. Only employees classified as non-exempt are paid for overtime work. Each day, employees must record all time worked using the Electronic Time Sheet. This includes time worked beyond the normal schedule.

Non-exempt employees who receive overtime authorization and who work additional hours that can be classified as overtime will be paid in accordance with the requirements of the Fair Labor Standards Act and applicable state laws. "Authorization" is the advance approval, by a supervisor/manager, to work overtime or any hours in excess of an employee's designated work schedule. Overtime hours do not include vacation, sick, holiday, jury duty, or any other approved time away from work. Supervisors may allow employees to adjust their work schedules during the pay week to prevent overtime.

### 7.6.3 Electronic Time Cards

Employees must report hours worked in accordance with the Fair Labor Standards Act. Hours worked is the time actually spent on the job and does not include vacation, sick, holiday, jury duty, or any other approved time away from work, regardless whether it is paid time.

All hours worked must be recorded on the electronic time card in the payroll system. In addition, vacation, sick, holidays and jury duty must also be reported in the payroll system. The electronic time card ensures that the correct amount of pay is received for all hours worked. Time worked should be recorded as it occurs each day. Non-exempt employees must punch in and out daily to verify the hours that were worked. Exempt employees are not required to punch in and out, however, must record the number of hours worked daily into the system. The electronic time card is a legal document and falsification can result in termination. If you forget to punch in or punch incorrectly, ask your supervisor to go into the system to correct your time card as soon as possible. Supervisors and/or other employees should not punch in or out for another employee. Employees must punch their own time card.

## **7.7 Salaries**

Salary structures are comprised of grade levels and salary ranges. A salary range has a minimum, midpoint and maximum dollar value. The Salary Structures, Grades and Salary Ranges are reviewed and revised as necessary.

NTF may pay an employee more than the minimum salary if, in the opinion of management, the employee's experience and qualifications merit a higher salary.

## **7.8 Wage Garnishments**

NTF is required by law to make certain payroll deductions in accordance with support orders, liens, tax levies, garnishments, and wage assignments. Upon receipt of appropriate legal notification, monies will be withheld from the employee's wages for the entire period specified in the garnishment, tax levy, support order, or other wage assignment, until a written release or notice is received from the appropriate legal authority that the employee's financial obligations have been satisfied or the wage withholding order has been discontinued. Wages subject to withholding include vacation pay and bonuses where required by law. If you have questions about garnishments, contact the Payroll Department.

## **7.9 Emergency Closing**

In the event a NTF office is closed by the President/CEO or his/her designee for weather or other emergency reasons, employees will receive their normal rate of pay for day(s) closed. Once an office is officially reopened, employees are expected to resume their usual work schedule. If an employee is unable to report to work after the office reopens, the employee will have the option of using paid leave (PTO) or may elect leave without pay.

## **7.10 Safe Harbor Policy for Employees**

It is NTF's policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure that you are paid properly for all time worked and that no improper deductions are made, you must record correctly all work time and review your paychecks promptly to identify and to report all errors. You also must not engage in unauthorized off-the-clock or unrecorded work.

## **7.11 Review Your Pay Stub**

NTF makes every effort to ensure our employees are paid correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen and are called to our attention, we promptly will make any correction that is necessary. Please review your pay stub outline or print it out when you are paid to make sure it is correct. If you believe a mistake has occurred or if you have any questions, please use the reporting procedure outlined below.

## **7.12 Non-Exempt Employees**

If you are eligible for overtime pay or extra pay (including pay due under our guidebook or a collective bargaining agreement), you must maintain a record of the total hours you work each

day. These hours must be accurately recorded in the electronic time card system. Each employee must approve and submit his/her electronic time card to verify that the reported hours worked is complete and accurate; there is no unrecorded or “off-the-clock” work. Your time card must accurately reflect all regular and overtime hours worked and any absences, early or late arrivals, early or late departures and meal breaks. Completed time cards should be submitted by the 2<sup>nd</sup> and 17<sup>th</sup> of each month to the supervisor for verification and approval. When your pay check is directly deposited in your designated account, please verify immediately that you were paid correctly for all regular and overtime hours worked this pay period.

### 7.13 Exempt Employees

If you are classified as an exempt salaried employee, you will receive a salary which is intended to compensate you for all hours that you may work for the Agency. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

You will receive your full salary for any workweek in which work is performed. However, under federal law, your salary is subject to certain deductions. For example, absent contrary state law requirements, your salary can be reduced for the following reason in a workweek in which work was performed:

- Full day absences for personal reasons, including vacation.
- Full day absences for sickness or disability, since we have a sick day pay plan and short-term disability insurance plan.
- Full day disciplinary suspensions for infractions of safety rules of major significance (including those that could cause serious harm to others).
- Family and Medical Leave absences (either full or partial day absences).
- To offset amounts received as payment for jury and witness fees or military pay.
- Unpaid disciplinary suspensions of one or more full days for significant infractions of major workplace conduct rules set forth in written policies.
- The first or last week of employment in the event you work less than a full week.

Your salary also may be reduced for certain types of deductions, such as: your portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or voluntary contributions to a 401(k) or pension plan. In any workweek in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Your absence because the facility is closed on a scheduled work day.
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.

Please note: You will be required to use accrued vacation, personal or other forms of paid time off for full or partial day absences for personal reasons, sickness or disability. However, your salary will not be reduced for partial day absences if you do not have accrued paid time off.

#### **7.14 To Report Violations of This Policy, Communicate Concerns, or Obtain More Information**

It is a violation of NTF's policy for any employee to falsify a time card, or to alter another employee's time card. It is also a serious violation of the Agency policy for any employee or manager to instruct another employee to incorrectly or falsely report hours worked or alter another employee's time card to under- or over-report hours worked. If any manager or employee instructs you to (1) incorrectly or falsely under- or over-report your hours worked, (2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, or (3) conceal any falsification of time records or to violate this policy, do not do so. Instead, report it immediately to the Human Resources Department.

Non-exempt employees should not work any hours outside of your scheduled work day unless your supervisor has authorized the unscheduled work in advance. Do not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless you are authorized to do so and that time is recorded on your electronic time card. Non-exempt employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but fail to report on your time card. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including termination.

If you have questions about deductions from your pay, please contact Human Resources immediately. If you believe your wages have been subject to any improper deductions or your pay does not accurately reflect all hours worked, you should report your concerns to a supervisor immediately. If a supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply within three (3) business days), you should immediately contact your Human Resources representative or the Payroll Administrator (provide your name and telephone number). If you have not received a satisfactory response within five (5) business days after reporting your concern to Human Resources or Payroll, and you are unsure who to contact to correct the problem, please immediately contact the Vice President of Human Resources (provide your name and telephone number).

Every report will be fully investigated and corrective action will be taken, up to and including termination of any employee(s) who violates this policy.

#### **7.15 Whistleblower Protection**

If an employee has a reasonable belief that an employee of NTF has engaged in any action that violates any applicable law, or regulation, including those concerning accounting and auditing, or constitutes a fraudulent practice, the employee is expected to immediately report such information to the Executive/Program Director or his/her supervisor. If the employee does not feel comfortable reporting the information to the Executive/Program Director or supervisor, he/she is expected to report the information to the Vice President of Human Resources.

All reports will be followed up promptly, and an investigation conducted. In conducting its investigations, NTF will strive to keep the identity of the complaining individual as confidential as possible, while conducting an adequate review and investigation.

NTF will not retaliate against an employee in the terms and conditions of employment because the employee: (a) reports to a supervisor, the executive director, human resource department, CEO, the Board of Directors or to a federal, state or local agency what the employee believes in good faith to be a violation of the law; or (b) participates in good faith in any resulting investigation or proceeding, or (c) exercises his/her rights under any state or federal law(s) or regulations(s) to pursue a claim or take legal action to protect the employee's rights.

NTF will not allow any form of retaliation against individuals who report alleged violations of this policy or other corporate policies or who cooperate in the Agency's investigation of such reports. Retaliation is unacceptable. Any form of retaliation in violation of this policy will result in disciplinary action, up to and including termination.

## **SECTION 8 WORK PRACTICES AND WORK ENVIRONMENT**

### **8.1 Dress Code Policy**

Employees should use good judgement in their dress and appearance. This includes proper body hygiene and a neat professional appearance. Guidelines for appearance and dress included in the Dress Code Policy states the following:

It is the policy of NTF that the dress code for all offices is Business Casual and the following items are not permitted to be worn by either men nor women: shorts, sweatpants, jeans, denim, spandex or stretch pants, leggings, high slits or micro-mini skirts, baggie pants below the waist, garments with written messages or cartoon characters, hats, caps, athletic head bands, athletic footwear, T-shirts, or other unprofessional tops including sweat, mesh, "strap", spandex, shoulder revealing, midriff, see-through or halter tops. Tight or revealing clothing is not permitted.

Jeans are permitted on Casual Friday only.

#### **8.1.1 Shoes and Footwear**

Flats, dress heels, and leather shoes are acceptable for work. Neither flip-flops nor slippers are acceptable in the office. It is never appropriate or safe to be barefoot in the office. Employees should always wear appropriate footwear whether in the office or field.

#### **8.1.2 Jewelry, Makeup, Perfume and Cologne**

Jewelry should be in good taste, with limited visible body piercing. Remember, that some employees are allergic to the chemicals in perfumes and make-up, so wear these substances with restraint.

#### **8.1.3 Hats and Head Covering**

Hats are not appropriate in the office. Head covers that are required for religious purposes or to honor cultural tradition are allowed.

If clothing fails to meet these standards, as determined by the employee's supervisor and Human Resources staff, the employee will be asked not to wear the inappropriate item to work again. If the problem persists, the employee may be sent home to change clothes. All policies related to personal time use will apply if the employee is asked to go home and change. Progressive disciplinary action will be applied if dress code violations continue.

#### **8.1.4 Wearable Technology**

Wearable technology or wearable devices is any clothing or accessories (e.g. watch, glasses, activity tracker, etc.) worn by an individual that incorporates computers, cameras and advanced electronic technologies. These devices are often used to record the surrounding environment, an individual's movement as well as health and fitness activities.

Wearable technologies are permissible in the work place, however, they cannot be used to view or record inappropriate content, to record formal meetings, hearings or areas at the worksite where confidential information and materials are discussed or exposed. When assisting clients or customers, wearable technologies are restricted to data gathering and taking pictures. Data and pictures are to be deleted from this technology when uploaded to the child care network or system. Wearable technologies that are used to record an employee's health and wellness cannot be used by NTF to take an adverse action against the employee based on information recorded by this technology.

#### **8.2 Punctuality and Attendance**

Attendance and punctuality are important for efficient business operations. Unscheduled or unexcused absences and tardiness cause undue hardship on co-workers and, therefore, are not acceptable. Each employee is responsible for his/her daily punctual arrival at the worksite. If tardiness or absence is expected, the employee should personally notify his/her immediate supervisor/manager of the expected time of arrival or of the absence.

If an employee is absent due to illness, medical evidence of the illness and/or medical certification of the employee's fitness to return to work (satisfactory to NTF) may be required before any paid or unscheduled sick leave will be awarded.

Employees are expected to make medical or dental appointments outside of the employee's normal working hours whenever possible. Employees must provide advance notice of non-emergency medical and/or dental appointments to their supervisors in accordance with NTF's policy.

Unexcused or unscheduled absences (those absences for which approval has not been authorized) or excessive absenteeism, tardiness, or fraudulent claims of illness or injury as a reason for absence or tardiness may result in disciplinary action up to and including termination.

#### **8.3 Guests and Visitors**

All guests and visitors are required to check in and out with the reception desk/administrative assistant and will be required to wear a name tag to identify them as a visitor.

#### **8.4 Keys and Security**

NTF recognizes the importance of the security of its employees, property and facilities. Although the offices are safe and secure we encourage staff to safeguard all personal items at their desks. Control of agency keys is therefore necessary. An acknowledgement and receipt for keys must precede the issuance of all keys. The form is signed by the key holder and the employee responsible for authorizing the specified key(s).

Duplication and loaning of keys is prohibited and is subject to disciplinary action up to and including termination.

All lost keys must be reported immediately to your supervisor and the Human Resources Department. The key holder shall pay a \$25.00 fee for the replacement of each lost key. The employee will also share in the expense for re-keying, if the agency decides it is necessary for reasons of security and safety. The maximum charge shall not exceed \$100.00. All keys shall be accounted for and returned to the agency upon termination of employment.

If you are located in an office where codes are distributed for entrance into the building/office, it is prohibited to share your code with anyone. Allowing anyone else to use your code is subject to disciplinary action up to and including termination.

#### **8.5 Personal Use of Phones**

NTF telephones should be used for official company business. Friends and relatives should be discouraged from calling during working hours unless there is an emergency.

Voice mail and telephone systems and the data stored on them are, and remain at all times, the property of NTF. As a result, voice mail messages, and other data are readily available to numerous persons. If, during the course of your employment, you perform or transmit work on NTF's systems, your work may be subject to the investigation, search and review of others in accordance with this policy.

Employees should use good telephone etiquette, especially when dealing with the public or our clients. Identify yourself and the office in a pleasant, helpful tone. Be courteous and limit conversations to the intended subject. Since the first point of contact many people have with NTF is by telephone, it is important to leave a positive impression.

#### **8.6 Vehicle Safety**

Employees are responsible for maintaining valid licenses or certificates as required by their industry or profession.

Drivers in some work locations may also be required to meet certain qualification tests. If these employees fail the qualifications for insurance purposes, it will be cause for termination if they cannot fulfill the requirements of their position.

NTF requires all employees whose job function is to transport clients to have and maintain adequate insurance in accordance with their state guideline. By contract, Florida and Georgia require higher coverage than state guidelines:

Florida	100/300
Georgia	100/300

### **8.7 Reimbursements**

NTF reimburses employees for authorized and reasonable out-of-pocket expenditures. An employee must get authorization in advance. NTF may refuse to reimburse employees for expenses, which were not authorized in advance.

Reimbursement requests must be: (1) submitted no later than the last working day of the month; (2) on company mileage software with supporting receipts; and (3) approved by the employees immediate supervisor and Executive/Program Director.

### **8.8 Transportation**

If an employee is required to use his or her personal car for NTF business, the employee will be reimbursed for mileage plus parking and tolls. If an employee is required to travel by taxi, common carrier, or mass transit, the employee will be reimbursed in full – with submission of receipts. NTF will not pay for parking tickets or moving violations.

### **8.9 Meals**

Employees who are authorized to attend luncheon or dinner meetings will be reimbursed in full with submission of receipts. (The employee must get authorization to attend such functions in advance.) NOTE: NTF will not pay for alcoholic beverages.

## **SECTION 9 INFORMATION AND COMMUNICATION**

### **9.1 Use of Voice Mail and Electronic Mail**

The Internet is a powerful tool that allows employees to connect to information resources around the world. Access to the Internet may be provided to employees for the benefit of NTF and its clients and vendors. Every employee has a responsibility to maintain and enhance the company's public image, and use the Internet and e-mail in a productive manner. To ensure that all employees are responsible, productive Internet and e-mail users, and are protecting NTF's public image, the following guidelines have been established for using the Internet and e-mail. Violation of this policy will result in disciplinary action up to and including termination.

All communications should be for professional reasons. Internet Relay Chat channels may be used only to conduct official business, or to gain technical or analytical advice. Databases may

be accessed for information as needed in accordance with NTF's guidelines. Sending and receiving e-mail and using Web sites that do not directly relate to a business purpose or subject is prohibited unless specifically authorized in writing by NTF.

Furthermore, the electronic mail system is not to be used to create any offensive or disruptive messages. The electronic mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary information, or similar materials without prior authorization of management. To prevent computer viruses from being transmitted through the system, there will be no unauthorized downloading of any software. All software downloads should be approved by the MIS Director.

Employees are responsible for using the Internet in an ethical and lawful manner. The Internet should not be used for personal gain or advancement of individual views. This includes appending to employee email any phrases, verses, or messages unrelated to NTF business and/or the use of "e-stationary" templates that personalize the appearance of NTF e-mail messages. Use of the Internet must not disrupt the operation of NTF or the NTF network or the networks of other users. In addition, Internet usage must not interfere with your productivity or the productivity of others. Each employee is responsible for the content of all text, audio or images that he/she places or sends over the Internet. Fraudulent, harassing, discriminatory, or obscene messages are prohibited. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane or offensive language transmission is allowed.

Unless otherwise provided by NTF's own written policy, all messages created, sent or retrieved over the Internet are the property of NTF and should be considered public information. Employees should not have an expectation of privacy with respect to these messages. E-mail and Internet/Web access are not entirely secure and should be considered public information. Others outside NTF or within NTF may also be able to monitor e-mail and Internet/Web access. For example, Internet sites maintain logs of visits from users; these logs identify which company, and even which particular person, accessed the service. If an employee's work requires these resources at a higher level of security, please ask the MIS Director for guidance on securely exchanging e-mail or gathering information from sources such as the Internet or World Wide Web.

All employees should safeguard the confidential information of NTF, as well as that of clients and others, from disclosure. Employees must keep in mind that when using the computer, they are creating company documents using a company asset. NTF respects the individual privacy of employees. However, that privacy does not extend to an employee's work-related conduct or to the use of company-provided technical resources or supplies. NTF's computer, voice mail, e-mail or telephone systems, and the data stored on them are and remain at all times the property of NTF. As a result, computer data, voice mail messages, e-mail messages, and other data are readily available to numerous persons. If, during the course of employment an employee performs or transmits work on NTF's computer system and/or other technical resources, his/her work may be subject to the investigation, search and review by others in accordance with this policy. All information including text and images may be disclosed to law enforcement or to other third parties by NTF without prior consent of the sender or the receiver.

## 9.2 Personnel Records

Important events in each employee's history with NTF will be recorded and kept in the employee's personnel file in the Human Resources Department. Performance review, change of status records, commendations, disciplinary actions and educational attainment records are examples of records maintained.

The employee is responsible for notifying the Human Resources Department of changes in name, address, telephone number, family status (birth, marriage, death, divorce, legal separation, etc.), arrest, traffic violations, emergency contact information, home and work telephone numbers and addresses.

The name(s) of beneficiaries for group insurance, dependents and withholding allowances, as well as income tax status and group insurance may be affected by these changes. This responsibility also includes employees on a leave of absence.

Employees who wish to review the contents of their own personnel records can do so within one (1) week of making a request to the Vice President of Human Resources in writing. The employee's review of his/her personnel file must be conducted in the presence of a Human Resources professional.

## **SECTION 10 STANDARDS OF CONDUCT**

### **10.1 Social Media Guidelines**

At NTF, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers. However, as an NTF employee, use of social media also presents certain risk and carries with it certain responsibilities. To assist you in making responsible decisions about the use of social media in the workplace, NTF has established these guidelines for the appropriate use of social media.

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or chat room, whether or not associated or affiliated with NTF, as well as any other form of electronic communication. Ultimately, you are responsible for what you post online. Before creating online content, consider some of the risk and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of co-workers or otherwise affects members, customers, suppliers, people who work on behalf of NTF or NTF's legitimate business interest may result in disciplinary action up to and including termination.

#### **10.1.1 Social Media – Corporate Guidelines**

Social media can be an effective, powerful branding/marketing tool when used strategically and managed properly. Some benefits of social media include: (1) Increased awareness of the organization; (2) Increased traffic to the website; (3) Greater favorable perceptions of the NTF brand; and (4) Ability to develop targeted marketing activities especially in regards to locally hosted events.

All social media pages, accounts, postings, etc. promoting NTF will be authorized by the programs Executive/Program Director who will consult the MIS Director for guidance. If a local program or event chooses to create a NTF specific page, the local program's Executive/Program Director assumes all responsibility for the integrity of the page. He/she may appoint a staff member to manage the various pages and accounts. All content and postings must be approved and monitored by the respective Executive/Program Director or his/her designee. All pages must be monitored at least daily, seven (7) days a week. The Executive/Program Director will be the primary administrator of the page. Additionally, the MIS Director must be listed as a secondary administrator on all local pages.

### 10.1.2 Social Media – Personal Guidelines

With the growing use of social media among the general public, NTF has created a set of guidelines for all NTF employees who want to participate in social media outlets on a personal level. These guidelines are aimed to provide helpful, practical advice and also to protect NTF staff, clients, foster caregivers and NTF itself. NTF believes that virtual worlds and social media environments offer significant opportunity to our company, or clients and the world at large, as they evolve to grow in use and popularity and become more integrated into many aspects of business and society.

While we respect the employee's rights to self-expression, to protect the agency's interests and ensure employees focus on their job duties, **employees may not engage in purely personal social media activities during work time.**

These Social Media Guidelines for NTF employees have been created to address some of the choices that individual employees may face in the virtual worlds. These guidelines are not intended to address every situation an employee may encounter through use of a digital persona or personas.

Below are the current and official "NTF Social Media Guidelines":

Live NTF values and follow NTF's Code of Ethics (Form HR040.006): As a general rule, your private life is your own. You must, however, be sensitive to avoid activities in a virtual world that reflect negatively on staff or consumers receiving services or breeches confidentiality of NTF's business practices. It is important for you to identify yourself as a NTF employee when engaging in any discussions or activities that relate to NTF or its business, or use of any of NTF's communications systems or other assets to participate in a virtual world.

Know and follow the rules: Carefully read these **policies**, NTF's Code of Ethics, Policy on Discrimination and Harassment, **Policy on Violating Client Boundaries**, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, **violating or crossing boundaries**, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Responsible engagement in innovation and dialogue: Whether or not a NTF employee chooses to create or participate in his/her own personal profile on an online social network or any other

form of online publishing or discussion is his/her own decision, however, you are responsible for the content.

Be thoughtful about how you present yourself in online social networks: The lines between public and private, personal and professional are blurred in online social networks. By virtue of identifying yourself as a NTF employee within a social network, you are now connected to your colleagues, manager, partners and even NTF's clients. You should ensure that all content (including avatars and photo portfolios) associated with you is consistent with your work and policies of employment at NTF.

Use a disclaimer: Whether you publish to a blog or some other form of social media, make it clear that what you say there is representative of your views and opinions and not necessarily the views and opinions of NTF. At a minimum of your own blog if you have discussed any business related to that of your normal work at NTF, you should include the following standard disclaimer: "The views expressed on this site/blog are my personal views and opinions and do not represent the views or opinions of NTF."

Respect copyright and fair use laws: For your own protection it is critical that you show proper respect for the laws governing copyright and fair use of copyrighted material owned by others, including NTF's own copyrights and brands. You should never quote more than short excerpts of someone else's work. And it is good general blogging practice to link to others' work. Keep in mind that laws will be different depending on where you live and work.

Protect clients, business partners and suppliers: Clients, partners or suppliers should not be cited or referenced without their prior written approval. Never identify a client, partner or supplier by name without their permission or discuss confidential details of a client engagement. **Never post client photos online without prior authorization of the parent, legal guardian or foster caregiver.** Your blog or online social network is not the place to conduct confidential business with a client.

Respect your audience and your coworkers: Remember that NTF is a multi-state organization whose employees and clients reflect a diverse set of customs, values, and points of view. Don't be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory – such as politics and religion.

Don't pick fights: When you see misrepresentations made about NTF by media, analysts or by other bloggers, you may certainly use your blog – or join someone else's to point out inaccuracies. Always do so with respect, stick to the facts and identify your affiliation to NTF. Also, if you speak about another agency, make sure that what you say is factual and that it does not disparage the other agency. Avoid unnecessary or unproductive arguments.

Be the first to respond to your own mistakes: If you make an error, be up front about your mistake and correct it quickly. In a blog, if you choose to modify an earlier post, make it clear that you have done so.

Use your best judgement: Remember that there are always consequences to what you publish. If you're about to publish something that makes you even the slightest bit uncomfortable,

review the suggestions above and think about why that is. If you're still unsure, and it is related to NTF business, feel free to discuss it with our supervisor or Executive/Program Director.

Don't forget your day job: You should make sure that your online activities do not interfere with your job or commitments to customers. Any conduct that adversely affects your performance as a NTF employee or that of other employees or NTF's legitimate business interests may result in disciplinary measures, including termination.

Protect your – and NTF's – good name: At this point in time, assume that activities in virtual worlds and/or the 3D Internet are public – much as is participation in public chat rooms or blogs. Be mindful that your actions may be visible for a long time.

Respect all copyright and other intellectual property laws: NTF has a long-established policy of respecting the intellectual property of others, and of protecting its own intellectual property. For NTF's protection as well as your own, it is critical that you show proper respect for the laws governing copyright, fair use of copyrighted materials owned by others and other intellectual property; including the Employers own copyrights, trademarks and brands.

NTF business should be conducted in virtual environments only with authorization: You should not make commitments or engage in activities on behalf of NTF unless you are explicitly authorized to do so and have management approval.

Be truthful and consistent: Building a reputation of trust within a virtual world represents a commitment to be truthful and accountable with fellow digital citizens. You may be violating such trust by dramatically altering your digital persona's behavior or abandoning your digital personal to another operator who changes its behavior. If you are the original creator or launcher of a digital persona, you have a higher level of responsibility for its behavior.

Dealing with inappropriate behavior: If you are in a virtual environment in conjunction with your work at NTF and you encounter behavior that would not be acceptable inside NTF, you should "walk away" or even sign out of the virtual world. You should report abuse to the service provider. And as always, if you encounter an inappropriate situation in a virtual world which you believe to be work-related, you should bring this to the attention of NTF, either through your supervisor or Executive/Program Director.

Summary: NTF employees are encouraged to engage, to learn and to share their learning and thinking with their colleagues. As we do so, our best guideline is to approach virtual worlds in the same way we do the physical world – by using sound judgement and following and being guided by NTF's values, **policies** and Code of Ethics. Remember that NTF's integrity and reputation as well as your own, are in your hands. If you are unsure of the correct action or behavior at any stage, speak to your Executive/Program Director or Human Resources Department.

## SECTION II PERFORMANCE MANAGEMENT

### II.1 Summary of Disciplinary Process

When conduct is unacceptable or performance in an essential area is less than satisfactory, the following disciplinary steps should be reviewed and undertaken as appropriate:

Step One – Supervisor Discussion – Takes place at the first or second instance of a concern. This conversation should be documented to confirm that there was a verbal warning issued pertaining to this matter. A verbal warning can be documented in an e-mail or memo to the employee by the supervisor or Executive/Program Director. A copy of the e-mail or memo should be submitted to the Executive/Program Director, Vice President of Programs and Human Resources Department to be placed in the employee's personnel file.

Step Two – Written Warning – Given when the supervisory discussion has not resulted in sufficient change in conduct/performance; when additional issues occur; violation of certain work rules; performance that was assessed as below standard on the previous performance appraisal is not improving; critical performance expectations are not being met. Note: A second Written Warning by be given for any of the reasons described above, but each warning can address different concerns. The Disciplinary Counseling Statement, NTF Form 040.094, should be used to document written warnings. The Human Resource Department must be consulted before this disciplinary step is taken.

Step Three – Disciplinary Probation/Need for Improvement – Given when previous warnings have not been effective in correcting the problem; when new issues arise within one (1) year of the second warning and when performance assessed as below standard on the previous performance appraisal has not shown improvement. NTF Form 040.094, Disciplinary Counseling Statement, should be used to document steps to improve performance. The Human Resources Department must be consulted before this disciplinary step is taken.

Step Four – Suspension with or without pay – May be given with an employee has violated work rules, organization policies or has demonstrated performance for which they could be terminated. This step is often used when an incident needs to be investigated. A written report documenting the reasons for this action should be completed and sent to management and Human Resources for review. Approval is required from upper management and the Human Resources Department before this step is initiated.

Step Five – Termination – When previous interventions have not produced desired performance; when work rules or standards of behavior are violated. Requires approval from upper management and the Human Recourses Department.

## SECTION 12 ENDING EMPLOYMENT

While the decision to commence employment is consensual, the same is not always true when the time comes to terminate the employment relationship. As an at-will employer, NTF reserves the right to end the employment relationship at any time, with or without cause or notice. In the event your employment is terminated, please return all property owned by NTF to the supervisor prior to your departure.

Employment at NTF can end through a voluntary action by the employee or an involuntary action by the employer. Below are brief descriptions of these actions.

## 12.1 Voluntary Termination of Employment

If an employee chooses to terminate his/her employment, NTF requests that the employee writes a letter of resignation to his/her supervisor at least two (2) weeks prior to the last day of employment. NTF requests two (2) weeks for direct service staff and one (1) month for management staff. This courtesy of advance notice will provide NTF time to adjust work assignments.

NTF requests that employees participate in an exit interview on their last day of work. At this time, NTF will discuss such matters and eligibility for continuation of medical insurance (if applicable), return of NTF property, etc.

Employees who voluntarily terminated employment with NTF in good standing, has been employed with NTF for at least one (1) year, and meet the above resignation requirements are eligible to receive a payout of the remaining balance of Paid Time Off (PTO) up to eighty (80) hours.

## 12.2 Involuntary Termination

Involuntary termination of employment can result from any of the following situations: probationary period failure; a disciplinary action; staff layoff due to program closure; or a reduction in workforce.

### 12.2.1 Probationary Termination

New hires are required to successfully complete a six (6) month probationary period. Employees whose performance is unsatisfactory and do not successfully complete this period will be involuntarily terminated. **Employees who are terminated involuntarily for failing probation are not eligible to receive a payout for Paid Time Off (PTO).**

### 12.2.2 Disciplinary Termination

A disciplinary termination occurs when an employee consistently fails to meet the performance requirements of the job or violates agency policy. The employee's failure is documented through disciplinary steps as outlined in Section II, Performance Management. The severity of the employee action may determine at what step the disciplinary process will begin. The step at which an employee action will begin is determined by the circumstances on a case by case basis. Employees who are terminated involuntarily for disciplinary reasons are not eligible to receive a payout for Paid Time Off (PTO).

### 12.2.3 Involuntary Resignation

An employee who does not report to work or contact their supervisor for three (3) consecutive working days is considered to have involuntarily resigned from their position at NTF. Employees who involuntarily resign are not eligible to receive a payout for Paid Time Off (PTO).

### 12.2.4 Layoff Due to Program Closure

An involuntary Termination due to program closure generally occurs when a grant or contract ends. This action does not involve the performance of the staff. From time to time a program may lose its funding source or complete the funding cycle and is not renewed causing program closure. In such cases, staff may be terminated if another funding source is not found or positions are not available to transfer employees.

### 12.2.5 Reduction in Workforce

NTF makes every effort to avoid Reduction in Workforce. A reduction in workforce occurs when program funding is reduced below agency expectations and staff reductions must occur. Because NTF derives its income primarily from government grants and contracts, these funding sources may fluctuate from year to year. NTF has no control over these funding decisions. If a reduction in workforce happens, NTF will consider such factors as relative skills and abilities, experience, past performance, work record, job functionality and length of service when determining a reduction in workforce.

Employees who are involuntarily terminated **due to Program Closure or Reduction in Workforce** and are in good standing are eligible to receive a payout of the remaining balance of Paid Time Off (PTO) up to eighty (80) hours. In instances of layoffs due to program closure or reductions in workforce, the agency President/CEO may reduce the resignation notice requirement to one (1) week for all affected employees.

### CONCLUSION

This Employee Guidebook has been prepared to help employees better understand their jobs and work environment. Since every growing organization changes, it may become necessary for NTF to modify and change the procedures and other items explained in the Employee Guidebook. NTF will notify employees of these changes by all appropriate means. Changes will be effective on dates determined by NTF and an employee may not rely on policies that have been superseded.

You may have questions that are not answered in this Employee Guidebook, or questions about the meaning of some of the items in this Employee Guidebook, or you may wonder why we have these policies. If so, we want to answer your questions. If you are uncertain, please ask your supervisor or the Human Resources Department for clarification.

## **ATTACHMENTS**

ATTACHMENT I  
NEIGHBOR TO FAMILY INC  
STAFF INCIDENT REPORT

Must be completed by injured employee for any accident,  
injury, theft, damage to property or incident involving  
possibility of law suit.

Site: \_\_\_\_\_ Report Date: \_\_\_\_\_

Report Completed By \_\_\_\_\_

Name of Person Injured: \_\_\_\_\_

1. Type of incident:
- a) \_\_\_\_\_ Accident involving consumer of Neighbor to Family services
  - b) \_\_\_\_\_ Accident involving staff member (while on job)
  - c) \_\_\_\_\_ Accident involving a Neighbor to Family vehicle
  - d) \_\_\_\_\_ Break-in, \_\_\_\_\_ Fire \_\_\_\_\_ Burglary/Robbery, \_\_\_\_\_ Destruction of property
  - e) \_\_\_\_\_ Serious health or safety hazard
  - f) \_\_\_\_\_ Other (describe) \_\_\_\_\_

2. Date of incident: \_\_\_\_\_ Time: \_\_\_\_\_

3. Location of incident: \_\_\_\_\_

4. Describe what happened (who was hurt, what was damaged, etc.):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Who was involved (include any witnesses that were present)?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Were any of the following notified: police, fire dept., ambulance, paramedics?  
Was anyone taken to the hospital?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

7. Name, address and telephone number of the injured party(ies).

\_\_\_\_\_

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8. Name of the staff member who was in charge at the time of the incident:

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Site Director's initial: \_\_\_\_\_

Date: \_\_\_\_\_

Executive's Initial: \_\_\_\_\_

Date: \_\_\_\_\_

Human Resources initial:

Date:

**ATTACHMENT II**  
**NEIGHBOR TO FAMILY INC**

Workers Compensation Report - Supervisors Report of Accident

Corporate Human Resources  
200 S. Ridgewood Avenue,  
Daytona Beach, FL 32114  
386-523-144 ext. 105  
Fax: 386-523-1457  
Email: HumanResource@ntf.org

Date of Report: \_\_\_\_\_

Name of Employee: \_\_\_\_\_ Occupation/Job Title: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

S.S. #: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Phone: \_\_\_\_\_

Pay Rate: \_\_\_\_\_ Date of Hire: \_\_\_\_\_ Full Time/Part Time: \_\_\_\_\_

# of Hrs. p/Week: \_\_\_\_\_ Date of Accident: \_\_\_\_\_ Time of Accident: \_\_\_\_\_

Dept. or Exact Location of Accident: \_\_\_\_\_

Injured While Performing Regular Scope Of Employment? Yes \_\_\_\_\_ No \_\_\_\_\_ (Explain)  
\_\_\_\_\_

Any Safety Rule Or Company Procedure Violated? No \_\_\_ Yes \_\_\_\_\_ (Explain)  
\_\_\_\_\_  
\_\_\_\_\_

Witnesses: Name: 1.) \_\_\_\_\_  
2.) \_\_\_\_\_

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Summary of Facts  
(Describe How Accident Happened)

Nature of Injury :( Strain, Cut, Abrasion, etc.) \_\_\_\_\_

Part of Body: (Be specific i.e. Left eye, Rt. leg, Rt. 3rd finger, etc.) \_\_\_\_\_

Medical Attention Requested: Yes \_\_\_\_\_ No \_\_\_\_\_

Medical Provider Chosen: \_\_\_\_\_

Supervisor: \_\_\_\_\_

(Please Print)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# ATTACHMENT III

## Workers Compensation Top Ten List

1. Employees should report all accidents that occur on the job to their supervisor.
2. Once a report is made, the Supervisor shall immediately determine whether outside medical attention is needed. If none, the Staff Incident Report, see Attachment I, should be completed by the injured employee. The report should be signed by the supervisor and forwarded to the Vice President of Continuous Quality Improvement and Training and the Human Resource Department for "Record Purposes Only if non-emergency medical attention is required, the supervisor should complete the Workers Compensation Report form, see Attachment II. Information reported on these forms should accurately describe the part of body injured such as right eye, left knee, right 3<sup>rd</sup> finger, etc. Completed forms should be forwarded to the VP of CQI and Human Resource Department. HR will contact the WC carrier.
3. The HR representative who contacts the Workers Compensation Carrier should have the completed Workman's Compensation form with him or her; the carrier will need specific information on the form. The Carrier will provide a Claim Number. The list of providers can be found on the carrier's website. Employees may choose from the list of "approved" Physicians or medical providers. If medical treatment is needed and the employee fails to seek treatment from an approved provider, the employee may jeopardize payment of all medical expenses.
4. If the injury is a true "emergency" (bleeding profusely or potential loss of life or limb), call 911 for emergency assistance. Staff should not attempt to transport the person in a company owned or a private vehicle. If the severity of the injury warrants transportation via ambulance the employee will be transported to the nearest hospital.
5. If the incident is not a true "emergency", the employee should refrain from using the Emergency Room. A less severely injured employee may drive his or her personal vehicle to an approved medical provider if the injury does not prevent him or her from driving. In cases where the employee may be prevented from driving, another employee may drive them. Use of the approved list of physicians or medical providers is mandatory.
6. After the initial injury, the Staff Incident Report and, if applicable, the Workers Compensation Report-Supervisors Report of Accident must be submitted immediately to the Corporate Human Resources Department and VP of CQI. The reports can be scanned and emailed or faxed to the Human Resource Department at (386) 523-1457.
7. Employees with non-life threatening injuries should call their Supervisor ASAP with the doctor/medical treatment information so you can inform him/her when you will return to work. It is very important for the supervisor to determine what the employee's status will be. The employee should provide the initial medical report form with work instructions to the supervisor as soon as possible after the injury.
8. For prescriptions the employee should contact the claims adjuster for instruction on securing prescriptions. This will allow the insurance carrier to cover the cost of the medicine and will

prevent employees from having to pay for medicine or wait for reimbursement from the insurance carrier.

9. Staff who receives from medical providers or others seeking to confirm Workers Compensation insurance coverage should refer the call to the Corporate Human Resources Department. Never approve any medical services or engage in any discussion about an employee's injury or medical status.
10. Employees should not hesitate to contact the Corporate Human Resources Department if you have questions or are in need of "immediate" assistance in handling a claim.

ATTACHMENT IV

EMPLOYEE ACKNOWLEDGEMENT AND RECEIPT

I acknowledge that I received a copy of NTF’s Employee Guidebook for employees dated \_\_\_\_\_. I acknowledge and understand that this Employee Guidebook is not a contract of any kind, and that the policies and procedures contained in this Employee Guidebook can be changed at any time with or without notice. I further understand that my employment with NTF is “at-will,” which means that both NTF and I may terminate my employment at any time, with or without cause, and with or without notice.

I understand and agree that any assurances relating to the terms and conditions of my employment, whether written, verbal, or otherwise, shall not change my employment-at-will relationship with NTF unless specifically agreed to in writing and signed by both the President/CEO and myself.

\*\*\*\*\*

Employee Signature\_\_\_\_\_ Date\_\_\_\_\_

Employee Name\_\_\_\_\_ Date\_\_\_\_\_
(please print)

Witness\_\_\_\_\_ Date\_\_\_\_\_
(please print)