

EMPLOYEE HANDBOOK



THIS EMPLOYEE HANDBOOK DOES NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT. THE EMPLOYEE IS AN “AT WILL” EMPLOYEE WHOSE EMPLOYMENT MAY BE TERMINATED BY THE EMPLOYER WITH OR WITHOUT CAUSE. LIKEWISE THE EMPLOYEE MAY QUIT HIS/HER EMPLOYMENT AT WILL.

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INTRODUCTION

You're Part of Our Team

As a member of "SHORE UP!" 's team, you will be expected to contribute your talents and energies to improve the environment and quality of the agency, as well as the agency's services. In return, you will be given opportunities to grow and advance in your career.

"SHORE UP!" is dedicated to two standards:

1. To provide our customers with the best quality services.
2. To provide you with wages and benefits comparable to others doing similar work within the industry and within the region.

At "SHORE UP!", we always put safety first. We believe it is our duty to provide you with as safe a workplace as we possibly can. We also have a substance abuse policy, because you have a right to know you can depend on your co-workers.

The only things we require for employment, compensation, advancement, and benefits are performance and a good team attitude; however, all employment at "SHORE UP!" is based on "performance" and you, as an "at will" employee will be expected to perform your job in a competent and professional manner. No one will be denied opportunities or benefits on the basis of age, gender, sexual orientation or preference, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions; nor will anyone receive special treatment for those reasons.

Purpose of This Handbook

This Handbook has been prepared to inform you about "SHORE UP!'s" history, philosophy, employment practices, and many of its policies, as well as the benefits provided to you as a valued employee and the conduct expected from you.

No employee handbook can answer every question, nor would we want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better harmonious relationship.

We hope this Handbook will help you feel comfortable with us. We depend on you – your success is our success. Please don't hesitate to ask questions. Your supervisor will gladly answer them. We believe you will enjoy your work and your fellow employees here. We also believe you will find "SHORE UP!" a good place to work.

We ask that you read this Handbook carefully, and refer to it whenever questions arise.

“SHORE UP!’s” policies, benefits and rules, as explained in this Handbook, may be changed from time to time as business, employment legislation, and economic conditions dictate. If and when provisions are changed, you will be given replacement pages for those that have become outdated. A copy will also be placed on our bulletin boards. THIS EMPLOYEE HANDBOOK IS FOR INFORMATIONAL PURPOSES ONLY. NOTHING IN THIS HANDBOOK IS TO BE CONSTRUED AS AN EXPRESSED OR IMPLIED CONTRACT OF EMPLOYMENT, NOR DOES IT CONSTITUTE A BINDING LEGAL AGREEMENT.

Acknowledgement of “SHORE UP!” Employee Handbook

This Employee Handbook describes important information about “SHORE UP!” and I understand that I should consult the Personnel Office regarding any questions not answered in the handbook.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official written notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Executive Director with the approval of the Board of Directors of “SHORE UP!” has the ability to adopt any revisions to the policies in this manual.

Furthermore, I acknowledge that this manual is neither a contract of employment, expressed or implied, nor a legal binding document. I have received the manual, and I understand that it is my responsibility to read and comply with the policies contained in this manual and any revisions made to it.

I agree at all times during the time I am an employee, officer and/or director of the agency and thereafter, to hold in strictest confidence and not to use or disclose, except for the benefit of the agency, any Confidential Information (e.g., customer lists, grant applications, and other related information) of the agency. After my service with the agency has terminated, regardless of the reason for the termination and regardless of whether terminated by the agency or me, I will not use, publish, or otherwise disclose any Confidential Information. I understand that “Confidential Information” means any agency proprietary or confidential information, technical data, trade secrets, or know-how, including, but not limited to, research, product plans and developments, prototypes, products, services, client lists and clients, prospective clients and contacts, proposals, client purchasing practices, prices and pricing methodology, cost information, terms and conditions of business relationships with clients, client research and other needs, markets, software, developments, inventions, processes, formulas, technology, designs, drawings, engineering, distribution methods and systems, profit figures, finances, personnel information, including, but not limited to, information regarding compensation, skills and duties, as well as reports and other business information that I learn of, obtain, or that is disclosed to me relating to the agency at any time prior to or during the course of my service to the agency, either directly or indirectly, in writing, orally or by review or inspection of documents or other tangible property. However, Confidential Information does not include any of the foregoing items which have been

made generally available to the public and become publicly known through no wrongful act of mine or any other person owing a duty of confidentiality to the agency. Either during my service to the agency or after my service has terminated, regardless of the reason and regardless of whether terminated by the agency or me, in the event I receive a request or demand, orally, in writing, electronically or otherwise, for the disclosure or production of Confidential Information, I must notify immediately the Executive Director of the agency by calling him/her at his/her agency telephone number.

I recognize that the agency has received and in the future will receive from third parties (including customers and clients of the agency) their confidential or proprietary information subject to a duty on the agency's part to maintain the confidentiality of such information and to use it only for certain limited purposes. I agree to hold all such confidential or proprietary information in the strictest confidence and not to disclose it to any person or to use it except as necessary in carrying out my work for the agency, consistent with the agency's agreement with such third party

I understand that, should the content be changed in any way, the agency may require an additional signature from me to indicate that I am aware of and understand any new policies, however; I understand that I will still be bound by said new policies even if I do not sign such an acknowledgement.

I understand that my signature on the Receipt and Acknowledgement indicates that I have read and understand the above statements and have received a copy of the "SHORE UP!" Employee Handbook.

The signed original copy of this agreement should be given to your supervisor. It will be filed in your personnel file.

SIGNATURE OF EMPLOYEE

PRINTED NAME

DATE

What You Can Expect From “SHORE UP!”

“SHORE UP!’s” established employee relations goal is to:

1. Select employees on the basis of qualifications, inclusive of: skills, training, ability, attitude, and character. The selection is carried out without discrimination with regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or any disability that does not prohibit performance of essential job functions.
2. Pay all employees according to their performance and contribution to the success of our business.
3. Review wages, employee benefits and working conditions regularly with the objective of providing maximum benefits in these areas, consistent with sound business practices.
4. Provide paid vacations and holidays to all eligible employees.
5. Provide eligible employees with medical, disability, retirement and other benefits.
6. Dedicate ourselves to “Total Quality.”
7. Assist in developing competent employees who understand and meet our objectives, and who accept with open minds the ideas, suggestions and constructive criticisms of fellow employees.
8. Assure employees, after talking with their supervisor, an opportunity to discuss any problem with officers of “SHORE UP! Inc.”
9. Make prompt and fair adjustment of any complaints which may arise in the everyday conduct of our business, to the extent that is practicable.
10. Respect individual rights, and treat all employees with courtesy and consideration.
11. Maintain mutual respect in our working relationship
12. Provide buildings and offices that are attractive, comfortable, orderly and safe.
13. Promote employees on the basis of their ability and merit.
14. Make promotions or fill vacancies from within “SHORE UP!” whenever possible.
15. Keep all employees informed of the progress of “SHORE UP!”, as well as the agency’s overall aims and objectives.

16. Do all these things in a spirit of friendliness and cooperation so that “SHORE UP!” will continue to be known as “a great place to work!”

Our (SHORE UP!, Inc.) Values

Our one Rule is for all employees to use good judgment in all situations

Additionally, we expect all employees to:

Demonstrate honesty & integrity at all times

Make wise decisions despite ambiguity.

Be concise & articulate in speech & in writing

Treat people with respect regardless of their status or disagreement with you

Maintain composure in stressful situations

Demonstrate consistently strong performance so co-workers can rely on you

Be broadly knowledgeable about community action and anti-poverty programs

Inspire others with your thirst for excellence

Seek what is best for the agency rather than what’s best for you

Only say things about co-workers you will say to their face

Share information openly & proactively

Make time to help fellow employees

Question actions inconsistent with agency values

Be non-political when disagreeing with others

Care intensely about the agency’s success

Listen well, instead of reacting fast so you can better understand

Our Story

SHORE UP!, Inc. is a private non-profit Community Action Agency created during the Economic Opportunity Act of 1964, presently serving seven counties on the Eastern Shore of Maryland.

Agency Mission

SHORE UP! is an acronym for **SELF HELP ON RURAL ECONOMICS and URBAN PROBLEMS** and its mission is *"dedicated to revitalizing communities and empowering individuals and families to maintain long-term independence and achieve economic security."*

About Us

"SHORE UP!" was first organized in October, 1965, as the Worcester County Community Action Committee. On December, 1968, the Community Action Committees from Worcester and Wicomico Counties merged to form SHORE UP! Inc. d/b/a SHORE UP!

Founded under the federal Economic Opportunity Act of 1964, Community Action Agencies across the nation are a primary source of support for low-income families and individuals who want to become self-sufficient.

The "SHORE UP!" community is a large one. Nearly every project operates in Somerset, Wicomico, and Worcester Counties. In addition, the Foster Grandparent Project operates in Dorchester County, and the Head Start Project as well as the Weatherization Program operates in the Mid-Shore Counties of Kent, Queen Anne's, and Talbot.

Our Product Is People

SHORE UP!" ORGANIZATION

"SHORE UP!" provides a central administrative structure for programs funded by many different sources, and operates programs and assume responsibility for planning, administering, supervising and evaluating programs to serve the disadvantaged.

"SHORE UP!" works within an organization framework which extends from the Board of Directors to the Executive Director to Administrative Offices, Middle Management and Staff.

Board of Directors

The Board of Directors is the policy-making body, the highest authority of the Community Action Agency. The fundamental work of the Board of Directors is to approve policies and objectives and strategic plans to accomplish the agency's objectives.

Executive Director

The Executive Director operates under the direction of the Board of Directors. The Executive Director is assigned the authority and responsibility for directing, coordinating and implementing the total Agency programs.

Administrative Offices

Administrative Offices lend support to agency wide services, and are responsible for assisting in agency management and administration; recommending policy within functional areas, and providing input into specific projects. Administrative Offices are structured in two Divisions: Administrative Support Services and Program Operations.

The offices within Administrative Support Services provide technical assistance and other administrative support to the programs within the agency. The Division of Administrative Support Services is headed by Office Administrators of the following Offices:

Office of Fiscal Management

Office of Personnel Management

Office of Program Planning and Development

Office of Management Information Systems

Program Operations is responsible for program delivery and supervising, monitoring, and providing technical assistance to Project Directors, and/or Project Coordinators. Program Operations is comprised of Divisions built around staff who have similar interests and who share similar approaches. The Divisions are as follows:

Children and Family Services

Health Care and Senior Citizens Services

Housing and Community Development

Training and Employment Services

SHORE UP! operates many programs throughout the seven counties on the Eastern Shore of Maryland, inclusive of Head Start/Early Start, Adult Day Services, Foster Grandparent Program, Residential Services, Housing Counseling, Maryland Energy Assistance Program, Volunteer Income Tax Program, Weatherization Program, Employment and Training & Placement.

Office Locations

Central Office of SHORE UP!, Inc.
520 Snow Hill Road,
Salisbury, MD 21804
410-749-1142

Shady Pines Adult Day Services
1929 Northwood Drive
Salisbury, MD 21801
443-523-0050

Loretta Village Apartments
12409 Loretta Road
Princess Anne, MD 21853
410-651-5035

Vehicle Maintenance Center
303-305 Lake Street
Salisbury, MD 21801
410-546-4312

Head Start/Early Head Start locations throughout the Eastern Shore of Maryland

Dorchester County

Hurlock Center
6210 Shiloh Church/Hurlock Road
Hurlock, MD 21643
410-943-1036

St. Clair Center
824 Fairmount Avenue
Cambridge, MD 21613
410-901-2015

Kent County

Chestertown Center
215 S. Lynchburg Street, Suite-D
Chestertown, MD 21620
410-778-3355

Queen Anne's County

Grasonville Center
5441 Main Street
Grasonville, MD 21638
410-827-3258

Somerset County

Crisfield Center
Behind Crisfield High School
210 N. Somerset Avenue
Crisfield, MD 21817
410-968-0560

Princess Anne Center
12459 Independence Court
Princess Anne, MD 21853
410-651-4385

Talbot County

Easton Center
Dobson Building
Easton Elementary School
305 Glenwood Avenue
Easton, MD 21601
410-822-6641

St. Michaels Center
St. Michaels Elementary School
100 Seymour Avenue
St. Michaels, MD 21663
410-745-2016

Wicomico County

Eden Center
30842 Eden/Allen Road
Eden, MD 21822
410-543-1243

Salisbury Center
520 Snow Hill Road
Salisbury, MD 21804
410-749-1142

Worcester

Berlin Center
130 Flower Street
Berlin, MD 21811
410-641-0553

Snow Hill Center
6352 Worcester Highway
Newark, MD 21841
410-632-3624

Stockton Center
5480 Stockton Road
Stockton, MD 21864
410-632-0923

Shared Spaces

The Central Office operating hours are 8:30 A.M. – 5:00 P.M. Doors are locked at 5:00 P.M. Parking around the Central Office is limited, however; there is free Annex parking a block away. It is recommended that employees turn off their computers at the end of the work day.

Cell phones and other tech

Personal cell phone use is not permitted while working with customers/clients. Cell phones and other smart devices are to be used responsibly and in a way that will not disturb or distract co-workers. It is recommended that personal cell phone calls be taken outside or to a communal area such as the employee lunch room.

Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image "SHORE UP!" presents to customers and visitors.

During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, employees will not be compensated for the time away from work.

When on the job, employees are expected to dress in attire appropriate for the position and duties performed, and adhere to reasonable standards of personal hygiene.

Prohibited attire includes, but not limited to:

- a. Leggings/Leotards
- b. Jeans
- c. Shorts
- d. Athletic Shoes (exceptions: Day Care, Head Start & Health Care Staff)
- e. Jogging/warm up Clothing
- f. Halter/Tube Tops
- g. Sun dresses with bare backs and/or shoulders
- h. Men's undershirt and/or T-shirts

Consult your supervisor if you have questions as to what constitutes appropriate attire. Anyone who violates this standard will be subject to appropriate disciplinary action.

Leaving the Agency

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with "SHORE UP!". To resign in good standing "SHORE UP!" requests at least two weeks, written resignation notice from all employees.

Prior to an employee's departure, the Personnel Office will schedule an exit interview to discuss the reasons for resignation and the effect of the resignation on benefits.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire.

At Will Employment

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Equal Opportunity

EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at "SHORE UP!" will be based on merit, qualifications, and abilities. "SHORE UP!" does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

"SHORE UP!" will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

In addition to a commitment to provide equal employment opportunities to all qualified individuals, "SHORE UP!" has established an affirmative action program to promote opportunities for individuals in certain protected classes throughout the organization.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Personnel

Director. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action up to and including termination of employment.

Reference & Background Checks

The Background Check

To ensure that everyone working at “SHORE UP!” is well qualified and has a strong potential to be productive and successful, it is the policy of “SHORE UP!” to check the employment references of all applicants.

Prior to the background check, the prospective employee should sign the Background Research Release (FORM #PER110).

Three satisfactory employer reference verifications (Form #PER111) are required for any chosen applicant before hiring procedures may be finalized.

In cases where three employer references are not available, character references may be used as a substitute if the position is non-supervisory.

Criminal Background Investigations

Unless mandated or required by law to do a criminal background check, SHORE UP! will comply with Title VII of the Civil Rights Act of 1964 regarding the use of criminal record data in the hiring process. Personnel Management will guide employees through the process as required.

Immigration Laws

IMMIGRATION LAW COMPLIANCE

“SHORE UP!” is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 with “SHORE UP!” within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Personnel Office. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Employee Classifications

EMPLOYMENT CLASSIFICATIONS

It is the intent of “SHORE UP!” to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. The Personnel Office submits the letter of commitment to the prospective employee informing them of their employment classification.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee’s EXEMPT or NONEXEMPT classification may be changed only upon written notification by “SHORE UP!’s” Personnel Office.

At the time you are hired, all employees are classified as either “exempt” or “non-exempt.”

Non-Exempt Employees

Non-Exempt Employees by law, are employees in certain types of jobs who are entitled to overtime pay for hours worked in excess of eight (8) hours per day or forty hours (40) per work week. This means that they are not exempt from (and therefore should receive) overtime pay.

Note: See “Wage & Salary Policies” in the “Compensation & Performance” section of the Employee Manual for a full description of overtime payment policies.

Exempt Employees

Exempt Employees are supervisors, executives, professional staff, technical staff, directors, and others whose duties and responsibilities allow them to be “exempt” from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws. If you are an exempt employee, you will be advised that you are in this classification at the time you are hired, transferred or promoted.

The Personnel Office maintains and continually update the agency’s classification plan (FORM #PER115) which is used when assigning position titles.

Written specifications must be available for each position within “SHORE UP!”. They include, but not limited to the following: position title, duties and responsibilities, and minimum qualifications, including any special licenses or certificates required by State or Federal laws, and additional qualifications.

The official title of each position must be used on all agency records and transactions to insure that position titles are not arbitrarily assigned and are properly authorized.

In addition to the above categories, each employee will belong to one of the following employment categories:

Regular Full-Time

Regular Full-Time employees are those who are not in a temporary or introductory status and who are regularly scheduled to work "SHORE UP!" full-time schedule. Generally, they are eligible for "SHORE UP!'s" benefit package, subject to the terms, conditions, and limitations of each benefit program.

An employee who has successfully completed the Introductory Period (see the Employment Policies section for definition) of employment and who works at least thirty-five (35) hours per week is considered a full-time employee.

If you were a full-time employee and were laid off, you will be considered a full-time employee on an approved leave of absence. Upon return to work you will be considered a full-time employee, provided you return to work as agreed in the provisions of your leave.

Regular Part-Time

Regular Part-Time employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than the full-time work schedule, but at least 25 hours per week. Regular part-time employees are eligible for some benefits sponsored by "SHORE UP!", subject to the terms, conditions, and limitations of each benefit program.

Introductory

Introductory employees are those whose performance is being evaluated to determine whether further employment in a specific position or with "SHORE UP!" is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

Temporary

Temporary employees are those who are hired as interim replacements when a vacant position occurs to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees

receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of "SHORE UP!'s" other benefit programs.

Temporary appointees may not be granted permanent status unless they follow regular interview procedures after the position has been advertised and are selected for same in accordance with the rules thereof. Temporary appointments may be made without regard to completing the employee selection procedures.

Normally, a temporary position will not exceed six (6) months in duration, unless specifically extended by a written agreement. Summer employees are considered temporary employees. If you are a temporary employee, please understand that you are not eligible for benefits described in this Manual, except to the extent required by provision of state and federal laws. Those temporary employees classified as "non-exempt" (see the above definition) who work more than eight (8) hours in one day or more than forty (40) hours during any work week will receive overtime pay.

Substitute

Substitute employees are those who are not assigned to a temporary or introductory status and who are scheduled to work less than 25 hours per week in a non-vacant position. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of "SHORE UP!'s" other benefit programs.

Substitutes may not be granted permanent status unless they follow regular interview procedures after the position has been advertised and are selected in accordance with the rules thereof. Substitute appointments may be made without regard to completing the employee selection procedures.

Casual

Casual employees are those who have established an employment relationship with "SHORE UP!" but who are assigned to work on an intermittent and/or unpredictable basis. While they receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of "SHORE UP!'s" other benefit programs.

Workplace Conduct

EMPLOYEE CONDUCT

By accepting employment with us, you have a responsibility to "SHORE UP!" and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are listed in the Personnel Policies & Procedures. Your avoidance of these activities will be to your benefit as well as the benefit of "SHORE UP!". If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed therein, please see your supervisor for an explanation. Nothing in this section on Disciplinary Actions is to be construed as altering the employee's "at will" status nor shall same be construed as an implied contract of employment.

Complaint & Investigation Procedure

Problem Resolution

"SHORE UP!" is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from "SHORE UP!" supervisors and management.

"SHORE UP!" strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with the application of established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint or grievance with "SHORE UP!" in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment, or the administration of discipline, or a decision affecting them is unjust or inequitable, or some other formal complaint exist, they are encouraged to make use of the following grievance procedure. The employee may discontinue the procedure at any step.

1. Employee presents problem to Personnel Director within 10 calendar days, after incident occurs.
2. Personnel Director counsels and advises employee, assists in putting problem in writing, visits with employee's supervisors, if necessary, and directs employee to Appeals Committee for review of problem. The Appeals Committee consists of the Executive Director, Personnel Director and other members appointed by the Executive Director as he/she deems necessary.
3. Employee presents problem to Appeals Committee in writing.

4. Appeals Committee reviews and considers problem. Appeals Committee informs employee of decision within 10 calendar days, and forwards copy of written response to Personnel Director for employee's file. The Appeals Committee has full authority to make any adjustment deemed appropriate to resolve the problem. The decision of the Appeals Committee is final and binding on all parties.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

Anti-Retaliation & Whistleblower Policy

EMPLOYEE PROTECTION (WHISTLEBLOWER) POLICY

POLICY: If an employee reasonably believes that some policy or activity of SHORE UP, INC. (sometimes referenced as SHORE UP!) is in violation of law, a written complaint must be filed by that employee with the Executive Director or the Chairman of the Board of Directors.

It is the intent of SHORE UP! to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy or practice to the attention of SHORE UP! and provides SHORE UP! with a reasonable opportunity to investigate and to correct the alleged unlawful activity. **The protection described below is only available to employees that comply with this requirement.**

SHORE UP! will not retaliate against an employee who in good faith, has made a protest or raised a complaint against some practice of SHORE UP!, or of another individual or entity with whom SHORE UP! has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.

SHORE UP! will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy or practice of SHORE UP! that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate of public policy concerning the health, safety, welfare or protection of the environment.

My signature below indicates my receipt and understanding of this policy. I also verify that I have been provided with an opportunity to ask questions about the policy.

Employee Signature

Date

Introductory/Probationary Period

Introductory Period

The six month (180 day) introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. "SHORE UP!" uses this period to evaluate employee capabilities, work habits, and overall performance. During the Introductory Period and thereafter, while employed by SHORE UP!, Inc., the employee is an "at will" employee, which means that the employee or "SHORE UP!" may end the employment relationship "at will" at any time during the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 180 calendar days after their date of hire. Any significant absence will automatically extend the introductory period by the length of the absence. If "SHORE UP!" determines that the designated introductory period does not allow sufficient time to thoroughly evaluate performance, the introductory period may be extended for a specified period.

Upon satisfactory completion of your introductory period, you will enter the "regular" employment classification.

During the introductory period, you are eligible for those benefits that are required by law, such as workers compensation insurance and Social Security. After becoming regular employees, you may also be eligible for other, SHORE UP!"-provided benefits, subject to the terms and conditions of each benefits program. You should read the information for each specific benefits program for the details on eligibility requirements.

During the introductory period, you will be evaluated at least four (4) times.

The first evaluation (Form #PER117) is made at the end of thirty (30) days.

Note: The Group Health Insurance application for enrollment in the group health plan must be submitted to the Personnel Office.

The second evaluation (Form #PER118) is made at the end of seventy-five (75) days.

The third evaluation (Form #PER118) is made at the end of 120 days.

The final evaluation for the six (6) month period is made at the end of 180 days of continuous employment. Personnel Management will send a letter informing employee of successful completion of the Introductory Period and advise of now available benefits.

Sexual Harassment Policy

Sexual and other Unlawful Harassment

"SHORE UP!" is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to his or her supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the Personnel Director or any other member of management. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment should promptly advise the Personnel Director or any member of management who will handle the matter in a timely and confidential manner.

Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Drug, Alcohol & Smoking Policy

DRUG AND ALCOHOL POLICY

It is "SHORE UP!'s" desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on "SHORE UP!" premises and while conducting business-related activities off "SHORE UP!" premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy will lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

To inform employees about important provisions of this policy, (Form #PER130) "SHORE UP!" provides information on the dangers and effects of substance abuse in the workplace, resources available to employees, and consequences for violations of this policy.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their supervisor or the Personnel Director to receive assistance or referrals to appropriate resources in the community.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program through "SHORE UP!'s" health insurance benefit coverage. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all "SHORE UP!" policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause "SHORE UP!" any undue hardship.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify "SHORE UP!" of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Smoking Policy

In keeping with "SHORE UP!'s" intent to provide a safe and healthful work environment, smoking is prohibited anywhere on the premises, inclusive of, but not limited to, buildings and vehicles.

This policy applies equally to all employees, customers, and visitors.

Conflicts of Interest

CONFLICTS OF INTEREST

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which "SHORE UP!" wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Personnel Office for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of "SHORE UP!'s" business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which "SHORE UP!" does business, but also when an employee or

relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving “SHORE UP!”

Transactions with outside firms must be conducted within “SHORE UP!” policies and procedures and controlled by the executive level of “SHORE UP!” Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

No “presumption of guilt” is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transaction involving purchases, contracts, or leases, it is imperative that they disclose to an officer of “SHORE UP!” as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Any employee who violates the provision of this policy may be subject to disciplinary action, up to and including immediate termination of employment and, in addition thereto, may be subject to other civil and/or criminal action.

Protecting Confidential Information

NON-DISCLOSURE

The protection of confidential business information and trade secrets is vital to the interests and the success of “SHORE UP!” Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Customer lists
- Customer preferences
- Financial information
- New materials research
- Pending projects and proposals
- Research and development strategies
- Technological data
- Technological prototypes

Employees who are exposed to confidential information may be required to sign a non-disclosure agreement as a condition of employment. Even if a non-disclosure agreement is not signed, such information is hereby deemed confidential and proprietary in nature and shall not be disclosed to any third party, unless required to do so by Order of Court. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Reasonable Accommodation (ADA)

DISABILITY ACCOMMODATION

“SHORE UP!” is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, as is assistance in completing the application. Pre-employment inquiries are made only regarding an applicant’s ability to perform the duties of the position.

Post-offer medical examinations are required only for those positions in which there is a bona fide job-related physical requirement. They are given to all persons entering the position only after conditional job offers. Medical records will be kept separate and confidential in the Personnel Office.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

“SHORE UP!” is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. “SHORE UP!” will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. “SHORE UP!” is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws. However, nothing herein shall be construed as imposing any obligation upon “SHORE UP!” greater than required by law.

Safety & Accident Rules

Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, "SHORE UP!" employees must practice safe working habits. The Personnel Office has responsibility for implementing, administering, monitoring, and advocating the safety programs. Its success depends on the alertness and personal commitment of all.

"SHORE UP!" will provide information to employees about workplace safety and health issues through internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Each employee is expected to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who cause hazardous or dangerous situations or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Personnel Office or your supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Paid Time Off Policy (vacation, sick leave, personal leave, bereavement leave, holidays)

*The following agency benefit programs are available to eligible employees:

- Credit Union
- Dental Insurance
- Educational Financial Assistance
- Employee Health Program
- Family Leave/Medical Leave
- Holidays
- Jury Duty Leave
- Life insurance
- Major medical Insurance
- Meal Allowances
- Military Leave
- Pension Plan
- Personal Leave
- Sick Leave Benefits
- Tax-Sheltered Annuities (403b)
- Travel Allowances
- Vacation Benefits
- Witness Duty Leave

*Salaries and employee benefits are subject to budget limitations/constraints and may not be available in all situations.

Working Hours

WORK SCHEDULES

All offices must be staffed and employees are expected to be working between the hours of 8:30 a.m. and 5:00 p.m., Monday through Friday.

Within a work schedule, the approved sequence of days and hours of work are as follows:

8:30 a.m. to 12:00 noon;
1:00 p.m. to 4:30 p.m.;
Monday through Friday.

9:00 a.m. to 12:30 p.m.;
1:30 p.m. to 5:00 p.m.;
Monday through Friday.

The normal work schedule for all employees is seven hours a day, five days a week. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Any deviations must be approved through the Personnel Office and the Executive Director.

Attendance & Punctuality

Attendance and Punctuality

To maintain a safe and productive work environment, "SHORE UP!" expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on "SHORE UP!". In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Working from Home Policy

Telecommuting

Telecommuting is the practice of working at home or at a site near the home instead of physically traveling to a central workplace. It is a work alternative that "SHORE UP!" may offer to some employees when it would benefit both the organization and the employee.

Employees who believe telecommuting can enhance their ability to get the job done should submit a written request to their managers proposing how it will benefit "SHORE UP!" and themselves. The request should explain how they will be accountable and responsible, what equipment is necessary, and how communication barriers will be overcome.

The decision to approve a telecommuting arrangement will be based on factors such as position and job duties, performance history, related work skills, and the impact on the organization.

The employee's compensation, benefits, work status, work responsibilities, and the amount of time the employee is expected to work per day or per pay period will not change due to participation in the telecommuting program (unless otherwise agreed upon in writing).

The employee's at-home work hours will conform to a schedule agreed upon by the employee and his or her supervisor. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as they were before the employee began telecommuting. Changes to this schedule must be reviewed and approved in advance by the employee's supervisor.

The employee should not undertake to provide primary care for a young child during at-home working hours. If a young child will be home during the employee's at-home working hours, some other individual should be present to provide primary care. However, if a young child is ill, the employee may, on a temporary basis, provide primary care for that child subject to approval of the employee's supervisor.

While working at home, the employee also should not undertake to provide primary care for an elderly adult, who would otherwise require the care of a nurse.

Telecommuting is an alternative method of meeting the needs of the organization and is not a universal employee benefit. As such, "SHORE UP!" has the right to refuse to make telecommuting available to an employee and to terminate a telecommuting arrangement at any time.

Pay Schedule

Pay Cycle

All employees are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee may receive his or her earned wages before departing for vacation if a written request is submitted at least one week prior to departing for vacation.

Employees may have pay directly deposited into their bank accounts, of an approved "SHORE UP!" bank, if they provide advance written authorization to "SHORE UP!". Employees will receive an itemized statement of wages when "SHORE UP!" makes direct deposits.

Paycheck Deductions

Deductions from Paycheck (Mandatory)

"SHORE UP!" is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions may depend on your earnings and on the information you furnish on your W-4 form (Form #PER124) regarding the number of dependents/exemptions you claim.

Any change in name, address, telephone number, marital status or number of exemptions must be reported to your supervisor or to the Personnel Administrator immediately, to ensure proper credit for tax purposes. The W-2 form you receive for each year indicates precisely how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered attachments, will be explained whenever "SHORE UP!" is ordered to make such deductions. Some states may require other payroll deductions.

Optional Deductions (Other)/Direct Deposit

It may be possible for you to authorize "SHORE UP!" to make additional deductions from your paycheck, such as for credit union, payroll savings plans, etc., or to deposit your paycheck directly into your savings or checking account at a participating bank.

Regular employees may elect to have all or part of their pay deposited directly into their accounts with the State Employee's Credit union.

Employees must contact the Personnel Office who will provide information and forms necessary to set up direct deposit.

Employees that do not have an account with the participating bank, will be sent to the bank to establish an account. The bank account and the amount to be deposited is then forwarded to Personnel Management for action.

Personnel management will provide Fiscal Management with documents to begin automatic deductions. Each pay check stub will list the employee's deductions.

Paycheck Accuracy

Error in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your supervisor immediately. He or she will contact the Personnel Office to research the problem and to assure that any necessary correction is made properly and promptly. If the error in your paycheck results in an overpayment to you, you are expected to refund said overpayment immediately.

Employee Assistance Program

Employee Assistance Program

"SHORE UP!" provides an Employee Assistance Program (EAP) which is designed to provide a confidential service for our employees whose personal problems are affecting their abilities to function at top efficiency in their work. This service is available to all full-time employees. Arrangements will be made for you, by the Personnel Office, to be seen by a professional who is specially trained in your specific problem area, including:

- Alcoholism
- Domestic violence
- Drug dependency
- Emotional/Mental Issues
- Financial problems

Confidentiality is one of the most important aspects of the program. If you contact the Personnel office directly, no one in the agency will know about it unless you tell them. No information concerning the nature of your problem will be released without your written consent. Participation in the Employee Assistance Program will not affect future promotional opportunities.

STANDARDS OF CONDUCT

Head Start Performance Standards: 1302.90

PURPOSE:

The Standards of Conduct provide guidelines governing conduct and discipline in Head Start. This comprehensive document addresses the rights and responsibilities of children, parents, staff, volunteers, consultants and contractors, as well as, the consequences of unacceptable behavior.

SHORE UP! is committed to maintaining a safe and effective learning environment in its centers. Children, parents, staff, volunteers, consultants and contractors have rights and responsibilities which must be understood in order to ensure such conditions.

POLICY:

SHORE UP!, Inc. must implement positive strategies to ensure that all staff, volunteers, consultants and contractors do not maltreat or endanger the health or safety of children.

REQUIREMENTS:

When providing care for children enrolled in the Early Head Start/Head Start Program (0-5 yrs old), staff, consultants, contractors and volunteers:

(i) Implement positive strategies to support children's well-being and prevent and address challenging behavior;

(ii) Will not maltreat or endanger the health or safety of children, including:

(A) Use corporal punishment;

(B) Use isolation to discipline a child;

(C) Bind or tie a child to restrict movement or tape a child's mouth;

(D) Use or withhold food as a punishment or reward;

(E) Use toilet learning/training methods that punish, demean, or humiliate a child;

(F) Use any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring, or corrupting a child;

(G) Physically abuse a child;

(H) Use any form of verbal abuse, including profane, sarcastic language, threats, or derogatory remarks about the child or child's family; or,

(I) Use physical activity or outdoor time as a punishment or reward;

(iii) Respect and promote the unique identity of each child and family and do not stereotype on any basis, including gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition;

(iv) Comply with program confidentiality policies concerning personally identifiable information about children, families, and other staff members in accordance with subpart C of part 1303 of this chapter and applicable federal, state, local, and tribal laws; and,

(v) Ensure no child is left alone or unsupervised while under their care.

PROCEDURES:

- I. Included in the contractual agreement, MOU, etc., each staff member, volunteer, consultant and contractor will sign an agreement to comply with all of the Standards of Conduct steps (a-i), applicable to federal, state and tribal laws.
- II. New employees will receive training on the Standards of Conduct during orientation (the first day of employment). The Personnel Department will be responsible for conducting the training.
- III. Returning staff will receive training on the Standards of Conduct during pre-service which is held annually. Pre-Service training will be conducted by Leadership Staff or Site Coordinators.
- IV. Professional development training will be held at new staff orientation, pre-service and refreshers throughout the year to address issues surrounding challenging behaviors. All staff will receive the Standards of Conduct Policy and Procedures annually, and will sign the acknowledgement form stating that they have received, understand and will abide by the policy.

VIOLATION

I understand that failure to comply with the above statements will result in immediate disciplinary action; up to and including termination of my employment or contract for services.

Printed Name

Date

Signature

Board & Policy Council Approval 01/2020

