

Employee Handbook

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Welcome

We're very happy to welcome you to SHORE UP! Inc. You are now part of our Agency family which consist of highly qualified and outstanding employees. You have joined an Agency that has established itself with a reputation of integrity, respect, and the delivery of quality community services. An Agency that embraces change and encourages forward thinking ideas to accomplish the agency mission.

As a member of the SHORE UP! team, we have high expectations for you to share and use your talents, skills, and energy to be an asset to the workplace environment. Your success is our success.

We hope that you will find satisfaction and take great pride in your work. Again, we congratulate you and best wishes for your success. Thank you for joining the team.

Introduction

A Brief History

SHORE UP! Inc. (SHORE UP!) is a Community Action Agency (CAA) established in 1965 for the purpose of developing solutions to the problems of low-income families and their communities. SHORE UP! is an acronym for "Self-Help on Rural Economics and Urban Problems." It was initially called the Worcester County Community Action Committee until it merged with the Community Action Committee from Wicomico County in December 1968.

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

SHORE UP! operates and provides programs in the following seven (7) counties on the Eastern Shore of Maryland: Somerset, Wicomico, Worcester, Dorchester, Kent, Queen Anne's, and Talbot counties. The programs and projects are inclusive of, but not limited to, Head Start/Early Head Start, Foster Grandparent Program, Adult Day Care, Home Energy Assistance, Housing Counseling, and Home Weatherization.

SHORE UP!'s central office is located at 520 Snow Hill Road in Salisbury, Maryland.

Mission Statement

SHORE UP! Inc. is dedicated to strengthening communities, achieving goal driven outcomes, and empowering individuals and families through a comprehensive system of services, resources, and strategic partnerships that charter a path to economic security and long-term independence.

Agency Leadership

Board of Directors

The highest authority of SHORE UP! is the Board of Directors (Board). The Board is tripartite in composition. It is made of one-third representatives from the private sector, one-third local public officials, and one-third individuals with low-income.

The Board of Directors is the Policy-making body. The fundamental work of the Board is to approve policies, objectives, and strategic plans to accomplish the agency's goals.

SHORE UP! works within an organizational framework that extends from the Board of Directors to the Executive Director; the Executive Director to Administrators; and the Administrators to Middle Management and Staff.

The Executive Director operates under the direction of the Board of Directors. He/she is assigned the authority and responsibility for directing, coordinating, and implementing all agency programs.

Roles and Responsibilities

SHORE UP! provides a central administrative structure for programs funded by many diverse sources. The agency operates programs and assumes responsibility for planning, administering, supervising, and evaluating programs to serve the economically disadvantaged.

Administrators report directly to the Executive Director and operate under his or her authority and direction. Their responsibility is to ensure the proper implementation of a sound administrative program that will effectively and efficiently conduct the operations of the projects within their division.

The Administrator supervises a division consisting of many projects. He or she is responsible for the efficient day to day operation of the projects within the division. The Administrator has the authority to recommend the hiring and dismissal of employees under their supervision, assign work, recommend pay increases, transfers, or promotions, and to maintain order and discipline.

Administrative Offices

Administrative Offices provide support to agency wide services and are responsible for assisting in agency management and administration, recommending Policy within functional areas, and providing technical assistance and other administrative support to the projects and programs within the agency.

Administrative Support Services is headed by Office Administrators of the following Offices:

- Fiscal Management
- Human Resources
- Program Planning, Research, and Evaluation
- Technology / Management Information Systems
- General Services
- Program Operations

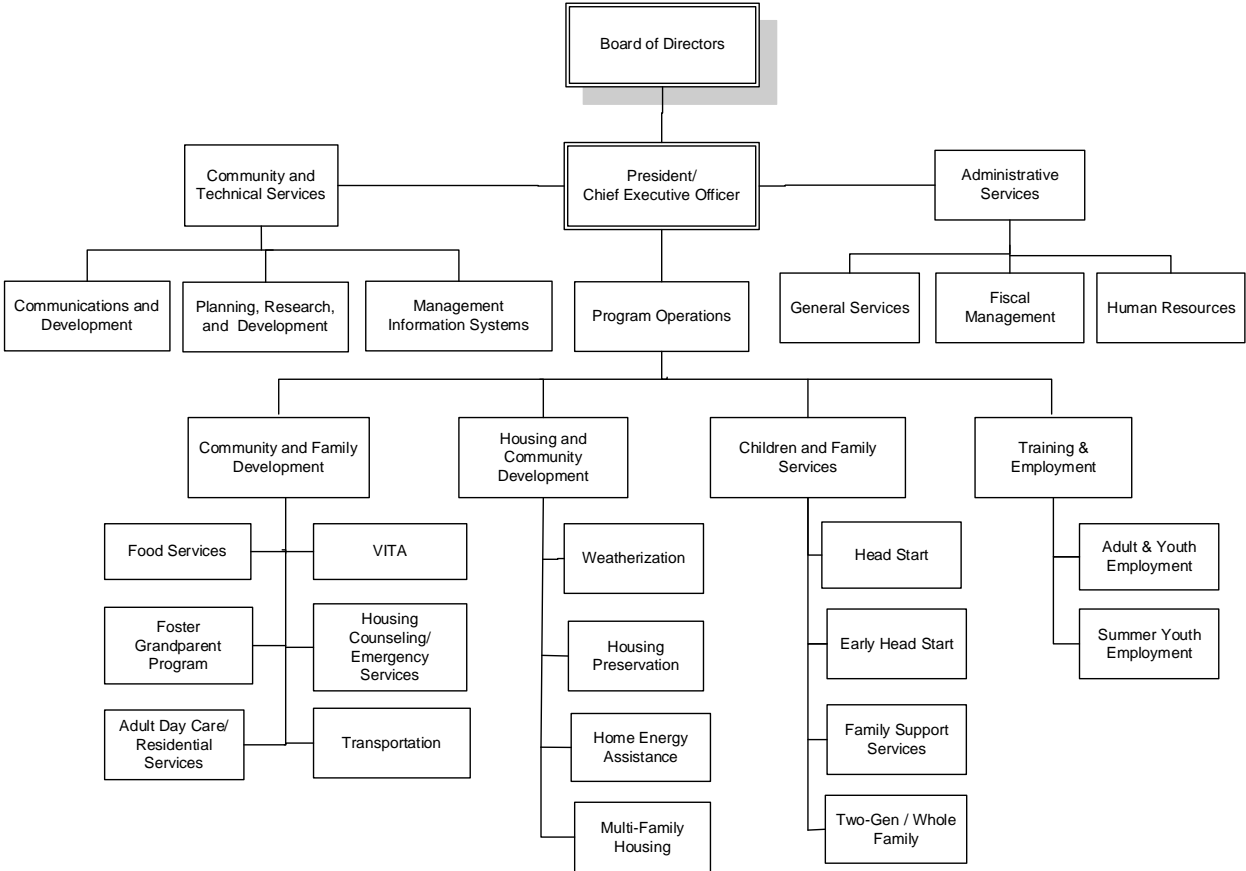
Program Operations is responsible for program delivery and supervising, monitoring, and providing technical assistance to Project Directors, and Project Coordinators. Program Operations is comprised of the following Divisions:

- Community and Family Development
- Housing and Community Development
- Children and Family Services
- Training and Employment

Project Directors and Coordinators operate under the supervision of Administrators. They are responsible for the day-to-day operations of the projects/programs under their leadership.

Organizational Chart

SHORE UP! Inc.



About this Handbook

This handbook outlines the policies and benefits for employees within SHORE UP! This handbook does not apply to other individuals who interact with SHORE UP! such as Foster Grandparents, volunteers, or others who receive stipends; they will be provided with a separate Policy book.

Your agreement to SHORE UP! policies is a condition of employment. Your employment or continued employment with us constitutes your consent to such policies. As business needs require, we may change or eliminate policies, sometime without prior notice. Prior handbooks and policies are replaced by this handbook. This handbook is not intended to preclude or dissuade employees from engaging in activities protected by law.

If you are an employee under the age of 18 there may be certain restrictions on the type and quantity of work that you are permitted to perform. Therefore, the rules applied to you may be different than those found in this handbook. For more specifics on any restrictions that may apply to your employment please see Human Resources or the employment laws posters in the workplace.

If any Policy conflicts with federal, state, or local laws, SHORE UP! will abide by applicable law. This handbook does not create a contract of continued employment or any contractual obligation or legally enforceable obligations on the part of SHORE UP!

Policies

Violation of Policies and Standards

Policies violations and conduct and performance issues can result in disciplinary up to and including termination of employment.

Employment is “At Will”

All employment at SHORE UP! is “at will.” This means that you or SHORE UP! may end your employment, with or without notice, at any time and for any reason. It also means that SHORE UP! may change other terms of employment (i.e., demotion, promotion, compensation, benefits, job duties, etc.) with or without cause or advanced notice. Nothing in this handbook creates, or is intended to create, a limitation, of any kind of employment at-will. The only thing that could create employment other “at will” employment is a written employment contract for a specific term that is signed by the Human Resources Administrator and the Executive Director.

Open Door Policy

SHORE UP! takes all matters of concern seriously and is committed to moving expeditiously to resolve them. If you have concerns or suggestions arising out of your employment with SHORE UP! you are encouraged to take them to your supervisor to try to address them. If your concerns relate to harassment, discrimination, or retaliation, do not use this Open Door Policy; rather, use the specific Policy for those issues that is outlined in this handbook.

If you are uncomfortable taking your concerns or suggestions to your supervisor, you are welcome to raise them with the Human Resource Department.

Equal Employment Opportunity

SHORE UP! wants to have the best available person in every job. We fill every position without regard to race, color, religion, sex, creed, gender, gender identity, transgender, marital status, age, mental or physical disability, national origin or ancestry, sexual orientation, genetic information, race-associated hair style, pregnancy, status as a veteran, familial status, any protected concerted or union activity, or any other consideration made unlawful by federal, state, or local laws (collectively, any “Protected Class”). SHORE UP! is an equal opportunity employer and selects and evaluates applicants and employees based on skills, ability, experience, training, character, ability to work with others, and other relevant factors.

Harassment, Discrimination and Retaliation

SHORE UP! is committed to providing a work environment free from unlawful harassment, discrimination, and retaliation. Unlawful harassment and discrimination relate to your membership in a Protected Class (as defined in the previous section) and is prohibited. It may include, but is not limited to:

- Verbal conduct such as epithets, derogatory comments, slurs, threats, or unwanted comments or sexual advances.
- Visual conduct such as derogatory posters, photography, cartoons, drawings, or gestures.
- Physical conduct such as assault, unwanted touching, blocking normal movement, or interfering with your work.
- Treating an employee differently or failing to promote, hire, increase pay, etc.
- Creating a work environment hostile to a Protected Class member; and/or
- Retaliating against an employee for having reported, threatened to report, or cooperating in an investigation regarding, harassment or discrimination.

It is unlawful for males to sexually harass females or other males, and for females to sexually harass males or other females.

Reasonable Accommodation of a Disability

SHORE UP! provides reasonable accommodations to qualified employees with disabilities, including but not limited to disabilities caused or contributed to by pregnancy. If accommodations are needed to perform your work, contact Human Resources, and identify, in writing: your disability; the parts of your job affected; and the accommodation that you think would allow you to perform those parts of your job. Once we have this information, we can assess and respond to your request. Additional information (for example, a certification from your health care provider) may be requested as part of this process.

Religious Accommodation

If accommodations are needed because of religious beliefs or practices or lack thereof, contact Human Resources and identify, in writing: the religious belief at issue; the parts of your job affected; and the accommodation that you think would allow you to perform those parts of your job. Once we have this information, we can assess and respond to your request. Additional information may be requested as part of this process.

Employment Eligibility Verification Compliance Policy

In compliance with the Immigration Reform and Control Act of 1986 ("IRCA") and any other applicable federal, state, or local laws, SHORE UP! is committed to:

- Employing only those who are authorized to work in the US.
- Not discriminate based on national origin or citizenship in hiring, recruiting, or terminating employees.

Every employee of SHORE UP! must adhere to all aspects of this Policy and must complete the Form I-9 and any required reverifications. The Human Resources Department has SHORE UP!'s immigration compliance officer who can be contacted regarding any questions or suspected violations of this Policy.

Staff Recruitment

Vacant positions will be publicly advertised through print and other media and methods. Notices of vacant positions are posted on appropriate bulletin boards within the agency. The Human Resources Department advertises the employment opportunity externally, depending on the job, and send a job opening notice inclusive of, but not limited to the following:

- a. Daily/weekly newspapers classified advertising.
- b. Local colleges/universities placement offices; and
- c. Employment location services

Employment Application

All interested applicants, seeking employment, must submit a completed SHORE UP! application to the Human Resources Department. SHORE UP! relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in SHORE UP!'s exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

New Hire Orientation and Introductory Period

SHORE UP! provides an employee orientation program for all new employees on or near the first day of employment. The first three months of employment are called the “Introductory Period” and is a time for new employees to learn about their job duties and for SHORE UP! to assess the employee’s capabilities, work habits, and overall performance.

Standards of Conduct

All employees have a responsibility to SHORE UP! and to fellow employees to adhere to certain rules of behavior and conduct. Rules of conduct are available to help everyone work together efficiently, effectively, and harmoniously. SHORE UP! employees must hold themselves to a high standard of quality where the rules and authority figures simply assure that quality is maintained.

SHORE UP! employees must know their own job duties and how to perform them promptly, correctly, and pleasantly. Employees are expected to use common sense, be honest, act lawfully, be considerate to co-workers, and use their best efforts to excel at each task that is given.

Workplace Violence

SHORE UP! workplace must be free from violence and threats of violence. Employees must not engage in or threaten violence against any employee, customers, or other person that relates in any way to SHORE UP! or its business. Violence or threats must be reported to your supervisor.

Employment Classifications

SHORE UP! establishes employment classifications so that employees understand their employment status and benefit eligibility. Each employee is designated as either NONEXEMPT or EXEMPT from federal and state specific provisions of federal and state wage and hour laws. Employees are informed of their classification at the time of employment. SHORE UP! recognizes the following classifications:

Full-time scheduled to work 30+ weekly hours for 12 months.

Full-time scheduled to work 30+ weekly hours for 10 months.

Part-time scheduled to work fewer than 30 weekly hours on a regular basis.

Temporary; and

Seasonal.

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.
12:00 noon to 1:00 p.m. - lunch
1:00 p.m. to 4:30 p.m.
Monday through Friday.

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

Attendance

Employees are expected to be at their workstation and ready to work at the beginning of the assigned daily work hours and remain at the workstation until the end of the assigned work hours, except for approved breaks and lunch. When work takes you away from the workstation, let your supervisor know where you are going and how long you expect to be gone.

Absence or Lateness

If it is necessary to be absent or late from work, follow the relevant leave Policy to get approval for the use of leave. If you are unable to report to work, or if you will arrive late, contact your supervisor immediately – notifying the switchboard operator or a fellow employee is not sufficient. You must give your supervisor as much time as possible to arrange for someone else to cover your position until you arrive. For late arrivals, indicate when you expect to arrive for work. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call on your behalf.

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

If you are absent from work for three (3) or more consecutive days, you will be required to provide documentation to support the absence. If you are absent from work for five (5) or more consecutive days due to illness you will be required to provide documentation from your health care provider confirming that you are able to return to work. Documentation supporting absences is to be submitted to Human Resources.

Excessive unexcused absenteeism or lateness or leaving early is not acceptable. Generally, three unexcused absences in a 90-day period, or a consistent pattern of absence or lateness, will be considered excessive. Unexcused absences and lateness will be considered when evaluating

requests for promotions, transfers, leaves of absence, approved time off, layoffs, and continuation of employment.

Telework

SHORE UP! will determine in its sole discretion whether telework is available for certain position and certain employees. Its decision will be guided by numerous factors including, but not limited to, the position and its requirements, the employee's work history, whether SHORE UP! believes that Teleworking is in its best interest, and applicable law. Teleworking requests require approval from various levels of the SHORE UP! organization, inclusive of one's Supervisor, Human Resources Department, and the Executive Director.

Outside Employment

Outside employment is permitted with pre-approval from your supervisor if the outside employment does not create a conflict of interest (or potential conflict of interest) and if the outside employment does not negatively impact your job performance at SHORE UP! If SHORE UP! determines that outside employment has become a conflict of interest (or potential conflict of interest) or is negatively impacting your work for SHORE UP! you will be asked to choose between your outside employment and your employment with SHORE UP!

Work Conditions and Hours

The normal work schedule for all employees is eight hours a day (seven hours and one hour for lunch), 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 Human Resources Department and the Executive Director.

Employees whose salaries are paid by another agency, but who are placed at SHORE UP! will follow the same work schedule as prescribed for SHORE UP! employees.

Supervisors are responsible for their employee's presence on the job during their scheduled hours of work. Failure to comply with scheduled work hours can result in disciplinary action.

Nursing Mothers Break

Nursing mothers will be provided with reasonable break time, as needed to express breast milk for her nursing child for one year after the child's birth. SHORE UP! will provide a place, other than a bathroom, that is shielded from view and free from intrusion from co-workers and the public, which may be used to express breast milk.

Timekeeping Requirements

All non-exempt employees are required to accurately record time worked for payroll purposes using SHORE UP!'s timekeeping system. This includes tracking and properly identifying any leave used during the pay period. To be sure you are paid in full, record your time "In" at the beginning of the workday and "Out" again at the completion of the workday and record any time you leave SHORE UP! on non-work-related business or take a lunch break or any break lasting longer than 30 minutes.

Recording hours for another employee or asking another employee to record hours for you, or otherwise creating an inaccurate pay record, is prohibited. Your supervisor must review and approve your timesheets each week before they are sent to the Fiscal Department for processing.

Pay

Each pay period begins on Sunday and ends on Saturday. You will be paid every other Friday. If pay day falls on a holiday you will be paid on the last workday before the regularly scheduled payday. You may elect to have your paychecks directly deposited in your bank account. If you are interested in learning more about, or taking advantage of, direct deposit, please see Human Resources.

SHORE UP! is required to make certain payroll deductions (i.e., federal and state income taxes, social security contributions, court-ordered garnishments, etc.) and may be authorized by you to make certain deductions (i.e., if you elect to participate in certain employee benefits).

SHORE UP! prohibits improper deductions from pay. Pursuant to the Fair Labor Standards Act, if you believe that your pay has been improperly calculated or that an improper deduction has been made, file a written complaint with Human Resources. If Human Resources determines that an error has been made, SHORE UP! will pay you the amount that should have been paid.

Overtime

Non-exempt employees are eligible for overtime compensation; however, they may not work overtime without the prior written, authorization of their supervisor. This includes but is not limited to working overtime via phone, smartphone, laptop, tablet, or other remote access device. Non-exempt employees who work overtime will be compensated in accordance with federal and state law. Exempt employees are exempt from the requirement for overtime compensation.

Non-exempt employees who work overtime will be compensated in accordance with applicable federal and state laws. That means that any hours worked more than forty (40) hours in one work week will be compensated at one and one-half times the non-exempt employee's regular rate of pay. For purposes of determining which hours constitute overtime, only actual hours worked in each workday or workweek will be counted (for example, paid leave and holiday hours during which you do not actually work will not be counted).

Whether you are exempt or non-exempt is determined by federal and state law. Both exempt and non-exempt employees may be required to work beyond their normal schedules, as work demands

require. Employees compensated by a salary agree that their salary covers straight time pay for all hours worked in a work week.

Personnel Records

Information in your personnel file is important to you and to SHORE UP! Provide Human Resources with any changes to your contact and other important information, including the following:

1. Legal name
2. Home address
3. Home telephone number
4. Person to call in case of emergency
5. Number of dependents
6. Marital status
7. Change of beneficiary
8. Driving record or status of driver's license if you operate any "SHORE UP!" vehicles
9. Military or draft status
10. Exemptions on your W-4 tax form
11. Certificate of training and educational development
12. Record of Training
13. Evaluations
14. Criminal background information

Employees are not permitted to review their personnel records.

Employee References

Upon receipt of a reference request SHORE UP! will provide dates of employment and job title. SHORE UP! will comply with all requests for information as required by Federal, State, or Local law or regulation or by government agencies or investigators.

Hiring of Relatives

SHORE UP! prohibits the employment of close relatives within the same Project or center within the Project if:

- Such employment raises the possibility of a conflict of interest
- Such employment may give the appearance of favoritism or impropriety
- One relative who supervise another
- One relative can influence the other's job or pay

Close relatives are spouses, children, parents, siblings, grandchildren, grandparents, or in-laws.

Performance Reviews

Your supervisor is continuously evaluating your job performance. Day-to-day interaction between you and your supervisor should give you a sense of how your supervisor perceives your performance. To avoid haphazard or incomplete evaluations, SHORE UP! conducts a formal review once a year for each employee. You and your supervisor will sign the annual review to confirm receipt and you are welcome to submit a written response to the annual review.

The following are examples of just some of the things that a supervisor may address, or may ask you to address, during a review:

- Attendance, initiative, and effort
- Knowledge of your work
- Attitude and willingness
- Quality and quantity of your work
- Conditions under which you work
- Progress toward cooperatively determined objectives
- Whether specified and approved goals are being accomplished
- Fulfillment of job responsibilities
- Demonstration of professional competencies
- The way job responsibilities are tackled
- Self-appraisal

Positive performance evaluations do not guarantee increases in salary or promotions or alter the at-will nature of employment. Salary increases, promotions, and retention are solely within the discretion of SHORE UP!

Termination

All employment at SHORE UP! is "at will." This means that you, or SHORE UP! may terminate your employment, with or without notice or cause, at any time; however, SHORE UP! appreciates receiving advance notice if you know you will be resigning. Absent an emergency or authorized leave, if you fail to appear at work as scheduled, you will be deemed to have voluntarily terminated your employment with SHORE UP!

At termination, all SHORE UP! property (keys; SHORE UP! Technology; paper and electronically stored files, documents, and information; equipment; identification badges and business cards; credit cards; etc.) must be returned to SHORE UP! and any authorization that you had to access SHORE UP! technology and data is revoked.

You may be asked to participate in an exit interview on or near your final day of employment. This gives you an opportunity to provide feedback to SHORE UP!

SHORE UP! does not pay severance pay.

Dress Code

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

Employees at work 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.

Prohibited attire includes, but is not limited to:

- a. Leggings/Leotards
- b. Jeans (faded, holes, and/or other alterations)
- c. Shorts
- d. Jogging/warm up Clothing
- e. Halter/Tube Tops
- f. Sun dresses with bare backs and/or shoulders
- g. Men's undershirt and/or T-shirts
- h. Footwear that exposes the toes

Consult your supervisor if you have questions as to what constitutes appropriate attire.

If you require a reasonable accommodation from this dress code Policy for reasons based on religion, disability, or other grounds protected by federal, state, or local please follow the accommodations policies at the beginning of this handbook. Reasonable accommodation will be granted unless it would cause an undue hardship for SHORE UP!

Confidentiality

Employees are not allowed to disclose confidential financial data, or other non-public proprietary information about SHORE UP! You may not share confidential information regarding SHORE UP!'s volunteers, business partners, vendors, or customers.

The Health Insurance Portability and Accountability Act (“HIPAA”) requires the confidentiality and security of Protected Health Information (“PHI”) whether it is maintained or distributed in paper, electronic, video, verbal, or any other medium or format. Only employees who have a valid business or medical need or right to know PHI may access PHI. If you have access to PHI, you must preserve the confidentiality and security of PHI in accordance with HIPAA. If you know or suspect that the confidentiality or security of PHI has been violated, you are required to immediately report it to Human Resources.

Job 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 Human Resources Department implements, administers, monitors and advocates safety programs. Its success depends on the alertness and personal commitment of all staff.

Please report any safety concerns or suggestions to your supervisor and/or the Human Resources Department. Reports can be made anonymously or using your name. There will be no retaliation for reporting safety concerns or suggestions – we welcome them!

Immediately notify your supervisor and/or Human Resources of any accidents that result in injury, regardless of how small the injury.

Health Safety

SHORE UP! reserves the right to require prospective employees to participate in a pre-employment examination to determine the employee's fitness to perform his/her essential job functions. The level of the requirement will also be determined by the regulations and guidelines of each project.

Prior to hiring, applicants, for some positions, must submit health records, TB test, drug test results and criminal background investigation reports which indicate that they are fit for work.

The offer of employment and assignment to duties is contingent upon satisfactory completion of the exam.

Information on an employee's medical condition or history will be kept separate from other employee information and maintained confidentially. Access to this information will be limited to those who have a legitimate need to know.

Equipment and Property

Tell your supervisor and the Office of General Services if any SHORE UP! property is damaged or missing. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

Visitors in the Workplace

Only authorized visitors are permitted in SHORE UP! workspaces. All visitors should enter SHORE UP! workspaces at the main entrance. Authorized visitors should be escorted to their destination by a SHORE UP! employee. Unauthorized visitors should be asked to leave. If they refuse, contact your supervisor or local law enforcement.

Technology and Telephones

SHORE UP! may monitor anything that you do, send, receive, view or store on or through SHORE UP! technology such as cell or smart phones, servers, cloud space, computers, fax machines, thumb drives, printers, or other storage media, tablets, or any other type of SHORE UP! -owned hardware, software, or storage mechanism (“SHORE UP! Technology Use”). Monitoring of SHORE UP! Technology Use may include monitoring of email, texts, internet use, internet sites visited, downloads, uploads, files, keystrokes, cache, memory, etc. You should have no expectation of privacy in your SHORE UP! Technology Use. All SHORE UP! Technology Use should comply with SHORE UP! policies and applicable laws. Personal passwords may be necessary for SHORE UP! Technology Use (i.e., for security or access); however, the use of a personal password, or labeling a communication as “personal” or “confidential” or “privileged” does not affect SHORE UP!’s right to review your SHORE UP! Technology Use.

If you use personally owned technology in conjunction with your work, you agree to allow SHORE UP! to access, review and delete any SHORE UP! information stored on that device, with or without prior notice.

While at work, please focus on performing your work for SHORE UP! Of course, there may be occasions when you need to send or receive a quick personal call, email, or text during the workday. Please use your personal technology for these personal matters and please limit personal matters during the workday to times when you are on an approved break and when you are outside of the view of SHORE UP! customers.

Always use the approved greeting and speak in a courteous and professional manner when on the phone on SHORE UP! business. Confirm information received from the caller and hang up only after the person on the other end of the phone has hung up. Do not make long-distance/toll calls on SHORE UP! phones.

Traditional and Social Media

Employees are prohibited from speaking for SHORE UP! to the press or on social media without first getting written approval from the Office of Communications and Development. When viewing social media, use your best judgment and exercise personal responsibility. Integrity, accountability, and respect are core SHORE UP! values. Any harassment, bullying, discrimination, or retaliation or other behavior that would not be permissible in the workplace is not permissible between co-workers online, even if it is done after hours, from home and on home computers. You may not post pictures, video, or audio of SHORE UP! customers.

Employee Privacy / Workplace Monitoring

Employee telephone conversations with customers may be monitored for quality assurance by a designated supervisor. Employees who communicate with customers should have no expectation of privacy in your conversations over SHORE UP! phones.

Surveillance cameras may be used to monitor the interior and exterior of SHORE UP! work areas (but not the bathrooms). You should have no expectation of privacy in your activities in SHORE UP! work areas.

GPS Tracking devices may be placed on SHORE UP! vehicles to track the location of those vehicles. You should have no expectation of location privacy when in a SHORE UP! vehicle.

All desks, cabinets, closets, workspaces, etc. are SHORE UP! property and may be searched by SHORE UP! without prior notice. Any “snail mail” (i.e., first-class mail, FedEx, UPS, etc.) addressed to you at SHORE UP!’s address may be reviewed by SHORE UP!

Smoking

Smoking (including cigars, cigarettes, e-cigarettes, vaping, etc.) is prohibited on SHORE UP! property (except in designated smoking areas outside of the grounds), and is prohibited in SHORE UP! vehicles, and is prohibited in any location where work is being performed on behalf of SHORE UP!

Alcohol and Drugs

SHORE UP! is committed to providing a safe, healthy, and productive workplace that is free from alcohol and unlawful drugs (as classified under local, state, or federal laws).

Do not engage in work on behalf of SHORE UP! or drive on SHORE UP! business, while under the influence of alcohol, unlawful drugs, or other intoxicating substances. If you are taking a legal medication (prescription or over the counter) that is known or suspected to impair judgment, coordination, or other senses important to safe, productive performance of your job, notify Human Resources prior to starting work. Human Resources may require you to obtain a note from your doctor regarding any workplace restrictions that may exist because of your taking the legal medication.

If you have a substance abuse problem, seek help before a violation of our Policy takes place. Employees who are seeking treatment are not protected from discipline, up to and including discharge, if they violate this, Policy.

The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace as is the use of alcohol or being under its effects in the workplace. Employees who violate these prohibitions will face disciplinary action up to and potentially including termination of employment.

As a condition of your employment, you: (i) will abide by the terms of this Policy; and (ii) must notify SHORE UP! in writing if you are convicted for a violation of a criminal drug statute occurring in the workplace and such notice must occur no more than five (5) calendar days after the conviction.

Alcohol and Drug Testing

You may be asked to submit to a drug and alcohol test at time of hire, randomly, on suspicion of violation of this Policy, or after a workplace accident or incident. All testing under this Policy will be conducted by an independent testing facility licensed by the State of Maryland, which will obtain your written consent prior to testing. SHORE UP! will pay for the full cost of the test. You will be compensated at your regular rate of pay for time spent submitting to a test.

Absent extraordinary circumstances, you must proceed to the testing facility immediately after being notified that you will be tested. If you delay, refuse, or dilute the test, or otherwise prevent proper completion of the test, it will be treated as if it was a positive test result. If you test positive or otherwise violate this Policy, you will be subject to disciplinary action which may include termination.

If your test result is positive SHORE UP! will provide you with a copy of the laboratory test results and written notice of any disciplinary action SHORE UP! intends to take because of the positive test result. You can (at your own cost) submit the same sample for independent testing (at a lab holding a permit under Md. Health Gen. Code Ann § 17-214, or if located outside of the State, one certified or otherwise approved under that section) to verify the result.

Housekeeping and Recycling

Please keep your work areas clean and organized and clean up after yourself when using common areas. Neatness and good housekeeping are signs of efficiency. You are always expected to keep your work area neat and orderly; it is a required safety precaution. Please report anything that needs repairing or replacing to your supervisor immediately.

Easily accessible trash receptacles and recycling containers are located throughout all sites. Please put all litter and recyclable materials in the appropriate receptacles and containers. Where possible, eliminate the use of disposable products through such workplace practices as:

- communication through computer networks with e-mail
- posting memos for all employees
- two-sided photocopying
- computerized business forms
- routing slips for reports, minimize packaging
- eliminating fax cover sheets
- reusing paper clips, folders, and binders
- reusing packaging material
- turning off lights when not in use

Parking

Employees are expected to comply with the applicable parking plan. Do not park in spaces designated for customers or visitors or other employees. Lock your car – SHORE UP! is not responsible for any loss or damage to your car or its contents while it is parked. In the unlikely event that you damage a car in the parking lot, provide your supervisor with the make/model/tag of the car that was damaged and as short description of the incident.

Work-Related Driving

Employees who drive either personal or SHORE UP!'s vehicle for business purposes must be a properly licensed driver, comply with all applicable laws, and notify Human Resources immediately regarding any traffic violations, tickets, license suspensions, license revocations, or other issues with your driving record, or any other matter that would affect your ability to drive.

Benefits

SHORE UP! currently provides the benefits that are generally described below. We have not attempted to outline the specific terms of each benefit in this Handbook; however, a Benefits Summary is given to all new hires and is easily accessible within the Employee Portal. Direct any questions about the benefits to Human Resources. Benefits may change or be eliminated at SHORE UP!'s discretion and without revision to this Handbook. In any instance of a conflict between this Handbook or directions from Human Resources and the applicable benefit policies and/or plan, the benefit policies and plan documents will govern.

Medical, Vision, Dental and Life Insurance

SHORE UP! is interested in the health and well-being of you and your family. A comprehensive medical, vision, dental and life insurance benefit plan is available for all regular employees consistently working 30 or more hours per week who elect to participate. On the first of the month following 60 days of employment, you are eligible for coverage. SHORE UP! subsidizes some of the monthly premiums. Participating staff pays the remaining premium via payroll deductions.

Unemployment Compensation / Social Security

SHORE UP! contributes to the Unemployment Insurance Fund on your behalf and pays a matching contribution to your Social Security taxes, as required by law. Unemployment compensation provides temporary income for workers who have lost their jobs. To be eligible, you must have earned a certain amount and be willing and able to work. You should apply for benefits through your local State Unemployment Office as soon as possible. To file a claim, the individual must create a BEACON account via the State of Maryland portal; or <https://beacon.labor.maryland.gov>. Once activated, one can then file a claim, access their account, and file weekly certification information. Additional information is available at:

<https://www.dllr.state.md.us/employment/uibenefits.shtml>

Workers' Compensation / Workplace Injuries

If you are injured or ill because of your SHORE UP! work, you are immediately required to complete an Incident Report and provide it to SHORE UP! Human Resources. The workers' compensation insurance company will provide related guidance that immediately addresses the work-related injury or illness. New employees will be assigned the proper and necessary workers' compensation code.

Maryland State Retirement (Pension)

Full-time and part-time employees may enroll in the pension plan immediately beginning on their first day of employment at SHORE UP! During orientation by the Human Resources Department, employees will be provided with the required forms and instructions for enrollment in the pension plan. Upon receipt of completed documents, the Personnel Office will mail all documents to the processing center.

Leave

Time off for any reason during a working day will count first against your allotted sick days or personal days, as appropriate, in hourly, quarter day, half day or full day increments. Once you have used all your earned sick or personal days, the time will be counted against your earned vacation time. Thereafter, unless specifically approved, any time off will be without pay.

Holidays

SHORE UP! will grant holiday time off to all employees according to the holiday schedule distributed by the Personnel Department in June of each year. Holiday time off is paid for regular full-time and regular part-time employees (even during the Introductory Period) and will be calculated based on the employee's straight time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. For employees who are not regular full-time or regular part-time employees holiday time off is unpaid.

We schedule all national holidays on the day designated by common business practice. A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied. You are not eligible to receive holiday pay when you are on an unpaid leave of absence.

You may take time off to observe your religious holidays. If available, a full day of unused (sick/personal) leave or a vacation day may be used for this purpose, otherwise the time off is without pay. You must notify your supervisor at least ten business days in advance.

To be eligible for holiday pay, regular full-time and regular part-time employees must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday.

Vacation

Regular full-time and regular part-time employees who are neither seasonal nor temporary are eligible to earn and use paid vacation leave after completion of their Introductory Period. Workers in other classifications are not eligible for vacation leave.

Vacation leave is earned each pay period that an employee works. The amount of paid vacation time eligible full-time employees can earn each year is based on the length of their employment as shown in the schedule below. Eligible part-time employees earn a prorated amount of leave.

VACATION EARNING SCHEDULE

YEARS OF ELIGIBLE SERVICE	MAX VACATION HOURS EACH CALENDAR YEAR
One (1) year but less than two (2)	40 hours
Two (2) years but less than five (5)	80 hours
Five (5) years but less than ten (10)	120 hours
Ten (10) years but less than twenty (20)	160 hours
More than twenty (20) years	200 hours

Vacation time off is paid at the employee's base pay rate at the time of vacation. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

Paid vacation time can be used in minimum increments of one hour. To take vacation, employees should request advance approval from their supervisors. Requests will be reviewed based on several factors, including business needs and staffing requirements. An approved leave request must be attached to the time sheet to document the record of approved time.

Every effort will be made to grant you your vacation at the time you desire. However, vacations cannot interfere with your department's operation and therefore must be approved by your supervisor at least two (2) weeks in advance. If any conflicts arise in requests for vacation time, preference will be given to the employee with the most seniority. If you are eligible for three (3) or four (4) weeks of vacation, you may take only two (2) weeks at one time unless you receive written approval from your supervisor and administrator at least six (6) weeks in advance.

If you are on an approved leave of absence for less than thirty (30) days, your vacation eligibility will not be affected; should the leave extend beyond thirty (30) days, vacation time will not continue to be earned. If an agency-paid holiday falls during your scheduled vacation period, you will receive an additional day of vacation or holiday pay, whichever you prefer.

You may not receive advance vacation pay (for vacation time taken in excess of your vacation accrual balance) without written authorization from your supervisor. Such authorization is at the discretion of your supervisor and must be granted in advance of your vacation. Any amount of advanced vacation paid but not yet earned at the time of termination of employment will be deducted from your final paycheck.

Employees may carry a maximum of forty (40) hours of earned and unused time vacation leave from one calendar year to the next. If the total amount of earned and unused vacation time is above 40 hours at the end of the calendar year, the employee will forfeit any excess vacation time.

Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work. If the termination occurs during the introductory period, the employee is not entitled to payout of any leave.

Sick and Safe Leave

Employees who regularly work more than 12 hours in a work week accrue paid sick and safe leave starting with your first day of employment. Sick and safe leave is accrued at the rate of 5.54 hours each pay period up to a maximum of 144 hours per calendar year. You are not entitled to earn sick and safe leave during a two-week pay period in which you worked fewer than 24 hours total. You are not permitted to use sick and safe leave during your Introductory Period. An employee who is exempt from the overtime provisions of the Fair Labor Standards Act is assumed to work 40 hours per week.

Sick leave benefits will be calculated based on your base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

An employee is allowed to use earned sick and safe leave under the following conditions:

- To care for or treat the employee's mental or physical illness, injury or condition.
- To obtain preventative medical care for the employee or the employee's family member.
- To care for a family member with a mental or physical illness, injury or condition.
- For maternity or paternity leave; or
- The absence from work is necessary due to domestic violence, sexual assault or stalking committed against the employee or the employee's family member and the leave is being used: (1) to obtain medical or mental health attention; (2) to obtain services from a victim services organization; (3) for legal services or proceedings; or (4) because the employee has temporarily relocated as a result of the domestic violence, sexual assault or stalking.

A family member includes a spouse, child, parent, grandparent, grandchild, sibling, or legal guardian. For a complete list of family members included under the law, please see §3-1301(G) of the Labor and Employment Article of the Maryland Annotated Code.

You are permitted to use the leave in increments of not less than 1 hour.

If the need to use sick and safe leave is foreseeable (for example a scheduled doctor's appointment), you must provide notice to your supervisor 7 days prior to leave use. Notice must be signed and submitted with your time sheet. If the need to use leave is not foreseeable, you must provide your supervisor with notice as soon as practicable.

A request for earned sick and safe leave may be denied if you fail to provide the required notice and your absence will cause disruption to SHORE UP! You may only use earned sick and safe leave for one of the listed authorized reasons. Employees using earned sick and safe leave for unauthorized purposes or who have demonstrated a pattern of abusing sick and safe leave may be denied the right to use sick and safe leave in the future.

If you use sick and safe leave for more than two consecutive scheduled shifts, the employee must provide verification that the leave use was appropriate.

You may carry over any earned but unused sick and safe leave but may not accrue more than 800 hours of sick and safe leave at any time. You will not be paid for any unused sick and safe leave upon termination of employment. If you leave employment and are rehired within 37 weeks of leaving, any earned and unused sick leave that you had at the time of separation will be reinstated.

Maryland law prohibits an employer from taking adverse action against an employee for exercising their rights under this law as well as prohibits an employee from making a complaint, bringing an action, or testifying in an action in bad faith.

Personal Leave

Full-time employees who have completed their Introductory Period are entitled to eight hours of paid personal leave each fiscal year (Head Start 10-month staff (only) who have completed their Introductory Period are entitled to twenty-four hours of paid personal leave each fiscal year). To use personal leave, obtain your supervisor's written approval and certification by the Administrator. Attach the approved personal leave form to your time sheet.

Personal leave cannot be taken together with any other form of paid leave but may be substituted in for unpaid leave. Personal leave does not carry forward from year to year and is not paid out at the conclusion of your employment.

Organ and Bone Marrow Donation Leave

Employees are entitled to take unpaid leave to serve as an organ donor or bone marrow donor ("Donation Leave") if, as of the date you request the leave, you:

- (a) have been employed for a 12-month period, and
- (b) worked at least 1,250 hours during the previous 12 months.

Donation Leave Amounts. If qualified, you may take up to sixty (60) business days in any 12-month period to serve as an organ donor, and up to thirty (30) business days in any 12-month period to serve as a bone marrow donor.

Donation Leave Request. If you wish to take advantage of Donation Leave, please submit a request in writing to Human Resources as soon as you become aware of the need to take Donation Leave. Donation Leave requests must include written physician verification that:

- (a) you are an organ and/or bone marrow donor; and
- (b) there is a medical necessity for the donation of the organ or bone marrow.

Health Insurance. To the extent that you are enrolled in any group health plan sponsored by SHORE UP! your benefits, including any SHORE UP! contribution toward the premiums, must remain the same as they would have been had you been working during the leave period. You must continue co-payments of all applicable premiums during the Donation Leave. If premium payments are more than (thirty) 30 days late, your coverage may be terminated. Under such circumstances, you will receive a letter giving you thirty (30) days' notice from the date of the letter to make payment.

Use in Conjunction with Other Leave. Donation Leave may be used simultaneously with any accrued paid time off available to you. However, Donation Leave may not be used at the same time as any leave taken under the Family Medical Leave Act ("FMLA"). In the event that SHORE UP! is covered by the FMLA, and your organ or bone marrow donation procedure qualifies as a "serious health condition," you must exhaust FMLA leave prior to taking any Donation Leave under this Policy.

Seniority. Use of Donation Leave will not be treated as any sort of break in service when considering periodic salary adjustments, other paid time off, annual leave, or seniority benefits.

Reinstatement and Non-Retaliation. After Donation Leave, you will be reinstated either to the position you held when your Donation Leave began, or to an equivalent position. However, your reinstatement may be denied for other reasons unrelated to your use of Donation Leave. SHORE UP! will not permit or tolerate any discrimination or retaliation by SHORE UP! or its employees against you for requesting or using Donation Leave. If you feel that you have suffered or witnessed any such discrimination or retaliation, please immediately file a report under the reporting requirements of SHORE UP!'s anti-harassment Policy above.

Bereavement Leave

Upon request, SHORE UP! will grant up to three (3) days of leave to an employee in the event of the death of an immediate family member (a spouse; or a biological, step, foster or adopted/adoptive child or parent or legal guardian, or person standing in loco parentis). With a supervisor's approval, you may take up to one full day to attend funerals of individuals who are not immediate family members. For full-time regular employees, bereavement leave for an immediate family member is paid. Any other bereavement leave is unpaid unless you elect to use other accrued and unused paid leave to cover the absence.

Military Leave

SHORE UP! will provide you with time off to fulfill military obligations in accordance with applicable requirements of state and federal laws. All regular full-time, part-time, and probationary employees are eligible for military service leave if they are absent from work because of eligible military service.

If you need to take military service leave, you or an authorized military service officer should provide advance notice to your supervisor or the Human Resources Department. When possible, you should give at least 30 days' notice of your request for leave. If 30 days' notice is not possible because of military necessity or for other reasons, you should give as much advance notice as possible. Written notice is preferred, but not required. Where possible, please submit a copy of your military orders, training notice, or order to active duty, along with a Request for Leave of Absence Form, to your supervisor or the Human Resources Department.

During up to two weeks of active military service, you will be paid the difference (if any) between your SHORE UP! base pay and your military pay for that period of active military duty. To receive any differential pay, you must submit your military pay stubs to the Human Resources Department so SHORE UP! can calculate the differential pay. You may use any or all of your accrued but unused vacation or other paid time off during your military service leave.

During military service leave, all benefits provided under an employee benefit plan are governed by the terms and conditions of the applicable employee benefit plan documents in accordance with applicable law. For all other non-seniority benefits, an employee on military service leave will receive the same rights and benefits as employees on an unpaid leave of absence.

You may be eligible for reemployment after your military service leave. Employees who would like to return to work must report to work or apply for reemployment to the Human Resources Department, including their military discharge documentation, if available, as follows:

- If their military service was for less than 31 days, they must report to work on the first regularly scheduled workday that is at least eight hours after they return home from military service.
- If their military service was for 31 to 180 days, they must apply for reemployment within 14 days following completion of military service.
- If their military service was for more than 180 days, they must apply for reemployment within 90 days following completion of military service.
- If they suffered a service-connected injury or illness and they are hospitalized or convalescing, they have up to two years following completion of military service to return to their jobs or apply for reemployment, depending on the length of recovery time required.

If any employees are unable to comply with this reporting schedule through no fault of their own or if they are injured or recovering from an injury and need an accommodation for specific

circumstances beyond their control, they should speak with the Human Resources Department as soon as possible to determine if they are eligible for a reasonable accommodation or additional time to apply for reemployment. Employees who do not report to work or apply for reemployment within the applicable timeframe will be subject to SHORE UP!'s rules about unexcused absences.

Nothing in this Policy requires SHORE UP! to reemploy individuals who are not eligible for reemployment rights under applicable law. Employees who are eligible for reemployment will be reemployed with the same seniority, and all rights and benefits based on that seniority, that they would have attained if they had not taken military leave. Seniority rights include pay and benefits that accrue or are determined based on their length of service.

SHORE UP! prohibits and will not tolerate discrimination or retaliation against any employee or applicant because of that person's membership in or obligation to perform service for any branch of the US military. Specifically, no one will be denied employment, reemployment, promotion, or any other benefit of employment, or be subjected to any adverse employment action based on that person's membership in or service for any branch of the US military. In addition, no one will be disciplined, intimidated, or otherwise retaliated against because that person exercised rights under this Policy or applicable law.

Where state or local military service leave laws offer more protections or benefits to employees, the protections or benefits that are most favorable to the employee, as provided by such laws, will apply.

Other Benefits

Educational Assistance Program

Regular full-time employees who have completed one year of employment, and who are not eligible for other government educational assistance programs, are eligible to participate in SHORE UP!'s educational assistance program. This program encourages personal development through formal education so that employees can maintain and improve job-related skills or enhance their ability to compete for reasonably attainable jobs within SHORE UP! (Though participation in this program does not guarantee advancement).

The program permits you to receive reimbursement for the tuition for up to two courses (not to exceed 6 credit hours) per semester. This program does not include reimbursement for books or other expenses; it is for tuition only. If your employment with SHORE UP! terminates for any reason, other than lay-off, within one (1) year after completing the course, you agree to repay SHORE UP! for the money that you received from SHORE UP! for that course.

Reimbursement requires preapproval of the course by your supervisor. Complete the preapproval form #PER128. Supervisors will assess the request to assess whether it relates to your field or a related field relevant to SHORE UP! whether funds for educational assistance are available within the respective project budget, to confirm that you are on the payroll and performing satisfactorily,

etc. The determination of whether tuition assistance is available for a particular course, or a particular employee is solely within SHORE UP!'s discretion.

When the course is completed, submit to your supervisor: a certified transcript showing your grades; receipts for the tuition expenses; and (if applicable) a Continuing Education Credit Certificate or similar certificate of completion. Reimbursement for approved and successfully completed courses will be based on your grade according to the following formula:

A = 100% reimbursement; B = 90% reimbursement; C = 60% reimbursement.
<C = 0% reimbursement

Work Release

1. The employee may not be excused from work more than one-half day (including travel time) on days when classes are scheduled. Time missed from work for class attendance required by the employing project, (including travel time) will not have to be made up.
2. When participation is not mandatory on the part of the employing department, courses taken will be during non-working hours, if available. If participation is not mandatory by the employing department, any time lost during regular work hours for class must be made up.
3. Tuition and related fees will be paid by the employee. Upon successful completion of the courses and submission of final grade to the Supervisor, the employee will be reimbursed for tuition charges only. Other fees and textbook expenses are to be borne by the employee.
4. Part-time work release requests will be approved for all employees where funds and staffing permit, if they have at least one (1) year of experience and have up-to-date, satisfactory performance evaluations. During instructional periods, participating employees will be on full pay and benefits status.
5. The employee must submit a written request to his/her supervisor stating the following:
 - Time of class or training.
 - Effective Date.
 - Cost, if reimbursement is expected; and
 - Proposed scheduled hours of work.
6. If the immediate supervisor approves, the request is forwarded by that official to the Human Resources Department for validation. The Human Resources Department will forward the employee's records to the Executive Director for final approval. The Human Resources Department will inform all parties of the final decision within ten (10) days after receipt of all necessary information.

Employee Assistance Program

SHORE UP! provides an Employee Assistance Program (EAP) 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 Human Resources Department, to be seen by a professional who is specially trained in your specific problem area, including:

- Alcoholism
- Domestic violence
- Drug dependency
- Financial problems

Confidentiality is an important aspect of the program. If you contact the Human Resources Department directly, no one in the agency will know about it unless you tell them. Participation in the Employee Assistance Program will not affect future promotional opportunities. SHORE UP! assumes the costs for the Employee Assistance Program assessment and referral. Other costs, like treatment, are generally covered in part or in full by the group insurance plan.

Appendix - Acknowledgment of Receipt of Handbook

Please sign and return to SHORE UP!

I have received a copy of the SHORE UP! Employee Handbook (“Handbook”). I understand and agree that I am responsible for familiarizing myself with the Handbook and I have been given sufficient work time to do so. I have read, and understand, the provisions contained in the Handbook.

Signed _____

(Print Name)

Date _____