



# Memo

**TO:** All Staff  
**FROM:** Dottie Kemp  
**DATE:** September 2022  
**RE:** Employee Handbook Updates – September 2022

With this document, is the updated Employee Handbook. Below are the following updates/additions to the handbook. **After reviewing the handbook, you will be instructed to sign electronically. If you would like a paper copy, please send me an email. The handbook will also be available on our website in the Staff tab.**

- Section 3.2 – Workforce Diversity, Equity & Inclusion (DEI) – Updated
- Section 3.8 – Computer and Software Policy – Added “Upon Termination, all company equipment must be returned by your last day of employment to receive all accrued vacation payout.”
- Section 3.9 – E-Mail/Voicemail/Internet Policy – Added Response to Social Engineering Threats section.
- Section 3.11 – Drug-Free and Alcohol-Free Workplace – Added all employees are to fully comply, on the same day as instructed, with any request or instruction in the course of any investigation under this policy. Also added, if needed, we will accompany you and/or provide transportation to and from any facility and the workplace.
- Section 5.6 – Absences or Lateness – Added if you are unable to report to work or if you will arrive late, you must contact your supervisor at least two hours prior to your starting time, unless you are unable due to an emergency situation.
- Section 5.7 – Working From Home – Updated
- Section 6.1 – Holidays – Updated
- Section 6.3 – Sick Leave – Added Employees must give seven (7) days’ notice for use of planned sick leave, or as much leave as practicable, if seven days’ notice is not practicable.



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**Raising families up.**

**24-hour Parenting Helpline:  
1.800.243.7337**

# **Employee Handbook**

**Effective September 2022**

**Employee Policies Handbook  
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**1.0** *SECTION 1: INTRODUCTION*

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**Welcome To The Family Tree**

Welcome to The Family Tree, Maryland’s leading non-profit organization dedicated to providing solutions that strengthen families and prevent child abuse and neglect. The Family Tree’s volunteer-supported programs and services serve more than 15,000 parents, caregivers and children statewide. Our success stands as a tribute to our dedicated professional staff and to our corps of committed and trained volunteers. We are proud to serve as Maryland’s exclusive national partner of Parents Anonymous®, Prevent Child Abuse America and to be affiliated with National Exchange Foundations. We hope that you will find employment with us to be personally and professionally rewarding and to benefit from its rich traditions.

**1.1 About This Handbook**

We have prepared this handbook to help orient you to some of The Family Tree’s basic organizational policies and procedures. No single document can anticipate every issue that may arise during employment. However, this handbook should serve as a helpful guide.

Nothing in this handbook is a contract or creates a contract for employment, nor is it a guarantee of continued employment or a guarantee of benefits. No statement of any person, whether in writing or otherwise, shall constitute a contract or guarantee of employment, unless stated in a written agreement expressly authorized by the Executive Director of The Family Tree. Furthermore, this handbook is not a contract to provide the benefits or maintain any of the policies described herein or posted anywhere in our facility.

The Family Tree reserves the right to change, delete, or add to any of the policies, procedures, benefits, rules, or any other item in this handbook at any time with or without advance notice. Furthermore, as need arises, The Family Tree reserves the right to respond to each situation in the manner it feels best serves the interests of fairness and responsible management.

If you do not understand any provision of this handbook or any other employee communication, you are urged to personally inquire with the human resources office for explanation or clarification.

The current version of this handbook is shown by the date on the front cover. This version supersedes all prior versions of this handbook and all employment policies that exist to date.

**1.2 Employment at Will**

Every employee is part of The Family Tree by choice-- by the choice of the employee and of The Family Tree. Your employment relationship with us is “at will,” which means that either you or The Family Tree may terminate your employment at any time and for any reason, with or without notice and with or without cause, even after successful completion of the ninety (90) day probationary period, discussed later in this handbook.

## 2.0 **SECTION 2: ABOUT THE FAMILY TREE**

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To help you better understand The Family Tree, the following is a brief explanation of what we do and our Core Values.

### **Mission Statement**

The Family Tree *leads* Maryland in preventing child abuse, *connects* caring communities, and *builds* strong families to improve society for generations.

**Family Tree Core Values** – Our values are the qualities, customs, standards, and principles that the organization believes drive our success. They are the basis for what we do and how we do it. Taken together, they identify The Family Tree ‘way.’ These are the values that govern our mission:

- ***Mission Focused*** – We pledge to make a significant commitment to strengthening and supporting families, staff and childcare providers.
- ***Inclusion, Equity and Anti-Bias*** – We are committed to continuously evaluating our organizational policies & structure, program procedures and individual acts to create a diverse culture free of exclusion, racism and oppression.
- ***Collaboration in Teamwork*** – Collaboration in teamwork is essential to achieve our mission and our success. Supporting each other and demonstrating leadership through teamwork in the community, is why we are enthusiastic and successful in what we do.
- ***Performance & Recognition*** – We expect commitment and quality performance while meaningfully recognizing staff and volunteers’ strengths and achievements.
- ***Excellence*** – We care deeply about what we do and continuously strive to improve and thrive through data-powered decision making, best practices and feedback from our partners and participants.
- ***Respect & Integrity*** – We approach our staff, families, volunteers, childcare providers and other stakeholders with respect and sincere kindness. Compassion, respect and equality to all is critical to our continued success.

### **Initial Outcome**

- Educated parents
- Improved parenting skills
- Informed community
- Supported/Assisted families

### **Long Term Outcomes**

- Reduce family violence
- Functional families
- Children safe in their families and communities
- Break the cycle of abuse

## Programs

Headquartered in Baltimore City, The Family Tree owes its success to exceptional leadership, staff professionalism, and volunteer commitment. The organization's Executive Director manages approximately 49 highly qualified staff members, who provide direct service, operational support, resource development, community education, and technical assistance. These staff members bring to The Family Tree not only experience and professional training, but also passion, dedication, and cultural diversity.

In addition to its paid staff, The Family Tree relies on volunteer strength, with hundreds of community volunteers working throughout the state, teaching classes, facilitating support groups, implementing children's programs, mentoring teen parents, staffing information and referral telephone lines, and serving on the Board of Directors. This Board comprises an exceptionally diverse group of business people, health care providers, educators, and other interested community members, who oversee the organization's strategic direction; interpret its mission to the community; and actively support its services with their financial donations.

The Family Tree maintains a visible and viable presence in Maryland as an expert on issues of child maltreatment, having optimized its organizational capacity by developing a number of meaningful partnerships and affiliations, both locally and nationally. Notably, The Family Tree's national affiliations include The [National Exchange Club Foundation](#); [Parents Anonymous](#)<sup>®</sup>, [Prevent Child Abuse America](#) (PCAA). The Family Tree has vibrant partnerships with University of Maryland; the Maryland State Departments of Human Resources; Education, and Health and Mental Hygiene Administrations, The Governor's Office of Crime Control and Prevention; and various local education, social services, and law enforcement agencies.

The Family Tree also serves on such statewide councils and advisory boards, as the [Governor's Council on Child Abuse & Neglect](#) and the various local Child Protection Panels; and [Maryland Council of Directors of Volunteer Services](#),

## Major Programs & Services

Although there are numerous organizations in Maryland providing similar services, The Family Tree is the only such entity for which child abuse and neglect prevention is its sole mission. Calling upon its extensive experience in working with some of the state's most fragile families, the organization has taken a comprehensive, early prevention approach, designed to strengthen and empower families, while also building community capacity to end child maltreatment in all of its many forms and resolutions for all families raising children. With that in mind, The Family Tree offers a wide range of evidence informed prevention education, outreach, and support services, which are currently provided directly and through partners to more than 15,000 families across the state each year.

These services include: 1) Parenting Classes; 2) Home Visitation Programs; 3); 4) Family Counseling; 5) toll free statewide, 24/7 Parenting Helpline; 6) Children and Youth; 7) Parent Leadership and Support; 8) Community Education and Public Engagement Services; and, Public Policy and Advocacy; 9) Baltimore City Child Care Resource Center.

Baltimore City Child Care Resource Center (BCCCRC) serves as the hub for issues relating to the care and education of young children in the City of Baltimore. As a member of the Maryland Child Care Resource Network, BCCCRC serves parents, child care providers, the business community and others who are interested in early care and education issues. BCCCRC is committed to providing leadership and serves to improve the quality, accessibility and affordability of child care in Baltimore City.

Baltimore City Child Care Resource Center provides the following programs and services

- Training for early care and education professionals. From pre-service classes, for those just joining the profession, to advanced classes and series classes, BCCCRC offers research-based training that promotes best practices for the education and care of all young children.
- Technical Assistance to ensure that those in the early care and education profession have the most current and research- based information on all aspects of programing for young children.
- Capacity Building to promote continuous quality improvement and assist the early care and education professionals navigate Maryland EXCELS, the statewide quality and improvement system.
- Infant toddler services to promote evidence-based best practices for the care and education of very young children.
- Infant/Early Childhood Mental Health Consultation provides technical assistance to early care and education professionals in order to improve provider’s capacities and approaches when working with challenging children, and to assist families with referrals for additional services when necessary.
- Family Resource Specialists assist parents with accessing high-quality child care, help with the Maryland Child Care Scholarship, and referrals for parent education/navigation.

In addition to its proven programs and services, The Family Tree has been designated as Crying Baby Provider and various States’ Attorney’s choice Provider to furnish family strengthening services for mandated families.

### **3.0** ***SECTION 3: EMPLOYMENT POLICIES***

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#### **3.1 Equal Employment Opportunity**

The Family Tree is dedicated to the protection and nurturance of children and families and, as such, judgment of individuals on the basis of personal characteristics is inconsistent with our mission. The Family Tree is committed to the laws and intent of Equal Employment Opportunity in hiring and promotion. We recruit, hire, train, pay, promote, discipline and terminate our employees without regard to age, disability, economic status, ethnicity, gender, marital status, national origin, race, color, religion, creed, sexual preference, gender identity or expression, veteran status, genetic information or any other impermissible factor, in accordance with applicable laws. In providing services to our clients and working with volunteers, The Family Tree treats all people fairly and without regard to age, disability, economic status,



ethnicity, gender, marital status, national origin, race, color, religion, creed, sexual orientation, gender identity or expression, veteran status or genetic information.

### **3.2 Workforce Diversity, Equity & Inclusion (DEI)**

The Family Tree recognizes the presence of broad ranges of cultural, ethnic, familial, economic and general lifestyles within the community. This diversity of styles adds to the wealth of the community. Accepting and appreciating the diversity of our community supports the health of families and the community. Understanding and managing the diversity of our work force and the community adds to the complexity of our services by demanding that we provide services in ways most effective for our clients. We are dedicated to providing appropriately tailored client services reflective of the wide variety of client needs and client styles. By supporting the diversity of our own work force and volunteers, we can best meet the needs of clients.

#### **Improvement and Training**

The Family Tree prioritizes the continual improvement of our agency's inclusiveness to all aspects of diversity and our work to within ourselves as individuals, as an agency and within our community to fight all forms of oppression and work to build equity and inclusion.

We have a DEI team with staff representation from all programs who recognize the value of diverse voices and centers inclusivity and the well-being of employees' success. This team implements programs and initiatives that actively make the agency more diverse, equitable and inclusive. Staff Surveys may also be used to determine our successes and to analyze our needed changes and continuous improvements.

We have monthly staff meetings where we maintain an inclusive environment for an open exchange of ideas, and we have guest presenters providing presentations on DEI. These meetings are also a time for staff members to share ideas, provide feedback about our office environment and programs, and acknowledge and recognize each other's contributions. We cultivate a sense of belonging and supportive culture through the facilitated discussions.

Our staff attend workshops and professional services provided with the agency or individual programs on racism and diversity. The workshops broadened our knowledge on racism and cultural awareness/competence resulting in equity, diversity, and inclusion visibility to all levels of our organization.

### **3.3 Prevention of Harassment and Discrimination**

The Family Tree is committed to providing a work environment that is free from harassment and discrimination of any kind, based upon gender, race, religion, color, national origin, age, marital status, disability, sexual orientation, gender identity or expression, genetic information, or any other reason prohibited by law. Harassment is any behavior that serves to create a hostile or intimidating environment. It may include behaviors that imply a threat of adverse employment action against an employee, or an environment which degrades a person or group of people on the basis of any personal characteristic. The Family Tree will not tolerate such behavior on the

part of any employee at any level in the organization that is directed either intentionally or unintentionally against any employee, volunteer or client, or any behavior that is directed against one of our employees, whether by another employee, volunteer, client or third party.

***Examples of impermissible workplace harassment***

Harassment can result from a broad range of actions which might include, but are not limited to, the following:

- ❑ Verbal conduct, such as insulting comments, slurs, or other statements which are based on gender, race, age, religion, national origin, disability, or any legally protected classification. This includes unwanted sexual advances, invitations or comments;
- ❑ Visual conduct, such as derogatory posters, cartoons, drawings, leering or gestures; and
- ❑ Physical conduct, such as hitting, pushing, touching or other unwanted physical conduct or threat to take such action.

As with other forms of harassment, The Family Tree has a zero tolerance policy for sexual harassment and specifically disapproves of such behavior in the strongest terms. Sexual harassment is strictly prohibited by this policy and by federal law. Federal law defines sexual harassment as unwanted sexual advances, requests for sexual favors or verbal or physical conduct of a sexual nature when:

- ❑ Submission to such conduct has been made a term or condition of employment; or
- ❑ Submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual; or
- ❑ Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive work environment, provided that the conduct is severe or pervasive.

The following are a few examples of behavior that could constitute sexual harassment. Even behavior less severe than these examples, however, may constitute a violation of our policies.

- ❑ Unwanted sexual advances, such as making a 'pass' at another employee;
- ❑ Offering employment benefits, or implying that things will go smoothly in exchange for sexual favors;
- ❑ Making or threatening reprisals after a negative response to sexual advances;
- ❑ Non-verbal conduct, such as leering, making sexual gestures, displaying of sexually suggestive objects or pictures, e-mails, cartoons or posters;
- ❑ Verbal conduct, such as making or using derogatory comments, epithets, slurs, sexually explicit jokes or comments about an employee's body or dress;

- ❑ Remarks of a sexual nature, graphic verbal commentary about an individual's body, sexual or degrading words to describe an individual or aggressive or obscene letters, notes, messages or invitations; or
- ❑ Physical conduct, such as touching, assaulting or impeding or blocking movement.

The Family Tree prohibits sexual harassment by anyone. It is unlawful for males to sexually harass females or males and for females to sexually harass males or females. Sexual harassment on the job is unlawful whether it involves co-worker harassment, harassment by a supervisor or manager or harassment by persons doing business with or for The Family Tree.

All supervisors or managers are responsible for preventing employees under their supervision from being the subject of any type of form of discrimination or harassment and for reporting any incidents of discrimination or harassment within their area of authority. All employees are responsible for avoiding any behavior which is discriminatory or harassing and for complying with this policy. Failure to comply with this policy is grounds for discipline, up to and including discharge.

***Filing a report***

The Family Tree must be made aware of discrimination and harassment before it can act to prevent or stop it. Thus, if you believe that you have been subjected to discrimination or harassment in violation of this policy, you must provide a written or oral report immediately to your supervisor. If you are not comfortable reporting to your supervisor, or if you are dissatisfied with the results achieved in making a report, you may report to the Manager, Operations/Human Resources. Employees who witness or become aware of discrimination or harassment of another should file a written or oral report as well. If you are dissatisfied with the results achieved through your complaint, or are reluctant to present the matter personally, then you should make a written complaint and mail it via certified mail, return receipt requested to the Executive Director, The Family Tree, 2108 North Charles Street, Baltimore, Maryland 21218.

***Investigation***

Each report will be promptly investigated to determine whether discrimination or harassment has occurred. Investigations will be conducted confidentially, to the extent reasonably possible.

***Consequences of discrimination or harassment***

Employees at any level who engage in discrimination or harassment will be subject to appropriate disciplinary action, up to and including discharge. Any manager or supervisor who knows about the discrimination or harassment and takes no action to stop it may also be disciplined.

***Retaliation prohibited***

No retaliation will be tolerated against any employee by anyone for reporting in good faith violations of this policy or for filing, testifying, assisting or participating in any investigation, proceeding or hearing conducted by The Family Tree or by a federal or state enforcement agency. Any attempt at retaliation will be subject to appropriate disciplinary action, up to and

including discharge. Under no circumstances will an employee's job status, security, working conditions or relationship with The Family Tree be adversely affected because a good faith report is made. If you feel that you have been retaliated against you should report to the personnel listed above.

### **3.4 Accommodation of Disabilities**

The Family Tree will conform to the requirements and regulations of the Americans with Disabilities Act of 1990 as amended and all other applicable federal, state and local laws. Qualified individuals with disabilities may be entitled to an accommodation in the workplace. If you believe you are such an individual, please communicate that information in writing to the Manager, Operations/Human Resources. We will attempt to work with you to accommodate your needs, as well as our work requirements. This policy also applies to pregnant employees, who may require an accommodation, including leave, as a result of their pregnancy.

If you believe you need an accommodation in the work place, you should communicate that information in writing to the Manager, Operations/Human Resources, who will work with you to attempt to accommodate your needs, if possible. This may include a request for information from your healthcare provider to assist in the process of determining if The Family Tree can accommodate you. Employees with questions regarding the application of this policy to their situation may discuss them confidentially with the Manager, Operations/Human Resources. All medical records related to requests for accommodation will be maintained confidentially in accordance with law.

### **Lactation Accommodation**

In recognition of the health benefits of breastfeeding for infants and their mothers, the Family Tree provides employees with reasonable break time during the workday to express milk and provides employees with a private room in close proximity to their workspace in which breast milk can be expressed.

Employees will be permitted to take reasonable breaks during the workday to express breast milk. Although such breaks are generally unpaid, employees will be permitted to use regular meal breaks for the purpose of expressing milk. Employees, their supervisors and Human Resources should work cooperatively and engage in an interactive process to determine appropriate times to take lactation breaks during the workday, taking into consideration both the employee's biological needs and the Family Tree's operational requirements. Employees must make a good faith effort to schedule breaks at times that minimize disruption to the Family Tree's operations.

Employees are responsible for making arrangements for storing expressed milk. Milk may be stored in the refrigerator in the hive area. The employee must provide her own containers for expressed milk.

Employees have a legal right to request a lactation accommodation. To request a lactation accommodation, employees should contact Human Resources in person, via phone or via email.

A response to the employee will be provided within five (5) business days. If the Family Tree does not provide lactation breaks or a fully compliant lactation location, or if the Family Tree asserts an authorized variance or waiver, the Family Tree will provide a writing to the employee describing the specific bases for its actions. Retaliation is prohibited against any employee who exercises any rights under the Lactation Accommodations in the Workplace Act (the “Act”). Employees may file a complaint with the Baltimore City Community Relations Commission regarding alleged violations of the Act.

### **3.5 Hiring Relatives/Employee Relationships**

A familial relationship among employees can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, the Family Tree may refuse to hire or place a relative in a position where the potential for favoritism or conflict exists.

If two employees become related they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. Company generally will attempt to identify other available positions, but if no alternate position is available, Company retains the right to decide which employee will remain with Company.

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

Relationships of a romantic or sexual nature between employees, one of whom has the authority to influence the financial or career advancement of the other, even when consensual, may give rise to serious conflicts of interest. Such conflicts can result in real or apparent workplace inequities and, in some instances, violations of federal, state, and local discrimination laws. Therefore, romantic or sexual relationships are prohibited where one person directly or indirectly supervises the other, participates in employment decisions concerning the other, or is in any position in which an actual or perceived conflict of interest may arise.

### **3.6 Genetic Information**

The Family Tree is committed to complying with the Genetic Information Nondiscrimination Act of 2008 (GINA), which prohibits employers and other entities from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by law. Accordingly, The Family Tree asks that all employees refrain from providing any genetic information when responding to requests for medical information. “Genetic information,” as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive service.

GINA does not prohibit The Family Tree from acquiring medical information that is not genetic information about an employee's manifested disease, disorder, or pathological condition. To the extent the employee is seeking leave to care for a family member, and in certain other situations where The Family Tree is entitled to medical information, GINA specifically allows The Family Tree to request and receive information about the health condition of a family member to substantiate the need for leave.

### **3.7 Child Abuse and Neglect**

Maryland law (Section 5-704(b)) requires human service workers who have reason to believe that a child has been subjected to abuse or neglect (even in the past) to report to the proper authorities. Maryland law provides that any person making such a report in good faith is given immunity from civil or criminal sanctions or liability. Any such reports are confidential. Accordingly, if you have reason to believe that any child in any Family Tree program has been or is being subjected to abuse or neglect; you must immediately inform the Executive Director, who will assist you in preparing an appropriate report to the Local Department of Social Services and provide guidance to staff regarding supporting the family. In addition to the legal requirements, it is The Family Tree's policy that any person who suspects a violation of this policy by another must report it immediately to the Executive Director or the Manager, Operations/Human Resources. This also includes any staff member who suspects another staff member abusing a child, must report it immediately. This information will be kept confidential to the extent reasonably practicable. The Family Tree will not retaliate against any employee who makes a good faith report. Annually, staff must review and sign a receipt of acknowledgement of Child Abuse and Neglect policy.

### **3.8 Computer and Software Policy**

The Family Tree makes available computers and computer software for employees to use for Family Tree business only. The computers, computer equipment, computer software, and all files, data, and data communications contained therein are the property of The Family Tree. Employees are not permitted to remove any computer hardware or software from the premises, unless expressly authorized to do so, and are expected to take care of this property when using it. Authorized employees may be given authority for remote access from home/out of office and must follow the same rules and procedures that they follow on their computers inside of The Family Tree.

The Family Tree purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. The Family Tree respects and abides by copyright laws and licensing agreements relating to software and data. Unless authorized by the software developer, The Family Tree does not have the right to reproduce such software or use it on more than one computer. Employees are not permitted to duplicate copyrighted software, and may not install on a computer owned or supplied by The Family Tree any software not provided by or specifically authorized by The Family Tree. Employees should not install any software on a computer for which we do not have a license. The installation of unauthorized programs may be destructive of data, other software, or the communication capabilities of our computers. Music, games or other media should not be

downloaded onto computers owned or provided by The Family Tree or over systems provided by The Family Tree.

Each employee is personally responsible for all uses and contents of his or her computer and electronic account. Employees are not permitted to provide access to The Family Tree's systems to any unauthorized parties. Employees may not give out their personal passwords, access codes, or log in procedures or misrepresent their identity in electronic communications. Consistent with its right of ownership, The Family Tree reserves complete discretion to periodically monitor, view, retrieve, and possibly disclose all files, data, and data communications on its computer systems, including, but not limited to, any "personal" or "private" documents, files or folders. You should have no expectation that such files, data, and data communications will be private.

Users are responsible for ensuring the confidentiality and appropriate use of institutional data to which they are given access, ensuring the security of the equipment where such information is held or displayed, ensuring the security of any accounts issued in their name, and abiding by related privacy rights of families and staff concerning the use and release of personal information. Employees should immediately notify the HIPPA Compliance Officer of any actual or suspected loss or compromise of any equipment or data. The Family Tree strives to provide the highest degree of security when transferring data, but cannot be held responsible if these measures are circumvented and information is intercepted, copied, read, forged, destroyed or misused by others. Employees should be aware of the increasing sophistication of attempts to breach data security, and should not open attachments or click on internet links if they have any concern or suspicion of their legitimacy. Any questions regarding any suspect messages, links or attachments should be addressed to the HIPPA Compliance Officer.

The Family Tree has the right to audit its company equipment for business purposes or to observe adherence to this policy. The Family Tree also has the sole right to consent to a search or discovery of its computer systems. Employees should notify their immediate supervisor or any member of management upon learning of any violations of this policy. Employees who violate this policy will be subject to appropriate disciplinary action, up to and including discharge. **Upon termination with The Family Tree, you must return all company equipment by your last date of employment, in order to receive all accrued vacation payout.**

### **3.9 E-mail/Voicemail/Internet Policy**

The Family Tree maintains voicemail and e-mail systems, as well as Internet access, as part of its communications facilities. We wish to promote an environment of open, honest communications and we encourage employees to use their own good judgment to regulate the content of e-mail, voicemail and Internet communications. However, these systems are provided solely for use in conducting The Family Tree's business. These systems and the data stored on them are, and remain at all times, the property and records of The Family Tree. The Family Tree's property right extends to all voicemail, e-mail, and Internet communications and uses that are created, sent, received or accessed on these systems.

Consistent with its right of ownership, and to ensure compliance with its policies, The Family Tree reserves complete discretion to periodically monitor, retrieve, and possibly disclose stored voicemail, e-mail, and Internet data, including messages and information which have been composed, sent, received or accessed on our systems. The purposes for such monitoring include, but are not limited to, assuring continuity of service during employee absences and supervising operations, security, and use of the systems. Because voicemail, e-mail, and Internet use are subject to monitoring by us, you should have no expectation that any voicemail, e-mail, or Internet communication or use will be private or will not be reviewed by The Family Tree. The confidentiality of any data should not be assumed even if the data is erased because it is still possible to retrieve and read the data. Further, the use of passwords for security does not guarantee confidentiality. The Family Tree reserves the right to require disclosure of passwords and to access, override, or change passwords. In addition, The Family Tree also maintains the sole right to consent to a search or discovery of its computer and telephone systems.

Although voicemail, e-mail, and Internet messages and communications are subject to Company monitoring and disclosure, such communications should be treated as confidential by other employees. Messages should be accessed only by the intended recipient, and employees must be explicitly authorized to retrieve or read any messages not addressed to them.

The Family Tree strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, consistent with its anti-harassment and anti-discrimination policies, The Family Tree prohibits the use of the Internet and the voicemail and e-mail systems in ways that are illegal, disruptive, or offensive to others or harmful to morale. For example, e-mail, voicemail, and the Internet shall not be used to view, transmit, store, or display vulgar, profane, insulting, or offensive messages or sexual comments, or remarks that are derogatory or harassing on the basis of race, color, religion, sex, age, national origin, disability, or any other category protected under applicable state or local law. Other prohibited use includes, but is not limited to, the viewing, storage, display, or transmission of ethnic slurs, racial comments, or off-color jokes or sexually explicit images, messages, and cartoons.

While very limited personal use of e-mail, voicemail and the Internet is permitted, employees are reminded that all such transmissions on Family Tree equipment are recorded and that excessive or inappropriate use is not permitted. Employees are further prohibited from any conduct that would give the appearance of impropriety, including, but not limited to, sending any discriminatory, defamatory, obscene, threatening or harassing communications, accessing pornographic websites, gambling, or violating any copyright or other laws.

The systems shall not be used to send (upload) or receive (download) copyrighted materials, including software, trade secrets, or similar materials external to the organization without prior authorization from the Director, Finance. All messages communicated on the Internet must have the sender's name attached; no messages may be transmitted under an assumed name. Users may not attempt to obscure the origin of any message, and users may not use any password or identity other than those belonging to or issued to that specific user.



Employees should notify their immediate supervisor or any member of management upon learning of a violation of this policy. Employees who violate this policy will be subject to appropriate disciplinary action, up to and including discharge.

### **Response to Social Engineering Threats**

One of the most prevalent threats to information security is social engineering. The goal of social engineering is to gain unauthorized access to systems or information to commit fraud, network intrusion, identity theft, or simply to disrupt the system or network. Attacks can occur in a variety of ways – over the phone, on-line, and in person. “Phishing” has become one of the most common forms of attacks by cyber criminals. Phishing attacks use email or malicious websites to solicit personal information by posing as a trustworthy organization or individual. When users respond with the requested information, attackers can use it to gain access to the accounts. Phishing attacks may appear to come from anywhere, including charities, banks, mobile service providers, or even colleagues or clients. Attackers often take advantage of current events and certain times of the year, such as natural disasters (e.g. hurricane relief efforts), epidemics and health scares (e.g. flu outbreak), and economic concerns (e.g., IRS scams).

Employees can help prevent phishing attacks, which most often are an email from a trustworthy organization or individual in your contacts, by not opening attachments or clicking on hyperlinks that are in an email that seem suspicious, are unsolicited, have a false sense of urgency, or that you weren’t otherwise expecting to receive, without first verifying in person or over the phone to the sender that they intended to send the email to you. Another tip is to hover your cursor or click on the sender’s address since phishing incidents will often disguise their address to appear as if it is a trustworthy sender.

If you believe that you may have fallen victim to phishing or another social engineering attack, it is critical to notify our IT services provider and the Manager-Operations immediately.

### **Use of Personal Devices**

The Family Tree permits its employees to use their own personal smartphones and tablets for work purposes for their convenience. This policy is intended to protect the security and integrity of the Family Tree’s data and technology infrastructure. Limited exceptions to the policy may occur due to variations in devices and platforms.

Employees must agree to the terms and conditions set forth in this policy in order to be able to connect their personal devices to the Family Tree’s network.

#### *Acceptable Use*

- Employees may use personal devices for activities that directly or indirectly support the Family Tree, and may make limited use of such devices for personal communication or recreation, provided it does not interfere with work activities. Use must be consistent with and compliant with the Family Tree’s computer policy.

- Employees are blocked from accessing certain websites during work hours/while connected to the corporate network
- No photos or videos should be taken of any the Family Tree clients using such devices
- Employees may use their mobile device to access the following company-owned resources: email, calendars, contacts, documents, etc.

### *Devices and Support*

- Smartphones including iPhone, Android, Blackberry and Windows phones are allowed
- Tablets including iPad and Android are allowed
- The Family Tree does not have the resources to offer IT support for personal devices; employees should contact the device manufacturer or their carrier for operating system or hardware-related issues.

### *Reimbursement*

- The Family Tree will not reimburse employees for any cost associated with the use of a personal device, unless specifically authorized by the Executive Director.

### *Security*

- In order to prevent unauthorized access, devices must be password protected using the features of the device and a strong password is required to access the company network.
- The device must lock itself with a password or PIN if it is idle for five minutes.
- Rooted (Android) or jailbroken (iOS) devices are strictly forbidden from accessing the network.
- The employee's device may be remotely wiped of the Family Tree H information if 1) the device is lost, 2) the employee terminates his or her employment, 3) IT detects a data or policy breach, a virus or similar threat to the security of the company's data and technology infrastructure. While the Family Tree will take reasonable precautions to prevent employee's personal data from being lost or compromised, the Family Tree assumes no liability for any damage or loss to personal information arising from such a data wipe. It is the employee's responsibility to take precautions, such as backing up email, contacts, etc. to prevent loss of personal data.
- Lost or stolen devices must be reported to the Family Tree within 24 hours. Employees are responsible for notifying their mobile carrier immediately upon loss of a device.
- The employee assumes full liability for risks including, but not limited to, the partial or complete loss of company and personal data due to an operating system crash, errors, bugs, viruses, [malware](#), and/or other software or hardware failures, or programming errors that render the device unusable.

### 3.10 Social Media

We believe in utilizing social media sites to foster online collaboration and spread awareness about what we do, but we expect our employees to do so responsibly. As these online communication platforms continue to evolve, so will our policies. This policy is focused on social media activities in or outside of work that could affect your performance at The Family Tree, the performance of others at The Family Tree, or The Family Tree's reputation. The policy provides standards for The Family Tree's employees who choose to contribute to blogs, social networks (Facebook, Twitter, Instagram), wikis, user-generated audio and video (YouTube), or other social media. This policy covers uses of social media at any time or in any place, whether on or off The Family Tree's premises and whether before, during or after scheduled work time.

While we encourage employees to share The Family Tree's organizational social media posts with their networks, The Family Tree urges employees to exercise care in the use of social media. Postings on social media sites may be accessible to the public, including supervisory and management personnel and other Family Tree employees. Accordingly, employees who participate in social media sites should use their discretion in employing the privacy settings provided by the host to limit public access to personal information, and should be aware that online postings can reflect adversely on the particular user and The Family Tree. You should not publish personally identifiable information, including photos, about your colleagues or The Family Tree's clients without their consent. In the case of a minor, a parent or legal guardian and the consent of the Executive Director is required.

The Family Tree's personnel policies and conduct rules, including, but not limited to, its policies prohibiting discrimination and harassment, apply to the use of social media by employees. Employees may not conduct or discuss official Family Tree matters using social media, and they may not post any statements or comments on social media sites that purport to reflect or represent the ideas, opinions, or positions of The Family Tree or its employees, volunteers, etc. unless they are specifically authorized to do so. Further, no employee may use social media to disclose or distribute internal communications or other confidential information relating to The Family Tree matters without the prior authorization of the Executive Director.

Employees may not visit, participate in, or update personal social media sites during their scheduled work time. Additionally, employees may not use The Family Tree's computers, Internet access, or other equipment or resources for purposes of accessing or participating in social media at any time unless specifically authorized to do so for work purposes. Because of governmental rules regarding advertising, any employee who posts information about The Family Tree on blogs, chat rooms or other public forums must identify him or herself as an employee of The Family Tree, and state that the views being expressed are their own and not those of The Family Tree. Unauthorized use of The Family Tree's logo is prohibited.

No Family Tree employee may act as a professional reference for another employee on a social media site. Employees are also prohibited from using social media to promote or publicize The Family Tree or its activities or operations, without prior authorization from the Executive Director.

### 3.11 Drug-Free and Alcohol-Free Workplace

Alcohol and drug abuse have an adverse effect on job performance, create dangerous situations, and serve to undermine the community's confidence in our organization. The Family Tree is therefore committed to providing a drug-and alcohol-free workplace. This helps ensure a safe, healthy, and productive environment for our employees, volunteers and clients, allowing us to fulfill our service commitments. In addition to being concerned about the well-being of our employees, our most valuable assets, we are equally dedicated to preserving The Family Tree's hard-earned reputation. We are determined not to allow our reputation to be tarnished or compromised by drug or alcohol abuse.

#### *Purpose*

- ❑ To maintain a safe, healthy and productive environment for all Family Tree employees, volunteers and clients by ensuring that all employees/volunteers work in a condition fit to perform their duties.
- ❑ To protect the agency clients, staff/volunteers and equipment, as well as its reputation, stability and future, and especially its client care, which depends upon the physical and psychological health and well-being of its employees and volunteers.
- ❑ To protect employee privacy and confidentiality.
- ❑ To encourage employees to voluntarily obtain treatment for substance abuse before it emerges as a problem in the workplace, and to encourage education, prevention and rehabilitation of substance abuse problems.

#### *Policy*

The Family Tree prohibits employees from possessing, being under the influence of, using, consuming, transferring, selling, or attempting to sell alcohol or any form of controlled substance or drug paraphernalia at any time: (1) anywhere during working hours or while on agency business and (2) on or in property, buildings, premises, vehicles, or equipment owned, leased, occupied, or otherwise used by the agency, whether or not during working hours or on agency business. The Family Tree also prohibits the use of alcohol or controlled substances at any time in any place that could or does adversely affect job performance or the safety or security of agency property or the property of others. The use of legally prescribed drugs may violate this policy when such drugs are abused or not used or possessed as prescribed. Any employee who violates this policy will be subject to discipline up to and including dismissal.

This policy does not prohibit employees from taking prescribed medication under the direction of a physician, provided that the prescribed medication does not impair job performance or threaten the safety, security and/or property of the employee, the agency, or other employees, volunteers or clients. This policy also is not intended to prohibit the reasonable consumption of alcohol at work-related functions when alcohol is served.

The Family Tree also expects all employees to fully comply, on the same day as instructed, with any request or instruction in the course of any investigation under this policy. The refusal of any employee to consent to any requested test or search or the failure to cooperate with any direction

by a supervisor in any investigation under this policy, shall constitute grounds for disciplinary action, up to and including discharge as the agency deems appropriate.

***Procedure***

The Family Tree may:

- ❑ Conduct medical or other inquiries, tests and examinations which are job related and consistent with business necessity.

These inquiries, tests and examinations will be conducted at our expense and may include hair, urine and other tests to determine the presence of alcohol and/or controlled substances in the body. Testing may be conducted privately at our cost off premises by a certified medical clinic or testing facility selected by us. Upon request, at the time a test is administered, we will provide the name and address of the laboratory that will test the specimen. If needed, we will accompany you and/or provide transportation to and from any facility and the workplace. If an employee tests positive for alcohol or drugs, a second test of the same sample will be conducted to assure accuracy. Only if both tests are positive will the employee be considered to have violated this policy. An employee who tests positive may obtain a third test, at the employee's expense, at an approved toxicology laboratory or medical clinic.

- ❑ Search an employee's person, possessions and work or personal space or vehicle any time the employee is on The Family Tree's premises or while conducting business for The Family Tree and confiscate any material possessed in violation of this policy.

Agency equipment, vehicles or property, such as desks, file cabinets, safes, rooms, etc. will not be considered to be an employee's private domain regardless of whether it is lockable or not, or who possesses the key.

- ❑ Maintain any records of drug and alcohol tests as medical records to be kept separate from other employment files.

Actual test results will be disclosed only to those who have a need to know such information, to the person tested, and any person permitted or required by law or regulation to receive such information. All reports of alcohol or drug screening will be used only for the purpose of administering this policy.

- ❑ Not terminate an employee for voluntarily seeking assistance for a substance abuse problem prior to being asked to submit to a drug or alcohol test and prior to any adverse effect on his or her performance.

The Family Tree will provide employees a list of substance abuse professionals from whom assistance is available. It is up to the employee to contact the substance abuse professionals and follow guidelines for treatment. If the employee is enrolled in the agency health plan, a portion of the rehabilitation costs may be covered under the plan. Employees are encouraged

to check the plan documents to ascertain language. Any costs not covered under an agency sponsored plan are the employee's responsibility.

- ❑ Grant leave to an employee who requests a leave of absence for the purpose of undergoing treatment by a substance abuse professional, provided that the request is made prior to the commission of any act that would be subject to disciplinary action pursuant to this policy.

An employee may be eligible to return to regular duty with The Family Tree, with conditions.

The policy requires prospective/new employees to:

- ❑ Agree to submit to a drug and alcohol screen if offered employment.

If the employee should begin work prior to receiving the results of the initial drug test and those results prove positive, employment may be terminated.

- ❑ At pre-onboarding (prior to orientation), the employee receives, signs for and reviews an Employee Handbook which contains the agency's Drug-Free and Alcohol-Free Workplace Policy.

An employee's written consent to submit to drug and alcohol testing is required as a condition of employment, and the employee's refusal to consent may result in disciplinary action, up to and including discharge, even for a first refusal. The comprehensive consent form is contained in the Employee Handbook and becomes a part of the employee's personnel file. Signature for the Handbook is acknowledgement that the Handbook has been received and the employee agrees to the conditions of all the policies in the Handbook, including the Drug-Free and Alcohol-Free Workplace Policy.

The policy requires current employees to:

- ❑ Report to work at all times fit for duty consistent with agency values, and able to perform his or her job functions without impairment or influence by drugs or alcohol.
- ❑ Immediately notify his or her supervisor of the use of any alcohol or drug which may adversely affect the employee's job performance, or the safety of the employee or others.
- ❑ Notify/self-report his or her supervisor immediately of any arrest/conviction for violation of any federal, state or local drug laws at any time during their employment.
- ❑ Submit to a drug screen if requested by their supervisor or Family Tree management via the Manager, Operations/Human Resources or their designee due to reasonable cause that the employee is in violation of this policy. "Reasonable cause" means any set of facts or circumstances that would lead a reasonable person to suspect that an employee is in

violation of this policy. Reasonable cause may be based on one or more of the following factors:

- first hand observation of a violation;
- reports of a violation;
- possession of alcohol or drugs or related paraphernalia;
- involvement in an accident or other mishap;
- physical or verbal altercations;
- slurred speech;
- red or bloodshot eyes;
- inability to walk a straight line or perform simple acts of physical dexterity;
- odors in an employee's immediate area or on an employee's breath;
- unusual or strange behavior consistent with alcohol or drug abuse;
- statements by the employee or witnesses;
- unexplained absences from an individual's workstation;
- information from public records, including court proceedings;
- violation of agency safety policies; and
- any other information or physical evidence of drug or alcohol abuse.

The policy will require a supervisor to:

- Maintain awareness of an employee's fitness for duty.
- Report to the Manager, Operations/Human Resources any reasonable causes to believe that an employee/volunteer is in violation of this Drug-Free and Alcohol-Free Workplace Policy.

### **3.12 Workplace Violence Prevention Policy**

The Family Tree has taken steps to help prevent incidents of violence from occurring on The Family Tree's premises or in the course of employment.

#### **A. Zero Tolerance**

The Family Tree has a zero-tolerance policy for any actions, statements, or other behavior by anyone that is, or is intended to be, violent, threatening, intimidating, disruptive, aggressive, or harassing, as determined by The Family Tree in its sole discretion. Further, no fighting, "horseplay," or other conduct that may be dangerous to others is permitted. The Family Tree also will not condone any acts or threats of violence against The Family Tree's employees, consultants, contractors, vendors, clients, or visitors on The Family Tree's premises at any time or while they are engaged in business with or on behalf of The Family Tree, and to all other individuals while on The Family Tree premises (owned or leased) or while conducting The Family Tree business (including travel).

**B. No Weapons**

In keeping with the spirit and intent of this policy, The Family Tree prohibits any firearms or other weapons at our facilities or at any sponsored events or activities, including, but not limited to, parking areas owned or used by The Family Tree. This prohibition against weapons applies whether the weapon is on the individual's person, carried in a container or openly, or in a vehicle brought onto The Family Tree premises. Furthermore, while on Company business, employees are prohibited from carrying or otherwise possessing or transporting weapons at any time and at any place.

**C. The Family Tree Response**

Any person who violates this policy shall be removed from the premises as quickly as safety permits, and shall be barred from Company premises until the outcome of an investigation. During the investigation, The Family Tree may suspend employees, with or without pay. Violations of this policy shall result in disciplinary action, up to and including termination of employment, at the sole discretion of The Family Tree. In addition, The Family Tree may contact the appropriate criminal authorities for arrest and prosecution. No other Company practice, policy, or procedure should be interpreted to limit The Family Tree's ability to take prompt and appropriate action to prevent an act or threatened act of violence, or otherwise enforce this policy.

**D. Responsibility to Report**

Every employee is responsible for promptly notifying his or her immediate supervisor or manager, or any member of management, of any violation or potential violation of this policy, including any threats that he or she has witnessed, received, or otherwise knows about. Even without an express, verbal threat, employees should alert management to any suspicious behavior that they suspect might pose a danger to employees, guests, and/or Company property. The Family Tree will strive to handle reports made under this policy with as much confidentiality as is reasonably practicable under the circumstances.

**E. Arrests / Convictions**

If an employee is arrested or convicted of a crime (at any time during their employment) concerning conduct that impacts the ability to perform his or her job, threatens the safety of The Family Tree's work environment, or has the potential to undermine public confidence in The Family Tree, the employee must immediately inform (self-report) his or her supervisor, or any other member of management. The decision as to whether an arrest or conviction will affect an employee's employment status with The Family Tree depends on the circumstances, and such decision will be made in the sole discretion of The Family Tree, in accordance with applicable federal, state, and local laws.

**F. Searches and Surveillance**



The Family Tree reserves the right to search (1) all Company property and premises, including but not limited to all Company vehicles and equipment, (2) the personal belongings (i.e., pocketbook, briefcase, desk, locker, etc.) of any individual on Company property, and (3) any vehicle in a parking area owned or used by The Family Tree or used by employees to conduct Company business. Use of The Family Tree’s electronic systems, such as email, voicemail, and the internet, shall not be used in violation of this policy. In addition, The Family Tree reserves the right to implement any security measures deemed necessary, including video surveillance with written prior notice, in order to enforce this policy. Such actions will be taken by The Family Tree in accordance with applicable federal, state, and local laws.

#### **G. Restraining or Other Orders**

An employee who is protected or covered by a restraining order or other type of protective order that may have an impact on the workplace must immediately provide a copy of the order to his or her supervisor or manager, or to the Manager, Operations/Human Resources. The Family Tree will strive to keep the order and its terms as confidential as is reasonably practicable under the circumstances.

#### **H. Retaliation Prohibited**

No retaliation will be tolerated against any person for reporting in good faith a violation of this policy, or for filing, testifying, assisting, or participating in any investigation, proceeding or hearing conducted by The Family Tree, a federal or state enforcement agency, or a federal or state court. If you have any questions about the Workplace Violence Prevention Policy, please see the Manager, Operations/Human Resources.

#### **3.13 Pre- Employment Screening**

The Family Tree requires successful completion of the following as conditions of employment: 1) completed employment application; 2) criminal and felony check; 3) previous employer reference check and 4) submittal to drug and/or alcohol screening. All criminal and felony background checks will be performed in accordance with applicable law. You may be asked to provide consent or certain identifying information, including fingerprints for the background check. Failure or refusal to provide consent or the requested information will be grounds for position to be rescinded.

#### **3.14 Safety and Security**

It is the policy and practice of The Family Tree to provide a safe and secure place to work. Every employee shares in this responsibility. Violence or the threat of violence, by or against employees of The Family Tree or other persons while at the workplace is contrary to this policy. The Family Tree will hold employee offenders accountable and if laws are violated, The Family Tree reserves the right to remove offenders from the premises and notify appropriate local, state, or federal authorities.

- ❑ Employees must report any unsafe condition immediately to their supervisor or the Manager, Operations/Human Resources.
- ❑ Employees should use, adjust and repair machines and equipment only if they are authorized and qualified to do so.
- ❑ Be alert for tripping or slipping hazards. Keep walking areas clear of carts, boxes and other obstacles.
- ❑ Know the locations, contents and use of first aid kits. If there is a medical emergency, call 911.
- ❑ If employees have concerns about or suggestions for improved safety in the workplace, they are encouraged to bring these to the attention of their supervisor or the Manager, Operations/Human Resources. Each employee is expected to comply with all safety rules and to exercise caution in all work areas and work activities.
- ❑ A fire or other emergencies can result in injury or loss of life, lost jobs or business failure. We have an Emergencies & Safety in the Building policy/manual plan to deal with such situations. You must review and be familiar with the terms and provisions of these plans. Annually, Staff will be required to review and sign-off electronically on these policies and safety plans.
- ❑ Information about chemical products (e.g., cleaning solutions, paint) that you may be exposed to are available. Should you have a question about these materials, please contact your supervisor.
- ❑ In the event of an illness, injury or accident in the workplace, employees must immediately notify their supervisor or the Manager, Operations/Human Resources. An employee must follow all accident and injury reporting procedures regardless of how insignificant any injury may appear.
- ❑ Employees are responsible for safeguarding all equipment provided by The Family Tree for their use in accomplishing their job functions. Employees should exercise care and follow all equipment operating instructions and safety standards. Employees must notify their supervisor or the Manager, Operations/Human Resources if any equipment is missing or damaged.
- ❑ Employees are responsible for all property, materials, and written information, including personal computers, laptops, cameras, other audio/video equipment, and software issued to them. Employees must return all property immediately upon request.
- ❑ Employees should take necessary precautions to prevent theft of their personal valuables. The Family Tree will not be responsible for any personal property; however, for security purposes, employees should notify their supervisor or the Manager, Operations/Human Resources immediately of any loss or theft.
- ❑ Desks, file cabinets, lockers, and other storage areas provided for employees' use remain the property of The Family Tree. Therefore, The Family Tree reserves the right to inspect all agency property, equipment, and premises and any articles found within them at any time and without advance notice.
- ❑ Firearms or other weapons are not allowed on The Family Tree premises (including vehicles, buildings, and land). Possession of weapons by anyone, other than licensed law enforcement officers, is prohibited.

- ❑ Employees should notify their supervisor or the Manager, Operations/Human Resources immediately if they have been, or believe they are likely to be, targets of workplace violence.
- ❑ Employees with complaints about indoor air quality should notify their supervisor or the Manager, Operations/Human Resources. Indoor air quality complaints often result from odors, low-level contaminants, air circulation, temperature differences, humidity, job pressures, lighting, workstation design, or noise. Wide variation in individual sensitivities often makes it difficult to ascertain the specific cause of an employee's complaints. The Family Tree will respond promptly and effectively to complaints or concerns about indoor air quality in our facility.
- ❑ Employees who violate this safety and security policy, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, will be subject to disciplinary action, which may include termination of employment.

### **3.15 Maryland New Hire Registry Notification Policy**

In compliance with laws enacted to protect against unemployment insurance fraud, public assistance fraud and to assist in the enforcement of child support, The Family Tree is required to notify the Maryland New Hire Registry within twenty calendar days of a new employee's first day of work.

### **3.16 Smoking Policy**

Smoking is not permitted in any Family Tree facility. Additionally, you will be required to enforce the non-smoking policy when working with volunteers and/or clients in any Family Tree facility. Further, you are expected to take appropriate action to respond to illegal use of tobacco products by minor clients. This policy also prohibits the use of smokeless tobacco and e-cigarettes or other nicotine delivery systems.

### **3.17 Driving While Distracted Prohibited**

While driving, employees must obey all traffic and safety laws. Even if permitted by applicable law, employees are urged to refrain from using electronic devices. Electronic devices include cell phones, PDAs (such as smartphones and iPhones), radios, laptops, tablets, pagers, and any other electronic device that distracts the employee from driving. If you must make or take a work-related call while driving, you are urged to use extreme caution. You must use hands-free cell phones for business calls while driving, and you must not send or read text messages while driving (this includes checking and reading text messages while at a stop light or while the vehicle is stopped for any reason). Calls should be kept short and, where possible, you should locate a lawfully designated area to park to continue the call. Personal calls while driving on company business are prohibited. If you need to make or take a personal call while driving, you must locate a lawfully designated area to park and make or take the call.

### 3.18 Grievances and Open Door Policy

The Family Tree is committed to providing optimal working conditions for all employees. This commitment includes encouraging an open and frank atmosphere in which any problem, complaint or question can be dealt with in a fair, prompt manner, consistent with our values. You can be assured that you can present a grievance at any time, and the complaint will be handled confidentially to the greatest extent possible and without retaliation.

Some Family Tree policies, such as the policy prohibiting harassment and discrimination provide for a procedure to address concerns, and employees should use the process laid out in those policies. In the absence of any specific process, if you have a concern or complaint about how the application of a Family Tree policy has affected you, or if you are dissatisfied with the way you have been treated with respect to any aspect of your employment, take the initiative to seek a solution by speaking to your supervisor. If you do not feel your complaint has been adequately addressed, raise the issue with the next level of management. The Executive Director has the final authority to resolve staff concerns with the exception any concerns regarding the Executive Director. In this case, the matter can be taken to the Chair of the Human Resource Committee.

### 3.19 Workplace Solicitation

Employees are prohibited from engaging in solicitation, fund-raising and distribution activities during work time and when others are trying to work.

### 3.20 Children in the Workplace

**Children are not permitted** in the workplace as a result of daycare difficulties during normal business hours because of the **legal** liability of permitting such a practice. Managers should be liberal in granting leave to employees who need to make emergency day care arrangements when unforeseen problems arise.

## 4.0 ***SECTION 4: STANDARDS AND PRACTICES***

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### 4.1 How We Approach Our Work

- ❑ Reliability - This means making and meeting commitments. Staff will follow through, in word and deed, with anything to which they have agreed. If circumstances arise that prevent follow through, staff should communicate and/or renegotiate expectations with the client or affected staff. Staff can be counted on to accomplish what they say they will.
- ❑ Integrity - To act in accordance with high principles, values and sincerity, exhibiting good, honest character through execution of duties and responsibilities to The Family Tree. This includes honoring confidentiality and the trust placed in oneself, and honoring clients' and co-workers' rights to privacy. This also entails respecting all individual styles and differences, without denigration of individuals based on race, gender, sexual orientation, national origin, religion, etc.

- ❑ Results oriented - Using time, energy and resources to achieve individual results that support the organization's goals. Motivation is centered on meeting program and The Family Tree goals rather than focused on who gets credit or ultimate rewards.
- ❑ Commitment - Personal dedication to The Family Tree's vision and mission and active demonstration of that allegiance to the agency's overarching goals. Actively articulates The Family Tree's vision and mission and visibly demonstrates support.
- ❑ Personal responsibility - Taking ownership of job functions, behavior, actions, decisions, results and outcomes with a willingness to accept consequences, both positive and negative, for one's actions and decisions.
- ❑ **Objectives for our employees** Fairness - Impartial and non-prejudicial treatment and opportunity for staff, volunteers and recipients of services.
- ❑ Regulatory Compliance - Acting in accordance with established laws, regulations, and agency policies in the daily conduct of The Family Tree's work.
- ❑ Ethical Compliance - Abiding by and conforming to The Family Tree's Code of Ethics.
- ❑ Leadership - Influencing the actions and behaviors of others toward the achievement of organizational goals through active demonstration, inspiration and guidance.
- ❑ Advocacy - Speaking out and promoting The Family Tree's mission on behalf of our agency, staff, volunteers and the community we serve.
- ❑ Activism - Practices that emphasize direct, strong action on behalf of The Family Tree's mission.

## 4.2 Code of Ethics

Each employee of The Family Tree is expected to conduct himself in accordance with the highest ethical standards. Employees must:

- ❑ Conduct themselves in accordance with The Family Tree's operating values as contained in this handbook;
- ❑ Not discriminate against or refuse professional services to anyone on the basis of race, color, creed, age, sex, sexual orientation, marital status, religion, disability, nationality or veteran status;
- ❑ Not use their professional relations to further their own interest;

- ❑ Evidence a genuine interest in all persons served, and dedicate themselves to others' best interests and helping others help themselves;
- ❑ Respect the privacy of persons served and hold in confidence all information obtained in the course of professional service;
- ❑ Maintain confidentiality when storing or disposing of client records;
- ❑ Maintain a professional attitude which upholds confidentiality towards individuals served, colleagues, applicants and the agency;
- ❑ Maintain client and co-worker confidentiality, and hold as confidential any information obtained concerning the agency;
- ❑ Respect the rights and views of colleagues, and treat them with fairness, courtesy and good faith;
- ❑ Not exploit the trust of the public or co-workers, and to make every effort to avoid relationships that could impair his professional judgment;
- ❑ Not engage in or condone any form of harassment or discrimination and to take affirmative steps to remedy any harassment or discrimination they observe;
- ❑ Extend respect and cooperation to colleagues of all professions;
- ❑ Employ and evaluate staff performance in a responsible, fair, considerate and equitable manner;
- ❑ Bring any ethical violations by a colleague to that colleague's attention and if the violation is not resolved, to report the activity to their supervisor;
- ❑ Provide the highest quality of service to those who seek their professional assistance;
- ❑ Continually assess personal strengths, limitations, biases and effectiveness to become an effective agency and family advocate;
- ❑ Strive to become and remain proficient in professional practice and the performance of professional functions;
- ❑ Act in accordance with standards of professional integrity and conduct themselves in accordance with any ethical code applicable to his profession; and
- ❑ Seek assistance for any problem that impairs their performance.
- ❑ Employees in a supervisory role are prohibited from having relationships with those they supervise or over whom they could have some authority or control over.

### **4.3 Performance Reviews**

Performance Reviews are usually completed by managers annually and discussed/reviewed with employee. Performance reviews are rated with a lettering scale based on your job performance.

### **4.4 Access Cards and Photo Badges**

Access Cards are provided to new employees to gain access into secured areas of the building. On your first date of employment a photo will be taken of you for your photo badge. It is your responsibility to keep these with and on you when you are in the building. The Family Tree will pay for the first replacement. Any subsequent lost cards will be charged a replacement fee of \$8 for your photo badge and \$2 for your Access Card. Employee will sign a Payroll Change Form and this amount will be deducted from your paycheck.

## **5.0 *SECTION 5: PAY AND WORK SCHEDULES***

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### **5.1 Compensation**

The Family Tree designs salaries and benefits to be competitive with comparable employers. We do so to attract and retain the high-quality professionals that are required to provide our service recipients and volunteers a level of service that meets agency expectations.

Base pay salary ranges are set based on survey data from comparable employers, which may include other Maryland non-profit agencies. In addition, consideration is given to other employers competing for the same labor resources, to include State government. Base pay ranges are reviewed periodically to assure that appropriate adjustments are made to attract and retain qualified staff.

### **5.2 Payroll Information**

Our payroll week is Saturday to Friday. We are paid every two weeks on Friday following the close of the pay period. The basic 35-hour workweek for most employees consists of 5, 7-hour work periods, Monday through Friday. Most employees will work a 7-hour workday, with an unpaid 1-hour lunch/rest break taken at an appropriate time during the workday. The timing of the rest break is determined collaboratively by the employee and the supervisor. The employee may elect to use this time to conduct personal business in lieu of using other personal time off, thus allowing for more productive hours. Hourly staff must have pre-approval for work days that exceed seven (7) hours. Staff who work more than five (5) hours must take a meal break (30 minutes minimum). Staff must include both meal-break work periods on their timesheet, when applicable.

All employees receive a paycheck for work performed the previous pay period. If your payday falls on a holiday, you will receive your paycheck on the last workday before the holiday. Employees are strongly encouraged to utilize direct deposit.

Your paycheck will reflect federal and state withholding taxes, social security taxes, and any other deductions that we are required by law to make. You may request, in writing, additional

deductions from your paycheck for elective contributions to our benefit plans and other permitted deductions. You should check all deductions to be certain that they are correct. If you notice an error, please bring it to the attention of the Finance department immediately.

Cash advances to your paycheck will NOT be permitted at any time.

You must notify Human Resources promptly of any change in your address, telephone number, marital status, number of dependents, beneficiary designation, or any other fact or circumstance that could affect your taxes, employee benefits or our ability to contact you quickly.

### **5.3 My Kelly Time Center (Time Card & Reimbursements)**

Employees will record their time, mileage, parking and other reimbursements every two weeks through the web-based use of My Kelly Time Center via KTBS Online. Non-exempt employees will record the time they commence working and the time they stop working “*Clock In and Out*” daily and approve their timecard at the end of the pay period. Exempt employees daily hours are pre-displayed and must be approved (total work and leave hours per day) online to their timecard at the end of the pay period. My Kelly Time Center is used to report hours worked and any regularly scheduled hours not worked due to vacation, sickness or other leave. By using the My Kelly Time Center, employees are certifying that the hours reported are accurate and are required to be submitted prior to being out on planned leave and/or conflict.

Employees are prohibited from performing any “off-the-clock” work. “Off-the-clock” work means work you may perform but fail to report through the timekeeping system. Any request to an employee to work “off-the-clock” is a violation of The Family Tree’s policy and should be reported immediately. Employees must record all hours worked, whether authorized or unauthorized. However, be aware that working unauthorized overtime may be cause for disciplinary action.

Employees will ONLY be reimbursed for mileage and parking if the offsite meeting is a required staff event. Employees will not be reimbursed if you receive a ‘leave day off’ for volunteering the event.

### **5.4 Employment Classifications**

The following terms describe the categories of employees and their employment status:

#### ***Full time employees***

Full time employees are employees who have been hired to work at least 35 hours per week. Full-time employees are eligible for all benefits described in this handbook once applicable service requirements are met.

#### ***Part time employees***

Employees who have been hired to work 24 hours or more but less than 35 hours per week are eligible to participate in and receive 50% of the following benefits outlined in this handbook and as set forth in the applicable benefit plans: vacation, sick, personal, and bereavement. Part time employees receive holiday pay for holidays on which they are normally scheduled to work.



Part time employees who have been hired to work less than 24 hours per week are not eligible for benefits unless otherwise required by law

***Introductory employees***

New employees with less than 90 calendar days of service.

Introductory employees may be eligible for certain benefits and/or leave. Please refer to the “Employee Benefits” Section of this Handbook and applicable plan documents for further details.

In addition, employees are classified as either “exempt” or “non-exempt” under the federal Fair Labor Standards Act (“FLSA”) and any applicable state laws.

***Exempt employees***

Exempt employees are “exempt” from overtime pay provisions. They receive a set salary to compensate them for all hours work and do not receive overtime. If you are an exempt employee, you will be advised that you are in this classification at the time you are hired, transferred or promoted.

***Non-exempt employees***

By law, non-exempt employees are entitled to overtime pay for hours worked in excess of forty hours (40) per workweek. Non-exempt employees may be paid a salary or on an hourly basis. Overtime pay is paid at a premium rate of time and a half. Employees must receive advance authorization from their supervisor before working overtime hours. While unauthorized overtime will be paid, an employee who works unauthorized overtime is subject to discipline, up to and including termination.

The Family Tree is committed to following the requirements of the Fair Labor Standards Act and state law as they relate to the payment of wages to exempt and non-exempt employees. Employees are responsible for accurately recording their hours worked and should treat time records with the same level of care and honesty as all other company records.

The Family Tree makes every effort to properly classify employees as either “exempt” or “non-exempt.” If you feel that you have been improperly classified, you should make a written inquiry to the Manager, Operations/Human Resources stating the reasons why you believe you have been improperly classified.

The Family Tree prohibits improper deductions from the pay of exempt employees. If you believe that The Family Tree has improperly deducted wages from your pay, you should make a written inquiry to the Manager, Operations/Human Resources, stating the date(s) of the improper deduction(s), the amount that was improperly deducted, the reason(s) for the deduction and a statement of why the deduction was improper.

Similarly, non-exempt employees who believe that they have not been properly paid for all hours worked should submit a written inquiry to the Manager, Operations/Human Resources, detailing the amounts they believe were not properly paid.

Upon receipt of the required written inquiry as previously described, The Family Tree will conduct a prompt investigation. If The Family Tree determines that improper deductions were made from your pay, or that you were not properly paid for all hours worked, The Family Tree will take appropriate remedial action and will reimburse you for all amounts improperly deducted or unpaid.

No retaliation will be tolerated against any employee for making a good faith inquiry under this policy or for assisting or participating in any investigation. Any attempt at improper retaliation will be subject to the appropriate disciplinary action, up to and including discharge.

### **5.5 Work Schedules**

How you are scheduled for work determines in large part how effectively we meet our obligation to supply essential services to our service recipients and the community. At the same time, The Family Tree wishes to provide you with a reasonable work schedule that will enable you to plan and enjoy your off hours, and meet other, equally important, family responsibilities. Our work schedules are intended to provide enough flexibility to reflect these principles.

Your supervisor will provide you and Human Resources with a basic schedule of daily work hours and will notify you whenever a change is necessary in your schedule. There will be times, however, when you will need to change your schedule based on program activity needs (evening training groups or classes; on-call emergencies, weekend appointments). In these cases, you will be required to advise your supervisor of the changes. Should you have any questions concerning your work schedule, please ask your supervisor.

### **5.6 Absence or Lateness**

You are expected to be at your workstation and ready to work at the beginning of your assigned shift. You are expected to remain at your workstation until the end of your shift except for breaks, lunches, meetings or any outside business related activities. From time to time, it may be necessary for you to be absent from work. The Family Tree is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. Personal, Sick or Vacation days have been provided for this purpose.

If you are unable to report to work or if you will arrive late, you must contact your supervisor at least two hours prior to your starting time, unless you are unable due to an emergency situation. Give him or her as much time as possible to arrange for someone else to cover your position until you arrive. If you know in advance that you will need to be absent, you are required to request this time off directly from your manager. He or she will determine the most suitable time for you to be absent from your work. You must call in each day you are unable to report to work, unless on the first day you are out you know the date you will return and notify your supervisor of that fact.

When you call in to inform The Family Tree of an unexpected absence or late arrival, ask for your supervisor directly. For late arrivals, please indicate when you expect to arrive for work. Notifying a fellow employee is not sufficient. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call on your behalf. If your supervisor is not available when you call, you may leave the information with another supervisor.

Absence from work for two (2) consecutive days without notifying your supervisor or manager will be considered a voluntary resignation.

In addition, a consistent pattern of absence will be considered excessive, and the reasons for the absences may come under question. Tardiness or leaving early is as detrimental to The Family Tree as an absence. Excessive tardiness will carry the same weight as absences. Other factors, like the degree of lateness, may be considered. Be aware that excessive absenteeism, lateness or leaving early may lead to disciplinary action, including termination of employment (see Section 7.0 Employee Conduct).

## **5.7 Working From Home**

Due to the Covid-19 pandemic, The Family Tree recognizes that permitting employees to work at home on a hybrid schedule (2 days in office/3 days at home) can bring advantages both to the employee and the Company.

**Employees working from home must read and understand and then sign the ‘Work from Home Agreement.’ The agreement must be returned to Human Resources.**

**The Family Tree may change or terminate this policy at any time, without notice, for any reason or no reason at all.**

Below are general working from home procedures. Refer to the ‘Work from Home Agreement’ for **all** policies and procedures for working from home. The Work from Home Agreement may be found on the staff page of The Family Tree website or by contacting Human Resources.

- All duties and responsibilities will remain the same as when working onsite in the office.
- Employee must get approval of the location remote work site, which may not be changed without prior approval of the Family Tree. Employees who move must notify the Family Tree and obtain approval for continued remote work from the new location.
- Employees working at home will be expected to maintain their regular work hours and are expected to be available by telephone and e-mail and in a reasonable amount of time to follow-up.
- Employees cannot work another job during the hours they are assigned to work for The Family Tree.
- Employees will also be expected to go into the office, as needed.

- Working at home is not a substitute for childcare or care of other dependents. The employee must ensure that there are not responsibilities at home that would require their attention and interfere with their work duties.
- Working at home is also not a substitute for sick leave or personal leave. If you are too sick to perform your job duties working at home, you must use your sick time.
- Employees who are not satisfactorily meeting performance expectations, in the discretion of their supervisor/director, will not be permitted to work from home and will be required to work in the office.
- Employees must ensure that they have all resources necessary to perform their necessary duties at home (phone, computer, reliable internet connection, etc.).
- The Family Tree will not reimburse employees for costs incurred while working at home except ink toner. **Large print jobs must be printed in the office.** General office supplies (e.g., paper, pens, post its) must be picked up in the office.
- Employees are responsible for making sure that they have an adequate, safe workplace at home.
- Employee understands that all equipment (e.g., tablets, laptops, printers) provided, information (records) and materials provided by The Family Tree remain the property of The Family Tree while working at home.

## **6.0** *SECTION 6: EMPLOYEE BENEFITS*

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This section of the handbook summarizes the various benefits available to you as a Family Tree employee. A more detailed description of your benefits may be found in contracts and other plan documents. Copies of the various plan documents, Summary Plan Descriptions and policies are available from human resources.

In the event of a conflict between the official plan documents (including the Summary Plan Descriptions) and the summaries provided in this handbook, the terms of the official plan documents will control. Employee benefits are subject to change at any time without advance notice. Please see the plan documents for more detail on these plans.

### **6.1 Holidays**

The Family Tree observes the following paid Holidays each year:

- New Year's Day
- Martin Luther King's Birthday
- President's Day - 3rd Monday in February
- Memorial Day - last Monday in May
- Juneteenth Freedom Day
- Independence Day
- Labor Day - 1st Monday in September
- Yom Kippur (if falls on a weekday)
- Indigenous Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving Day

- ❑ Christmas Eve – depending on day it falls in the year
- ❑ Christmas Day

Holidays are days when the agency is, for all intents and purposes, closed for normal business activities. Employees are expected not to work on holidays. With the exception of Yom Kippur, when the Holiday falls on a Saturday, the preceding Friday shall be observed as the Holiday. With the exception of Yom Kippur, when the Holiday falls on a Sunday, the following Monday shall be observed as the Holiday. All staff that are regularly scheduled to work on that day are paid for these Holidays. It should be noted that unused holidays are not reimbursable to employees as additional compensation. In order to be eligible for holiday pay, an employee must work the last regularly scheduled workday preceding the holiday and the first regularly scheduled workday following the workday; unless you have a pre-approved vacation/personal day.

**6.2 Vacations**

- Paid vacation is accrued on a bi-weekly pay period basis beginning with the date of employment.
- No vacation time may be taken during the first ninety (90) days of employment although vacation is accrued.
- Vacation leave can be accumulated; however, it cannot exceed your annual vacation accruable amount (See chart below). Once an employee reaches their annual amount, they will no longer accrue any vacation time until they use some of their vacation time.
- Staff are encouraged to use their earned vacation leave during the year.
- Employees may not take more than two (2) weeks at one time without Supervisor approval.

<u>Full-Time - Vacation</u>	<u>Annual Accruable</u>
0 to 2 years- rate of accrual 2.70 hrs.	70 hrs. – 10 days
2 to 4 years – rate of accrual 4.04 hrs.	105 hrs. – 15 days
4 to 14 years – rate of accrual 5.40 hrs.	140 hrs. – 20 days
15 + years – rate of accrual 6.731 hrs.	175 hrs. – 25 days
<u>Part-Time - Vacation</u>	<u>Annual Accruable</u>
0 to 2 years – rate of accrual 1.35 hrs.	35 hrs. – 5 days
2 to 4 years – rate of accrual 2.02 hrs.	52.50 hrs. – 7 ½ days
4 + years – rate of accrual 2.70 hrs.	70 hrs. – 10 days

- If an employee requests time off during which an agency holiday occurs, the employee will not be “charged” a vacation day for the scheduled holiday day (e.g., if the Fourth of July falls on a Wednesday, and the employee takes off Monday through Friday for vacation, they would only “spend” four vacation days since the Fourth of July is an agency holiday).
- If you are terminating your employment with the agency, you may not take **Unplanned**

**Leave** during your last two (2) weeks of employment, with the exception of any pre-approved leave scheduled.

- Employees will be entitled to payment for all accrued vacation hours upon termination of employment, with a two-week notice and return of all company equipment. Employees who fail to provide two weeks' notice and/or who fail to return all company equipment in good condition (ordinary wear and tear) will not be paid out for accrued but unused vacation.
- Exempt employees may request vacation leave in 3.5 hour increments. For exempt employees, time away from work, for periods less than 3.5 hours per day, may not be charged against vacation or any other leave.

### 6.3 Sick Leave

Sick leave is intended to help employees through the economic troubles of sickness, pregnancy, maternity or injury. Sick leave may be used: to care for or treat the employee's mental or physical illness, injury, or condition; to obtain preventative medical care for the employee or the employee's family member; to care for a family member with a mental or physical illness, injury, or condition; for maternity or paternity leave; if the absence from work is necessary due to domestic violence, sexual assault, or stalking committed against the employee or the employee's family member and the leave is being used: (1) to obtain medical or mental health attention; (2) to obtain services from a victim services organization; (3) for legal services or proceedings; or (4) because the employee has temporarily relocated as a result of the domestic violence, sexual assault, or stalking; or for any other reason required by law. Employees are required to call their supervisor at least 2 hours prior to the beginning of the workday if unable to report for scheduled work. If an emergency arises, employees should notify their supervisor as soon as possible.

- Employees must give seven (7) days' notice for use of planned sick leave, or as much leave as practicable, if seven days' notice is not practicable.
- Employees who are on sick leave for three consecutive days or more must present a signed original doctor's return to work slip.
- Employees may substitute accrued sick days for any part of a leave taken in order to care for a sick member of the employee's immediate family. Immediate family is defined as spouse, child, parent, grandparent, grandchild, or sibling or equivalent relationship.
- Full time employees accrue sick leave from the date of employment, at the rate of 2.70 hours per pay period (10 days/year).
- Part time employees working 12 or more hours per week accrue sick leave from the date of employment at the rate of 1.54 hours per pay period (cap at 40 hrs. - 5.71 days/year).
- Sick leave may not be taken during the first ninety (90) days of employment, although sick leave is accrued.

- Sick leave can be accumulated; however, it cannot exceed 12 weeks of your regular work schedule.
- Employees who exhaust their accrued sick leave may choose to use accrued but unused vacation time.
- Exempt employees may request sick leave in 3.5 hour increments.
- On termination, employees are not paid for accrued unused sick time.

#### **6.4 Personal Leave**

Full time employees are entitled to 4 days (28 hours) paid leave (and part time employees up to 2 days [14 hours] -paid leave) to allow for employees to attend to important personal business during working hours. This leave time is meant to handle personal emergencies, personal business, medical appointments, religious holidays, school conferences, attending to legal matters, etc. No personal leave will be granted during the first ninety (90) days of employment. Employees hired after July 1, will be entitled to two (2) personal leave days (full-time) and one (1) personal leave day (part-time). Exempt employees may request personal leave in 3.5 hour increments. Unused personal leave days expire on 12/31. On termination, employees are not paid for unused personal days.

#### **6.5 Bereavement Leave**

Employees will be given bereavement leave for the death of a family member.

- 5 days with pay per occurrence for a death of immediate family of a full-time employee (2 ½ days for part time employees).
- Employees are required to use other forms of their earned leave if additional time is needed.
- Employees are required to provide documentation relating to the death (i.e., copy of obituary, memorial service program or notice from funeral director).
- Immediate family member for this policy is defined as spouse, son, daughter, mother, father, brother, sister, grandchildren, grandmother, grandfather, mother-in-law, father-in-law, son-in-law and daughter-in-law, sister-in-law, brother-in-law or equivalent relationship.

#### **6.6 Leave of Absence**

The Family Tree is a small nonprofit with fewer than fifty staff employed. As such, it is difficult for us to fully operate when staff has extended absences. However, we may, at our discretion, grant an unpaid leave of absence for unique or extraordinary reasons that are not covered by the other policies described in this Handbook, provided you have been with The Family Tree for at least one (1) year and worked continuously for at least 1250 hours in the past twelve (12) months. If granted this leave, you are required to first exhaust all accrued paid leave. Paid leave includes: vacation, sick, personal, disability, worker's compensation leave if applicable.

The decision whether to grant a request for an unpaid leave will be based upon several factors, including, but not limited to, the business needs of The Family Tree and your work record. Full-time employees who have been with The Family Tree for at least one (1) year who are interested in seeking an unpaid leave of absence should put their request in writing, explicitly setting forth the reason for the requested leave, and submit this request to the Manager of Human

Resources/Operations. The request should include the definitive period of leave requested and must be approved by your supervisor prior to submission. If you are requesting a leave because of a health related reason, we need to have documentation from the treating physician. During an unpaid leave of absence, you are responsible for maintaining any employment-related benefits at your own cost. PTO will accrue during a short/long term leave or leave of absence up to 12 weeks. Upon the expiration of the leave, The Family Tree will generally attempt to reinstate you to your former position, or an equivalent position, if such a position is available. If, however, no such position is available, your employment will be terminated. Vacation leave will not accrue during an approved leave of absence, but you may be eligible to retain your membership in the Company's 403(b) Plan. Any employee who accepts other employment, fails to report to work at the end of an unpaid leave of absence, or applies for and receives unemployment insurance while on leave will be considered to have voluntarily resigned.

### **6.7 Parental Leave Policy**

The Family Tree recognizes the importance of balancing family responsibilities faced by new parents and promoting the well-being of families and is supportive of accommodating employees who are expecting a new child. In addition to state guidelines for leave under the Maryland Parental Leave Act, which provide for six weeks of unpaid leave, The Family Tree provides two weeks of paid leave to employees for the birth of a child or placement of a child for adoption of foster care with the employee, for a total of eight (8) weeks of Parental Leave. Parental Leave under this policy is intended to run concurrently with any leave available under the Maryland Parental Leave Act.

Employees who (1) have been employed by The Family Tree for at least 12 months, and (2) who are regularly scheduled to work at least 24 hours per week, are eligible for Parental Leave.

As described below in detail, The Family Tree will provide paid two weeks of paid leave and an additional six weeks of unpaid leave during a 12-month period to employees for the following reasons:

1. To care for an employee's child after birth; or
2. The placement of a child for adoption or foster care with the employee.

A "child" under this policy includes a biological, adoptive or stepchild.

The first two weeks of Parental Leave for eligible employees will be paid under this policy. For full time employees, that equals 70 hours of paid leave. For part-time employees, paid leave will be provided for the average number of hours worked in a two-week period. After the first two weeks, employees will be provided an additional six weeks of leave, during which they are required to use all available accrued paid leave, with the remainder of the six weeks taken as unpaid leave. The total combination of paid and unpaid leave under this policy will provide for an absence not to exceed 8 weeks in a 12-month period. After the Parental Leave is exhausted, and if you qualify and are approved, you may still consider going into a Leave Of Absence up to a total 12 weeks for both leaves combined. See the Leave of Absence policy for more information.



## Requirements

- You must provide your request in writing, including the reason for the requested leave, and submit the request to the HR & Operations Manager 30 days before the leave starts. An exception of the 30-day notice requirement is waived for pre-mature births and unexpected adoption reasons. If 30 days' notice is not possible under the circumstances, notice must be provided as soon as practicable.
- The eight weeks must be used all together and must be used immediately upon/after birth.
- Paperwork must be provided (e.g., birth certificate, hospital discharge papers, adoption paperwork) within 10 days of the birth.
- For domestic or marital partners of biological or adoptive parents, paperwork to confirm the partnership is required (e.g., marriage license, affidavit of domestic partnership).
- Eligible employees may take a maximum of eight weeks of Parental Leave per birth, adoption or placement of a child/children. The fact that a multiple birth, adoption or placement occurs (e.g., the birth of twins or adoption of siblings) does not increase the eight-week total amount of leave granted for that event. In addition, in no case will an employee receive more than eight weeks of paid Parental Leave in a rolling 12-month period measured backwards from the first day leave is taken, regardless of whether more than one birth, adoption or foster care placement event occurs within that 12-month time frame.

## Health Insurance

If you are currently enrolled in health insurance with The Family Tree, you will continue to be provided with coverage during Parental Leave. The Family Tree will continue to contribute up to the monthly contribution allowed. Employees must make arrangements with the HR Manager to continue to pay their portion of any payments during any period of unpaid leave. Employees who choose not to return from leave will be required to pay to The Family Tree the employer's portion of the premium payment.

In general, eligible employees granted Parental Leave will be returned to the same position held prior to the leave or one that is substantially equivalent in pay, benefits and other terms and conditions. Employees who do not return to work at the end of the leave, and who are not eligible for any other kind of leave or accommodation will normally be separated from employment.

## 6.8 Election Leave

Employees who are registered to vote will be permitted no more than two hours on Election Day to vote in any primary, general or special election if the employee does not have two hours of time off-duty while the polls are open. Employees will be paid during such absence. We may require proof of voting.

### **6.9 Military Leave**

An employee who joins the United States uniformed services is eligible for leave for a period of up to five (5) years. This policy also applies to employees who are active members of military reserve units and who are required to participate in periodic reserve duties. If you request this leave, you must notify the Manager, Operations/Human Resources as soon as the plans become definite, and you should provide a copy of your orders.

Your health benefits will continue for you and your covered dependents for up to thirty-one (31) days of leave. During this time, The Family Tree will continue to pay its share of any premiums for you, but you must continue to pay for your portion of any premiums for you and any covered dependents. Payment must be made in advance. For leave in excess of thirty-one (31) days, continued health benefits will be offered under COBRA provisions.

You are eligible for reinstatement with The Family Tree after returning from leave, provided you were honorably discharged. You must apply for reinstatement between one (1) and ninety (90) days following discharge, depending on the length of military service.

### **6.10 Jury Duty**

All full-time regular employees who serve on jury duty will receive their regular rate of pay for 10 working days. However, time spent in court as a plaintiff, defendant or witness (on other than agency business) will not be paid unless employees charge their leave time. You are required to report to work with appropriate jury duty documentation as soon as you are released from jury duty or attendance at a judicial proceeding, as well as during periods when you are not required to be present for jury duty. The Family Tree will not take any adverse action against you because of time lost as a result of reporting for jury duty or responding to a subpoena.

### **6.11 Medical Benefits/Life Insurance**

The Family Tree offers group medical insurance for full time (35 hours per week) employees and certain part time employees who work a minimum of 24 regularly scheduled hours. Their eligible dependents may be covered by the employee's payment of the group rate premium.

#### **Life Insurance – The Hartford**

If you work at least 20 hours per week on a regularly scheduled basis, you automatically receive, at no cost to you, basic life and AD & D insurance in an amount equal to \$25,000 through The Hartford Life Insurance Company.

#### **Additional Voluntary Elective Benefits Available –**

Employees may be eligible for the following voluntary elective benefits not provided by The Family Tree: AFLAC (supplemental insurance); Allstate (supplemental insurance); RK Tongue (life insurance); and pre-paid legal services.

### **6.12 Deferred Compensation**

The Family Tree offers all employees the option of deferring a portion of their salary; pre-tax, to plan for their retirement. Employees make an annual election as to what percentage of their

salary will be deferred for the next plan year and the specific investment options selected. Employees are eligible to defer compensation after the first 90 days of employment.

### **6.13 Continuation of Benefits**

If your employment with The Family Tree terminates, the law may permit you, your spouse, or your dependents either to (1) continue your present level of health insurance coverage under The Family Tree's group health insurance plan, at your cost, for up to 18 months or (2) convert your group coverage to individual coverage. Additionally, if you die or get divorced while covered under our group health insurance plan, your spouse or dependents may be eligible to extend coverage for a period of up to eighteen (18) months. To be eligible for these continuation or conversion rights, the law requires that certain conditions be met. You, your spouse or the affected dependent should contact the Manager, Operations/Human Resources as soon as possible to determine what options might be available.

## **7.0 SECTION 7: EMPLOYEE CONDUCT**

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The Family Tree's expectations of employees are communicated through the policies outlined in this handbook. Supervisors and employees should also work together to develop a clear understanding of expectations relating to job behaviors and performance. When you fail to meet these expectations, corrective action is taken to remind you of the expectations for your performance. The Family Tree will determine, in its discretion, the appropriate action for the situation. Possible actions include, but are not limited to:

- ❑ Counseling/coaching for improved performance or behavior;
- ❑ Oral or written reprimand;
- ❑ Suspension without pay for a designated number of days;
- ❑ Probation; or
- ❑ Termination from employment.

Examples of offenses that may warrant dismissal include, but are not limited to:

- ❑ Removal of or unauthorized possession of Family Tree property;
- ❑ Embezzlement or misappropriation;
- ❑ Participation in criminal activity;
- ❑ Illegal or unethical conduct;
- ❑ Violation of the Drug-Free and Alcohol-Free Workplace Policy;
- ❑ Use, possession or sale of weapons or explosives on Family Tree premises, or offsite while on Family Tree business;
- ❑ Repeated failure to report to work on time, or poor attendance;
- ❑ Insubordination or willful refusal to perform the assigned duties of the position or to follow reasonable instructions from one's supervisor;
- ❑ Violation of The Family Tree's Computer and Software Policy and/or E-mail/Voicemail/Internet Policy;
- ❑ Falsifying records, timesheets, expense reports or other Family Tree documents;
- ❑ Intimidating or injuring other employees, clients or volunteers;

- ❑ Maliciously damaging Family Tree or client property, or the property of another employee;
- ❑ Violating Family Tree policies and procedures;
- ❑ Sexual or other harassment or discrimination;
- ❑ Disseminating information considered confidential by The Family Tree;
- ❑ Profane or abusive language;
- ❑ Dishonest statements or actions;
- ❑ Conviction of a crime under state or federal law;
- ❑ Disorderly or abusive behavior or conduct;
- ❑ Defamation of The Family Tree;
- ❑ Defacing Family Tree property;
- ❑ Unauthorized use of Family Tree property or equipment;
- ❑ Disregard of The Family Tree's safety and child protection policies; or
- ❑ Any other offense or matter deemed by The Family Tree to be of similar severity.

Please remember that we are not required to use any particular disciplinary action prior to discharging an employee. We reserve the right to select any of these actions at any time as we deem appropriate in our discretion.

The nature of the disciplinary action we elect to take will depend on all the circumstances we determine are relevant. By outlining certain actions above, we do not give up or limit our right to discharge for any reason, or no reason, at any time, with or without notice. Any decisions we make concerning discipline are final and binding on all concerned.

**8.0** *SECTION 8: ACKNOWLEDGEMENTS*

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**Acknowledgement of Receipt of Handbook [New Employees]**

I, \_\_\_\_\_, acknowledge that I have received a copy of The Family Tree Employee Handbook and understand that I am responsible for knowing its contents and is the property of The Family Tree. I further understand that this Handbook constitutes only a summary of benefits and an overview of some of the guidelines related to work rules and other company policies and practices, and that all company rules, policies, practices, wages and benefits, regardless of whether they are contained in this handbook, may be unilaterally changed, amended, modified, reduced or discontinued by the company at any time, in its sole judgment and discretion. I understand that nothing in this handbook or in any other company policy or practice in any way creates an express or implied contract of continued employment or a guarantee of any benefit. I agree that my employment is at-will and for no definite duration, that I can terminate my employment with the company at any time, with or without cause or notice, and that the company reserves the right to do the same.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee

**Acknowledgement of Receipt of Handbook [Existing Employees]**

I, \_\_\_\_\_, acknowledge that I have received a copy of The Family Tree Employee Handbook, and understand that I am responsible for knowing its contents and is the property of The Family Tree. I further understand that it supersedes in all aspects any and all prior handbooks, policies, work rules, wages, benefits, procedures and practices of The Family Tree. I understand that this Handbook constitutes only a summary of benefits and an overview of some of the guidelines related to work rules and other company policies and practices and that all company rules, policies, practices, wages and benefits, regardless of whether they are contained in this Handbook, may be unilaterally changed, amended, modified, reduced or discontinued by the company at any time in its sole judgment and discretion. I understand that nothing in this Handbook or in any other company policy or practice in any way creates an express or implied contract of continued employment or a guarantee of any benefit. I agree that my employment is at-will and for no definite duration, that I can terminate my employment with the company at any time, with or without cause or notice, and that the company reserves the right to do the same.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee

**Acknowledgement of Receipt of Alcohol-Free and Drug-Free Workplace Policy and Consent Form**

I, \_\_\_\_\_ acknowledge that I have received a copy of The Family Tree’s (“Company”) Alcohol-Free and Drug-Free Workplace Policy (the “Policy”) and understand that my adherence to its provisions is a condition of my employment and continued employment. I grant my consent for the Company, on the same day as instructed, to collect blood, urine, saliva, breath or other samples from me and to conduct other necessary medical tests for drug or alcohol testing in accordance with the Policy. Further, I give my consent for the release of the test results and other relevant medical information to authorized Company management for appropriate review. I also agree to permit the Company to conduct inspections and necessary searches while I or items under my control are on the premises or property of the Company.

I release the Company and its employees and agents, and any doctor with whom they consult, from any and all liabilities arising from the release or use of the information derived from or contained in my test results.

I understand that if I refuse to grant the consent given above, I may be subject to immediate disciplinary action, including but not limited to discharge. I further recognize that the Company’s Policy is not a contract of employment between me and the Company or any of its employees.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee