



**House of Ruth  
Maryland**

**EMPLOYEE HANDBOOK**

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## WELCOME to the House of Ruth Maryland!

This Handbook is designed to acquaint you with The House of Ruth Maryland (HRM) and to provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. It is your responsibility to read, understand, and comply with all provisions of the Handbook. It describes many of your responsibilities as an employee and outlines the programs developed by HRM to benefit employees.

No employee handbook can anticipate every circumstance or question about policy. HRM reserves the right to revise, supplement, or rescind any policies or portion of the HRM Handbook, from time to time as it deems appropriate.

No one other than the Executive Director can enter into an agreement for employment for a specified period of time, or make any agreement or representations contrary to this policy of at-will employment. Further, any such agreement must be in writing and signed by the Executive Director of HRM.

Nothing contained in this Handbook is intended or should be construed to create any express or implied contractual rights.

If you have any questions about this Handbook, you should direct your inquiry to the Human Resources Department or your supervisor.

## MISSION STATEMENT

The House of Ruth Maryland leads the fight to end violence against women and their children by confronting the attitudes, behaviors and systems that perpetuate it, and by providing victims with the services necessary to rebuild their lives safely and free of fear.

## HISTORY

From a single row house in Baltimore in 1977, staffed by one paid employee and a voluntary Board of Directors, the House of Ruth Maryland now is recognized as Maryland's first and most comprehensive domestic violence services organization touching over 10,000 people annually. The original vision of a coalition of women's organizations, religious groups, service providers, and elected officials to provide a safe haven for victims of domestic violence and their children has grown to include an 84-bed shelter facility, a 24-hour Hotline, legal advocacy, individual and group counseling for victims and children, abuser intervention education, community advocacy and outreach, teen education, and training and education for area professionals. Highlights of our history include:

- **May 1977:** The House of Ruth Baltimore is founded as a 501(c)3 organization.
- **November 1977:** Doors opened as Baltimore's first crisis shelter, providing a safe haven for victims of domestic violence and their children.

- **1978:** The first public funds are received from the Department of Human Resources; House of Ruth is chosen as a *Model Shelter Program in Maryland* and receives the American Planning Association award for creative solutions to problems of women in urban areas.

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- **1981:** A HUD supported Housing Counseling Program national demonstration project is initiated; Children's Program services and Legal Advocacy and Batterer's Program are added to the House of Ruth's service array.
- **1983:** The Domestic Violence Legal Clinic opens to provide expanded legal counseling, advocacy, representation, and accompaniment services to victims seeking protective orders and peace orders. This clinic is now recognized as one of the foremost domestic violence legal clinics in the nation.
- **1985:** A Capital Campaign was launched to renovate a facility large enough to consolidate all of the programs and to serve thousands of additional families each year.
- **November 1987:** The House of Ruth relocates from three row houses to its new home on the Montebello campus after successfully raising the \$1.2 million needed for the renovations.
- **1993:** The House of Ruth increases its accessibility to victims by opening a legal office in Prince George's County. The new clinic office in Hyattsville became possible through funding from the Maryland Legal Services Corporation.
- **1996:** Responding to continued growth in agency programs and the need for additional shelter bed space, the agency undertakes another capital campaign to build a new shelter facility and create an endowment to support House of Ruth programs.
- **1996 into 1997:** Legal offices were opened at the Eastside District Court, the Hyattsville Courthouse and the Upper Marlboro Courthouse.
- **1997:** Recognizing the need to reach victims and potential victims at an early age, the House of Ruth Teen Program was established. This specialized program provides education and counseling to teens on healthy relationships and seeks to offer programs to students in area middle and high schools.
- **November 1998:** A new 84-bed shelter, including 6 transitional housing apartments and featuring expanded service and programs, opens. This facility brings together a wider range of services to women and children and includes an on-site health clinic staffed by the Johns Hopkins University School of Nursing.
- **2001:** The Center for Family Safety and Support opens in Prince George's County offering group and individual counseling to victims and their children in the greater Washington D.C. area. A legal clinic office is located on the premises.
- **2002:** House of Ruth Baltimore changes its name to House of Ruth Maryland, Inc. to reflect its statewide presence.
- **2010:** Adelanté Familia, once part of St. Vincent De Paul Church, joins House of Ruth Maryland. Adelanté's focus is moving the HRM vision to the Hispanic populations within Baltimore City.
- **2011:** In 2011 HRM was awarded the United States Attorney General's Victims' Service Award in recognition of our service to DV victims.
- **Today:** House of Ruth Maryland continues to serve the neediest victims of domestic violence through its comprehensive shelter, children's, counseling, legal, abuser intervention, training and education, and community outreach programs.



# 1. WORKPLACE PRACTICES

## EQUAL EMPLOYMENT OPPORTUNITY

The House of Ruth Maryland, Inc. provides equal opportunity to all employees on the basis of individual qualifications without regard to race, sex, religion, color, age, national origin, disability, sexual orientation or other protected factors by applicable law.

It is our policy to recruit, hire, and promote individuals, as well as administer any and all personnel actions without regard to race, sex, color, age, religion, national origin, disability, sexual orientation or other status protected by applicable law. Any violation of this policy should be brought to the attention of Human Resources.

An employee who is found to have violated this policy will be subject to disciplinary action, up to and including termination of employment.

The Agency will abide by all applicable federal, state, and local laws and regulations implementing equal employment objectives.

## DRUG FREE WORK PLACE POLICY

The House of Ruth Maryland, Inc. recognizes the seriousness of substance abuse in our society; and because drug and alcohol abuse contributes to the occurrences of numerous tragedies of contemporary society, including street crimes, organized crime, school dropouts, suicide, physical illness, unemployment, family dysfunction, and highway injuries and fatalities, the Agency is committed to making good faith efforts to insure a safe, secure, and drug-free work place for its employees.

Definitions as used in this policy:

- “Substance” means alcohol or drugs □ “Alcohol” means ethyl alcohol or ethanol
- “Drugs” means:
  - A controlled dangerous substance;
  - Any other substance which must be dispensed by a licensed health care professional; or An over-the-counter drug.
- “Abuse” means any use of an illegal drug, or use of any drug, including alcohol, over the counter, or prescription drugs where use is not in conformance with prescription requirements, or circumstances where use is not permitted.

The Agency prohibits the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance other than pursuant to a valid prescription in the work place. Employees must report to work in a fit condition able to perform their duties; being under the influence of drugs or alcohol is not acceptable.

The Agency will educate and inform its employees about the health consequences of drug and alcohol abuse through distribution of the Employee Handbook, at New Employee Orientation and through other internal communication methods. Each employee will be provided a copy of the Drug Free Workplace Policy.

Employees must be capable of performing their duties; employees on a physician-prescribed medication and/or over-the-counter medication must notify their immediate supervisor if there is likelihood that such

medication could affect job performance and safety. The employee need not, however, disclose the name of the medication or the medical condition at issue.

Employees experiencing substance abuse problems are encouraged to seek assistance through: □

Their supervisor;

- Human Resources; or
- Self-referral to a certified rehabilitation program
- The HRM Employee Assistance Program

Employees may not be terminated for voluntarily seeking assistance for a substance abuse problem. However, performance, attendance, or behavioral problems may result in disciplinary actions up to and including termination.

It is the employee's responsibility to notify the Agency in writing, within 10 calendar days, of his or her conviction for a violation of a criminal drug statute occurring in the workplace.

Any Agency employee may be directed to submit to drug and/or alcohol testing when management believes that the employee is under the influence of, or is impaired by, drugs and/or alcohol. Failure to submit to testing when required may result in disciplinary action up to and including termination.

## VIOLENCE IN THE WORKPLACE

HRM seeks to provide a safe workplace free from harm, abuse, or violence, including assaults, threats, or threatening behavior. The matter should be brought to the immediate attention of their Supervisor, Human Resources, or the Executive Director. In a situation where physical harm may occur, employees are instructed to take precautionary action immediately and to notify local law enforcement.

## SEXUAL HARRASSMENT/HARRASSMENT POLICY

HRM expects all employees to work in a manner which respects the feelings of others. It is the policy of the Agency that everyone has the right to work in an environment free from sexual harassment and harassment based upon their race, gender, national origin, religion, age, marital status, sexual orientation, physical or mental condition, or any other classification protected by applicable law.

Sexual harassment is unwelcome behavior of a sexual nature that is offensive to an applicant or employee. Sexual harassment includes (i) sexual advances and other verbal, visual, or physical conduct of a sexual nature where submission to the conduct is made a term or condition of employment or is used as the basis for employment decisions and (ii) unwelcome verbal, visual, or physical conduct of a sexual nature which unreasonably interferes with the work or creates a hostile or offensive work environment.

Some examples of prohibited harassment include:

- Unwelcome sexual contact. This includes patting, pinching, brushing up against, hugging, cornering, kissing, fondling, and other physical contact considered offensive by another individual.
- Requests or demands for a relationship. This includes subtle or blatant expectations, advances, propositions or pressure for any type of relationship or sexual activity that is unwelcome.
- Verbal abuse or teasing this is sexually-oriented or based on race, gender, national origin, religion, age, marital status, sexual orientation, physical or mental condition, or any other

classification protected by applicable law. This includes, for example, comments about an individual's body or appearance (where such comments go beyond isolated innocuous compliments); off-color jokes with which someone may be uncomfortable; racial, religious, ethnic, or gender based slurs or jokes; or other offensive comments, innuendos, or actions.

- Participation in fostering a work environment that is intimidating, hostile, or offensive because of (i) unwelcome sexually oriented conversation, suggestions, requests, demands, physical contacts, or attention or (ii) unwelcome comments or actions based on race, gender, national origin, religion, age, marital status, sexual orientation, physical or mental condition, or any other classification protected by applicable law.

An employee who believes that she or he is being harassed in violation of this policy or who is aware of any harassment of others is expected to promptly bring the matter to the attention of their immediate supervisor or the Human Resources Manager. All complaints will be investigated promptly. An employee is not expected to first bring a complaint regarding harassment to his or her immediate supervisor. If an employee brings a complaint and is not satisfied with the Agency's response, he/she should write to the Director of Administration, who will contact the individual regarding the complaint.

Any supervisor who receives a complaint or who observes harassing conduct must promptly notify their Program Director and/or the Human Resources Manager.

If the alleged harasser is the Executive Director, the complaint should go to the Director of Administration who will notify the President of the Board of Directors.

The Agency will not tolerate retaliation against an employee for bringing a complaint about harassment or for cooperating with an investigation.

Where the investigation finds that harassment or a violation of this policy has occurred, the Agency will take prompt corrective and disciplinary action (up to and including discharge from the Agency, when appropriate).

## DOMESTIC VIOLENCE INVOLVING EMPLOYEES

HRM is committed to providing a workplace in which employees who are victims of domestic violence have the support they need at work to address the violence in their lives. This policy is intended to increase awareness of domestic violence, assist employees who have experienced such violence, and hold perpetrators accountable for their actions.

Definitions used in this policy:

- Domestic Violence-A pattern of behavior meant to threaten, harass and coerce the victim in order to establish and maintain control and dominance. Along with physical trauma, it may include the emotional, psychological, sexual and financial abuse devised to exert control. Domestic violence may occur between current or former relationships, heterosexual or same sex couples, either living together or separately.

Domestic violence may include but is not limited to the following:

- Physical violence
- Sexual assault or rape
- Threats

- Intimidation
  - Harassment, by any communication means
  - Stalking
  - Damage to property
- Victim or Survivor -The victim is the person who is the target of the abuse. This may be someone who is still in the relationship, trying to leave or has left the abuser. While the vast majority of victims are women, men can be victims as well and will be entitled to the same consideration in developing support and protections. Domestic violence may occur to anyone with no distinction made in regards to race, age, culture, ethnicity, religion, economic or educational status.
  - Abuser, Batter, Perpetrator - The person who commits acts of domestic violence against the victim or survivor.

### Reporting

If an employee is a victim of abuse, they are encouraged to seek support from the Employee Assistance Program. Should the abuse adversely impact their job performance, the employee is encouraged to contact their supervisor or the Human Resources Manager at the earliest opportunity.

Should any employee know of a co-worker who uses company resources or commits acts of domestic violence while engaged in company work, they should contact their supervisor or the Human Resources Manager.

If there is any reason to believe that there may be a potential act of violence from any source, the employee should inform their supervisor or the Human Resources Manager at the earliest opportunity.

### Protective and Restraining Orders

All employees who apply for and obtain a protective or restraining order which lists The House of Ruth Maryland locations as being protected areas, must provide to their supervisor or the Human Resources Manager a copy of the petition and order.

### Protection from Discrimination

The Agency will not discriminate against a victim of domestic violence or sexual violence in hiring, staffing, or other terms, conditions, or privileges of employment.

The Agency will not take any actions against an employee who is a victim of domestic or sexual violence based on the actions of a person who has perpetrated violent acts or threats of violence against the employee, even if such actions disrupt the workplace. The Agency may take actions, including the filing of a criminal complaint or initiation of a civil action, directly against a perpetrator whose violence affects an employee if the perpetrator's actions disrupt the workplace. Prior to taking any actions against such perpetrator, the Agency will consult with the employee to determine whether the action would be likely to put the employee's safety at risk and the Agency will make reasonable efforts to address these concerns.

### Anti-Retaliation and Confidentiality

There will be no retaliation against an employee who makes a good faith report of a violation of this policy. There will be no retaliation for the just disclosure of an employee of any personal domestic violence case. The Agency will not discriminate against an employee solely on their role as a victim of abuse. The House of Ruth Maryland will, to the extent allowed by law, take reasonable steps to respect the confidentiality and autonomy of the reporting employee, informing other employees or other persons on a need to know basis only, and only the extent reasonably necessary to protect the safety of the employee or others and to comply with the law. Wherever practicable, advance notice will be given to the reporting employee if the Agency needs to inform others about the domestic or sexual violence situation or if the Agency receives a subpoena ordering the disclosure of such information.

### Prohibited Actions and Sanctions

Acts of domestic violence perpetrated by employees within the workplace will not be tolerated and violators will face disciplinary actions up to and including termination of employment.

The prohibited actions include any employee using company resources, equipment, communications devices or vehicles to commit acts of domestic violence, or who engages in such behavior while conducting agency business, regardless of the location.

It may be determined that an employee's off-duty conduct may be grounds for disciplinary actions up to and including termination of employment, depending on the nature of the offence and its potential impact on the Agency and the employee's ability to fulfill their duties. A judgment in a court of law may provide the evidence to substantiate allegations of any domestic violence acts.

Some job positions may give an employee access to certain types of information or resources. If he or she uses this access to enable an abuser to harm the victim, the employee may be subject to corrective or disciplinary action up to and including termination of employment.

### Support and Protections

The Agency recognizes the victim's right to self-determination. The victim will be allowed to direct the course of action that affects their life with no pressure or coercion from the Agency. The Agency's primary goal is the safety of the employee and the workplace.

As victims may need time off to secure medical or legal assistance or counseling, attend court proceedings, relocate, or make other safety arrangements, The Agency will try to grant unpaid or paid leave or adjust that employee's work assignments to permit the employee to take steps to address the violence and maintain employment. When the need for time off is foreseeable, an employee must provide reasonable advance notice of a request for leave. When the need for time off is not foreseeable, an employee should explain the reason for the absence and request leave if applicable as soon as possible.

While The Agency reserves the right to address any work production issues, the impact of domestic violence in performance evaluations will be considered.

Additional support for the victim can be offered by expediting any changes to benefits to reflect the personal transitions with the regulations of the law. This includes but is not limited to, wage deposits, retirement benefits, health insurance coverage and contact information. The Agency will work with the employee to

develop a safety plan and to make necessary and reasonable accommodations to keep the victim and the workplace safe within the bounds of applicable law.

Any and all actions will be at the sole discretion of The Agency with no obligation to offer any specific supportive actions for any particular employee.

## CONFLICTS OF INTEREST POLICY

This policy applies to the employees and volunteers of the HRM Employees and volunteers shall conduct their relationships in compliance with this policy to ensure that decisions are made in the best interest of the Agency.

A conflict of interest exists when an individual to whom this policy applies, or any friend, relative, or business associates of such individual, might directly or indirectly benefit, profit, or reduce some detriment as the result of an action, decision, or the individual's participation with respect to the Agency. Except as expressly allowed herein, employees and volunteers shall not enter into any transaction or utilize any position with the Agency to make a decision when conflict of interest exists or may exist with respect to the transaction or decision.

Any employee or volunteer shall promptly report in writing to their appropriate supervisor any actual or contemplated transaction that may involve a conflict of interest. Depending on program funding, employees and volunteers may be required to complete a questionnaire relating to this policy upon association with the Agency upon request.

Upon full disclosure of an actual or potential conflict, the Agency will determine the appropriate response. If it is decided that no conflict exists, no further action is required. If there is or may appear to be an adverse effect, or if there is a failure to comply with this policy either through failure to disclose or otherwise, the Agency or immediate supervisor may direct the appropriate action including exclusion of the individual from the situation or decision or selecting alternative appropriate actions.

This statement is a broad policy on conflict of interest. The Agency may, from time to time, promulgate additional policies and guidelines to be utilized in interpreting questions arising under this policy.

Nothing in this guideline creates any rights in any third parties with respect any action or decision.

## 2. ABOUT YOUR JOB

### CONFIDENTIALITY

HRM is committed to maintaining the trust and confidence of our clients, prospective employees, volunteers, board members, and independent contractors. In providing services, we may obtain non-public personal information such as social security numbers, addresses, phone numbers, medical, financial information, treatment histories, or just the fact that a person is a client of the Agency. The Agency is committed to keeping such personal information secure and confidential.

It is the responsibility of each employee, board member, volunteer, and independent contractor to help maintain the confidentiality of all non-public personal information and to guard against unauthorized access to, or use of, this information. Employees may not use non-public personal information, or disclose non-public personal information to any third party, unless used or disclosed in accordance with all applicable procedures of the Agency. If you have a question about whether certain information may be disclosed to a third party, discuss it with your supervisor.

### OWNERSHIP OF MATERIAL

All information that you write, develop, receive, or compile, including but not limited to publications, articles, speeches, or reports, manuals, correspondence, emails, etc., during the performance of your duties for the Agency automatically becomes the property of the Agency, whether or not written, developed, or compiled in your home or in our offices, or any other location and whether done during business hours or during other time.

### CONSULTING AND HONORARIA

If you are asked to consult with others or to speak at a conference as a representative of the House of Ruth Maryland, Inc. you must obtain prior approval from the Executive Director. All monetary compensation you earn as a representative of the Agency shall be paid to the Agency. This includes, but is not limited to, compensation paid for speaking engagements, written work, and attendance at events.

### OUTSIDE BUSINESS INTERESTS

You may have outside business interests or outside employment so long as it does not interfere with your job performance or otherwise create a conflict of interest or an appearance of a conflict of interest. Improper outside activities include but are not limited to: working for a competing organization or business; using the Agency's time, facilities or equipment to engage in another business or occupation; engaging in an outside activity which results in you losing time from work, presents the appearance of a conflict, or distracts you from performing satisfactorily.

### POLITICAL ACTIVITY AND SOLICITATION

You may not, while acting as an employee of the House of Ruth Maryland, Inc., a 501(c) (3) tax-exempt organization, coerce or attempt to command or advise another employee to pay or contribute anything of value for political purposes.

In order to prevent disruptions in operations and inconvenience to our clients and employees, the following guidelines will apply to solicitation and distribution of literature and other materials:

- Employees: With the exception of the Agency sponsored activities, solicitations and/or distribution by employees of printed matter, or solicitations in any manner including e-mail, for funds, products, services, memberships, or for any other reason on Agency property is not permitted, except in non-work areas during the non-work time of all involved. The distribution of any literature or other written material within work or client services areas is prohibited.
- Non-employees: Persons not employed by the Agency may not solicit or distribute materials or literature for any purpose or at any time within our facilities or on Agency property. Property is meant to include the buildings, parking areas, and all grounds to the property lines. Employees should not invite or encourage any non-employee to violate this rule.

### PERSONNEL RECORDS

Federal and state law requires the Agency to keep certain employee records on file for specific lengths of time. These records are maintained in your official personnel file by Human Resources.

You may review the contents of your personnel files, by appointment, with a representative of Human Resources present to a maximum of 2 times per calendar year. Personnel records are the property of the Agency. You may not alter, remove, add, replace or copy any documents in your file. You may not view the personnel records of any other employee unless you are member of the employee's direct supervisory team, Human Resources, or the Executive Director.

Please help us keep these files up to date by informing us of any changes in your personal information such as marital status, address, name change, number of dependents, insurance beneficiary, telephone number, and who to notify in the event of an emergency.

### YOUR RESPONSIBILITIES

As an employee, we expect you to act in a business-like manner, which includes a sense of dedication, loyalty and responsibility to your particular job and the Agency as a whole. It is your responsibility to:

1. Comply with and follow Agency programs, policies, and procedures.
2. Spend your workday effectively/efficiently by performing each task in a quality manner demonstrating awareness of priorities, timeliness, and safety.
3. Report to work when scheduled:
  - a. Notify your supervisor no later than one hour after you are scheduled to start work when you are unable to report to work.
  - b. Do not abuse sick leave, return back from lunch late or leave early without appropriate approval.
4. Work when you are supposed to be working:
  - a. Keep personal phone calls to a minimum and do not attend to personal matters during your work hours.
5. Be courteous toward fellow clients, staff members, visitors, and volunteers; and demonstrate workplace behavior that promotes effective teamwork.
6. Be mindful of client-based conversations in open areas.

7. Cooperate with reasonable requests from co-workers and perform reasonable job duties, even if not part of your job description, as assigned by your supervisor.
8. Maintain the confidentiality of sensitive information. Such information should not be repeated, discussed, or removed from your work area except as required through your duties.
9. Respect the rights of others, and to behave in a manner that does not disrupt or interfere with the workplace or the work of others.
10. Respect the property of others and to use Agency property only for legitimate work purposes (email, Internet, fax, computer, copier and other Agency equipment).
11. Cooperate with processes available to resolve employment problems.
12. Give proper notice of termination from the Agency. Proper notice is defined in the Resignation section of the Employee Handbook.
13. Perform your duties in a manner that does not conflict with the interests of the Agency.

### EMPLOYEE CONDUCT

All employees are expected to be responsible, fair, honest and cooperative in their conduct. Since you were chosen to be an employee of HRM we believe that you already possess these qualities. The following is a partial list of prohibited conduct which can give rise to appropriate discipline including immediate termination:

- Dishonesty or theft of any nature or degree
- Removal or taking of Agency property
- Removal or taking of donations, money, food, equipment, vouchers, gift cards or supplies
- Removal or taking property of any person
- Falsification of timesheets
- Falsification of work application
- Falsified injury report
- Removal of client property
- Personal use of Agency equipment
- Attendance/Lateness
- Excessive lateness
- Excessive absenteeism
- Failure to call in for yourself prior to the start of your shift
- Failure to adhere to scheduled lunch time allowance □ Leaving the worksite early without permission
- Violation of Agency's substance abuse policy
- Possession or use of prohibited substances
- Reporting to work under the influence of prohibited substances
- Delay or refusal to take a substance abuse test
- Failure to comply with Agency Performance/Conduct Expectations
- Delay in reporting to a worksite
- Rude, disrespectful or insubordinate conduct
- Improper use of Agency telephones or personal cell phones
- Abusing work time to attend to personal matters
- Failure to comply and follow Agency programs, policies, and procedures
- Failure to maintain House of Ruth Maryland or client confidentiality
- Fighting or combative conduct or threats
- Possession of firearms or weapons

- Conviction for criminal offense relating to violence, child abuse or theft
- Driving infractions when using the Agency's vehicle
- Reckless or negligent driving
- Failure to immediately report any accident
- Failure to report any ticket received in the Agency's vehicle, including parking tickets
- Driving without a valid drivers' license
- Personal use of Agency vehicles
- Improper use of technology
- Unauthorized downloading of information onto Agency computers
- Improper use of computer systems
- Use of computers to access sites unrelated to work tasks

Any other conduct deemed by the Agency to be adverse to the interest or welfare of the Agency, clients or other staff members.

### CORRECTIVE ACTION

All HRM employees are expected to meet established standards of attendance, performance, and conduct. Employees who demonstrate poor attendance, substandard work performance, or unacceptable conduct will be subject to review and corrective action.

Corrective action is exercised at the discretion of management, based on the specific situation and its severity. Correction actions may include verbal reminders, written reprimands, suspension, reassignment, demotion, termination, or other actions consistent with the circumstances. The Agency reserves the right to decide, at its own discretion, the order of corrective action. Nothing in this policy obligates the Agency to follow a pattern of progressive discipline, nor is it intended in any way to limit the Agency's right to terminate an employee at any time, with or without cause, and with or without advance notice.

The following list represents some types of behavior that will not be tolerated and are considered instances of gross misconduct and may result in immediate discharge (this is not intended to be an exhaustive list):

- Physical assault or threat of violence to any client, co-worker, or business contact
- Theft of donations, money, food, equipment, vouchers, gift cards, or supplies
- Possession or use of a weapon
- Conviction for a criminal offense relating to violence, child abuse, or theft, while employed at the Agency
- Racial, sexual, or other harassment of a client, co-worker, or business contact
- Violation of the confidentiality policy
- Drug dealing or use of illegal drugs or alcohol on the job
- Working under the influence of or using drugs or alcohol
- Action that endangers the physical or psychological well-being of a client
- Action which damages the reputation of the Agency

### CONSECUTIVE UNAUTHORIZED DAYS OF ABSENCE

If you are absent for any reason and cannot come to work, you must notify your immediate supervisor. If you are absent without authorization for three consecutive workdays, you will be considered to have abandoned your position. A message left on voice mail does not constitute authorization for an unexcused absence.

Whenever an employee is absent without authorization for three consecutive workdays, the employee's supervisor must notify Human Resources and the Program Director. Human Resources will initiate the termination process.

## PROFESSIONAL AND ETHICAL BOUNDARIES

The purpose of this policy is to provide for staff a standard of ethical interactions surrounding the residents/clients of House of Ruth Maryland that will enable the agency to continue to provide the highest level of customer service. This standard is based on a professional process for making ethical decisions and common elements of Professional Ethics Codes (the codes reviewed were from the following professional fields: Social Workers, Psychologists, Chemical Dependency Counselors, Clergy and Nurses).

All clients and residents of the Agency are entitled to the following rights:

- To be treated with dignity and respect
- To be informed in all program services
- To participate in developing an individualized treatment plan
- To have full access to all services for which they are eligible
- To have confidential communication except in a situation where there is threat to self or others, child neglect and/or abuse (this exception does not apply to clients of the legal clinic)
- To fair and equal treatment regardless of race, sex, age, religion, sexual preference, physical or mental disability
- The right to file a grievance if they feel that any of these rights have been violated or that the agency's established policies, procedures or regulations have not been followed Consequences for ethical violations can include:
  - Civil or criminal action against the staff member of the House of Ruth if the client wishes to press charges or file a lawsuit
  - Disciplinary action for the staff member by the House of Ruth including verbal or written reprimand, suspension, or termination

### Defining the Nature of the Professional Helping Relationship

- The nature of the staff person's relationship with the client is one of professional caring and/or legal representation. This means that the staff member's role is to provide as appropriate: advocacy, emotional and physical support; legal advice and representation; and referrals for services that are not available at The House of Ruth Maryland.
- A professional relationship is not a personal friendship. A professional relationship with a client involves an imbalance of power. Staff members have more power than the clients/residents and this power takes different forms such as availability of a place to stay, access to resources and the ability to deny services. This imbalance of power places HRM residents/clients in a vulnerable position where they could be easily exploited and treated unfairly.
- A Helping Professional needs established boundaries to help to prevent the exploitation and harm to HRM clients/residents. By establishing these ethical boundaries a uniform process of working

with clients is created that allows each client fair and equal treatment, enabling a safe and orderly environment for staff and clients.

- If a staff member has a prior relationship with a client/resident they must notify their supervisor immediately for guidance.
- Each Helping Professional has the responsibility to explain to clients the limits of their relationship and set boundaries.

## Procedures

### Process for Making Ethical Decisions:

- Review your code of ethics and legal mandates
- Seek input from your supervisor
- Determine the values and motives involved (See questions below)
- Evaluate the long-term effects of your choices on your client and the agency

### Questions to ask you when making an ethical decision:

- Is there any other reasonable way to help the client solve their problem or issue?
- Will my actions change my relationship with the client? If so, how and to what extent?
- Will my actions harm my client?
- Will my actions harm me?
- Will my actions harm my Agency?
- Is there someone in the Agency that I can turn to for support (supervisor, staff member)?
- Would I be comfortable sharing my decision making process with my supervisor?

## Required Ethical Activities

All staff members while interacting with and/or serving a HRM client/resident will:

Avoid dual relationships that exploit clients socially, financially or sexually

- Avoid discriminatory behaviors
- Restrict professional client interactions to the staff member's area of competence, being aware of their own limitations. Refer the client/resident to another professional when it is in the client best interest
- Respect and safeguard the autonomy, (independence), of clients/residents
- Respect the rights and views of clients, and the clinical practices of other staff members
- Hold other staff/colleagues accountable for ethical practices
- Consult with other staff members/professionals when circumstances dictate. When giving direct client/resident care, get supervision
- Adhere to all state and federal laws that govern client care

### Prohibited unethical activities

- All staff are prohibited from participating in the following activities:
- The exchange of money, which includes loaning or giving money to clients or borrowing money from clients
- Having an intimate relationship with a client/resident (i.e. a personal friendship, a sexual affiliation or bringing/including the client/resident into the staff member's family)
- Providing personal shelter or residence to clients

- Disclosing to clients “personal” information about other clients

#### Activities to Discuss with your Supervisor

All staff should discuss the following activities with their supervisor:

- The giving or taking of goods and/or gifts; this includes birthday presents, going away presents, holiday gifts, gifts of appreciation and food. If a client/resident gives a token of appreciation such as a card or picture, the staff member should consult with their supervisor to determine if the item should be returned or kept.
- Engaging with clients in social activities outside of the workplace; these activities include drinking/eating, going shopping, going to a client’s home, or inviting a client to a social event the staff member is personally hosting.
- Providing transportation by offering a ride with their personal vehicle, nor shall the staff member accept a ride from a client or borrow a client’s vehicle. Staff will not pay for a client’s ride (i.e. cab, bus) “out of pocket”. At times a supervisor may authorize a staff person to provide a ride for the client in the Agency van or provide payment from the Agency for public transportation.
- Disclosing to clients “personal” information about self, other staff, volunteers or other clients
- Failing to notify their supervisor of relevant information surrounding the client/resident’s status in HRM programs.

#### Confidentiality Boundaries

These are boundary issues that must be addressed by all staff members in the following fashion:

- If a staff member encounters a former or current resident/client in public the staff member should refrain from acknowledging them unless the client speaks first.
- If a former client/resident or staff member asks questions about other staff or clients, the staff member should refrain from engaging in conversation surrounding these issues. It is important to maintain current and former client confidentiality.
- Under no circumstances should cards or pictures with identifying information leave the Agency property. Residents who give staff pictures will be informed that posting these pictures could break confidentiality. The client can waive confidentiality in this matter by signing and dating the back of the picture before it is posted. When the resident/client exits the program the pictures will be placed in their case file.

#### SMOKING POLICY

To protect the health and safety of all employees, smoking is prohibited within the Agency buildings and any other office space used by the Agency. Smoking is permitted in designated areas outside of Agency buildings.

#### CHILDREN IN THE WORKPLACE

The Agency does not permit the presence of children in the workplace in lieu of childcare arrangements. The presence of children, visitors, or family members during work hours, except on an occasional basis for a brief visit, is to be avoided. Employees with dependent children are expected to make regular arrangements for proper care of their children while at work. Parents may use vacation time when childcare issues arise.

As a rule, it is inappropriate for children to be in the workplace on a regular basis on a regular or sporadic basis, such as after school each day, on holidays when day care is not available, or when children are ill. In the rare instance when there are no other alternatives, and an employee must bring a child to the workplace, advance approval should be obtained from the supervisor and the duration of the child's visit to the workplace should be kept to a minimum. It is essential that parents provide close constant supervision of their children while they are in the workplace. Children who are ill should never be brought to the workplace.

In the unavoidable circumstance when a child must be in the workplace, under no circumstance may the child have access to any confidential information, including but not limited to client information, employee information or proprietary information.

Any employee that brings their child into the workplace without approval of their supervisor will be requested to leave and use available vacation, personal or leave without pay.

### PERSONAL APPEARANCE

Many visitors come to our offices throughout the year; while casual attire is permitted, you should dress appropriately to reflect your work responsibilities and schedules. Appropriate dress and hygiene are important in promoting a positive image. The key guideline: Dress in a manner that reflects well on our organization. The Agency reserves the right to determine appropriate dress and to require employees to change or go home.

### WORK SCHEDULES AND CLASSIFICATION OF POSITIONS

Most Agency salaries are based on a forty (40) hour work week, depending on grant funding. A standard work day is 8 hours a day including one-half (1/2) hour paid lunch break. All work schedule changes must be approved by your supervisor and must meet the needs of the Program and the Agency.

Lunch breaks may be taken after working at least 3 to 4 hours. If an employee wishes to take a lunch break that is longer than one-half hour, the extra time must be made up during the work week in which the time-off was taken and must be approved first by the employee's supervisor or supervisor on duty. If an employee wishes to routinely have an hour for lunch, it will be necessary for that employee to extend the work day an equivalent amount of time. Staff will not be permitted to skip lunch to depart earlier in the work day.

At the discretion of your supervisor you may be permitted to work an alternative work schedule (for example: work 4 days a week, 10 hours a day instead of 5 days a week, 8 hours a day for a total of 40 hours a week). Some positions in the Agency must be exempted from an opportunity to work an alternative work schedule due to the responsibilities of the position.

### CLASSIFICATION OF POSITIONS

Employees of the Agency are categorized as follows:

- Exempt – Salaried employees who are not eligible for overtime pay
- Non-exempt – Employees who are paid on an hourly basis and who are eligible for overtime pay for any hours worked over 40 hours per week. All overtime work must be preauthorized by your supervisor.

- Full-time (FT) – Employees who are hired to work 35 or more hours per week are on a full-year basis. Full time employees are eligible for benefits.
- Part-time with Benefits (PTWB) – Employees who are hired to work 20-34 hours per week on a full-year basis. PTWB employees are eligible for benefits.
- Part-time (PT) – Employees who are hired to work less than 20 hours per week on a full-year basis and are not eligible for benefits.
- Temporary (T) – Employees are hired by the Agency to work for a limited period of time (less than 6 months) and at a specific hourly rate. Temporary employees are not eligible to participate in any employee benefit programs. Temporary employees include summer employees, work studies, interns, etc.

## DEDUCTIONS FROM PAY – EXEMPT EMPLOYEES

The Agency complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). The Agency does not make improper deductions from the salaries of exempt employees. Exempt employees are those employed in a bona fide executive, administrative, or professional capacity and who are exempt from the FLSA's overtime pay requirements.

### What Deductions Are Permitted?

There are certain circumstances where deductions from the salaries of exempt employees are permissible. Such circumstances include:

- When an exempt employee is absent from work for one or more full days for personal reasons other than sickness or disability;
- When an exempt employee is absent for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness;
- To offset amounts received as witness or jury fees, or for military pay; or
- For unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions.

Also, HRM is not required to pay the full salary in the initial or terminal week of employment; for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act or; for penalties imposed in good faith for infraction of safety rules of major significance. In these circumstances, either partial day or full day deductions may be made.

### What to Do if an Improper Deduction Occurs?

If you are an exempt employee and believe that an improper deduction has been made to your salary, you should immediately report this information to your direct supervisor, or to Human Resources.

Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

### 3. LEAVE POLICIES

The House of Ruth Maryland, Inc. leave program for benefit-eligible employees consists of paid days for vacation, sickness, personal leave, holidays, excused absences, and unpaid leaves of absence. This leave is provided to employees with the intent: (1) to enjoy regular periods of rest and relaxation; (2) to use when the employee or an employee's family member is sick and the employee is unable to come to work; (3) to attend to other personal business when necessary.

Vacation, personal leave and sick leave (if possible) should be requested in advance through the Agency timekeeping system and will be granted at your supervisor's discretion based on the need of your program. Vacation, personal leave and sick time may not be taken before it has been accrued and approved. New employees are strongly encouraged not to use any of their accrued time until the probationary period is completed. Your current available leave balances are printed on your most recent pay stub. If you have any questions about any leave balances contact Human Resources.

All employees who are actively at work or on paid leave—such as vacation leave, sick leave, or personal days—will continue to accrue paid leave benefits provided by the Agency.

Employees who are on unpaid leave are not entitled to continue accruing paid leave benefits, including employees who are receiving income replacement benefits such as short term disability, long term disability, or workers' compensation.

#### VACATION

The number of vacation days earned is based on the number of years an employee has worked for the Agency and their exempt/non-exempt status. Full time employees accrue vacation based on the schedule below. Part time employees with benefits accrue leave on a pro-rated basis according to this schedule. For all employees, vacation time is accrued per pay period based on the scheduled work hours.

Years of Service	Exempt Annual Accrued Amount	Non-Exempt Annual Accrued Amount
0 to 2	15 days	10 days
2 to 6	20 days	15 days
6 or more	25 days	20 days

Unused vacation leave balances automatically carry over into the next calendar year subject to a maximum of 200 hours.

**Effective for employees hired as of July 1, 2012 and forward:** Should an employee be terminated for just cause, their accrued vacation time will not be paid out to them at termination.

#### SICK LEAVE

Sick leave is calculated at the rate of 0.0385 hours for each hour paid (approximately 10 days per year from the date of employment).

Unused sick leave balances automatically carry over into the next calendar year subject to a maximum of 30 days (240 hours). Accrued sick leave balances are not paid to employees upon separation from the Agency.

Sick leave may only be used for physical illness or medical treatment for the employee or for time off to care for an illness or injury to someone in the employee's immediate family. Immediate family includes the employee's partner, children, parents, grandparents, brothers, sisters, stepchildren, stepparents, partner's parents, and other relatives who are members of the employee's household. In consideration for your manager and coworkers, if you are unable to report to work because of personal illness or injury you must personally call your supervisor within one hour of your scheduled start time unless an emergency dictates otherwise.

Sick leave used for physician appointments should be scheduled in advance. Employees who are absent from the workplace for three consecutive workdays due to illness, may be asked to provide written certification from a physician documenting illness and ability to return to work. Supervisors may require physician certification for absences due to personal or immediate family illness, injury, or physician appointments. Physician certifications are not to be used as an excuse for absence and will still be considered as an absence occurrence as permitted by applicable law.

## EXCUSED ABSENCES

### Jury Duty

The Agency cooperates with local, state, and federal courts by allowing you to serve on juries without incurring financial loss. You must provide a copy of the juror summons to your supervisor in order to have your absence counted and to receive your compensation while on jury duty. Benefits eligible employees receive the difference between the compensation for jury duty and their regular rate of pay for a maximum of five days. Pay for meals, parking and transportation is not considered compensation.

### Military Leave

Employees who are inducted into the U.S. Armed Forces or who are reserve members of the U.S. Armed Forces or state militia groups will be granted leave of absence for military service, training or other obligations in compliance with state and federal laws. These employees may use accrued vacation leave but are not required to do so. Full-time, full year employees are granted up to ten days of leave for annual military training programs for the National Guard, the regular armed forces, or reserves. The Agency will pay such an employee the difference between the military pay and his or her regular hourly wages/salary for up to one month.

If you are conscripted or enlist for an extended military obligation, you will not continue to receive compensation from the Agency. You will be returned to your former job or a similar position at the completion of your military service. You will receive any other benefits to which you are entitled to pursuant to law.

### Bereavement Leave

A paid leave of absence of up to three working days is available if there is a death in an employee's immediate family. Immediate family includes the employee's partner, children, parents, grandparents, brothers, sisters, stepchildren, stepparents, partner's parents, and other relatives who are members of the employee's household. Please notify your supervisor should you require such leave. Upon return, you will be required to provide proof of loss such as a death certificate, obituary, or letter from the deceased family member's physician, hospice, or hospital where the death occurred.

#### Voting

The Agency encourages all employees to exercise their right to vote. If your work schedule does not allow two consecutive hours of time during the time the polls are open, your supervisor may grant you up to two hours of paid leave. You will be required to provide proof from the polling location that you have voted.

### WEATHER RELATED/EMERGENCY CLOSURES

HRM is concerned about the safety and well-being of all its employees. At the same time, the Agency is responsible for conducting quality programs and serving its clients. In adverse weather conditions, the Agency will determine whether to close the offices or grant leave as appropriate based on prevailing conditions. Instructions regarding Agency procedures during weather related closures will be distributed annually.

Essential personnel may be required to report to work during weather related/emergency closures. The term essential personnel is defined as those employees who have program related responsibilities deemed necessary to serve our clients on a daily basis. It is the responsibility of line staff, particularly essential personnel, to plan ahead for weather emergencies in order to report for work if scheduled, inform themselves as to the Agency's opening plans for the day, make every effort to get to work, including using public transportation if private transportation isn't feasible, volunteer for extra shifts where possible and needed, and perform other duties as assigned.

### LEAVE OF ABSENCE

Upon written request, the Agency may grant you a leave of absence without pay for a specified period of time. You must have one year of service and have worked 1,250 hours to be considered for a leave of absence. The request should be made in advance and in writing whenever possible. Leave requests exceeding 30 calendar days (approximately 22 working days) require the approval of the Executive Director. Your Program Director may grant a leave request of less than 30 days. If your leave request is for your own serious health condition or that of a family member, please see the Family Medical Leave Act Policy and contact Human Resources.

If a leave of absence is less than 30 days, you will be reinstated to your former position upon returning to work. If a leave of absence is greater than 30 days, you will be reinstated to your former position upon your return if the position is still open, or considered for a comparable available position at the same rate of pay. If no comparable position is available, your employment will be terminated. You can arrange to be considered for any future openings that might arise by remaining in contact with Human Resources.

### OTHER LEAVE WITH PAY

It is Agency policy to grant employees paid leave for time away from work for certain special circumstances. Other leave with pay can be approved and granted by the employee's immediate supervisor and the Program Director.

Examples of leave that may be considered include time spent away from the job to attend seminars, meetings and training sessions that are directly related to the job or to the benefit of The Agency.

### PERSONAL LEAVE

HRM recognizes that employees may need leave for purposes other than sickness or vacation. Therefore, each benefit eligible employee is entitled to accrue up to one personal day (8 hours) per quarter. Employees hired before the 45th day of the quarter are eligible for 1 Personal Leave day for that quarter. Employees hired after the 45th day of the quarter will not accrue personal leave until appropriate time in the next quarter. Part-time employees with benefits will receive personal days on a pro-rated basis.

Use of personal leave days should be scheduled in advance. Employees should use the personal leave days before the end of the calendar year, as they may only carry over 1 personal leave day (8 hours) into the following year. Employees are not paid for unused personal leave upon separation from the Agency. New employees are strongly encouraged not to use their accrued time until the probationary period is completed

### HOLIDAYS

Employees who are benefits eligible are entitled to eight paid holidays per year. Full time employees receive eight (8) hours pay per holiday. Part-time employees with benefits will receive holiday pay on a pro-rated basis. The eight observed holidays are:

New Years' Day	Independence Day
Martin Luther King Day	Labor Day
Thanksgiving	Presidents' Day
Memorial Day	Christmas Day

Holidays which fall on Saturday are usually observed on the preceding Friday. Holidays which fall on Sunday are usually observed on the following Monday.

If a benefit eligible employee's regular work schedule does not include the actual day of the holiday, the employee is entitled to another day off within the same pay period; or the next pay period if the holiday falls on the last day of the pay period. An employee whose regularly scheduled hours exceed the paid holiday hours may a) supplement the paid holiday hours with vacation or personal leave hours accrued, or b) adjust their work schedule within the same pay period. Non-exempt employees may elect not to be paid the difference in hours.

Supervisors in programs requiring 24-hour coverage are responsible for arranging holiday schedules in advance. Any non-exempt employee who must work on an Agency holiday is compensated at two times

the employee's normal hourly rate for hours worked that day. If the Agency holiday falls on a day other than the calendar holiday, the employee will be paid at holiday rates for only one of these days.

If a holiday falls during an employee's approved paid vacation, sick, or personal leave, the employee receives holiday pay for that day rather than approved paid vacation, sick or personal leave. Employees on leave without pay or short term disability do not receive holiday pay.

All employees are encouraged to use personal or vacation leave to honor any other personal religious holidays. Like other non-emergency leave use, this leave must be approved by the supervisor in advance.

## FAMILY AND MEDICAL LEAVE

A family or medical leave of absence ("FMLA") is an approved leave of absence, which is available to eligible employees:

- A. For up to twelve weeks of leave in a 12-month period following one or more of the following events:
  - The birth of a child of the employee or the placement for adoption or foster care of a child with the employee;
  - In order to care for a spouse, child or parent who has a serious health condition; or
  - Where a serious health condition makes the employee unable to perform the functions of his or her position.
  - Where the child, spouse, or parent of a service member in covered active duty requires leave to deal with issues arising out of a "qualifying exigency." In the case of a member of a regular component of the Armed Forces, covered active duty means deployment to a foreign country. In the case of a member of a reserve component it means deployment to a foreign country under a call or order to active duty.
- B. For up to 26 weeks of leave in a single 12-month period for the spouse, son, daughter, parent or next-of-kin of a "covered service member" to provide care to the service member. A "covered service member" includes: (a) a current member of the Armed Forces (including the national guard or reserves) who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness that was incurred in or aggravated by service in the line of active duty, or (b) a veteran of the Armed Forces (including the national guard or reserves), who was a member of the armed forces at any time during the five years preceding the date on which the veteran undergoes medical treatment, recuperation, or therapy for a serious injury or illness that was incurred in or aggravated by service in the line of active duty.

To be eligible for leave under this policy as an employee: (i) must have been employed for at least twelve months; (ii) must have worked at least 1,250 hours during the twelve month period preceding the commencement of the leave; and (iii) must work within a 75 mile radius of where the Agency employees 50 or more people.

Spouses employed by the same Agency are jointly entitled to a combined total of twelve work-weeks of family leave for the birth of a newborn child, placement of a child for adoption or foster care, or to care for

a parent who has a serious health condition. Jointly employed spouses are entitled to a combined total of 26 weeks of caregiver leave, or 26 weeks of caregiver leave combined with leave for another qualified purpose during a single 12-month period.

Except as provided below in this paragraph, the determination of the 12-month period for purposes of calculating available leave will be made based on a rolling 12-month period measured backward from the date an employee uses any FMLA leave. Leave taken for the birth or placement of a child must be concluded within the one-year period beginning on the date of the birth or placement. Leave taken to provide care to a service member must be taken within a single 12-month period, which begins on the first day an employee takes FMLA leave to care for the covered service member and ends 12 months after that date.

An employee must give their supervisor at least 30 days prior notice in requesting FMLA leave where the need for leave is foreseeable based on an expected birth, placement for adoption or foster care, planned medical treatment for a serious health condition of the employee or of a family member, or to provide care for a service member. In all other cases, the employee must provide notice as soon as practicable. In most cases, "as soon as practicable" means the day or next business day that an employee becomes aware of the need to take FMLA leave. An employee requesting FMLA leave will be asked to provide a written statement to Human Resources, setting forth the reasons for the requested leave, the anticipated duration of the leave, and the date on which the leave is expected to begin.

All employees are required to provide medical certification to support a claim for leave for an employee's own serious health condition or to care for a child, spouse or parent with a serious health condition, or to provide care to a service member. The medical certification should be provided on the Certification of Health Care Provider Form which is available from Human Resources. The certification shall include; (i) the date on which the serious health condition commenced; (ii) the probable duration of the condition; and (iii) the appropriate medical facts within the knowledge of the health care provider regarding the condition. For the employee's own medical leave, the certification must include a statement that the employee is unable to perform the functions of his or her position. For leave to care for a seriously ill child, spouse or parent, the certification must include an estimate of the amount of time the employee is needs to provide care. The Agency may require a second medical opinion at its own expense.

Employees are required to provide a certification for leave to be taken to care for a covered service member. An invitational travel order (ITO) or invitational travel authorization (ITA) issued by the military will be accepted in lieu of a certification for the period of time specified in the ITO or ITA.

Employees who request leave because of a qualifying exigency are required to provide a copy of the active duty orders or other documentation issued by the military to the service member in covered active duty which indicates that the service member is deployed on active duty in a foreign country or has been called to active duty in a foreign country and the dates of such active duty service. Such documentation will be required for each separate call to active duty. Employees are also required to provide certification of any qualifying exigency to support a claim for exigency leave.

Medical, caregiver and exigency certification should be provided on the form which you will be given by Human Resources when requesting leave. All certification forms must be returned within 15 days after they are provided by HR. Failure to return the certification in a timely manner may result in denial of FMLA leave.

All certifications must be returned with complete and sufficient information. Employees who fail to return a complete and sufficient certification when one is required may have their leave delayed or denied. If FMLA leave is denied, any leave that is taken may be treated as unauthorized.

All employees will be required to periodically report to Human Resources about their leave status and intention to return to work, and may be required to periodically submit recertification of medical conditions.

An employee on FMLA leave is responsible for paying his or her portion of the premium for group health insurance during the period of unpaid absence. The monthly premium payments must be received prior to the first day of the month. In the event that an employee elects not to return to work upon completion of an approved unpaid leave of absence, the Agency must be reimbursed the cost of any payments made to maintain the employee's coverage, unless the failure to return to work was for reasons beyond the employee's control.

FMLA leave is both paid and unpaid. Employees will be required by the Agency to use any accrued paid leave for all or part of their FMLA leave, and the balance of FMLA leave will be unpaid.

All eligible employees will be restored to the same position they held when the leave commenced or to an equivalent position upon returning to work at the expiration of the family and medical leave period.

## 4. YOUR BENEFITS AND INSURANCE COVERAGE

Introduction into employee benefits:

The House of Ruth Maryland, Inc. is committed to maintaining a benefits program that meets the needs of you and your family. The following paragraphs generally describe the Agency's benefits program, but should not be construed as a promise or guarantee of any specific benefit or benefit level. Additional information describing these benefits and answers to benefits questions may be obtained from Human Resources.

Eligibility for insurance coverage is based on your employee classification and the number of months you have worked for the Agency. The terms and conditions of the House of Ruth Maryland, Inc. insurance policies and benefits programs may change without notice. The terms of the insurance policies and benefits, and program documents will govern when in conflict with the descriptions contained in this handbook:

### MANDATED INSURANCE BENEFITS

- **Workers' Compensation Insurance:** All employees are covered by workers' compensation insurance. This insurance compensates you for lost time, medical expenses, surgical expenses, and loss of life or dismemberment from an injury, illness, or disability arising out of or in the course of work. The Agency pays all costs of providing this insurance. You must immediately report any work related accident, injury, or illness to the appropriate supervisor and Human Resources so that the necessary paperwork can be completed.
- **Unemployment Compensation:** The Agency participates in an Unemployment Trust, so that you may continue to receive some income in the event you become laid off or unemployed through no fault of your own. Whether you qualify for unemployment benefits, and the amount of benefits if you do qualify, are determined by federal and state laws and guidelines.

### ELECTIVE INSURANCE BENEFITS

The House of Ruth Maryland, Inc. offers medical and dental benefits to benefit eligible employees on a shared cost basis. Additional information regarding initial eligibility may be obtained in Human Resources. All employees have up to thirty days from their date of initial eligibility to elect these pre-tax benefits. Following the initial employment opportunity to enroll, changes can only be made during the annual open enrollment period or due to a life qualifying event (such as birth of a child, marriage, divorce, loss of job, etc.).

When a major life change occurs, the employee has 30 days from the date of the event to notify Human Resources of the change. If the notification does not occur within that time period, the change cannot be made until the next open enrollment. Beneficiaries can be changed at anytime. Disputes over insurance claims are a private matter between the employee and the insurance carrier. For more information on eligibility and coverage, please see Human Resources.

#### Domestic Partner Coverage

Your domestic partner and your domestic partner's children may be eligible for medical and dental benefits. For purpose of eligibility for this benefit coverage, a domestic partner arrangement is defined as two unmarried individuals of the same or opposite sex who have been in a committed relationship longer than

12 months and meet the eligibility requirements outlined in the domestic partnership affidavit. An approved domestic partner affidavit must be on file with Human Resources upon initial eligibility for benefits, at open enrollment, or at the time of a life qualifying event. For more information on eligibility and coverage and how your wages may be affected, please see Human Resources.

#### Life Insurance and Accidental Death and Dismemberment Insurance

The Agency provides life insurance and accidental death and dismemberment insurance at no cost to all benefit eligible employees. The coverage amount is determined by your salary and the terms of the policy. For more information on eligibility and coverage, please see Human Resources.

#### Continuance of Medical/Dental insurance coverage under COBRA

Under the Consolidated Omnibus Budget Reconciliation Act of 1985, better known as COBRA, an employee and/or his or her spouse and dependents have the right to extend Medical/Dental coverage upon the occurrence of specified qualifying events including:

- A reduction in the employee's hours (full-time to part-time)
- Termination of employment (for reasons other than gross misconduct)
- Death of an employee
- Divorce or legal separation
- The employee becomes eligible for Medicare (age 65) □ The dependent ceases to be a "dependent child" under the plan

If, as a former eligible employee, you choose to continue group benefits under COBRA, you must pay the applicable premiums. It is the responsibility for the employee or qualified beneficiary to notify Human Resources within 60 days of the qualifying event. If one does not elect COBRA, current coverage will terminate at the end of the month in which the qualifying events occurs.

The above information is a summary of the rules and regulations provided under COBRA. For a more detailed description, please contact Human Resources.

#### Short-Term and Long-Term Disability Leave

The Agency provides short-term and long-term disability benefits to benefit eligible employees who have been medically certified as unable to work. Short-term disability benefits are available to benefit eligible employees who have completed 12 consecutive months of employment. These benefits are funded by the Agency for a period of (11) weeks; benefits will begin 10 working days following a medically certified absence. During the initial 10 working days absence, your accumulated sick, vacation, or personal leave time will be used in conjunction with short-term disability to provide full income replacement. Group health benefit deductions will continue while you are on short-term disability leave.

Long-term disability benefits are available to benefit eligible employees who completed 12 consecutive months of employment. Benefits for long-term disability are determined by and provided through a thirdparty insurance carrier. Premiums for long-term disability insurance are paid by the Agency. Any longterm disability payments you may receive will be taxable to you. Once eligible for long-term disability your group health benefits end, but you will be eligible to elect COBRA benefits.

For more information about eligibility and coverage, please contact Human Resources.

## Retirement

The Agency maintains a defined contribution retirement plan. Employees who meet the eligibility requirements may, and are encouraged to, participate in the House of Ruth Retirement and Employee Savings Plan a (403(b) Retirement Plan). The Plan sponsors offer various investment options and payouts upon retirement, depending on which investments vehicle the plan participant selects. All benefits eligible employees who have at least one (1) year of service starting with their date of hire are eligible to receive a contribution from the Agency. The House of Ruth Maryland, Inc. does not require the employees to contribute to the plan in order to receive the Agency's contribution, however, if the employee does not actively opt out of contributing, the plan will automatically enroll and deduct three percent (3%) of the employee's annual pay beginning on the sixtieth (60th day) after date of hire . Eligible employees may contribute on their own, via payroll deductions, the 1st of the month following the date of hire. Participants cannot exceed the maximum contributions limits imposed by the IRS. Participants are fully vested in the Plan when contributions begin. Contact Human Resources for more information about the Plan.

## Flexible Spending Accounts

Flexible spending accounts let you save taxes on certain out-of-pocket expenses. These accounts allow benefit eligible employees to set aside pre tax dollars for dependent care reimbursement and/or health care reimbursement.

Each participant will be reimbursed for eligible expenses incurred within the plan year. Each participant will forfeit any amounts remaining in their account at the end of the plan year. The maximum limit for pretax contribution is determined each plan year.

Participants must re-enroll each year at open enrollment. Please contact Human Resources for more information.

## 5. COMMUNICATION

### Policy Regarding Communications and the Use Of Electronic Systems and Devices

#### Generally

As an employee of the House of Ruth, you may be required or permitted to access the House of Ruth's Electronic Systems and Devices. For the purposes of this policy, the term "Electronic Systems and Devices" includes, but is not limited to:

- Any desktop, laptop or notebook computer, tablet or similar device, provided by the House of Ruth;
- Any service available on the House of Ruth's computer or phone systems, including, but not limited to, electronic mail, Internet browsing and voice mail;
- Any cell phone, smartphone, pager or other mobile communication device provided by the House of Ruth;
- Any operating systems, storage media, network accounts of any kind, maintained by the House of Ruth;
- Any phone, fax machine or copier provided or operated by the House of Ruth

All Electronic Systems and Devices, including the equipment itself, the software and programs installed or run on such systems and devices and all data and information stored in such systems and devices are the property of the House of Ruth.

#### No Expectation of Privacy

All messages, documents or other information of any kind, created, sent, received, stored or viewed on the Electronic Systems and Devices are and remain the property of the House of Ruth. Employees should have no expectation of privacy with respect to any messages created, sent, received, viewed, or stored on the Electronic Systems and Devices.

Components of the Electronic Systems and Devices may save copies of some or all the preceding types of information. Even messages or data that have been deleted may be recovered and reviewed by the Agency. Employees should not use Electronic Systems or Devices to create, send, receive, view, or store private or personal confidential or privileged information. The House of Ruth reserves the right to retrieve and review any information, message, document or data created, sent, received, viewed or stored on its Electronic Systems and Devices, including, but not limited to, voice mail messages, email messages, text messages, instant messaging, images, information on social networking platforms, including messages or other information sent or received on an Employee's personal, Internet-based email or social media account (even if password protected), and to review Internet and other program usage history.

#### Passwords and Access

All passwords used to access the House of Ruth's Electronic Systems and Devices must be made known to the House of Ruth at all times. You may not use an unauthorized access code or password, or access files that you have no right to access, or disseminate confidential information that is derived from the Electronic Systems or Devices of the House of Ruth. It is each user's responsibility to keep his or her

logons, access codes confidential, including, but not limited to keys, authorization codes, and passwords. You will be held accountable for work performed with your user ID or password. Employees are prohibited from using any Electronic System or Device to access files or communications of another without such person's authorization, or authorization from House of Ruth management.

Under no circumstances should any user grant personal access privileges to any person outside the Agency. Employees may permit others within the Agency access to their voice mail and e-mail. The Director of Administration must approve such access. All passwords must be eight (8) characters or less. Passwords must not be comprised of home or work phone numbers, birth dates, variables of user's names or the names of family members, or any other word or number that can easily be associated with the user.

No user should leave his or her computer logged on to the system when away from the office or from their work station for any substantial length of time.

### Compliance With Applicable Laws

Employees are responsible for complying with the restrictions of any licensing agreements or other agreements regarding the Electronic Systems and Devices or computer programs contained in the Electronic Systems and Devices. Employees may not make copies of any programs without the express permission of the House of Ruth. In addition, the programs contained in the Electronic Systems and Devices should be treated as confidential information in accordance with House of Ruth policies.

Employees must respect all intellectual property rights in software and related documentation. Software and other copyrighted material may not be copied or distributed in electronic form without a legal license. Only network employees are authorized to load applications on to the House of Ruth's computer equipment. Employees may not load applications onto the Agency's computer equipment unless the Director of Administration has given the employee permission to do so. Copyright laws apply to most electronic downloads. Users are typically allowed to keep downloaded information for not more than thirty days. Users should contact the Director of Administration for additional information about compliance with copyright laws.

### Limited Personal Use

The House of Ruth's Electronic Systems and Devices are primarily for business use. Occasional and reasonable personal use is permitted, subject to this Policy and provided that personal use does not adversely affect the work of any employee or the House of Ruth's Administration. You may not use the Electronic Systems and Devices for non-job related solicitations, organizational campaigns, political or religious causes.

### Information Security and Breaches

Protecting Agency information is every employee's responsibility. Agency employees share a common interest in ensuring that information is not intentionally, accidentally or improperly disclosed, lost or misused. Any security breach must be reported at once to the Director of Administration. Unauthorized access to or use of Agency or client information, including, but not limited to misuse, misappropriation, destruction of information or system resources, the deliberate and unauthorized disclosure of information or the use of unauthorized software or hardware, will result in disciplinary action.

## Voice Mail Greeting

It is important that you record a greeting on your individual voice mailbox so callers know if they have reached the right person. Whenever you expect to be out of the office for an extended period of time — whether going away on vacation for a week or simply spending the day in meetings — it is important to change the greeting to reflect your availability. Voice mail options are available, via the voice mail administrator that allow you to record a separate greeting for internal, external, and alternate greetings. We ask that all voice mail greetings direct callers to the House of Ruth crisis hotline should they be experiencing a domestic violence crisis.

## Personal Long-Distance Phone Calls

Employees should not make personal long-distance telephone calls using the Agency's telephones or telephone credit card, except in emergencies. Employees may place personal long-distance calls if they use their personal calling card or call collect. (Use of the Agency's 800 lines or Hotline numbers for incoming personal calls is strictly prohibited.)

## Agency News and Communication

The Agency is committed to providing timely information to staff about events, issues, policy changes, and other general Agency information. Each employee is responsible for monitoring bulletin boards, reading newsletters and announcements, reading email notices, and attending all staff meetings to keep up with current Agency news. As deemed necessary, communications will also be posted on the Agency timekeeping and HR system.

## Faxes

Sending information to the wrong fax number can breach client or Agency confidentiality. Great care must be taken whenever addressing and sending a fax transmittal.

## Laptop Computers

The Agency has an inventory of laptop computers that may be checked out for Agency related work. Laptop computers can contain large amounts of work product and other confidential information. Users must take great care in safeguarding this equipment from theft, damage and unauthorized access. Contact the Director of Administration *immediately* if any Agency laptop computer, or any personal laptop computer that contains Agency information, is stolen or misplaced.

## Cell Phones and Wireless Devices

When possible, users should avoid discussing confidential information on cellular and other wireless devices and should never give out information such as passwords, telephone credit card numbers, and other access codes on these devices. Hackers can eavesdrop on a cellular calls, capture a cellular telephone's unique identifying number, reprogram another cellular telephone with that number and thereby make calls that are charged to the original telephone. Users should avoid wherever possible accessing the House of Ruth's voice mails system or using a telephone credit card on a cellular or wireless telephone. If it is necessary to access voice mail on a cellular telephone, the voice mail password should be changed as soon

as possible after the user has reached a standard telephone. Users should immediately report to the Director of Administration and their cellular telephone carrier any unauthorized calls on a cellular telephone bill.

#### Compliance With Other House of Ruth Policies

Messages and documents must not contain content that may be considered discriminatory, defamatory, offensive, threatening, harassing or disruptive to any employee or to the conduct of House of Ruth business. Offensive content would include, but is not limited to, sexual comments or images, racial, religious or ethnic slurs, gender-specific comments, or any comment that would offend someone on the basis of his or her age, sex, religion, sexual orientation, national origin, physical or mental disability, or political beliefs.

#### Violations/Discipline

Employees learning of the misuse of the House of Ruth's Electronic Systems or Devices, or of violations of this policy, shall notify their Supervisor or Human Resources immediately. Violations of this policy may result in the imposition of disciplinary action up to and including termination.

## 6. CAREER DEVELOPMENT

### Announcements of Job Vacancy

The Agency is committed to promote from within when appropriate. We encourage both internal advancement and external competitiveness in recruiting and placing the most qualified applicant in an open position. When a job becomes available, a job opportunity announcement may be posted for the open position. The Agency reserves the right to select which openings will be posted. The Agency also encourages employee applications and referrals.

Employees who are interested in pursuing a posted internal opportunity must complete an Internal Job Opening Application (available in Human Resources) and must obtain their manager's signature. An employee may only have one open application at a time.

To be eligible to apply for a posted position, an employee:

- Must have been in their current position for at least six months
- Must be in good standing with their department

A criminal background check is required for all positions within the Agency. Those positions providing direct service to the children will also require a fingerprinting and positions in a financial capacity will require a credit history check. Having a criminal record will not necessarily prevent the retention of an employee; Human Resources and the Program Manager will make this determination based upon jobrelatedness, seriousness of the offense, length of time since the offense, and other related factors.

### Licensed Employees

Employees with required professional licensure must submit a copy of their current license to Human Resources. Proof of license renewals must be submitted on an on-going basis. Any revocation or suspension of a professional license must be reported to the supervisor and Human Resources within 5 business days.

### Job Descriptions

Job descriptions are fundamental to sound management and salary administration. Each job description includes the job title, the classification, a statement of the basic purpose of the job, a list of specific responsibilities, and the essential functions of the job, statement of minimal and desired qualifications, the physical requirements, and the jobs supervisor's title. A job description is available for each employee. Job responsibilities change from time to time, thus your job descriptions may be reviewed and updated on occasion.

### Evaluation Period

All new employees must complete a six (6) month evaluation period. If you are rehired, promoted, demoted, or transferred, you must complete the same evaluation period. The evaluation period for part-year employees is governed by their individual contracts. An evaluation period does not modify the atwill nature of your employment.

The evaluation period permits you to become familiar with your position and to demonstrate the skills, abilities, and work habits required for continued employment. During this period, you and your immediate supervisor are encouraged to establish goals, discuss all performance standards, and assess your progress. Immediate supervisors are responsible for documenting any performance deficiencies and problems during the evaluation period, notifying employees of any such matters, and outlining ways to correct those deficiencies. You may be terminated at any time during the initial evaluation period if, in the judgment of your supervisors, long-term employment at the Agency would not be in your best interest of that of the Agency. You will remain an at-will employee (described in the beginning of this Handbook) regardless of your successful completion of the evaluation period. Evaluation status does not affect your eligibility for benefits.

### Performance Appraisals

Your job performance will be informally evaluated on a periodic basis. In addition, your supervisor will normally review your job performance approximately six months after the beginning of employment, and generally on an annual basis thereafter.

An appraisal is designed to evaluate job performance in an objective and consistent manner, to give a clear picture of achievement in terms of performance standards, and to provide guidance in improving performance relative to the position description. You have the right to review the written performance appraisal, make written comments for inclusion in your permanent personnel file, and, upon request, receive a copy of the appraisal.

A positive performance appraisal does not guarantee a raise. Other factors, such as the Agency's financial performance, the economy, and projected grant or government cutbacks, can affect the Agency's ability to provide financial rewards to our employees.

### Employment of Relatives

An applicant who is closely related to an employee is not normally eligible for employment in a position that would result in one family member directly reporting to or reviewing the performance of another. Exceptions require the advance approval of the Executive Director. "Closely related" is generally interpreted to mean spouse, life partner, parents, children, siblings, grandparents, in-laws, relatives through marriage, or members of the same household. Employees in a supervisory relationship who become related while working at the Agency must end the supervisory relationship by resigning or transferring to an open position in another department.

### Conflict Resolution Procedures

Whenever a number of people work together, personal problems or differences will occasionally arise. Normally, these concerns can be resolved informally within each department. The first step toward a solution of a problem is a frank and early discussion with your immediate supervisor. You and your supervisor may also call upon Human Resources for counsel and assistance.

In exceptional cases, a need may arise for a more formal approach to the problem. In such a case, you may be asked to file a written complaint within 10 days of the incident with Human Resources and your Program Director. They will notify the Executive Director. If the complaint involves Human Resources, you may file the complaint directly with the Director of Administration. If the complaint involves a Program

Director, you may file a complaint directly with Human Resources who will then inform the Executive Director as appropriate.

Human Resources will investigate the issue and if the issue involves clients of the Agency, the Program Director will investigate the issue with Human Resources. You will be informed of the resolution, as promptly as possible.

If the complaint involves the Executive Director, you may file a complaint in writing directly with the President of the Board of Directors. The Board will determine the method it will use to address the issue and will make every effort to do so in a timely manner.

If you need assistance filing a complaint or understanding the conflict resolution process, please contact Human Resources.

## EMPLOYEE REFERENCES AND RELEASE OF INFORMATION

### References

While The Agency understands your need to receive substantive references for new jobs and graduate school applications, the Agency must also protect itself from lawsuits stemming from the provision of such references. Accordingly, the Agency will provide references only for those employees from whom we have received a signed release form. Upon receipt of a written release form, the Agency will only provide the following information: job title, dates of employment, salary, and eligibility for rehire.

Requests for references must be in writing. Only Human Resources can respond to a reference request; any other reference will be considered a personal, not an Agency reference.

### Requests for Information

At times it may be necessary for you to ask us to confirm certain personnel information for example a bank loan, to a medical professional, or for some other personal business. Only Human Resources may respond to such inquiries. In such instances, the Agency will, upon your written request, confirm wage or salary information that the employee has already provided. If the request is from a governmental agency, the employee must inform Human Resources who will decide how to respond to the request. If the employee is under criminal investigation, the employee will not be contacted regarding the request.

### Resignation

To remain in good standing, non-exempt employees are required to submit a letter of resignation providing at least two weeks (14 calendar days) notice. Exempt employees should provide no less than three weeks (21 calendar days) notice.

The Agency expects departing employees to use the notice period to organize their work, records, office space, and help the supervisor in training their replacement or reassigning their duties. Scheduled leave approved by request may be canceled at the discretion of the immediate supervisor, except for sick leave for illness of the employee or immediate family member. A doctor's note documenting the medical emergency may be required.

Employees who either voluntarily terminate their relationship with the Agency, or have their relationship terminated for whatever reason, should meet with Human Resources for the purpose of benefits information, receipt of the termination form, etc. At that time, the employee must return all assigned agency property, including, but not limited to keys, ID cards, laptops, credit cards, etc. These items must be returned at the time of termination.

At the discretion of the Executive Director, an employee who resigns may be provided with severance pay instead of working through the notice period.

#### Benefit Options at Termination

An employee terminating employment with the Agency, voluntarily or not, is entitled to the following benefits:

- Conversion of medical and/or dental insurance to individual or family coverage through COBRA, if the employee qualifies for COBRA benefits; and
- Vested funds in the House of Ruth Retirement and Employee Savings Plan (403b Retirement Plan).

## 7. COMPENSATION AND ACCOUNTING PROCEDURES

### Timesheets

Timesheets are processed every two weeks. Each January or upon hire, you will be provided with the annual schedule indicating the pay period dates, the dates to turn in your timesheet, and the pay dates for the entire year. Your timesheet is due to the accounting department by NOON on the timesheet due date on the schedule. You can normally expect to receive your paycheck every other Friday, unless that day falls on a holiday. If that day is a holiday, you will receive your paycheck on the last workday preceding the holiday.

It is your responsibility to submit a complete and accurate timesheet to your supervisor through the Agency timekeeping system in advance of the deadline.

Falsification of your timesheet may result in disciplinary action, up to and including termination. For more detailed instructions on how and when to fill out timesheets, please speak to your immediate supervisor or contact Accounting.

Any timesheet not received by the deadline will be processed for the next scheduled payroll.

### Overtime for Non-exempt Employees

In accordance with the provisions of the Fair Labor Standards Act, non-exempt employees will be paid at one-and one-half times (1 ½ x) their normal hourly rate for hours worked in excess of 40 hours in any week. Paid holiday or other leave hours are not included in determining hours worked for the purposes of the overtime calculation. All overtime must be approved by your supervisor in advance of being worked. Exempt employees are not entitled to overtime wages.

The Agency will pay non-exempt employees who are required to work on an Agency holiday at two times (2 x) their normal hourly rate (See Holiday section under Leave Policies).

### Payroll

The House of Ruth Maryland, Inc. pays employees on a bi-weekly basis, subject to certain withholding taxes and other required deductions. Payday is every other Friday and covers the period ending the previous Friday. You may elect to have your pay deposited directly into a bank account on each payday. You will receive a check or a non-negotiable direct deposit statement listing the gross and net pay, itemized deductions, year-to-date earnings, and leave balances.

### Direct Deposit

The House of Ruth Maryland, Inc. strongly encourages all employees to take advantage of direct deposit. You can have your paycheck automatically deposited in your checking or savings account on payday. Direct deposit may help you:

- Save trips to your financial institution
- Save time depositing your checks – no waiting in long lines on payday
- Eliminate the possibility of lost, stolen, or forged checks
- Deposit your money faster – reducing the possibility of overdrafts

- Deposit your money, even if you're on vacation, sick, or away on business

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To take advantage of direct deposit, fill out the appropriate form, which is available in Human Resources.

#### Garnishments and Qualified Medical Support Notices

A garnishment is a court order to an employer to withhold a sum of money from an employee's wages or salary. The House of Ruth Maryland, Inc. will conform to applicable federal or state laws and regulations upon receipt of a notice of garnishment. Garnishments cannot be removed until ordered by the court.

Court orders for medical support of a dependent will also be processed in accordance with any applicable federal or state law and regulations. In instances where an order of medical support is in place, Human Resources will notify the employee receipt of the order and notification when the change in medical coverage will commence.

#### Business Travel and Out-of-Town Expenses

Employees who are required to travel for Agency business may be reimbursed for the actual cost of the transportation or mileage when using their personal automobile. The mileage rate will be announced at the beginning of each fiscal year. All out-of-town and overnight travel must be approved in advance. Employees may be fully or partially reimbursed by the Agency, depending on the nature of the business.

All employees must justify business and/or out-of-pocket expenses within 60 days, using the appropriate type of expense reporting form. Sufficient documentation is required for all expenses. A receipt is required for any individual expenditure \$25 or greater. You should not use personal checks to conduct Agency business. Contact the Accounting Department to obtain the appropriate expense forms. Your supervisor must approve all expenses.

The House of Ruth Maryland, Inc. does not allow the use of Agency credit cards for personal charges. If you inadvertently use an Agency card for personal use, you must pay the House of Ruth Maryland, Inc. immediately. Notify the Accounting Department immediately to ensure proper accountability.

#### Reporting of Financial Impropriety or Misuse of Agency Resources

Any employee, member of the Board of Directors, or volunteer with information about known or suspected financial improprieties or misuse of the Agency's resource, or other ethical problems is encouraged to report their concerns to the Director of Administration who will notify the Executive Director and conduct an investigation. In the event that the allegations involve the Director of Administration or the Executive Director, the report should be made to the President of the Board of Directors. To the extent possible, the source of reports about financial improprieties and misuse of the Agency's resources will be held in confidence.



## 8. BUILDING PROCEDURES AND ETIQUETTE

### Emergency Procedures

The House of Ruth Maryland, Inc. provides services to clients in many different locations, many of which are not owned by the Agency. Each building or office may have different security, fire alarms, and emergency procedures. It is advisable for you to acquaint yourself with the procedures in your office area. In the event of a fire alarm, do not assume it is a false alarm or a test (unless you are specifically notified that this is the case). As good preparation for fire emergencies, you should acquaint yourself with the emergency exits to be used in case an evacuation is necessary. Please make every effort to assist/direct any clients to safety in an emergency.

In a fire emergency, go to the nearest stairwell – do not use the elevator – and walk to the street level. Find a safe place to stand away from the building and follow instructions given by emergency responders.

### Security Procedures

Buildings on the Argonne Drive campus are protected by security systems. Other offices used by the House of Ruth Maryland, Inc. may have security systems or building entry procedures. You should acquaint yourself with the procedures in your building and discuss any questions you have about proper procedures with your supervisor, especially if you will be required to activate or de-activate the security system.

Security procedures are in place to protect our clients as well as our employees and facilities. Never prop open an exit door or disable any alarm or locking systems. If special arrangements need to be made for visitors or clients during non-business hours, discuss proper procedures and any needed notifications to other personnel with your supervisor.

### Identification Badges

The House of Ruth Maryland, Inc. issues identification badges to employees and others (volunteers, interns, students) who provide services at our locations. Your ID badge allows you access to House of Ruth Maryland facilities, identifies you to clients or guests, helps you to identify co-workers from other Agency offices, helps to build a sense of community, and provides a way for you to demonstrate that you are a member of the Agency.

Your ID badge should be visible at all times inside the Agency's facilities and in all offices where House of Ruth Maryland is providing services. The badge may be worn when representing the Agency in the community. Your ID badge IS NOT considered a legal form of identification.

If you lose your ID badge, contact Human Resources to obtain a replacement. Your ID badge should be turned into Human Resources upon termination from the Agency.

### BUILDING ETIQUETTE

#### Facilities and Housekeeping Issues

The Agency has limited resources to provide housekeeping and facility maintenance service at its service locations. We rely on each employee to assist us in maintaining our offices and facilities. Simple guidelines for helping to maintain our facilities include:

Familiarize yourself with any specific building issues pertinent to your job, and where to access cleaning materials should you need them in the absence of housekeeping assistance.

Report any building equipment problems (excluding office equipment and computers and printers) to the Facilities Manager or the Director of Administration or the appropriate building personnel for offices not managed by the Agency.

Take responsibility for your activities including cleaning up your office, common spaces, kitchenettes, etc. if you bring food into the building. If you set out food for others to enjoy, it remains your responsibility to see that it is cleaned up, that any spills are taken care of immediately, and that all trash is properly disposed of.

If you are permitted to bring your children or your pet to work on occasion, you are solely responsible for them (and their impact on our environment). It is not your co-worker's job to entertain or babysit your children or monitor your pet. Pets should be on a leash and closely monitored when on Agency property. Respect your co-workers, our clients, visitors, and guests by helping to keep our restroom areas clean. Please dispose of all trash in the cans provided and make sure the restroom is presentable when you exit. Smokers, please use appropriate supplied containers outside of the buildings for disposal of your cigarette butts.

Refrigerators are supplied at many locations for the convenience of employees. Please label any item with your name, otherwise they may be purged without notification

Individual use of radios or audio devices must not disrupt the work of any employee; if any co-worker says that a radio or audio device is too loud, it is, by definition, too loud. Use of these devices is not appropriate in "public" spaces such as reception areas.

#### Personal Possessions

You may bring personal possessions to the office, but you do so at your own risk. Do not leave purses, keys, ID badges, etc. on the desktop or anywhere that they will be visible; such items can easily "disappear." The House of Ruth Maryland, Inc. assumes no responsibility for replacing personal possessions that have disappeared.



HOUSE OF RUTH  
MARYLAND

#### EMPLOYEE'S RECEIPT OF HANDBOOK

I have received a copy of House of Ruth Maryland, Inc.'s Employee Handbook on this \_\_\_\_\_ day of \_\_\_\_\_ (month), \_\_\_\_\_ (year). I agree that it is my responsibility to read and understand the policies contained in it, and that I may, at any time during my employment at House of Ruth Maryland, Inc., ask questions about this Handbook of my supervisor or Human Resources. I understand that these policies govern my employment with House of Ruth Maryland, Inc. and I agree to abide by these policies.

I also understand that my employment is not for a definite period of time and that nothing in this Handbook creates or implies any express or implied contractual obligation including but not limited to a contract for employment or in any way guarantees any benefits described herein. I agree that Nonprofit Organization or I can terminate my employment at-will at any time, with or without cause or notice.

I further understand that House of Ruth Maryland, Inc. may at any time, with or without notice, unilaterally amend, modify, reduce, or discontinue any and all of the rules, policies, wages and benefits referred to in this Handbook. I also understand that this Handbook contains summaries of the benefits offered by House of Ruth Maryland, Inc., and an overview of the workplace policies and practices.

I understand that no representative of House of Ruth Maryland, Inc., other than the President (or the Executive Director) has the authority to enter into an agreement with me for employment for any specified period of time or to make any agreement with me contrary to the foregoing.

Please Print Your Name:

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Employee Signature

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Date

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Witness Signature

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Date