

I-CARE, INC. POLICIES & PROCEDURES MANUAL



COMMUNITY ACTION PROMISE

“Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.”

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POLICIES & PROCEDURES MANUAL

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FORMS

**ACKNOWLEDGEMENT OF RECEIPT OF
I-CARE, INC.
POLICIES & PROCEDURES MANUAL**

ACKNOWLEDGMENT AND AGREEMENT

I acknowledge that I have received a copy of the Iredell Community Action Research and Evaluation ("I-CARE, Inc.") Policies & Procedures Manual and understand that it sets forth the terms and conditions of my employment as well as the duties, responsibilities, and obligations of my employment with I-CARE, Inc. I understand and agree that it is my responsibility to read the Policies & Procedures Manual and to abide by the rules, policies, and standards set forth therein.

I also acknowledge that my employment with I-CARE, Inc. is not for a specified period of time and can be terminated at any time for any reason, with or without cause or notice, by me or by I-CARE, Inc. I also acknowledge that I-CARE, Inc. has the right to revise, delete, and add to the provisions of this Policies & Procedures Manual. All such revisions, deletions, or additions must be in writing and must be approved by the Board of Directors/Head Start Policy Council of I-CARE, Inc. I acknowledge that the Executive Director may bypass any step of the disciplinary process, based on the severity of the infraction, to serve the best interest of the agency. I further understand that this agreement supersedes all prior agreements, understandings, and representations concerning my employment with I-CARE, Inc.

Date

Employee Signature

Employee Name [printed]

WELCOME NEW EMPLOYEE!

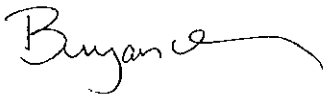
On behalf of the Board of Directors and the Head Start Policy Council of Iredell Community Action Research and Evaluation, Inc. (I-CARE, Inc.), I welcome you and wish you every success during your tenure of employment with us.

We believe that each employee contributes directly to the growth and success of I-CARE, Inc., and we hope you will take pride in being a member of our team.

This manual was developed to describe some of the expectations and standards for our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee manual as soon as possible, for it will answer many questions about employment with this Agency.

The Executive Leadership and Supervisory staff seeks to provide an atmosphere that will promote the highest quality of service to the youth, families, and clients we serve. In addition, each staff is encouraged to positively utilize their skills, expertise, and training to propel the Agency and program services to a high standard of excellence. We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

A handwritten signature in cursive script that reads "Bryan Duncan". The signature is written in black ink and has a fluid, connected style.

Bryan Duncan
Executive Director

INTRODUCTORY STATEMENT

This manual is designed to acquaint you with I-CARE, Inc. and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the manual. It describes many of your responsibilities as an employee and outlines the programs developed by I-CARE, Inc. to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee manual can anticipate every circumstance or question about policy. As I-CARE, Inc. continues to grow, the need may arise and the Board of Directors of I-CARE, Inc. reserves the right to revise, supplement, or rescind any policies or portion of the manual from time to time as it deems appropriate, at its discretion. However, in accordance with the Head Start regulations, any such changes are subject to the approval of the Policy Council prior to implementation. The only exception to any changes is our employment-at-will policy permitting you or I-CARE, Inc. to end our relationship for any reason at any time. In the event I-CARE, Inc. chooses to end the employment of any Head Start employee, Policy Council approval will first be acquired. Employees will, of course, be notified of such changes to the manual as they occur.

ORGANIZATION DESCRIPTION

- I. *Programs & Services Provided:* I-CARE, Inc. provides assistance in the following areas to the economically disadvantaged. The programs listed below are the current programs and are subject to the availability of funds.
1. **Indirect Cost Administrative Pool** - The Administrative Pool provides administrative and financial assistance to all programs within the Agency.
 2. **Community Services Block Grant (CSBG)** - The CSBG program provides assistance with various client services including, but not limited to, tuition, transportation, rental and utility assistance. Clients receiving assistance from this grant must be willing to work toward self-sufficiency.
 3. **Head Start** – Promotes school readiness by enhancing the social and cognitive development of low-income children and their families. Health, education, nutrition, social and other services are offered, as necessary, based on the family needs assessment.
 4. **United States Department of Agriculture – Child and Adult Care Food Program (USDA or CACFP)** - Provides funding to support preparation of nutritious meals to the children we serve.
 5. **Extended Day Care** - Provides day care services for before and after care of Head Start children, as well as anyone interested in private pay day care services.
 6. **Weatherization/Heating and Air Repair and Replacement Program (HARRP)** - Provides assistance to clients with the weatherization of homes as well as repairs or needed replacements to heating and air conditioning systems.
 7. **NC Pre-Kindergarten (NC PRE-K)** - The NC Pre-K Program is designed to provide high-quality educational experiences to enhance school readiness for eligible four-year olds.
- II. *Facilities and Location(s)* – I-CARE, Inc.’s main office is located at 1415 Shelton Avenue, Statesville, North Carolina. Currently, we have programs in Iredell, Lincoln, Catawba, and Alexander counties.
- III. *The History of I-CARE, Inc.* – I-CARE, Inc. was incorporated on December 20, 1965 as a private non-profit 501(c) (3) organization. Its first Board of Directors consisted of 3 members: T.V. Mangum, Paul E. Lepley and Clyde R. Brawley. Its first Executive Director, Mr. Paul Wilson, retired in September of 2005. In January of 2006, Mr. Bryan Duncan was hired as the second Executive Director.
- IV. *Role of the Human Resources Department* – Executive Management identifies the following as goals and priority for the Human Resources Department:
- To ensure that I-CARE, Inc. maintains compliance with all Federal and State Laws as they relate to Employment and Personnel.
 - To coordinate the employee benefit package for I-CARE, Inc. staff
 - To provide guidance, technical assistance and resources to management and staff to ensure each staff member receives proper training, thereby empowering them to reach their optimum performance.
 - To ensure consistency as it relates to personnel issues (i.e. hiring, terminating, etc.)

- To provide advocacy for staff after all other attempts have been exhausted. Staff is expected to follow the channel of command prior to seeking advocacy assistance from the Human Resources Department.

V. *Management Philosophy* - Management believes that by coaching each employee to success, I-CARE, Inc.'s ultimate goal of enabling the clients we serve to become self-sufficient will be realized.

VI. *Mission Statement* - The mission of I-CARE, Inc. is to empower and assist individuals and families with low incomes to attain skills, knowledge, motivation, and opportunities to become self-sufficient and independent as well as to revitalize their communities.

**EMPLOYMENT
RELATIONSHIP**

Policy Number: 101

Policy: Nature of Employment

Policy:

I-CARE, Inc. is an at will employer. Nothing in this Policies & Procedures Manual or in any oral or written statement shall limit the right to terminate employment at will. No supervisor or Employee of I-CARE, Inc. shall have any authority to enter into an employment agreement - expressed or implied - with any Employee providing for employment other than at will. Although I-CARE, Inc. is an at will employer it recognizes and advocates the process of progressive discipline where appropriate.

Policy:

I-CARE, Inc. is an equal employment opportunity employer and is committed to complying with all applicable laws prohibiting discrimination based on race, color, sex, religion, national origin, age or ancestry, physical or mental disability, veteran status, sexual orientation, and any other basis protected by federal, state, or local laws. All such discrimination is unlawful and all persons involved in the operation of I-CARE, Inc. are prohibited from engaging in this type of conduct.

1. In accordance with applicable federal and state laws protecting qualified individuals with known disabilities, I-CARE, Inc. will attempt to reasonably accommodate those individuals unless doing so would create an undue hardship on I-CARE, Inc. Any qualified applicant or Employee with a disability or perceived disability who requires an accommodation in order to perform the essential functions of the job should contact the Human Resources Department and their supervisor to request an accommodation.
2. Employees should report every instance of unlawful discrimination to their supervisor, or the Executive Director and the Human Resources Director, regardless of whether the Employee or someone else is the subject of the discrimination. Detailed reports - including names, descriptions, and actual events or statements made - will assist in I-CARE, Inc.'s ability to investigate and take action concerning the complaint. Any documents supporting the allegations should also be submitted. Based on such report, I-CARE, Inc. will conduct an investigation. Any supervisor or employee who retaliates against the accuser or those involved in the investigation will be disciplined, up to and including termination of employment.
3. If the investigation determines that prohibited discrimination or other conduct that violates I-CARE, Inc.'s policy has occurred, I-CARE, Inc. will take disciplinary action, up to and including termination of employment, against those who engaged in the misconduct. I-CARE, Inc. will also evaluate whether other employment practices should be added or modified in order to deter and prevent that conduct in the future. Employees will be informed of whatever action(s) I-CARE, Inc. takes to resolve and remedy the situation.

Policy:

All I-CARE, Inc. employees are subject to the provisions of the Hatch Act (PL 93-443), as amended, and shall be so informed at the time of employment. Each employee shall sign a statement acknowledging that if they are to conduct off-duty political activities they are to avoid identifying I-CARE, Inc. with political campaigns associated with electing candidates to public or party office. All employees are to act scrupulously to maintain the separation between their private political activities and actions on the job.

1. Prohibited Political Activity
 - a. Employees will not use their official position, authority, or influence with I-CARE, Inc. for the purpose of interfering with, or affecting the result of an election or a nomination for a party or public office.
 - b. The use of program funds for any political purpose or the attempt to influence any election for public or party office.
 - c. To contribute to any political activity through payroll deductions.
 - d. To engage in voter registration or to transport voters to the polls during work hours.
 - e. To be a candidate for partisan political office.

2. Permitted Political Activity (Outside of Work Hours)
 - a. Employees may be a candidate for or be elected to a nonpartisan office.
 - b. May engage in any legal activity at election polls.
 - c. May be a candidate for a political party office.
 - d. Manage or take part in a political campaign.
 - e. Organize and/or conduct a political meeting or rally.

Policy Number: 104

Policy: Persons Ineligible for Employment

Rev. approved by BOD 6/27/19 & PC 8/1/19)

Policy:

1. No employee may be employed by I-CARE, Inc. while a member of his/her immediate family, within the third degree of consanguinity, serves on the Board of Directors.
2. No employee may directly supervise another member of their family.
3. No I-CARE, Inc. Board member may be an employee of I-CARE, Inc.
4. No former I-CARE, Inc. Board member with less than one year separation from the Board may be an employee of I-CARE, Inc.
5. If two employees marry, become related, or enter into an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. I-CARE, Inc. will attempt to identify other available positions, however alternative positions are not guaranteed. I-CARE, Inc. will make the decision on which employee will be transferred.

Policy:

The Conflict of Interest policy is designed to both safeguard the best interests of I-CARE, Inc. and comply with various state and federal laws, such as the Internal Revenue Code and the Head Start Act, governing conflicts of interest. Due to differing requirements of these laws, some transactions are outright prohibited and others may be permitted, but only under certain circumstances described below. I-CARE, Inc. Board members, Head Start Policy Council members, and I-CARE, Inc. employees are required to sign the Conflict of Interest policy and make any required disclosures annually.

IMPORTANT NOTE: This policy does not require the disclosure of assistance or services provided by I-CARE, Inc. to Board members, Policy Council members, employees or their immediate family members, such as Head Start, if such individuals are not given preference in obtaining such assistance or services, they are provided on similar terms as for any other applicant for I-CARE, Inc. programs, and there is no conflict of interest in the eligibility determination process.

1. **Prohibited Transactions.** No employee, member of the Board of Directors of I-CARE, Inc., member of the Policy Council of I-CARE, Inc., or a member of his or her "Immediate Family," may have a "Financial Interest" in the purchase, sale, contract for, rental, or lease of goods, space or services, or any other transaction, including loans and grants, by or with I-CARE, Inc. or any of its programs.
 - (a) "Financial Interest" means (i) a material financial interest in the purchase, sale, rental, contract, lease, loan, or other transaction, including commission or fee, share of proceeds, prospect of promotion, profit participation or any other material financial reward; and/or (ii) any of the following interests in or associations with an entity providing or receiving such goods, space, services, loans, or grants:
 - Sole ownership, or ownership of 5% or more stock;
 - Partnership of 5% or more or beneficial interest of 5% or more; or
 - Employee or independent contractor, if his or her position at or compensation from the entity is determined by revenues from or business with I-CARE, Inc., or its subsidiaries.
 - (b) "Immediate Family" includes:
 - Spouse
 - Parent
 - Child (including adopted)
 - Sibling
 - Father-in-law, Mother-in-law

- Brother-in-law, Sister-in-law
 - Son-in-law, Daughter-in-law
2. **Employment and compensation.** No I-CARE, Inc. Board member, member of the Policy Council of I-CARE, Inc., nor a member of his or her Immediate Family, as defined above, shall be an employee of I-CARE, Inc. No I-CARE, Inc. Board member may be compensated for his or her regular service on the I-CARE, Inc. Board of Directors or for providing services to I-CARE, Inc. However, Board members may be reimbursed for actual reasonable, necessary, and documented expenses incurred, consistent with policies adopted by the Board of Directors. Policy Council members may serve as paid substitutes in the Head Start program, however.
3. **Gifts to Board members and/or employees.** Employees, I-CARE, Inc. Board members, and members of the Policy Council of I-CARE, Inc. are prohibited from soliciting or accepting personal gifts, money, or gratuities, other than those of nominal value, from:
- Persons receiving benefits or services under any I-CARE, Inc. program;
 - Persons or organizations performing services for or providing goods or space to I-CARE, Inc. or
 - Persons who are otherwise in a position to benefit from the actions of an I-CARE, Inc. employee, officer, or Director.

“Nominal value” is \$50 or less per instance and \$150 or less per calendar year.

4. **Disclosures required by law.** I-CARE, Inc. Board members and members of the Policy Council of I-CARE, Inc. are required to disclose to the Board of Directors and/or Policy Council certain information concerning relationships and transactions between and among its Board members, their family members (including Immediate Family members as defined by Section 1(b) and ancestors, (grandparents and grandchildren), and entities with which they are associated and I-CARE, Inc. (“Related Party Transactions”). Board members should list these disclosures at the end of this Policy.

Employees have an obligation to disclose certain information concerning relationships and transactions between their family members (including Immediate Family members as defined by Section 1(b) and ancestors, (grandparents and grandchildren), and entities with which they are associated and I-CARE, Inc. (“Related Party Transactions”). Employees should list these disclosures at the end of this policy.

Information to be disclosed includes the following:

- Has I-CARE, Inc. made a grant award or contribution to any organization with which its Board members have a relationship?

- Do any I-CARE, Inc. Board members have a family or business relationship with any other I-CARE, Inc. Board member?
- Do any I-CARE, Inc. Board members have a family or business relationship with any I-CARE, Inc. employee?
A "business relationship" does not include a relationship between (1) attorney and client, (2) medical professional (including psychologist) and patient, or (3) priest/clergy and penitent/communicant.
- Are any I-CARE, Inc. Board members, either personally, through family members, or through entities with which they are associated, involved in, or do they intend to become involved in, any other transactions or relationships with I-CARE, Inc. (other than as a I-CARE, Inc. Board member) that are not mentioned elsewhere in this policy?

Here are some examples of situations you should disclose (these are in addition to disclosures required elsewhere in this policy):

1. You are a board member of a nonprofit organization that receives funding from I-CARE, Inc.
 2. You are a board member of a nonprofit organization that provides funding to I-CARE, Inc.
 3. You or a family member is an employee or owner of a business or organization that receives revenue or funding from I-CARE, Inc.
 4. Your family member is a vendor, or has an ownership interest in, a vendor with which I-CARE, Inc. does business.
5. **Continued disclosure obligation and disclosure of other potential conflicts of interest.** If, after signing this policy, employees, I-CARE, Inc. Board members, and members of the Policy Council of I-CARE, Inc. become involved, or intend to become involved, in a Prohibited Transaction, employment, compensation, or gift, as defined above, or becomes aware of such an existing transaction or status, the Board member or Policy Council member must promptly notify the I-CARE, Inc. Chairperson and/or Policy Council Chairperson.

If an employee becomes involved, or intends to become involved, in a Prohibited Transaction, employment, compensation, or gift, as defined above, or becomes aware of such an existing transaction or status, that employee has an obligation to promptly notify the Executive Director.

6. In addition to those Prohibited Transactions, gifts, and employment or compensation described above, Board members and members of the Policy Council of I-CARE, Inc. are required to promptly disclose to the I-CARE, Inc. Chairperson any Related Party Transactions in which they are, or intend to become, involved. Employees have an obligation to promptly disclose any Related Party Transactions to the Executive Director.

7. Procedure for addressing transactions. The following process should be followed for all Prohibited and Related Party Transactions:

- (a) An *ad hoc* committee of Board members composed entirely of individuals who have no involvement with any Related Party Transactions (“Independent Board Members”), who are appointed by the Chairperson of the I-CARE, Inc. Board of Directors and approved by the Board of Directors shall review, in consultation with the I-CARE, Inc. Executive Director, all Related Party Transactions of Board members, including those that may be prohibited pursuant to Paragraph 1 of this Policy. In the case where the Chairperson of the I-CARE, Inc. Board of Directors is involved in the Prohibited and Related Party Transactions, the Vice-Chairperson of the I-CARE, Inc. Board of Directors shall act in the role of the Chairperson as described above.
- (b) The Board committee, with the advice of legal counsel as necessary, shall determine whether a Related Party Transaction is a Prohibited Transaction, as defined by paragraph 1 of this policy and any other applicable requirements.
- (c) If the Board committee determines that the transaction is prohibited, then the Board committee shall recommend either (i) not to enter into the transaction or (ii) to require the resignation of the Board member associated with the Prohibited Transaction.
 - In making this determination, the Board committee shall determine whether, all factors considered, the transaction under consideration is fair and reasonable to, and is in the best interests of, I-CARE, Inc. The Board committee shall review, where appropriate, information concerning alternatives to the transaction; comparable transactions entered into by other parties and organizations; and/or independent appraisals, and any other relevant factors.
 - For this purpose, a "transaction" may include an ongoing business, contractual, or grant relationship.
- (d) If the Board committee determines that the Related Party Transaction is not prohibited, then it shall also determine whether, all factors considered, the transaction under consideration is fair and reasonable to, and is in the best interests of, I-CARE, Inc.
 - In making this determination, the Board committee shall review, where appropriate, information concerning alternatives to the transaction; comparable transactions entered into by other parties and organizations; and/or independent appraisals, and any other relevant factors.
 - For this purpose, a "transaction" may include an ongoing business, contractual, or grant relationship.
- (e) The Board committee shall report its determinations and recommendations from paragraphs (c) and (d) to the full Board of Directors.

(f) At a meeting of the Board of Directors or Board committee, a Board member who is associated with the transaction at issue may state his or her views, and shall respond to questions, as to any Related Party Transaction, including Prohibited Transactions, in which he or she is involved, but only Independent Board members shall be present for and participate in deliberations or voting as to any Related Party or Prohibited Transactions.

(g) The Independent Board Members shall vote whether to adopt the Board committee's recommendations regarding the transaction at issue. If the Board committee recommends that the Board member be required to resign from the Board, and the Independent Board Members approve such recommendation, then such action shall be treated as removal for cause under the I-CARE, Inc. by-laws. The basis for any such vote shall be documented in the minutes of the meeting at which action is taken, and those minutes shall be approved at the next meeting of the Board of Directors.

EMPLOYMENT

POLICIES

Policy:

The Human Resources Director will administer the personnel selection program for I-CARE, Inc. regarding the recruitment and employment of applicants in accordance with professional hiring practices and state and federal guidelines and regulations. All job vacancies will be filled on the basis of merit.

1. Standard Open Recruitment

A standard open recruitment will be used in most cases. A job vacancy will be posted for a specific period of time with an opening and closing date to file job applications. All job applicants and eligible employees, whose applications have been received within the stated filing dates, will be eligible to compete in the personnel selection process.

2. Internal Promotional Recruitment

Internal recruitment's will be conducted insofar as practicable and consistent in the best interests of I-CARE, Inc. Priority will be given to filling job vacancies through internal promotional recruitment. Internal promotional recruitment will be restricted to regular full and part-time employees who have completed the initial period of employment.

3. Job Announcements

Job announcements will be posted at the Main Office and sent to all I-CARE, Inc. facilities. In order to attract sufficient numbers of qualified candidates, announcements may be posted at public locations, in electronic and news media, North Carolina Employment Security Office and on the I-CARE, Inc. web site.

4. Job Application Requirement

All job applicants for employment with I-CARE, Inc. must complete an official job application to participate in the selection process. There may be times when resumes may also be accepted for certain positions. I-CARE, Inc. employees applying for promotional opportunities should fill out an employee transfer request. Applications/resumes must be submitted to the Human Resource (HR) Department within the filing time period, as stated on the job announcement. The HR Department may reject applications under the following circumstances:

- a. The application is incomplete or is not signed by the applicant;
- b. The application is not received by the HR Department within the period stated on the job announcement;
- c. The applicant does not meet the minimum qualifications as stated in the job announcement;
- d. The applicant has been previously terminated by I-CARE, Inc.;
- e. The applicant has an employment conflict under the policy on nepotism
- f. The applicant submits false information on the job application.

5. Employment Testing

A variety of personnel selection methods of testing job applicants may be used to determine their qualifications. Among these testing methods are:

- a. Job related written tests and interviews;
- b. Evaluations of Training and Experience (T&E);
- c. Assessment Centers and/or writing samples.

6. Disqualification of Applicants

A job applicant who has been accepted and notified for employment testing (interview, written test, etc.) may be disqualified if the applicant:

- a. Is late for testing;
- b. Fails to follow instructions or is disruptive;
- c. Does not possess the minimum qualifications required for the position;
- d. Cheats or practices deception during the testing process.

7. Time off for Employment Testing

All Employees of I-CARE, Inc. who participate in in-house employment testing, and who are scheduled to work during the testing, will be given time off with pay in order to take the designated test(s). Employees must inform their immediate supervisor of the need for time off to accommodate the testing requirement and they must return to their work assignments immediately following such testing.

8. Employment Agencies

- a. Individuals referred by employment agencies and who perform services and job related tasks for I-CARE, Inc. may be hired directly from the employment agency with the approval of the Executive Director.
- b. Staff from employment agencies may not be used to fill regularly funded vacant positions for more than 60 days.

Policy Number: 202

Policy: Background Checks
(Rev. approved by BOD 10/25/18 & PC 11/20/18)

Policy:

I-CARE, Inc. recognizes the importance of maintaining a safe workplace with employees and volunteers who are honest, trustworthy, qualified, reliable, and who do not present a risk of harm to themselves, their coworkers or others. For purposes of furthering these concerns and interests, I-CARE, Inc. reserves the right to investigate an individual's prior employment history, personal references, and educational background, as well as other relevant information that is consistent with funding source personnel program requirements and the Bylaws of the Board of Directors.

Credit reports may be requested only with regard to job applicants and employees whose positions, department, or job duties involve the handling of money, valuables, confidential information, I-CARE, Inc.'s customers, I-CARE, Inc.'s employees, or other parties or entities dealing with I-CARE, Inc.

All Head Start and child care employees are required to have a state criminal background check as a condition of employment. Other employees may be required to have local and/or state criminal background checks as determined by program regulations or position responsibilities. No Head Start or child care employee may begin working until the approval letter from the NC DHHS Criminal Record Unit is received by I-CARE, Inc. To comply with North Carolina Child Care regulations, child care employees must update their criminal background check every 3 years and be deemed "qualified" to work by the state of North Carolina.

Policy Number: 203

Policy: Pre-Employment Drug Screening and Physicals

Rev. approved by BOD 6/27/19 & PC 8/1/19)

Policy:

As a condition of employment, all I-CARE, Inc. prospective employees are required to have a pre-employment drug screening test. In addition, all Head Start and Extended Day Care employees are required to have pre-employment physicals and Tuberculin (TB) test, in accordance with the rules and regulations of those programs. Thereafter typically, Head Start and Extended Day Care employees will be required to complete annually an "Emergency Contact/Staff Health Questionnaire" form rather than have annual physicals and TB tests done, at the discretion of the Program Director.

Policy Number: 204

Policy: Immigration Compliance

Policy:

I-CARE, Inc. will comply with applicable immigration law, including the Immigration Reform and Control Act of 1986 and the Immigration Act of 1990. As a condition of employment, every individual must provide satisfactory evidence of his or her identity and legal right to work in the United States and complete an I-9 form.

Policy Number: 205

Policy: Nepotism
(Rev. approved by BOD 10/25/18 & PC 11/20/18)

Policy:

It is the policy of I-CARE, Inc. that no employee directly supervises another member of their family.

Policy:

Employees at I-CARE, Inc. are classified into the following categories:

1. Regular Full-Time Nonexempt Employees
Full-time nonexempt employees are those who meet the definition of nonexempt under the Fair Labor and Standards Act (FLSA) and are normally scheduled to work and who do work a schedule of 30 or more hours per week.
2. Part-Time Nonexempt Employees
Part-time nonexempt employees are those who meet the definition of nonexempt and are scheduled to work less than 30 hours per week. Part-time nonexempt employees may be assigned a work schedule in advance or may work on an as-needed basis. These employees are only eligible for those benefits required by law. Part-time employees are not eligible for Holiday pay.
3. Temporary Employees
Temporary employees are those who are employed for short-term assignments. Short-term assignments will be periods not to exceed 120 days during any twelve (12) month period. Temporary employees are not eligible for benefits, except as required by applicable law, and may be classified as exempt or nonexempt on the basis of job duties and compensation and will be given a fixed date of termination of employment. Temporary employees are not eligible for Holiday pay.
4. Exempt Employees
Exempt Employees are those whose job assignments meet the federal and state requirements for overtime exemption. Exempt Employees are compensated on a salary basis and are not eligible for overtime pay. Generally, executive, administrative, professional, and certain outside sales employees are exempt from overtime provisions of the Fair Labor Standards Act. This status will be established and indicated on the employee's job description.
5. Contract Employees
Employees may be hired on a contract basis whenever the position requirements are outside I-CARE, Inc.'s classification of jobs, approved salary schedule or when there are special conditions to be considered. Contract employees will be hired from external service providers (temporary employment agencies), are not I-CARE, Inc. employees and will not be eligible for I-CARE, Inc. fringe benefits such as health insurance, worker's compensation and paid time off. The Executive Director, prior to employment, must approve contract Employees.
6. Substitutes
Employees that work as needed and are paid for actual time worked.

Policy:

1. Interns

I-CARE, Inc. may utilize persons on a temporary basis to supplement other positions for assignments which are intended to provide career enhancing and developmental experiences to university or graduate-level students. These positions may be staffed to best serve the needs of the student and the business unit and may be full weeks or a lesser number of hours per week. These positions, however, are intended to be for a fixed and pre-determined term only. These positions may be paid or unpaid.

2. Volunteers

I-CARE, Inc. may utilize non-employee volunteers in some capacities. Those volunteers will be subject to the requirements of the specific program in which they are volunteering.

Employees may also volunteer within or on behalf of the agency provided:

- a. They are not "clocked in" to be paid during the period they are volunteering.
- b. There is no "conflict of interest" or "potential conflict of interest" with their current roles and responsibilities with the Agency.
- c. They are volunteering in a different capacity than they would otherwise be paid for as an employee of I-CARE.
- d. They complete a volunteer request application and they have received prior written approval from the Program Director and Human Resources department.
- e. Documentation showing volunteered time and activity is provided after volunteering.

Under no circumstances can a supervisor, member of management staff, or Board member "require" an employee to volunteer.

No employer-employee relationship exists between I-CARE, Inc. and volunteer workers. Volunteers are not eligible for any benefits provided by I-CARE, Inc.

3. Clients participating in the CSBG Self Sufficiency program may receive payment for participating in temporary employment services. The individuals are not employees of I-CARE, Inc.; therefore no employee-employer relationship exists between I-CARE, Inc. and these participants. I-CARE, Inc. is responsible for processing the required FICA related costs.

Policy:

The first 90 days of continuous employment is considered a learning experience. Employees will be required to learn their job duties and responsibilities, get acquainted with their supervisor(s) and fellow Employees, and familiarize themselves with I-CARE, Inc. in general. This is described as an initial period of employment.

1. Initial Period of Employment
All appointments to I-CARE, Inc. positions whether initial hire, transfer, or promotion will be subject to a 90 day initial period of employment. An Employee terminated during the initial period of employment is not eligible to submit a grievance process of this personnel action, unless there is an allegation of employment discrimination. Completion of an initial period of employment does not insure eligibility for continued employment.
2. Performance Evaluations
Prior to or upon the completion of the initial period of employment a written performance evaluation must be completed and will become a part of the employee's personnel file.
3. Promotions/Transfers
Employees who have been promoted or transferred will be ineligible for additional promotion / transfer opportunities for six (6) months. An employee in this category who does not successfully complete the initial period of employment may be reassigned to a previously held or similar position, if available, at a salary no lower than that held before the promotion or transfer. If a position is not available the Employee will be terminated.
4. Transfers
Employees still in their initial period of employment may be transferred or reassigned to other positions within I-CARE, Inc., with the approval of the Executive Director.
5. Employee Behavior/Performance Problems
Any Employee who has previously completed an initial period of employment may, because of behavior or performance problems, be placed on a probationary period with the approval of the Executive Director. This probationary period must be for a specified time period and failure to successfully complete this probation may result in disciplinary action up to and including termination. Completion of a probationary period does not insure eligibility for continued employment.

Policy:

As part of the initial orientation, employees are expected to learn the various duties and responsibilities of their jobs. Employees will be provided with a copy of the written job description for their individual positions.

In addition:

1. It is expected that employees will perform additional duties and assume additional responsibilities as needed and directed by their supervisor for the efficient operation of I-CARE, Inc.
2. In order to adjust to changes in program needs, it may become necessary to modify the employee job description, add to or remove certain duties and responsibilities, or reassign employees to an alternate job position.
3. All newly hired employees will be required to participate in a regularly scheduled employee orientation program. This program will consist of, but is not limited to:
 - a. Review of Job Description
 - b. Review of Policies and Procedures
 - c. Enrollment in I-CARE, Inc. benefits, if applicable,
 - d. Visit to job site/introduction to co-workers,
 - e. Review of forms used by I-CARE, Inc.

Policy:

In general, I-CARE, Inc. does not seek to interfere with employees' off-duty activities. However, I-CARE, Inc. will not tolerate off-duty conduct that impacts negatively on I-CARE, Inc., either in terms of an employee's individual work performance or the business interests of I-CARE, Inc., including its reputation.

I-CARE, Inc. employees may engage in outside employment. However, I-CARE, Inc. prohibits outside employment (including self-employment) that constitutes a conflict of interest with employment at I-CARE, Inc., impacts the employee's work performance or schedule, and/or affects the business interests of I-CARE, Inc. Outside employment must not conflict with or compete with employee duties. Neither should it involve the performance of duties which the employees would perform as part of employment in federally assisted programs. Outside employment may not occur during regular working hours. Employees must complete and submit an Outside Employment Request Form, prior to engaging in any outside employment. The Executive Director (or designee) and Program Director must approve such outside employment. Employees should contact the HR Department for these forms.

Policy Number: 211

Policy: Hiring Personnel
(Rev. approved by BOD 2/25/10 & PC 3/16/10)

Policy:

I-CARE, Inc will make every effort to insure the most qualified applicant is hired for all vacant positions. In this effort, the following procedure for hiring will be followed:

1. All vacancies will be handled in accordance with Policy 201, Recruiting.
2. All employment applications and/or resumes will be screened to insure applicant meets the minimum qualifications of the position.
3. Interviews will be scheduled by the HR department.
4. All interviews will be comprised of a minimum panel consisting of the Program Director (or designee) and the Executive Director (or designee). If interviews are for a Head Start position, a member of the Policy Council may also be present.
5. All candidates being interviewed will be asked a series of questions as prepared in advance by the Program Director (or designee) and the Human Resource Director.
6. The candidates' responses will be written down by each interview panel member.
7. At the conclusion of the interview with each candidate, the interview panel will complete an "Interview Evaluation Form". These evaluations will be taken into consideration during the selection process to determine the most suitable candidate. If a candidate refuses an offered position, the interview panel will by consensus determine the next most suitable candidate and make an offer to that individual. If no candidate is deemed suitable, the hiring process would start over.
8. Prior to a job offer being made, the Human Resource Department will verify personal and employment references.
9. After a job offer is made and accepted, the successful candidate may not begin work until all required paperwork has been satisfactorily completed and a Personnel Action Form is issued by the HR department.
10. All offers of employment to individuals that will be working with the Head Start program are contingent upon approval of the Policy Council. Furthermore, the Policy Council must approve any individual being hired in a key position in which 50% or more of their salary is paid from Head Start funds (including indirect cost).

Policy Number: 212

Policy: Termination of Employment
(Rev. approved by BOD 2/25/10 & PC 3/16/10)

Policy:

I-CARE, Inc. is an "Employer at Will" and as such may terminate the employment of any employee for any reason, providing the termination is not for an unlawful reason. Any employee not employed under the Head Start grant may be terminated as deemed necessary by the Executive Director. If the employee is a Head Start employee, the Executive Director (or his/her designee) must obtain the Policy Council's approval prior to termination of said employee, with the exception of the Head Start Director. The Executive Director may terminate the Head Start Director the same as s/he can any other I-CARE, Inc. employee.

To be eligible for re-hire, non-management staff must give at least a 2 week notice of their resignation from employment with I-CARE, Inc. Managerial staff must give at least a 30-day notice of their resignation from employment to be eligible for rehire.

I-CARE, Inc. reserves the right to terminate the employment of an employee prior to completion of the notice of resignation.

Policy Number: 213

Policy: Employment Reference Checks/Wage Verifications

(Rev. approved by BOD 10/25/18 & PC 11/20/18)

Policy:

To ensure that individuals who join I-CARE, Inc. are well qualified and have a strong potential to be productive and successful, I-CARE, Inc. will check personal and employment references of all applicants being considered for employment.

The HR Department will respond in writing only to those reference check inquiries that are submitted in writing and are accompanied by a signed release form from the former employee authorizing the release of the information requested. For phone inquiries and/or written inquiries, the HR Department will only provide the employment period and the last position held.

From time to time I-CARE, Inc. receives requests to verify employment and wages from different Federal, state and other local agencies. When this occurs, the only information that will ever be provided via telephone will be the employee's dates of employment and the last position held. If any wage or other detail information is requested, it must be done so in writing before I-CARE, Inc. will respond. Employees with wage verification forms that need to be completed must allow the HR Department at least 48 hours to respond. All such responses will be mailed or faxed to the organization requesting the information upon completion.

Any supervisor or management staff completing employment reference checks or giving unauthorized information on former employees without prior authorization from the Executive Director is in direct violation of the Progressive Discipline Policy and are subject to an immediate two (2) day suspension without pay. This does not apply to program participants.

Policy:

All employees, consultants, and volunteers of I-CARE, Inc., must abide by the following Standards of Conduct:

1. They will respect and promote the unique identity of each child, client and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability;
2. They will follow program confidentiality policies concerning information about children, families, and other staff members;
3. Head Start and Extended Day Care children shall be adequately supervised at all times in child care centers and while engaged in center-sponsored activities.
4. They will act professionally at all times and treat fellow employees, consultants, and volunteers with respect; and,
5. They will use positive methods of child guidance and will not engage in corporal punishment, emotional or physical abuse, or humiliation. In addition, they will not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs.

Employees found to be in violation of these standards will be subject to the disciplinary procedures within this manual. Consultants found to be in violation of these standards will be subject to the cancellation of their contract. Volunteers found to be in violation of these standards may no longer be utilized as volunteers at I-CARE, Inc. Employees, consultants, and/or volunteers suspected of child maltreatment will be reported to the Department of Social Services as required by law.

Policy:

There is a zero tolerance for Child Abuse and neglect. Reported incidents involving staff will be handled in accordance with the Employee Counseling Policy, policy 403. If any incident is substantiated, it will result in immediate disciplinary action including termination. Reported incidents involving the guardian or person(s) responsible for the child's welfare will be reported to the appropriate authorities (DSS and/or local police department).

Child abuse and neglect means, at a minimum, any act or failure to act on the part of a parent or caretaker, which results in death, serious physical or emotional harm, sexual abuse or exploitation, or an act or failure to act which presents an imminent risk of serious harm.¹

Abuse also occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. Abuse may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. Neglect occurs when a child does not receive proper care, supervision, or discipline, or when a child is abandoned.²

'Caretaker' or 'caregiver' means any person other than the parent, guardian, or custodian who has responsibility for the health and welfare of a child. 'Caretaker' or 'caregiver' also includes any person who has the responsibility for the care of a child in a child care facility and includes any person who has the approval of the care provider to assume responsibility for the child[ren] under the care of the care provider.¹

North Carolina law requires any person who suspects child abuse or neglect to report the case to the county department of social services. In addition, any person can call the Division of Child Development and Early Education or the local police department and make a report. Reports can be made anonymously and a person cannot be held liable for a report made in good faith.

¹<https://www.childwelfare.gov/pubPDFs/define.pdf>

²NC Division of Child Development and Early Education Summary of NC Child Care Law and Rules

Policy:

General

I-CARE, Inc. requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of I-CARE, Inc., we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

It is the responsibility of all directors, officers and employees to report ethics violations or suspected ethics violations in accordance with this Whistleblower Policy.

No Retaliation

No director, officer or employee who in good faith reports an ethics violation shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within the agency prior to seeking resolution outside the agency. .

Reporting Violations

I-CARE, Inc. has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with someone in the Human Resources Department or anyone in management whom you are comfortable in approaching. Supervisors and managers are required to report suspected ethics violations to the agency's Compliance Officer, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with following I-CARE, Inc.'s open door policy, individuals should contact I-CARE, Inc.'s Compliance Officer directly.

Compliance Officer

I-CARE, Inc.'s Compliance Officer is responsible for investigating and reporting all reported complaints and allegations concerning violations to the Executive Director and/or the Board audit committee (Finance Committee). If a complaint or allegation is against the Executive Director, the Compliance Officer will then report the complaint/allegation to the Board Chair who will report it to the full Board at the next regular meeting; such report shall be made to the Board in a closed session pursuant to the I-CARE, Inc. Bylaws. If a complaint or allegation is against the Compliance Officer, the Executive Director will be responsible for investigating the complaint. The Compliance Officer has direct access to the audit committee of the board of directors and is required to report to the audit committee at least annually on compliance activity.

Accounting and Auditing Matters

The audit committee (Finance Committee) of the board of directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Compliance Officer shall immediately notify the audit committee of any such complaint and work with the committee until the matter is resolved. If the complaint involves the Executive Director, the Board Chair will be notified who will notify the full Board at the next regular meeting; such report shall be made to the Board in a closed session pursuant to the I-CARE, Inc. Bylaws. The Board Chair will then refer the matter to the Finance Committee for investigation and subsequent reporting to the Board.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense potentially resulting in termination of employment.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Compliance Officer will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

I-CARE, Inc. Compliance Officer:

*Designee
POB 7049
Statesville, NC 28687
(704) 872-8141

**The I-CARE, Inc. Compliance Officer designee name will be posted in a conspicuous place in each office/child care center.*

Policy Number: 217

Policy: Prevention of Shaken Baby Syndrome

(Rev. approved by BOD 7/27/17 & PC 7/18/17)

Policy:

Prevention of Shaken Baby Syndrome and Abusive Head Trauma (SBS/AHT)

Policy Statement

I-CARE, Inc. believes that preventing, recognizing, responding to, and reporting shaken baby syndrome and abusive head trauma (SBS/AHT) is an important function of keeping children safe, protecting their healthy development, providing quality child care and educating staff and families. All current staff members and newly hired staff will be trained in SBS/AHT before providing care for children up to five years of age. Training will consist of recognizing, responding to, reporting (child abuse, neglect, or maltreatment), prevention, resources (brain development to children up to five years of age) and strategies to assist staff in coping with a crying, fussing or distraught child. Upon completing SBS/AHT training, staff will receive a certificate of completion along with signing an acknowledgement form that includes: individual's name, date the center's policy was given and explained to the individual, along with the staff member's signature acknowledgement of the SBS/AHT form. The SBS/AHT certificate and acknowledgement form will be located at the child care facility in the staff member's file.

Purpose: In accordance with I-CARE, Inc.'s ("Employer") duty and desire to provide and maintain a safe and healthy workplace in the midst of the COVID-19 pandemic, Employer is adopting the following Vaccination Policy (the "Policy") with the intent to safeguard its employees and their families, its clients, children and visitors, as well as other members of our community at large.

This Policy is intended to comply with all applicable federal, state, and local rules and regulations, and is based on guidance from the Centers of Disease Control and Prevention (CDC), the Equal Employment Opportunity Commission (EEOC), as well as that of local health authorities, as applicable, as of its Effective Date.

Scope: This Policy extends to all employees (including substitutes) and volunteers serving in Head Start/Early Head Start facilities and other I-CARE, Inc. offices, present and prospective, unless otherwise provided herein. For the purposes of this policy, "volunteers" does not include those serving on governing bodies, program committees, or otherwise outside of the Head Start/Early Head Start facilities (unless noted above).

Some funding sources may require employees working in those programs (e.g., Head Start) to be vaccinated. In such cases, the funding source requirements supersede this policy.

Procedure(s):

Consistent with the CDC's guidance, as well as that of other North Carolina public health agencies, to prevent the infection and spread of the COVID-19 virus and as an integral measure towards the general public's health and safety, Employer is, as of the date of this Policy (the "Effective Date"), implementing the following practices:

- A. All prospective newly hired, and/or onboarding employees and volunteers must receive the COVID-19 vaccination, and be fully vaccinated, as a condition of new employment, unless otherwise exempted from this Policy by an approved accommodation pursuant to the interactive process outlined below.
- B. All current Head Start/Early Head Start employees must receive the COVID-19 vaccination and be fully vaccinated January 31, 2022, unless otherwise exempted from this Policy by an approved accommodation pursuant to the interactive process outlined below. Given public health concerns, all volunteers entering into Head Start/Early Head Start facilities must be vaccinated.
- C. All Head Start/Early Head Start employees with an approved accommodation pursuant to the interactive process outlined below and non-Head Start/Early Head Start employees who are not properly vaccinated shall undergo regular COVID-19 testing (once a week) per the testing requirements outlined below (unless within 90 days of a positive COVID polymerase chain reaction (PCR) test) – in addition to mask wearing and physical distancing – if they remain unvaccinated. Proof of a negative COVID-19 test shall be submitted by the employee as required per the testing requirements below.

Properly vaccinated under this Policy includes all individuals who have received:

1. Two (2) doses in a 2-dose vaccine series, such as the Pfizer or Moderna vaccines; or
2. One (1) dose in a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine.

Individuals will be considered "fully vaccinated" two (2) weeks from the date of their final vaccine dose. An employee who has received the second dose of a two-dose vaccine must wear a face covering during the two-week period following the final dose.

An employee who has contracted COVID-19 in the past but has not been vaccinated is not considered to be partially or fully vaccinated.

If an employee does not meet these requirements, that employee is NOT fully or properly vaccinated in accordance with this Policy.

Vaccination Status and Acceptable Forms of Proof of Vaccination

All employees must provide I-CARE, Inc. documentation of their vaccination status by **January 31, 2022**. Employees shall also provide I-CARE, Inc. with documentation of any change in their vaccination status (e.g., when they become fully vaccinated after being partially vaccinated).

Any employee who fails to inform I-CARE, Inc. of their vaccination status by the required deadlines will be considered unvaccinated for purposes of this policy.

Employees must provide truthful and accurate information about their COVID-19 vaccination status, and, if applicable, their testing results.

All vaccinated employees are required to provide proof of COVID-19 vaccination, regardless of where they received vaccination. Proof of vaccination status can be submitted via secure email at results@icare-inc.org or in-person at the HR office.

Acceptable proof of vaccination status is:

1. The record of immunization from a healthcare provider or pharmacy;
2. A copy of the COVID-19 Vaccination Record Card;
3. A copy of medical records documenting the vaccination;
4. A copy of immunization records from a public health, state, or tribal immunization information system; or
5. A copy of any other official documentation that contains the type of vaccine administered, date(s) of administration, and the name of the healthcare professional(s) or clinic site(s) administering the vaccine(s).

Proof of vaccination generally should include the employee's name, the type of vaccine administered, the date(s) of administration, and the name of the healthcare professional(s) or clinic site(s) that administered the vaccine. In some cases, state immunization records may not include one or more of these data fields, such as clinic site; in those circumstances, I-CARE, Inc. will still accept the state immunization record as acceptable proof of vaccination.

If the employee is unable to produce one of these acceptable forms of proof of vaccination, despite good faith attempts to do so (e.g., by trying to contact the vaccine administrator or state health department), the Employee can provide a signed and dated statement attesting to their vaccination status (fully vaccinated or partially vaccinated); attesting that they have lost and are otherwise unable to produce one of the other forms of acceptable proof; and including the following language:

“I declare (or certify, verify, or state) that this statement about my vaccination status is true and accurate. I understand that knowingly providing false information regarding my vaccination status on this form may subject me to criminal penalties.”

An employee who attests to their vaccination status in this way should, to the best of their recollection, include in their attestation the type of vaccine administered, the date(s) of administration, and the name of the healthcare professional(s) or clinic site(s) administering the vaccine.

Any employee who knowingly supplies false statements or documentation for purposes of complying with this policy may be subject to the criminal penalties of 18 USC 1001 and/or section 17(g) of the OSH Act.

Supporting COVID-19 Vaccination

An employee may take up to four hours of paid time at the employee’s regular rate of pay per vaccination dose to travel to the vaccination site, receive a vaccination, and return to work. This would mean a maximum of eight hours of paid time for employees receiving two doses. If an employee spends less time getting the vaccine, only the necessary amount of paid time will be granted. Employees who take longer than four hours to get the vaccine must notify their supervisor and document the reason for the additional time (e.g., they may need to travel long distances to get the vaccine). Any additional time requested will be granted, if reasonable, but will not be paid; in that situation, the employee can elect to use accrued PTO to cover the additional time.

Employees may utilize up to two workdays of PTO immediately following each dose if they have side effects from the COVID-19 vaccination that prevent them from working. Employees who have no accrued PTO will be granted up to two days of additional PTO immediately following each dose, if necessary to recover from vaccine side effects.

Employees will follow I-CARE’s leave policies and procedures to request and obtain necessary approvals for time off under this Section.

Any employee who fails or otherwise refuses to receive the COVID-19 vaccine consistent with the terms of this Policy and, thereafter, contracts the COVID-19 virus, will be required to exhaust his/her accrued or otherwise available PTO and will not be provided any paid additional time off by Employer, unless otherwise in receipt of an accommodation under this Policy.

Employees who, regardless of reasoning, do not meet the status of fully vaccinated consistent with the terms of this Policy must, in consideration of all rules, regulations and Employer policies and procedures, continue to abide by masking and social distancing requirements

including, but not limited to, wearing a mask over the nose and mouth at all times while on duty regardless of the workplace setting (except while eating), ensuring 6-foot distance.

Any unvaccinated employee found to be in violation of the testing or masking requirements will be subject to Employer's established progressive corrective action plan (Policy Number: 403).

Testing Requirements

Effective February 1, 2022, weekly COVID testing will be required for all unvaccinated Head Start/Early Head Start (HS/EHS) employees who have an approved accommodation pursuant to the interactive process outlined below and for all unvaccinated non-HS/EHS employees.

To maintain the integrity of the testing program, I-CARE will supply the testing kits for use in this program. Weekly testing will be self-administered onsite on a scheduled basis in the presence of designated agency staff. Employees shall submit weekly test results to the Human Resources department through a secure portal (results@icare-inc.org) on the day of their test. Employee test results will be maintained in a file separate from their employee personnel file. Employees absent at the time of their scheduled test must contact the HR department (or designee) prior to their return to work to schedule a make-up test.

In the event test kits are not available to I-CARE, employees will be notified and shall be responsible for scheduling their individual tests with an authorized testing site, pharmacy, or local health center. To avoid testing scams, employees can find an authorized testing site or health center in the area by visiting their local health department's website. Home testing kits received through www.covidtests.gov will also be accepted. If these approved home test kits are used, they must be self-administered onsite in the presence of designated agency staff and reported to the Human Resources department on the day of their test as noted above. Please be aware that there is a limit to home test kits received from the www.covidtests.gov portal. I-CARE is not responsible for procuring these kits or for replacing those kits for employees.

Employees will not be allowed paid release time for off-site COVID-19 testing. If an employee must test during their work shift, they may use accrued PTO leave, if approved by their Department Head.

Any employee who fails to submit his/her test results on their designated day will be placed on leave without pay until the test result is received and they may not report to any worksite nor work remotely. Employees will not be permitted to use accrued PTO leave during this period. Failure to comply with the testing requirements may subject an employee to further discipline, up to and including termination from employment.

Any unvaccinated employee who has received an approved accommodation through the process contained herein and receives a positive COVID test after January 31, 2022, will be exempt from testing for 90 days from the date of their positive test result.

The Executive Director is authorized to modify the testing schedule as necessary. This testing option is subject to change based upon the availability of funds to support the testing program or changes to funding source requirements, local, state, or federal laws.

Notification of COVID-19 and Removal from the Workplace

I-CARE, Inc. requires employees to promptly notify the Human Resources Manager when they have tested positive for COVID-19 or have been diagnosed with COVID-19 by a licensed healthcare provider.

Employees who are sick or experience COVID-19 symptoms while at home or at work should communicate those to I-CARE, Inc. pursuant to Policy 405.

In the event an employee must be removed from the workplace due to COVID-19, leave may be administered according to I-CARE, Inc.'s leave policies [e.g., PTO, Family Medical Leave Act, other policies].

Any **properly vaccinated** employee under this Policy who: (1) is required to leave work because of exposure to the COVID-19 virus (as defined by the CDC) while at work, or (2) subsequently contracts the COVID-19 virus at or away from work will receive their regular compensation by Employer independent of any accrued or otherwise available leave time for a maximum of ten days. Employees who have a documented workplace exposure will be required to take a PCR test within 3-5 days to be eligible for COVID pay. Employees who test positive from a workplace exposure will be required to submit a positive test result to the Human Resources Manager to be eligible for COVID pay.

Removal from the Workplace

I-CARE, Inc. will immediately remove an employee from the workplace if they have received a positive COVID-19 test or have been diagnosed with COVID-19 by a licensed healthcare provider (i.e., immediately send them home or to seek medical care, as appropriate).

An employee may also be removed from the workplace if they have been directly exposed to another person who has tested positive for COVID-19. A removal in this scenario will be based upon the level of contact with the person who tested positive.

An employee who has been removed from the workplace because of a positive COVID-19 test may be eligible to work remotely or in isolation. These eligibility determinations shall be made in accordance with I-CARE, Inc.'s remote work policies and procedures.

Return to Work Criteria

For any employee removed because they are COVID-19 positive, I-CARE, Inc. will keep them removed from the workplace until they meet one of the following criteria:

1. The employee receives a negative result on a COVID-19 nucleic acid amplification test (NAAT) (including PCR tests) following a positive result on a COVID-19 antigen test;
2. Meets the return to work criteria in CDC's "Isolation Guidance"; or
3. Submits a written recommendation to return to work from a licensed healthcare provider.

If an employee has severe COVID-19 or an immune disease, I-CARE, Inc. will follow the guidance of a licensed healthcare provider regarding return to work.

To return to work, an employee removed because they were COVID-19 positive shall submit documentation meeting the criteria of this policy to the Human Resources Manager.

Exemption and Accommodation Requests

In accordance with all federal, state, and local rules and regulations, Employer recognizes that there may be certain circumstances barring an employee from receiving the COVID-19 vaccine consistent with this Policy.

Employees in need of an exemption from this Policy due to a medical reason, or in consideration of a sincerely held religious belief, must submit a completed Request for Accommodation form to the Human Resource Department to begin the interactive accommodation process.

Accommodations may be granted where they are required by law and do not cause Employer undue hardship or pose a direct threat to the health and safety of others, including Employer's Head Start/Early Head Start children.

Please note that Employer's receipt of an accommodation request does not automatically excuse an employee from the requirements of this Policy. Rather, consistent with federal and state law, Employer will consider accommodation requests on a case-by-case basis.

PAYROLL
and
COMPENSATION

Policy Number: 300

Policy: Working Hours & Schedule
(Rev. approved by BOD 8/20/15 & PC 8/18/15)

Policy:

Employees will be assigned a work schedule and will be expected to begin and end work according to the schedule. In order to accommodate the needs of I-CARE, Inc.'s business, it may be necessary to change individual work schedules on either a short-term or long-term basis, according to program or department needs.

1. Nonexempt Employees will be required to take an unpaid meal period of one hour between the hours of 11:30 a.m. and 2:30 p.m. unless approved by the employee's supervisor/director. If employees do not take this unpaid meal period, they will be coached and counselled by their supervisor/director. This does not apply to Head Start and Day Care teaching staff as these staff are required to encourage family style dining in accordance with program regulations.
2. At times, emergencies such as power failures, road closings, fires, severe weather or acts of God may interfere with the I-CARE, Inc.'s operations. In such an event, I-CARE, Inc. may order a temporary shutdown of part or all of its operations. For additional information, refer to the "Policy 611-Other Time Off (5)".
3. On occasion, when there is not sufficient work due to program operations, conflicting schedules or other factors, employees may be sent home without pay, at the discretion of the Executive Director.
4. Employees may be allowed a break period in accordance with the rules and regulations which govern the program they are employed by.

Policy:

Nonexempt employees must enter their actual time worked into the agency computerized timekeeping system for payroll and benefit purposes. Exempt employees are required to enter their hours worked and report full days of absence from work for reasons such as leaves of absence, or paid time off (PTO). For the purposes of this policy, employees who enter time do so by “clocking” in or out.

1. All employees (exempt and nonexempt) are required to use the time clock system to record their hours worked and to request leave from work.
2. Employees are required to clock in/out at the computerized time clock located in their department or other agency location as necessary. Employees will not be permitted to clock in/out from any location outside the agency without prior written approval from the Executive Director.
3. Employees should not clock in or begin work before their scheduled work time. With the exception of Head Start classroom personnel on work days where they eat with the children, nonexempt employees are required to clock in/out for lunch breaks in addition to the beginning and end of the day. If there is a problem with the time clock system or computer, the employee should notify the supervisor and the supervisor will instruct the employee on how to proceed.
4. Employees who work in more than one program or job will clock in/out for each position.
5. If the employee misses an entry into the timekeeping system, the employee will notify the supervisor as soon as possible. The supervisor will manually enter the employee's work hours via the manager time clock portal. The supervisor's position title, name or initials must be entered in the description section along with the reason the employee was not able to enter their own time. Employees who consistently miss time clock entries will be subject to disciplinary action.
6. No overtime may be worked by any employee without prior approval from the Program Director and Executive Director. Any time worked over the normal, 8 hour work day, should be taken off in the same week worked. Overtime includes clocking in early, late or working through the scheduled lunch period. Nonexempt employees who work overtime without prior authorization will be subject to disciplinary procedures.
7. Employees may not use another employee's username and password to clock in or clock out for another employee. Employees must maintain their self-created username and password. In the case where an employee forgets his username and/or password, the employee must set up another account to access their payroll record. Employees may contact Human Resources for further guidance.

8. The Program Director (or designee) is responsible for insuring all time on the time sheets are reported correctly. If the Program Director or any supervisor finds an error in the employee's reported time, s/he must review this error with the employee, retain a brief written explanation from the employee agreeing to a correction and indicate on the employee's time sheet s/he made a change. Any employee falsely reporting time on his/her time sheet is subject to immediate termination of employment.
9. All time must be keyed in and approved by the employee's supervisor no later than noon on Monday of pay week. Supervisors should review daily time entries of employees to address any time entry issues as they occur. Any individual completing a 'paper' timesheet form must have these turned into the Business Office no later than noon on Monday of pay week.
10. The Supervisor is responsible for approving or denying any employee leave requests issued in the time keeping system on a daily basis.
11. All employees (except Program participants) are required to have their check direct deposited into a bank account and must provide the Business Office with appropriate documentation to insure the employee's payroll is correctly deposited. The Business Office is not responsible for any employee's payroll being incorrectly deposited due to an error on the employee's part in bank information provided. Any changes in the direct deposit information for employees must be reported to the Human Resources Department and/or the Business Office at least one (1) week prior to payroll being issued. If such errors cause a check to not be deposited, the Agency will not reissue the check until the original check has been re-deposited in the Agency bank account.
12. If a check or direct deposit is lost or delayed due to agency error, it will be replaced by the end of the next business day.
13. There shall be two signatures (as designated by the Board of Directors) on all checks written.
14. Emergency Procedures
In the event that the agency is closed due to unforeseen circumstances and/or employees are not able to clock in/out at the computerized time clock located in their department or other agency location, the employee's number of hours worked shall be entered by their supervisor. The supervisor will enter a description for the work associated with the employee's time, the reason the employee was not able to enter their own time, and the supervisor's position title, name or initials.

Policy:

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime. Working overtime, when required and assigned to do so, is a mandatory condition of employment. The Program Director (or designee) is required to get authorization for employee overtime from the Executive Director (or designee) prior to an employee working overtime. Working overtime without prior authorization may result in disciplinary action.

Nonexempt employees will be paid time and one-half compensation for all hours worked in excess of 40 hours in one work week or as required by law. Exempt employees are expected to work as much as is necessary to complete their job responsibilities.

Policy:

Employees are paid bi-weekly on Fridays by 5:00 pm for work performed during the previous two-week pay period in which they have used the time clock system to record their time. If a regular payday falls on a holiday, employees will be paid on the preceding workday. No employee may receive their pay in advance nor will I-CARE, Inc. make loans to any employee.

Payroll is made via direct deposit. All employees are required to complete forms necessary for direct deposit and attach a copy of a voided check to the form, at the time of employment. Employees are responsible for completing new paperwork anytime their banking preference changes. Such paperwork must be turned into the Human Resources department at least one (1) week prior to payroll being issued. I-CARE, Inc. will not be held responsible for any employee's check that is incorrectly deposited, or for any fees that may be associated with this, due to an employee's failure to provide proper notification.

If there is an error in an employee's pay, they are to report it immediately to their supervisor and the Human Resources department.

Policy Number: 304

Policy: Salary Pay

Policy:

Exempt employees will be paid a salary in accordance with applicable law. Although Exempt employees are generally entitled to their salary for any day in which work is performed; deductions can be made when permitted by law. An exempt employee's salary may be reduced for complete days of absence, for personal reasons and incomplete initial or final weeks of work. There may also be other occasions when an exempt employee's salary may be reduced.

Policy

A salary administration program shall be maintained which provides a pay rate structure or structures adequate to appropriately recruit and retain a competent workforce. Individual pay ranges or the total salary structure may be revised in response to labor market trends, subject to the Executive Director and Board approval and the availability of funds.

A. Administration of Salary Program

1. The Executive Director (or designee) is responsible for maintaining and administering the salary program.
2. Department Heads shall be responsible for notifying the Human Resources Department in a timely manner of any significant changes in function, organizational relationships, work methods, or duties and responsibilities that could affect the appropriate pay range of positions within their area of responsibility.
3. Managers are responsible for notifying Department Heads in a timely manner of any significant changes in jobs that could affect the appropriate pay range of positions under their supervision.
4. Any pay adjustments must be recommended to the Human Resources Department in writing by the Department Head (after consulting with the Finance Director for budget considerations). The Executive Director must approve all such requests prior to implementation.
5. Published salary surveys will be referenced as well as geographical area markets as needed to maintain competitive compensation and benefits.
6. Establishment and amendments to the Salary Administration Program shall not be final until approved by the Board of Directors. In addition, the Head Start/Early Head Start Policy Council shall review and approve any establishment and amendments to these guidelines that pertain to the Head Start/Early Head Start program prior to implementation.

B. Establishment of Salary Schedule

1. The Salary Schedule shall be determined through periodic salary surveys and fair market value for positions.
2. The Salary Schedule may consist of grades and a series of pay ranges with a minimum, 25th percentile, 50th percentile, and maximum rates.

C. Administration of Salary Schedule

1. **NEW HIRE:** The entrance pay rate for an employee shall be at the minimum of the pay range or at a pay rate within the range assigned to the position based on experience, education and market value for the position unless the employee is hired as a trainee (refer to number 6). New employees may start at the 25th percentile if s/he has additional required certifications and preferred years of experience in a similar position and setting or an advanced degree (Master's or Doctorate) and preferred years of experience in a similar position and setting. The Human Resources Director must review all salary offers with the Executive Director prior to confirming the offer with the employee. As a general rule, discretion should be exercised by management on assigning starting pay above the minimum to avoid creating pay inequities within the organization.
2. **SIGN-ON BONUS:** The sign-on bonus is a non-recurring and non-accumulating sum of money which may be paid to an employee with the sole objective of incentivizing an applicant who is receiving the bonus to accept employment at I-CARE, Inc. The sign-on bonus is based on funding availability on a program year basis and is subject to state and federal withholding taxes.

Eligibility

The payment of the sign-on bonus to the employee from I-CARE, Inc. is contingent upon the following eligibility factors:

1. The job must be a position title which has been determined by Human Resources Manager and the Program Director as difficult to recruit and/or retain.
2. The Executive Director must approve all position sign-on bonus requests.
3. Subcontractors and/or independent consultant are **not** eligible to receive sign-on bonuses.
4. Funding must be available in the relevant program budget(s) to support the payment(s).
5. Prior approval from the funding source(s) of the relevant programs must be received if required.
6. Only regular full-time employees are eligible for the sign-on bonus.

Responsibilities of the Employee

Prior to the payment of the sign-on bonus, the employee is responsible for the following:

1.) The employee is responsible for agreeing to and signing a written agreement between the employee and I-CARE, Inc. to assure understanding of and agreement to the stipulations including:

- a. The employee must maintain employment at the entity for a minimum of one (1) year from the date of hire.
- b. In the event the employee is terminated or leaves employment from I-CARE, Inc. within 12 months of their date of hire, the employee will be responsible for reimbursing I-CARE, Inc. for the re-payment of the pro-rated portion of the sign-on bonus that was paid. For example, if the employee completes 9 months of service, the employee must repay 25% of the sign-on bonus paid (for the remaining 3 months of the year for which the employee did not provide service).
- c. The employee will authorize I-CARE, Inc. to withhold any owed pro-rated portion of the sign-on bonus amount from the final pay the employee would receive upon termination of employment.

Actions

The HR Manager and Program Director (with the approval of the Executive Director) determines, based on experience and historical and current staffing patterns of the entity which position titles are deemed difficult to recruit for and/or retain. This determination will be utilized in determining the eligible employees to receive the sign-on bonus. Sign-on bonuses may be utilized for these position titles only when other recruitment methods have been deemed unsuccessful. Key Factors management will consider in determining which position titles are difficult to recruit/retain consist of the following:

- 1.) Turnover frequency and existing vacancies;
- 2.) Labor market factors, conditions of and staffing patterns for other entities in the industry;
- 3.) Results of previous recruitment/retention methods;
- 4.) Specific qualifications for the position and relative difficulty in attaining such qualifications;
- 5.) Availability of funds for the purpose of a sign-on bonus.

Before communication of the sign-on bonuses to the eligible employee(s) and after consultation with the Finance Director, the payment terms and payment amounts proposed by the HR Manager and Program Director will be reviewed by the Executive Director, who will make the final determination of the bonuses to be granted and in what amounts, as well as the determination of the payment date(s).

Implementation

The amount of the sign-on bonus will not exceed ten (10) percent of the eligible employee's regular salary amount.

Sign-on bonuses will be paid within the first year of employment as determined by the Executive Director and communicated to the employee upon acceptance of employment. Sign-on bonuses may be paid in increments at the discretion of the Executive Director.

Sign-on bonuses require approval by the Board of Directors. Additional approval must also be given by the Head Start/Early Head Start Policy Council for Head Start/Early Head Start employees.

Sign-on bonuses shall not become part of the employee's base pay and will only be calculated for those benefits required by law.

3. **RETENTION BONUS:** The retention bonus is a sum of money which may be paid to an employee with the sole objective of incentivizing an employee who is receiving the bonus to continue their employment at I-CARE, Inc. The retention bonus is based on funding availability on a program year basis and is subject to state and federal withholding taxes.

Before communication of the retention bonus to the eligible employee(s), the HR Manager and Program Director (after consultation with the Finance Director) will propose the payment terms and payment amounts to the Executive Director, who will make the final determination of the bonuses to be granted and in what amounts, as well as the determination of the payment date(s). Retention bonuses may be paid in increments at the discretion of the Executive Director.

Retention bonuses require approval by the Board of Directors. Additional approval must also be given by the Head Start/Early Head Start Policy Council for Head Start/Early Head Start employees. Prior approval from the funding source(s) of the relevant programs must be received if required.

Retention bonuses shall not become part of the employee's base pay and will only be calculated for those benefits required by law. Only regular full-time employees are eligible for the retention bonus.

4. **PROMOTION:** When a promotion occurs, the employee's pay may be increased. If the employee's pay is below the new minimum, it shall be increased to (at least) the minimum rate of the pay range for the newly assigned position. If the employee's current pay is already above the

new minimum pay rate, his or her pay may be left unchanged at the discretion of the Department Head or adjusted upward (after consulting with the Finance Director for budget considerations) provided that the adjusted pay does not exceed the maximum of the assigned pay range. The Executive Director must review and approve all recommendations resulting in employee pay rate changes prior to notification to employees and implementation.

5. **POSITION COMBINATIONS:** If an employee's position is combined with another position, his or her pay may be adjusted up to 15% of that employee's current salary. The adjustment will be based upon the responsibilities of the position assumed.

6. **LATERAL TRANSFER:** If an employee transfers to another position within the same pay range and general responsibility level, his or her pay shall remain the same.

7. **DEMOTION:** If an employee is transferred to a position in a lower pay range and lower level of responsibilities, and his or her current pay falls above the maximum for the new position, the employee's pay may remain the same until general range adjustments or range revisions bring it back within the pay range of the lower position; or, the employee's pay may be reduced to the maximum or within the range of the position, as long as the reduced pay does not fall below the minimum salary rate of the position. All demotions and downward transfers, along with any pay adjustments, must be initiated by the Department Head, reviewed by the Human Resources Director and approved by the Executive Director prior to notification to employees and implementation.

8. **DISCRETIONARY PAY ADJUSTMENT:** Employees may be eligible for a discretionary pay adjustment as defined below:

- a. Salary above maximum range – If an employee's pay falls above the range maximum, the employee may be eligible to receive an annual discretionary pay adjustment until a range revision is made that brings it back within the pay range for the position.
- b. Additional Responsibilities – When an employee assumes additional responsibilities for another position for a temporary period of time (exceeding 30 consecutive days) due to a vacancy or extended employee absence.
- c. Incentive Pay - The Executive Director may authorize incentive pay (as funding allows) for employees who receive "exceeds standards" ratings in the majority of the General Evaluation Factors and Job-Specific Factors on their performance evaluation. Incentive pay may also be given to employees who have successfully completed a work-related certification through a bona fide credentialing entity or completed a work-related class at a community college (or better) and maintained, at least, a "C" average for the class(es). Incentive pay requires approval by the Board of Directors. Additional

approval must also be given by the Head Start/Early Head Start Policy Council for Head Start/Early Head Start employees.

- d. Supplemental Pay - In recognition of the added effort and dedication employees demonstrate during a national emergency, pandemic or other unforeseen circumstances, the Executive Director may authorize supplemental pay for employees as funding allows. Supplemental pay requires approval by the Board of Directors. Additional approval must also be given by the Head Start/Early Head Start Policy Council for Head Start/Early Head Start employees.
- e. Employees in the Head Start/Early Head Start Program who receive an Associate Degree or a Bachelor's Degree must submit a copy of their official transcript prior to receiving a pay increase based on their position. No increase will be awarded until a copy of their official transcript is received in the Human Resources Department. If approved, the pay adjustment will be effective as of the date the official transcript is received in Human Resources. This increase must be recommended by the Program Director and approved by the Human Resources Director and the Executive Director.

All such discretionary pay adjustments are subject to the availability of funds. These adjustments shall not become part of the employee's base pay and will only be calculated for those benefits required by law.

- 9. **COLA PAY:** A Cost of Living Allowance (COLA) may be given to employees at the discretion and direction of the Board of Directors with approval of Policy Council for Head Start/Early Head Start employees. Head Start/Early Head Start Employees may receive a separate COLA as directed by the funding source. Employees terminated prior to the COLA distribution are ineligible for the COLA.
- 10. **TRAINEE PAY:** As a general rule, a trainee may be paid a rate of pay up to the minimum of the pay range for the position. Any exception to this rule must be reviewed by the Human Resources Director and approved by the Executive Director.

At the end of the training period, a formal evaluation shall be conducted on the trainee. If the employee successfully completes the training period, he or she will be appointed as a regular employee. The employee's pay will be adjusted to at least the minimum rate of the pay range for the position. If the employee's pay is already at the minimum of the pay range, the Department Head has the option of leaving the pay the same or after consulting with the Finance Director for budget considerations, recommending that it be adjusted within the pay range. However, no trainee's pay may be adjusted above the 25th percentile of the range for the position. All pay adjustments for trainees must be reviewed by the Human Resources Director and approved by the Executive Director prior to notification to employees and implementation.

Policy:

The Human Resources Department shall maintain a job classification and compensation plan, which consists of all positions established for I-CARE, Inc. including Head Start positions (in accordance with 45 CFR 1301.31 (1)). Each job position within a class will have a job description outlining the major job duties and minimum qualifications. Each job classification will be assigned to a salary range. The above information is kept in the Human Resources Department and is available for review as needed. When there is a need for a revision of a job classification, a reclassification of a position or the creation of a new position the following will apply:

1. A memo must be sent to the Human Resources Department outlining a request for a revision, reclassification or the creation of a new position.
2. The Human Resources Department will conduct a study and a recommendation will be made to the Executive Director for approval of any change or creation. The Human Resources Department will attempt to keep I-CARE, Inc. competitive by conducting benchmark studies at least every three (3) years.
3. In those instances where reclassification of a position results in the possible promotion of an employee, any recommended change of the employee's classification or salary will be handled by submitting an Employee Personnel Action Form.
4. Reclassifications of positions will be approved by the Executive Director.
5. The creation of new positions must have the approval of the Executive Director.

Policy Number: 307

Policy: Garnishments

Policy:

Garnishment Orders are legal notices of a court judgment. Such court orders require I-CARE, Inc. to withhold a specified sum or percentage of monthly wages as a deduction from an Employee's paycheck or other monies owed for a specific period of time with payment of that sum to an individual, company or government entity. The Human Resources department will perform all garnishment, levy, and wage assignment or earnings withholding tasks associated with judgments against wages, salaries, bonuses and commissions due and owing by I-CARE, Inc. employees.

Policy Number: 308

Policy: Travel Advances/Reimbursements

(Rev. approved by BOD 6/22/17)

Policy:

From time to time it becomes necessary for staff members, as well as certain Board and Policy Council members, to travel on behalf of I-CARE. When this occurs, the following applies:

Local Travel

Local travel is typically any travel that occurs within the I-CARE, Inc. jurisdiction (counties served). When an employee has local travel, they must complete a "Mileage Reimbursement Form" on a daily basis and should turn this in by the 10th of the following month.

This form must be approved by the Program Director prior to reimbursement. It is the Program Director's responsibility to insure all travel is in accordance with the rules and regulations of the grant for which the travel is charged to.

Mileage reimbursement is available to reimburse staff, policy council and board members (in accordance with bylaws & program regulations) for the use of their personal vehicles. Mileage should be turned in for reimbursement a minimum of at least once every two months (more frequently if so designated due to a fiscal year or program year ending). Failure to do so could result in non-reimbursement.

The Board of Directors of I-CARE will approve any changes in the rate to be used for mileage reimbursement. This rate will not exceed the approved IRS rate.

Any employee subject to reimbursement under this policy, or that may drive an Agency vehicle, must provide the Human Resource Dept. with an updated "Driving Record Disclosure" form annually. Employees should also furnish the Human Resource Dept. with up to date vehicle insurance cards for any vehicle they may own and drive for Agency business.

Employees traveling on occasional "day" trips (leaving and returning in the same day), whether in or out of I-CARE's jurisdiction, will be reimbursed for meals not to exceed the guidelines listed below for meal reimbursement (see Out of Town Travel below). To receive reimbursement the employee must complete an Out-of-Town Travel Expense Statement. This form must be approved by the employee's Supervisor, and the Finance Director or Executive Director prior to reimbursement being made. Mileage to and from the event will be reimbursed based on the Agency's mileage reimbursement rate at the time of travel (unless otherwise stipulated by the funding source). The odometer readings must be reflected on the Out-of-Town Travel Expense Statement for reimbursement.

Out of Town Travel

Out of town travel is any travel outside I-CARE Inc.'s jurisdiction. Prior to any employee traveling out of town, s/he must complete a "Travel Request" form and get appropriate approvals at least two (2) weeks prior to travel, unless an emergency. Furthermore, the employee must attach to this request an agenda or some other appropriate documentation explaining the purpose of the travel.

Any employee traveling out of town with an overnight stay will receive per diem for food and incidentals (which includes tips for bellmen and hotel maids) in accordance with the rates established within the GSA website (unless otherwise stipulated by the funding source). Advances will only be given when an overnight stay is involved. Travelers leaving after 7 AM will not receive the breakfast per diem for the first day of travel. Travelers returning before 7 PM will not receive the dinner per diem on the last day of travel. Travelers leaving on the first day of travel or returning on the last day of travel prior to 2:30 PM will receive lunch per diem. Travelers will be entitled to receive the full per diem allowance for incidental charges each day (unless otherwise stipulated by the funding source).

The actual cost of the hotel will be charged to an Agency credit card. The employee must turn in documentation from the hotel showing the actual cost of the hotel plus applicable taxes with their Request to Travel. The approved Travel Request form shall be sufficient approval for obtaining and using the Agency's credit card to pay for hotel and parking expenses (as approved, if applicable). However any other expenses the employee may need to use the credit card for requires an approved purchase order (e.g. gas, transportation cost, etc.). Any employee who charges an unauthorized, unapproved expense to an Agency's credit card or receives per diem over the allowable amount is required to reimburse the Agency within 5 business days of his/her return or have the charges deducted from their next pay.

Examples of unauthorized expenses include long distance fees, internet services (unless otherwise approved on a purchase order), alcoholic beverages and any other unallowable expense as indicated in 2 CFR, Part 200. Valet parking will only be considered for approval if it is the only reasonable form of parking and is itemized and approved on a purchase order or itemized on the Travel Request. Reasonable is defined as: a) if it is the only means of parking within a short distance of the hotel; b) if an employee has safety concerns about parking in a near-by garage; or, c) if the fees are comparable to self-parking. The reason must be indicated on the purchase order and approved by the Executive Director (or Finance Director in his/her absence).

If meals and/or lodging are provided, travel advances will be adjusted accordingly. Staff will be required to reimburse the Agency upon his/her return for any meals provided that were unknown at the time the advance was calculated. This must be reimbursed to the Agency within 5 business days of being notified of the over-advanced amount or said amount will be deducted from the employee's next pay.

Policy Number: 308

Policy: Travel Advances/Reimbursements

Any out of town travel for an area not listed on the GSA website will receive the GSA standard rate for meals and incidentals (unless otherwise stipulated by the funding source). Staff shall be paid for their travel time in accordance with the Wage & Hour law.

Registrations for Workshops/Conferences

When an employee attends a workshop or conference in which a registration fee is charged, s/he should indicate this on their "Travel Request" form, along with all pertinent information. These must be turned into the Business Office (along with a copy of the agenda/itinerary) as soon as possible, but no less than two (2) weeks prior to the deadline for registration.

In addition to completing the "Travel Request" form, the employee must also complete the necessary registration documents and attach to the "Travel Request" form so it can be mailed with the check.

All "Travel Requests" must be approved by the Program Director, Finance Director and Executive Director prior to travel.

Policy Number: 309

Policy: Continuing Education: Length of Stay
(Approved by BOD 2/25/10 & PC 3/16/10)

Policy:

In accordance with the *Improving Head Start for School Readiness Act of 2007* (Public Law 110-134; Sec. 648A(6) Staff Qualifications and Development), individuals who receive financial assistance to pursue a baccalaureate or advanced degree in early childhood education or a baccalaureate or advanced degree *and* coursework equivalent to a major relating to early childhood education shall teach or work in a Head Start program for a minimum of 3 years after receiving the degree or repay the total or a prorated amount of the financial assistance received based on the length of service completed after receiving the degree.

Therefore, I-CARE, Inc. may provide financial assistance to Head Start employees providing the employee signs a "Length of Stay" agreement stating the following:

1. That they agree to comply with the terms of the *Improving Head Start for School Readiness Act of 2007*, including the employment period and the repayment of funds to the I-CARE, Inc. Head Start program immediately upon any breach of the terms as written.
2. That if they violate the employment period required after degree completion, the repayment of funds will be pro-rated based upon the length of time worked after the degree is obtained.
3. That they understand if they fail to complete the degree for which funding is provided within 5 calendar years from the date of the initial funding or if they drop out of the educational course/program for which funding was provided, they will immediately repay the funds to the I-CARE, Inc. Head Start program per terms established by I-CARE, Inc.
4. That they understand if they do not make at least a "C" in a course for which funds have been provided, before any further funding will be provided to them, they will be responsible for repayment of the cost and fees for that course to the I-CARE, Inc. Head Start program per the terms established by I-CARE, Inc.
5. That they understand this in no way implies or creates an employment contract between them and I-CARE, Inc. and they are still subject to the policies and procedures of I-CARE, Inc.

Policy Number: 310

Policy: LONGEVITY PAY
(Rev. approved by BOD 11/29/18 & PC 12/18/18)

This policy will not go into effect until May 1, 2019. In recognition of an employee's years of service to ICARE, Inc. (and based on the availability of funds), full-time employees may be paid a stipend per the following schedule:

Upon 5 years of service - \$500

Upon 10 years of service - \$1200

After 10 years of service, employees will receive \$1200 upon completion of each additional five (5) full years of service. Under no circumstances will any stipend in excess of \$1200 be paid in any program year.

Stipends will be paid with the payroll following the employee's anniversary date, after completion of a full pay period following the anniversary date of full-time employment.

Longevity pay will not be prorated and will only be paid based on the employee's full years of service (including paid leave). Longevity pay will not be paid if an employee terminates for any reason before the payment would otherwise be paid. If an employee terminates employment for any reason and is re-hired at a later date, the anniversary date to be used for consideration in determining longevity pay will be the employee's last date of hire.

If the employee is not actively working at the time of his/her anniversary date, the applicable stipend will be paid upon their return to work and after completion of a full pay period. In the event an employee is suspended from employment for any reason, s/he will not receive a longevity stipend until the employee is fully re-instated following said suspension. If the employee has been laid off from employment, s/he will receive longevity pay only if the lay-off is considered a temporary lay-off (less than 3 months) and the employee returns to work immediately following the end of the lay-off period.

If an employee isn't reinstated to employment for any reason, s/he forfeits their right to all future longevity pay stipends. Furthermore, any employee serving a probationary period will only receive the longevity pay stipend upon satisfactory completion of the probationary period, to be paid following said completion and after completion of a full pay period.

Any employee classified as anything other than full-time is excluded from this benefit.

PERSONNEL

Policy:

The information recorded in an Employee's personnel file is confidential and important. It is the responsibility of the employee to make sure that the personal data in his/her file is accurate and up to date. Employees must report any change of address, phone number, etc. to the HR Department.

1. Employees may inspect their personnel file in the presence of a representative of the HR Department. Employees should contact the HR Department to schedule a time. Employees may request copies from their files; a reasonable copy charge may be assessed for large copy requests.
2. Only authorized supervisors and management personnel will have access to employee personnel files. For the purposes of this section, authorized supervisors and managers include anyone in the employee's chain of command and managers over positions to which the employee has made a current and formal request to be transferred or promoted to. However, I-CARE, Inc. will cooperate with, and provide access to the employee's personnel file to law enforcement officials, local, state, or federal agencies, and in accordance with applicable law. All requests to review an employee's personnel file should be referred to the HR Department.
3. Confidential health/medical records are safeguarded from disclosure and I-CARE, Inc. will divulge that information only (1) as allowed by law; (2) to the employee's personal physician upon written request of the employee; or (3) as required for workers' compensation cases. The confidential health/medical records are kept separately from the Personnel files.
4. No document will be placed in or removed from an employee's personnel file without the knowledge of the employee. Some documents may contain the phrase, "I have read and understand the above." This is to ensure that the employee is cognizant of the material contained in his/her file. However, failure to sign a document does not mean that the document cannot be placed into the personnel file.
5. Employee personnel files will not be allowed to be removed from the premises of the HR Department, without permission of the Human Resources Director, who is the custodian of the records.

Employees working with children (i.e. Head Start, and Day Care) must have certain information as mandated by Federal and State Law on hand at the work site. Therefore, a separate file may be maintained. However, this information is limited to only the documentation that is required by law and is not to be confused with the Personnel file.

The following files are maintained in each employee's folder in the HR Department:

- Personnel – contains information pertinent to employment (letter of employment, performance evaluations, copies of credentials, etc.)
- Benefits – contains information about the employee's benefits and any payroll deductions.
- Background Checks/References – contains information received from fingerprinting and criminal background check. Also contains letters of reference received for the employee.
- Medical - contains personal medical information about the employee and copies of drug-screening test(s) as well as worker's compensation documents. These files are kept separately from the Personnel files.
- Other – contains tax forms, completed wage verifications, and any other information not pertaining to any of the above files.

Anyone accessing the personnel files, except when the HR Department is filing information in them, must complete a sign in sheet indicating:

- Their name
- Reason for reviewing file
- Date accessed

Policy Number: 401

Policy: Personnel Data Changes

Policy:

It is the responsibility of each employee to promptly notify I-CARE, Inc. of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency; educational accomplishments; and other such status reports should be accurate and current at all times. If any personnel data has changed, the HR Department and the employee's supervisor must be notified in writing.

Policy:

In accordance with applicable law, I-CARE, Inc. prohibits sexual harassment and harassment because of race, color, national origin, ancestry, religion, physical or mental disability, veteran status, sexual orientation, age, or any other basis protected by federal, state, or local law. Any such harassment may violate the law and will not be tolerated. Any such harassment may result in disciplinary action up to and including termination.

1. Sexual Harassment Defined

Applicable state and federal law defines sexual harassment as unwanted sexual advances, requests for sexual favors, verbal, or physical conduct of a sexual nature when: (1) submission to the conduct is made a term or condition of employment; or (2) submission to or rejection of the conduct is used as basis for employment decisions affecting the individual; or (3) the conduct has the purpose or effect of unreasonably interfering with the Employee's work performance or creating an intimidating, hostile, or offensive working environment. Employees have a duty to report this behavior. This definition includes many forms of offensive behavior. The following is a partial list:

- a. Unwanted sexual advances.
- b. Offering employment benefits in exchange for sexual favors.
- c. Making or threatening reprisals after a negative response to sexual advances.
- d. Visual conduct such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters.
- e. Verbal conduct such as making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about any employee's body or dress.
- f. Verbal sexual advances or propositions.
- g. Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes, or invitations.
- h. Physical conduct such as touching, assault, or impeding or blocking movements.
- i. The use of e-mail in transmitting sexually harassing messages, or images to an employee, vendor, customer or citizen.
- j. Displaying sexually explicit or offensive pictures.
- k. Retaliation for reporting harassment or threatening to report harassment.

Sexual harassment on the job is unlawful whether it involves co-worker harassment, harassment by a supervisor, or harassment by persons doing business with or for I-CARE, Inc.

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

2. Other Types of Harassment

Prohibited harassment on the basis of race, color, religion, national origin, physical or mental disability, veteran status, sexual orientation, age, or any other protected basis, includes behavior similar to sexual harassment, such as:

- a. Verbal conduct such as threats, epithets, derogatory comments, or slurs.
- b. Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures.
- c. Physical conduct such as assault, unwanted touching, or blocking normal movement; and
- d. Retaliation for reporting harassment or threatening to report harassment.

3. I-CARE, Inc.'s Harassment Complaint Procedure

I-CARE, Inc.'s complaint procedure provides for an immediate, thorough, and objective investigation of any claim of unlawful or prohibited harassment, appropriate disciplinary action against one found to have engaged in prohibited harassment, and appropriate remedies for any victim of harassment. A claim of harassment may exist even if the employee has not lost a job or some economic benefit.

- a. If an Employee believes they have been harassed on the job, or if they are aware of the harassment of others, they should provide a written complaint to their Program Director and the Human Resources Director as soon as possible. A complaint should be as detailed as possible, including the names of individuals involved, the names of any witnesses, direct quotations when language is relevant, and any documentary evidence (notes, pictures, cartoons, et cetera).
- b. Applicable law also prohibits retaliation against any employee by another employee or by I-CARE, Inc. for using this complaint procedure or for filing, testifying, assisting, or participating in any manner in any investigation, proceeding, or hearing conducted by a governmental enforcement agency.
- c. All incidents of prohibited harassment that are reported will be internally investigated by I-CARE, Inc. I-CARE, Inc. will immediately undertake or direct an effective, thorough, and objective investigation of the harassment allegations. The investigation will be completed and a determination regarding the reported harassment will be made and communicated to the employee who complained and to the accused harasser(s).
- d. If I-CARE, Inc. determines that prohibited harassment has occurred, I-CARE, Inc. will take effective remedial action commensurate with the circumstances. Appropriate action will also be taken to deter any future harassment. If a complaint of prohibited harassment is substantiated,

appropriate disciplinary action, up to and including termination, will be taken. Whatever action is taken against the harasser will be communicated to the employee who complained.

4. Liability for Harassment

Any employee of I-CARE, Inc., whether a co-worker or supervisor, who is found to have engaged in prohibited harassment is subject to disciplinary action, up to and including termination from employment. Any employee who engages in prohibited harassment, including any supervisor or manager, who knew about the harassment but took no action to stop it, may be held personally liable for monetary damages. Any supervisor or manager who knew about harassment and took no action to stop it or failed to report the harassment to the Executive Director or the Human Resources Director may also be subject to disciplinary action up to and including termination. I-CARE, Inc. does not consider conduct in violation of this policy to be within the course and scope of employment or the direct consequence of the discharge of one's duties. Accordingly, to the extent permitted by law, I-CARE, Inc. reserves the right not to provide a defense or pay damages assessed against employees for conduct in violation of this policy.

Policy:

It is the policy of I-CARE, Inc. that any employee who violates our agency's policies, procedures, and/or work rules may be subject to disciplinary action. **Note: Disciplinary steps described below should not be construed as creating a contract, expressed or implied, that such steps will be followed at all times. Employment is at-will and termination can be made at any time and for any reason.** Head Start terminations must be presented to the Head Start Policy Council for approval before an employee may be terminated with the exception of the Director of Children Services.

It is not the intent of I-CARE, Inc. to punish employees. We must implement certain disciplinary actions for violations of our established policies and procedures. It is the intent of our disciplinary process to correct deficient performances and secure compliance with our working policies.

Prompt and courteous attention to the needs of our children, following established job descriptions, work assignments, etc., must be our common concern. Anything less than professional behavior is not only inappropriate, but is a hindrance to the well-being of all concerned.

We expect all employees to observe "common sense" rules of good conduct and job safety. It is each employee's responsibility to report violations of personnel policies, safety regulations, operational policies and procedures, child abuse, etc. to their supervisor.

I-CARE, Inc. may use up to four (4)-steps of disciplinary action for infractions of our established policies and procedures. Prior to initiating the disciplinary steps, a supervisor may take preliminary informal action with the employee to address the infraction. Preliminary action will include a private discussion with the employee, describing the problem and/or infraction and allowing the employee an opportunity to explain and respond to the supervisor's concerns. The supervisor and employee shall determine a course of action to correct the infraction and a reasonable time period during which it will be corrected, which will be documented by letter or email correspondence from the supervisor to the employee following the discussion.

The use of the following formal disciplinary action steps is dependent upon the nature and severity of the infraction and are not required to be applied in the order listed below; however, exceptions to the following steps shall be made at the discretion of the Executive Director. The Executive Director reserves the right to bypass any step of the disciplinary process, based on the severity of the infraction.

Disciplinary Action Steps

a. Verbal Warning:

- (1) The immediate supervisor will meet with the employee to discuss the infraction and what action needs to be taken to correct the violation and prevent further violations.
- (2) The immediate supervisor will prepare a written report of the counseling session and provide to the Human Resources Director to be placed in the employee's file.

b. Written Warning:

- (1) Prior to issuing and conducting a Written Warning, the Human Resources Director shall be consulted with regarding any unusual circumstances. The Human Resources Director may be present at the disciplinary action as a witness.
- (2) The immediate supervisor will meet with the employee to discuss the infraction and what action is needed to prevent further violations.
- (3) The immediate supervisor will prepare a written reprimand outlining the infraction, what action is needed to resolve the infraction, the employee's account of what happened and the signature and date of the employee and immediate supervisor.
- (4) A copy of the written reprimand is to be provided to the employee, and a copy is to be provided to the Human Resources Director for inclusion in the employee's personnel record.

c. Written Warning and Suspension:

- (1) The immediate supervisor, Program Director and the Human Resources Director will meet with the employee to discuss the infraction and inform the employee that he/she will be suspended without pay for a specified number of days and that any further infraction will result in termination of employment.
- (2) The immediate supervisor and Human Resources Director must prepare a written report of the actions leading up to this step, a summary of the infractions, and corrective action to be taken by the employee.
- (3) A copy of the written reprimand and suspension period must be provided to the employee and a copy must be filed in the employee's personnel record.
(Note: The signature of the Program Director, Human Resources Director, immediate supervisor and employee will be required. Refusal by the employee to sign the documentation may result in immediate termination.)
- (4) In cases involving serious misconduct, safety violations, alcohol or drug intoxication, law violations, etc., the employee will be suspended without pay until an investigation report has been made and reviewed by the Executive Director. The Human Resources Director will be notified immediately in all cases involving sexual harassment or potential discrimination.

- a. Should the investigation reveal unwarranted charges, the employee will be reinstated to his/her former position and will be paid for all time lost.
- b. Should the investigation reveal misconduct, the employee will be terminated retroactive to the date of suspension.

d. Termination of Employment:

- (1) The Executive Director and Human Resources Director should be consulted prior to all terminations.
- (2) Head Start terminations must be presented to the Head Start Policy Council for approval before an employee may be terminated with the exception of the Director of Children Services.
- (3) The HR Director will inform the employee of the meeting and its purpose.
- (4) The immediate supervisor and the Human Resources Director or another supervisor (if HR Director is not available and time is of the essence) will meet with the employee to discuss the infraction and inform the employee that his/her employment has been terminated.
- (5) The Human Resources Director will prepare a written report for inclusion in the employee's personnel record. (Note: The signature of the Executive Director, Human Resources Director, Program Director employee's manager and employee will be required at the meeting. If the employee refuses to sign the written report, such refusal shall be noted on the report and a witness will sign in the employee's place.)
- (6) Should an employee refuse to sign a warning notice, such information must be recorded on the notice.
- (7) Should an employee feel he/she has been unfairly disciplined, he/she has the option to file a written complaint through our established Employee Grievance Process.

Child Abuse and Neglect (per Policy 215):

There is zero tolerance for child abuse and neglect. During the investigation, an employee being investigated for alleged child abuse and/or neglect may be re-assigned to another capacity that does not have contact with children in lieu of suspension. Suspension without pay or re-assignment will be left to the discretion of the Executive Director. If the allegation is unfounded, any regular work time missed due to suspension will be paid to the employee.

Policy:

I-CARE, Inc. maintains a strong commitment to provide a safe, efficient, and productive work environment. I-CARE, Inc. expects that employees will perform their duties safely and efficiently in a manner that protects their interests and those of their coworkers. In keeping with this commitment, I-CARE, Inc. maintains zero tolerance for drug and alcohol abuse by its employees.

1. Drug-Free Workplace

I-CARE, Inc. is covered by the Federal Drug-Free Workplace Act, and strives to maintain a drug-free workplace. As a covered employer, I-CARE, Inc. must certify to the funding sources that it will provide a drug-free workplace in connection with the performance of its government contracts. All employees will be given and will be required to sign an Employee Notification Statement. I-CARE, Inc. will include drug-free awareness information in its programs and will comply with the requirements that the government be notified of any employee's workplace-related drug conviction. Any questions regarding I-CARE, Inc.'s drug-free workplace compliance efforts should be directed to the HR Department.

In connection with I-CARE, Inc.'s drug-free workplace compliance efforts, the following are requirements:

- a. Employees must, as a condition of employment, report any conviction under a criminal drug statute for violations occurring on I-CARE, Inc. premises or while conducting I-CARE, Inc. business. A report of a conviction must be made to the Human Resources Director within five days of the conviction. Within ten days of learning about an employee's conviction, I-CARE, Inc. must notify any government agency with which it contracts or subcontracts with of the employee's criminal drug statute conviction.
- b. Within 30 days of the date I-CARE, Inc. learns of any employee's conviction, it will discipline the employee, up to and including termination. Any employee who is not terminated may be required to satisfactorily participate in and complete a drug abuse treatment or rehabilitation program.
- c. Each Employee, as a condition of employment, shall sign an Employee Notification Statement, which sets forth the requirements of the Drug-Free Workplace Act.

2. Prohibited Acts

The following rules and standards of conduct apply to all employees. I-CARE, Inc. strictly prohibits:

- a. Possession, use, or being under the influence of alcohol or an illegal drug, intoxicant, or controlled substance while on the job or on I-CARE, Inc. owned or occupied premises;

- b. Driving a vehicle on I-CARE, Inc. business while under the influence of alcohol or an illegal drug, intoxicant, controlled substance, or impaired by the use of prescription medicine;
- c. Distributing, selling, manufacturing, or purchasing or attempting to distribute, sell, manufacture, or purchase any drug, illegal or otherwise, intoxicant, or controlled substance during working hours or while on I-CARE, Inc. owned or occupied premises;
- d. Testing positive for alcohol or an illegal drug on a required or requested drug or alcohol test or screen or refusing to test;

3. Testing Program

I-CARE, Inc. will require drug and/or alcohol testing:

- a. After an offer of employment as a condition of employment, and before the applicant commences employment (within 24 hours of notification);
- b. When a reasonable suspicion exists that any employee is under the influence of alcohol or any illegal drug, intoxicant, or controlled substance while on the job, or is otherwise in violation of this policy. Reasonable suspicion means suspicion based on information regarding, among other things, the appearance, behavior, speech, attitude, mood, and/or breath odor of any employee;
- c. When any Employee is found in possession of alcohol or any illegal drug, intoxicant, or controlled substance in violation of I-CARE, Inc. policy, or when any of those items are found in an area controlled or used by the employee, such as a desk or locker;
- d. When an accident, near-miss, or incident occurs in which safety precautions are violated or careless acts are performed;
- e. After any employee has participated in a rehabilitation program in accordance with this policy;
- f. When required by a state or federal law or regulation (e.g., (i) persons driving commercial motor vehicles (CDL) ("DOT testing"); or (ii) for other reasons required by law). The testing required by I-CARE, Inc. will involve an initial screening test. If that test result is positive, the positive result will be confirmed using a different testing methodology. The test results will be kept as confidential.
- g. Employees suspected of possessing alcohol, illegal drugs, intoxicants, or controlled substances are subject to inspection and search, with or without notice. Employees' personal belongings, including any bags, purses, briefcases, and clothing, and all I-CARE, Inc. property are also subject to inspection and search, with or without notice. Employees who violate I-CARE, Inc.'s drug and alcohol abuse policy will be removed from the workplace immediately. I-CARE, Inc. may also bring the matter to the attention of appropriate law enforcement authorities. Any conviction for

criminal conduct involving illegal drugs, intoxicants, or controlled substances, whether on or off duty, or any violation of I-CARE, Inc.'s drug and alcohol abuse policy, including having a positive drug-test result, may lead to disciplinary action, up to and including termination.

- h. Any employee's conviction on a charge of sale, distribution, manufacturing or attempted sale, distribution, or manufacturing or possession of any controlled substance while off I-CARE, Inc. property will not be tolerated because that conduct, even though off duty, reflects adversely on I-CARE, Inc.
- i. Within 24 hours following any injury related to a worker's compensation claim.

4. Use of prescription/over-the-counter drugs

The use of prescription drugs and/or over-the-counter drugs may also affect an employee's job performance, safety and seriously impair that employee's ability to perform assigned job duties. Any employee who is using prescription or over-the-counter drugs that may impair his or her ability to safely or competently perform the job, or may affect the safety or well-being of others, must inform his or her supervisor and upon request by the supervisor, the employee shall submit a physician's statement that the prescription drug use will not affect the employee's ability to safely or competently perform the duties of the job. Human Resources shall provide a job description to the physician at the request of the employee. The employee is not required to identify the medication or the underlying illness. Failure of an employee to inform his or her supervisor as required by this policy and/or failure to provide a physician's statement may result in a written warning as disciplinary action in accordance with the Employee Counseling Policy, Policy 403; however, in the event the employee's failure to inform his or her supervisor resulted in activity that placed I-CARE, Inc. employees or clients in an unsafe environment, the employee may be subject to additional disciplinary action at the discretion of the Executive Director. Various federal, state, and local laws protect the rights of individuals with disabilities and others with regard to the confidentiality of medical information, medical treatment, and the use of prescription drugs and substances taken under medical supervision. Nothing contained in this policy is intended to violate or interfere with individual rights under these laws.

5. Accommodation of Employees Seeking Treatment/Rehabilitation

I-CARE, Inc. will attempt to reasonably accommodate employees with chemical dependencies (alcohol or drugs), if they voluntarily wish to seek treatment and/or rehabilitation. Employees desiring that assistance should request available paid time off or an unpaid treatment or rehabilitation leave of absence. I-CARE, Inc.'s support for treatment and rehabilitation does not obligate I-CARE, Inc. to employ

Policy Number: 404

Policy: Drug & Alcohol Abuse

any person who violates I-CARE, Inc.'s drug and alcohol abuse policy or whose job performance is impaired because of substance abuse. I-CARE, Inc. is also not obligated to reemploy any person who has participated in treatment or rehabilitation if that person's job performance remains impaired as a result of dependency. Employees who have had an opportunity to seek treatment and/or rehabilitation and are involved in any further violations of this policy will not necessarily be given a second opportunity to seek treatment or rehabilitation.

Policy:

It is the policy of I-CARE, Inc. that employees shall be required to report for and work their assigned shifts. Due to the nature of our business, work attendance is vital to the functions of I-CARE, Inc. I-CARE, Inc.'s operations depend upon employees being punctual to work and working their entire shift. As such, tardiness and absenteeism will be subject to a distinct corrective action procedure applicable only to tardiness and absenteeism. Poor attendance, reporting late, leaving early, etc. will not be condoned. Employees are expected to be punctual for work.

1. Tardiness is defined as signing in seven (7) or more minutes past the employee's scheduled starting time. Leaving early is defined as signing out seven (7) or more minutes prior to the employee's scheduled quitting time.
2. An absence is defined as one (1) or more days away from work on scheduled workdays. One or more consecutive days away from work for an illness is considered one (1) absence.
3. Excused absences are defined as:
 - a. Leave of absence (including FMLA)
 - b. Jury Duty
 - c. Bereavement Leave (covered under I-CARE, Inc.'s Bereavement Leave policy)
 - d. Military leave
 - e. Time off scheduled in advance under I-CARE, Inc.'s PTO plan
 - f. Time off for work related injuries (for employees not eligible for FMLA), as designated by the workers' compensation physician
 - g. Hospitalization – requires the Doctor's statement of hospitalization.
 - h. Court attendance compelled by subpoena.
4. Unexcused absences are defined as any absence that is not covered under the definition of an excused absence.
5. All employees are required to report for work as scheduled and to be at their assigned areas on time.
6. It is the responsibility of the employee to notify his/her immediate supervisor by phone or email when illness or other circumstances prevent the employee from reporting to work. Leaving messages with other people is not acceptable and will not be considered proper notification. Employees are required to make the call to their supervisor personally. Phone calls from someone other than the employee will not be considered proper notification unless there are extreme circumstances.

7. An employee should provide his/her immediate supervisor with at least two (2) hours advance notice of his/her inability to report for his/her assigned shift.
8. For an absence or tardiness to be deemed excused, the employee must provide the reason(s) why he/she will not be able to report to work in accordance with Paragraph 3 above, and when he/she expects to return to duty, as well as any required or requested documentation. A supervisor may request reasonable documentation from an employee when necessary for reasons related to doctor's visits, jury duty, court attendance, and bereavement leave. Should an employee fail to provide the reason(s) for his/her absence, an unexcused absence will be recorded in the employee's personnel file. Multiple and/or consecutive unexcused absences may result in disciplinary action up to, and including, termination. For the purposes of an excused tardiness, the employee's immediate supervisor may excuse a tardiness event for a reason other than those provided in Paragraph 3 and out of the employee's control, such as a traffic accident.
9. For weather conditions refer to I-CARE, Inc.'s Policy 705, Inclement Weather.
10. Each employee is responsible for maintaining his/her daily absentee log (entering leave requests in the timekeeping system). All calls from employees must be documented by noting date and time of call, reason for absence, and expected return date.
11. Employees who fail to call-in or report for work as scheduled for two (2) consecutive days (no call/no show), unless medically incapacitated, will be considered to have self-terminated their employment. The Executive Director will determine whether the medically incapacitated criteria has been met.
12. Non-Exempt Employees may be docked pay for reporting late to work, or for all late time, in 15 minute increments.
13. Prior to commencing disciplinary action steps, a supervisor may take preliminary informal action to address up to one of an employee's absences or two tardiness events, whether excused or unexcused, within a 12 month timeframe, where the supervisor feels such action may address and resolve the issue without formal action, and prevent a pattern of absences and tardiness by the employee.

Disciplinary actions steps will be based on accumulated unexcused absences (within a 12 month timeframe) and will be taken as follows:

- a. Oral Warning – two (2) unexcused absences or three (3) tardiness events
- b. Written Warning – four (4) unexcused absences or four (4) tardiness events
- c. Suspension – six (6) unexcused absences or six (6) tardiness events
- d. Termination – eight (8) unexcused absences or seven (7) tardiness events

However, at the discretion of the Executive Director, and in accordance with the Employee Counseling Policy, Policy 403, exceptions to the above steps may be made and the Executive

Director reserves the right to bypass any disciplinary action step where the employee has incurred four or more unexcused absences, or six or more tardiness events, in a 12 month timeframe. Factors the Executive Director shall consider when determining appropriate disciplinary action shall include, but are not limited to, a) the closeness of the absences and tardiness events to each other b) the impact the absences and tardiness events had on the ability of I-CARE, Inc. to provide services to its clients c) the impact the absences and tardiness events had on the employee's coworkers and I-CARE, Inc. staff d) extenuating circumstances of the employee.

14. Employees with disabilities may be granted reasonable accommodation in complying with these policies if undue hardship does not result to I-CARE, Inc.'s operations. However, regular attendance and promptness are considered part of each Employee's essential job functions.

Policy Number: 406

Policy: Investigations of Current Employees

Policy:

I-CARE, Inc. may occasionally find it necessary to investigate current employees, where behavior or other relevant circumstances raise questions concerning, for example, work performance, reliability, honesty, trustworthiness, or potential threat to the safety of coworkers or others. Employee investigations may, where appropriate, include investigations of criminal records, including appropriate inquiries about any arrest for which the employee is out on bail. In the event that an investigation is conducted, I-CARE, Inc. will comply with applicable state laws, including providing the employee with any required notices and forms. Employees subject to an investigation are required to cooperate with the I-CARE, Inc.'s lawful efforts to obtain relevant information, and may be disciplined up to and including termination for failure to do so.

Policy Number: 407

Policy: Performance Evaluations

Policy:

Performance evaluations are conducted in order to provide both the employee and the supervisor with the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss methods for improving employee performance and set goals and objectives for future performance. At a minimum, each employee shall be evaluated between the end of the third and before the expiration of the sixth month of employment. Additionally, all employees will be evaluated, on an annual basis, within thirty days of their anniversary date or prior to the end of the program year. All evaluations will be placed in the employee's personnel file.

A positive performance evaluation does not guarantee an increase in salary, a promotion, or even continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfer, and promotions, are determined by, and at the discretion of I-CARE, Inc.

Policy Number: 408

Policy: Improving Employee Job Performance

Policy:

I-CARE, Inc. believes in the principle that employees should be given the opportunity to demonstrate their abilities and continually improve their job performance. Where performance problems exist, employees should be told about these deficiencies and, in many instances, given an opportunity to improve.

When I-CARE, Inc. determines that an employee is a candidate for improvement, it will attempt to help the employee meet I-CARE, Inc.'s expectations by providing additional coaching and/or training where appropriate. Additional performance evaluations for the employee are tools that can be used to determine improvement of employee job performance.

Policy Number: 409

Policy: Customer/Client Relations
(Rev. approved by BOD 2/25/10 & PC 3/16/10)

Policy:

I-CARE, Inc.'s success depends on satisfying its customers/clients. Employees are expected to treat customers courteously and with the utmost respect at all times. Employees must attend to I-CARE, Inc. customers' questions and demands promptly and professionally. Failure to treat customers courteously will result in disciplinary action, up to and including termination.

All programs, policies, procedures and activities conducted by and through I-CARE, Inc. and its contractors, subcontractors, customers/clients shall be conducted without regard to age, ancestry, color, creed, citizenship (where applicable), genetic information/testing, marital status, mental or physical disability, political affiliation, belief or opinion (where applicable), national origin, race, religious affiliation, belief or opinion, sex (except where age, sex, or disability involves a bonafide qualification), sexual orientation (where applicable) or status as a participant in any funded programs (where applicable).

In the event a client feels they have been treated unfairly or is not satisfied with the services being provided to her/him by I-CARE, Inc. s/he may make a complaint by following the procedures below:

Level 1

1. Within five (5) days, file the initial complaint, in writing to the Program Director of the applicable program.
2. The Program Director will respond to the initial complaint, in writing, within ten (10) working days of the date of the complaint. The level one complaint may be filed by mailing to the attention of:

Program Director
(*list specific program*)
I-CARE, Inc.
PO Box 7049
Statesville, NC 28687-7049

Level 2

If the person filing the initial complaint is dissatisfied with the initial response from the Program Director, s/he may appeal to the Executive Director, in writing, to review the case for resolution.

After review of the complaint, which may include staff and/or client interview and review of any relevant documentation, the Executive Director will render a decision within ten (10) working days of the date of the level two complaint.

Policy Number: 409

Policy: Customer/Client Relations

The level 2 complaint may be filed to the attention of: Bryan Duncan, Executive Director at the same address listed previously.

Level 3

If a client disagrees with the responses at level 1 and level 2, s/he may then file a final complaint to the I-CARE, Inc. Board of Directors. This complaint must be postmarked no later than five (5) working days after the date of the level 2 complaint response and may be mailed to the attention of: Board Chair, at the same address listed previously.

The client complaint will be reviewed by the I-CARE, Inc. Board of Directors (or designated Board committee of at least three people) and within five (5) working day of the date of the level 3 complaint, a final decision will be mailed to the client. Such decisions shall be final and conclusive to all parties. A copy of the final decision will be maintained in program files.

Failure of the aggrieved party to comply with any of the requirements and timelines listed above, at any level, will constitute resolution of grievance.

If a complainant cannot read or write, they may use a proxy to assist with the complaint process on their behalf.

Policy:

Maintaining confidentiality is an important issue in managing comprehensive record keeping systems. Documents and information should be released only to those people who require the information to monitor and evaluate program compliance and to those outside authorities conducting investigations. It is important for employees to comply with these policies and procedures to ensure that information is collected, stored, released and transferred in such a way that privacy is protected. Information about I-CARE, Inc., its employees, clients, suppliers, and vendors is to be kept confidential and divulged only to individuals within I-CARE, Inc. with both a need to know and authorization to receive the information, through department administrators or department heads.

1. All records and files maintained by I-CARE are confidential and remain the property of the I-CARE. Records and files are not to be disclosed to any outside party without the express permission of the administrator, department head or designee. Confidential information includes, but is in no way limited to: financial records; business, marketing, and personnel and payroll records regarding current and former employees; the identity of, contact information for, and any other account information on clients, vendors, and suppliers; programs, and any other documents or information regarding I-CARE's operations, procedures, or practices. Confidential information may not be removed from I-CARE premises without express authorization from the Executive Director.
2. Confidential information obtained during or through employment with I-CARE may not be used by any employee for the purpose of furthering current or future outside employment or activities or for obtaining personal gain or profit. I-CARE reserves the right to avail itself of all legal or equitable remedies to prevent impermissible use of confidential information or to recover damages incurred as a result of the impermissible use of confidential information.
3. Employees may be required to enter into written confidentiality agreements confirming their understanding of I-CARE's confidentiality policies.
- 4 I-CARE will comply with the provisions of the Freedom of Information Act.

Policy:

I-CARE, Inc. expects each employee to dress in a manner that is appropriate for the work setting. Employees are expected to report to work well groomed, clean, and dressed according to the requirements of their position. Some employees may be required to wear uniforms or safety equipment/clothing. Head Start employees must comply with specific dress requirements in regards to food handling, driving and teaching. Employees who have regular contact with the public should adhere to the following personal appearance standards:

1. Clothing must be clean, pressed and in good repair.
2. Shoes must be neat and in good repair. Flip-flops or beach shoes are not appropriate footwear.
3. Jewelry must be tasteful. Employees must not wear more than two earrings in each ear. No other body piercings are allowed to be seen.
4. Shorts are not to be worn when working in the office or a Child Care Center.
5. Clothing and other forms of body art of personal expression should be tasteful and must not advertise any products that are adverse to a healthy life style, such as beer, cigarettes or illegal drugs, nor should they have offensive symbols or sayings. They should also not support partisan political campaigns.
6. Jeans may be worn, but they must be appropriately sized and without holes.
7. Bra-less tops, low cut tops, shorts, cropped shirts and skirts/dresses that are determined to be too short by the Program Director are not appropriate attire at any time.
8. In addition to these standards, the following apply to staff working in the child development centers, since job responsibilities require staff to be on the floor and outside with children on a regular basis:
 - Scrubs or other permissible casual clothing are appropriate attire for classroom staff.
 - Classroom staff must wear shoes with rubber grip soles.
 - Heels and toes must be completely enclosed for sanitation and safety reasons.
 - Jewelry must be limited to basic small earrings (well secured) and rings, because dangling earrings and pendant necklaces may be grabbed by children and pulled loose.
 - Fingernails must be clean, well-trimmed, and relatively short.
 - Cooks and assistant cooks must wear hairnets while in the kitchen.

Any employee who does not meet the standards of this policy may be prevented from working until they leave and return to work well groomed and wearing the proper attire. Employees will not be paid for time missed due to inappropriate attire. Continued violations of this policy will result in other disciplinary action.

Policy Number: 412

Policy: Non-Fraternization

Policy:

I-CARE, Inc. recognizes that employees may develop personal relationships in the course of their employment. However, in an effort to prevent favoritism, morale problems, disputes or misunderstandings, and potential sexual harassment claims, supervisors are not permitted to date or engage in sexual relationships with subordinate employees. Violation of this policy may result in discipline, including termination.

Policy:

As advocates for economic self-sufficiency, I-CARE, Inc. views its media/press relations as an important part of effective communication to the general public. To assure a consistent message, I-CARE, Inc. has adopted the following policy:

1. I-CARE, Inc. has two official spokespersons: the I-CARE, Inc. Board of Directors' Chairperson and the I-CARE, Inc. Executive Director. These two individuals have the final say on how I-CARE, Inc. is to be presented to the media. All employees are to ensure that any contact with the media on agency issues is first cleared with the Executive Director to assure the proper agency position is presented.
2. Only the Executive Director or designee is authorized to make or approve public statements pertaining to I-CARE, Inc. and its operations.
3. Statements to the press, as well as the release of information that is deemed confidential by I-CARE, Inc., is considered a breach of policy and may be grounds for disciplinary action up to and including termination. Any contact with the media is sensitive and if there is any doubt on the part of any staff as to the release of information, the administrator should first contact the Executive Director or designee for clarification.

Policy:

Any employee who reasonably believes that there has been a violation of the provisions of the Policies & Procedures Manual is entitled to have their concern reviewed and acted upon as outlined below. No staff, however, may contact a member of the Board of Directors:

1. An Employee Grievance must be submitted in writing to the Employee's immediate supervisor for resolution.
2. If the employee's concern is against the employee's supervisor, then the grievance will be submitted to the immediate supervisor's supervisor or manager. Matters should be elevated at each step within the employee's chain of command to the administrator level until resolved.
3. If the matter is not resolved within the employee's Department, the employee may request that the Human Resources Director also evaluate the issue and the matter should be forwarded to the Human Resources Director for review.
4. The Human Resources Director may conduct additional fact-finding and interview parties as necessary. He or she may also suggest alternative actions or options to resolve the dispute. If the matter is not resolved at this level, the matter will be sent to the Executive Director for final resolution.
5. For issues in which the employee feels that the Executive Director is the source of a complaint, the employee, will submit a written summary of their complaint directly to the Human Resources Director who will coordinate the evaluation of the matter with the Personnel Committee of the Policy Council, and/or Board of Directors as may be appropriate given the circumstances.
6. All grievance processes filed must clearly state the section of the Policies & Procedures Manual which has been violated.
7. A grievance process must be initially submitted within ten (10) working days of the occurrence of the violation.
8. All grievance processes must be responded to in writing at each step above within ten (10) working days of receipt.
9. A grievance process may be denied because it is not timely filed within the above stated period or the section of the manual is not clearly stated.

Policy Number: 414

Policy: Employee Grievance Process

10. A grievance process hearing before the Executive Director will be an informal administrative, non-adversarial hearing. The Executive Director will make a final decision in writing within fourteen (14) days. This decision will be final and binding on all parties.

Policy Number: 415

Policy: Resignation

(Rev. approved by BOD 7/27/17 & PC 7/18/17)

Policy:

If a non-exempt employee decides to resign and leave his/her employment with I-CARE, Inc., s/he is to give at least two weeks written notice. If a manager decides to resign and leave his/her employment with I-CARE, Inc., s/he is to give at least 30 days written notice. This will allow the opportunity to make the necessary adjustments in work operations. Employees are required to return all property owned by I-CARE, Inc. (e.g., vehicles, computers, keys, uniforms, identification badges, and credit cards) prior to their departure. I-CARE, Inc. retains the right to accept an employee's resignation immediately without obligation for further compensation.

Policy Number: 416

Policy: Reductions in Force (Layoff)

Policy:

In the event that I-CARE, Inc. determines it is necessary to lay off any employee or a number of employees, I-CARE, Inc. retains full discretion to select which employee(s) will be laid off. While I-CARE, Inc. retains full discretion, some of the relevant factors might include I-CARE, Inc.'s operational requirements and the skills, productivity, ability, and past performance of those involved.

1. When it becomes necessary to lay off employees due to a necessary reduction in force, because of lack of work, or lack of funds, employees within the same classification will, typically, be laid off in the following order: emergency, temporary, probationary, and regular employees.
2. Whenever possible, employees to be laid off will be given at least two (2) weeks written notice.

Policy Number: 417

Policy: Exit Interviews

Policy:

Before leaving, employees will be asked to participate in an exit interview. This will provide closure to their employment with I-CARE, Inc. and will allow I-CARE, Inc. to ensure that it has resolved various administrative matters, answered any questions about continuation of benefits, and listened to any employee comments or ideas about improving I-CARE, Inc.'s operations. Managers and supervisors are responsible for asset recovery and for allowing the employee to participate in the exit interview with the HR Department at a scheduled time. Exceptions can be made on a case by case basis.

Policy:

I-CARE, Inc. cannot operate without certain guidelines and rules that are mutually beneficial to this agency and to the employees. A professional image of competence and excellence is important to our continued success. The following behaviors are prohibited. Appropriate disciplinary action up to, and including, termination may result depending upon the severity of the particular offense, as determined by the judgment of the agency and the Executive Director. This list is not intended to be all-inclusive and the absence of action on the first occurrence does not mean action will not be taken on any future occurrence. Our intent is to provide a general guideline; we reserve the right to identify other rules as necessary.

1. Knowingly altering in a fake manner the time record of another employee, or having another employee alter your time record, or any unauthorized or misrepresentation of time worked (refer to timekeeping policy, Policy 301).
2. Falsification or alteration of any personnel records or information, including the employment application, whether discovered at the time of initial employment or later
3. Falsification of any documentation including the intentional violation of federal and program eligibility determinations and/or regulations inclusive of enrolling children, individuals, and/or families who are not eligible to receive program services
4. Tardiness without proper notification and/or without proper cause
5. Absence without properly informing your supervisor
6. Leaving the work premises without permission during working hours
7. Leaving a duty station without authorization or relief
8. Unauthorized absence from the work area
9. Careless mistakes that affect the safety of children, personnel, or visitors
10. Horseplay, running, throwing things, or fighting on the premises at any time
11. Smoking in non-designated smoking areas and at inappropriate times
12. Refusal to obey directions given by your supervisor or other management personnel
13. Divulging confidential information
14. Threatening, intimidating, coercing, or violating the rights of any individual in any manner
15. Possession of weapons on agency premises at any time
16. Physical mistreatment or abusive language to any individual
17. Disregard for or repeated violation of safety rules or common safety practices
18. Violation of security regulations
19. Theft or removal of the property of any child, fellow employee, or the agency from the premises without proper authorization
20. Abuse, misuse or the careless or deliberate destruction of a child's property, another employee's property, or agency property
21. Unauthorized soliciting or collecting contributions for any purpose during working time
22. Unauthorized distribution of literature, written or printed material of any description in working areas

23. Reporting for work under the influence of alcohol, or with any level of narcotic or controlled substance in the employee's system, or when suffering from alcoholic hangover, or being in an otherwise unsafe condition
24. Use, possession, distribution, or sale of narcotics or controlled substances on agency property at any time, or use, possession, distribution, or sale of alcohol on agency property at any time
25. Gambling on agency premises at any time
26. Posting or removing notices, signs, written or printed matter, or writing in any form on agency premises without specific approval from management
27. Failure to immediately report to your supervisor and/or document any injury or incident that occurs to yourself, a child, another employee, or a visitor
28. Sleeping on the premises
29. Non-performance of any verbal and/or written job duties or assignments
30. Sexual or any other type of harassment
31. Absence(s) from mandatory in-service(s)
32. Unauthorized or non-emergency telephone calls or conducting personal business during work time
33. Any conduct that is determined by the agency to be detrimental to the health, welfare, and safety of the children, visitors, fellow employees or the agency.

This agency reserves the right to impose discipline up to, and including, termination at any time, without following progressive disciplinary steps if, in the judgment of the agency and the Executive Director, the offense warrants immediate termination.

Policy:

The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace. Any violation of this policy will be met with disciplinary action up to termination.

Random Testing

I-CARE, Inc. will randomly test employees for compliance with its drug-free workplace policy. As used in this Policy, "random testing" means a method of selection of employees for testing, performed by an outside third party. The selection will result in an equal probability that any employee from a group of employees will be tested. Furthermore, I-CARE, Inc. has no discretion to waive the selection of an employee selected by this random selection method. All testing will be done in accordance with the NC Controlled Substance Examination Regulation Act.

Scheduled Periodic Testing

I-CARE, Inc. reserves the right to conduct periodic testing on a regularly scheduled basis for employees in designated departments, classifications or work groups.

Substances Covered By Drug Testing

Employees will be tested for their use of commonly-abused controlled substances, which include: Amphetamines, Barbiturates, Benzodiazepines, Opiates, Cannabinoids, Cocaine, Methadone, Methaqualone, Phencyclidine (PCP), Propoxyphene and chemical derivatives of these substances.

Employees must advise testing lab employees of all prescription drugs taken in the past month before the test and to be prepared to show proof of such prescription to testing lab personnel.

Testing Methods and Procedure

All testing will be conducted by a licensed independent medical laboratory, which will follow testing standards established by the State or Federal government. Testing will be conducted on a urine sample provided by the employee to the testing laboratory under procedures established by the laboratory to insure privacy of the employee, while protecting against tampering/alteration of the test results.

Employees will be considered to be engaged at work for the time spent in taking any tests, and will be compensated for such time at their regular rate.

I-CARE, Inc. will pay for the cost of the testing, including the confirmation of any positive test result by gas chromatography. The testing lab will retain samples in accordance with State law, so that an employee may request a retest of the sample at his/her own expense if the employee disagrees with the test result.

Refusal to Undergo Testing

Employees who refuse to submit to a test are subject to immediate discharge.

Positive Test

If an employee tests positive on an initial screening test, the employee will be temporarily suspended without pay while the confirmation test is being conducted. On receipt of the confirmation test, the employee will be subject to disciplinary action, up to and including discharge. Discipline selected by I-CARE, Inc. will depend upon a variety of factors, including the prior work record of the employee; the length of prior employment; the prior accident and attendance record of the employee; the circumstances which led to the testing; and the proposals by the employee to address the problem.

Explanation of Test Results

All employees and applicants can meet with the testing laboratory personnel, and with I-CARE, Inc., to explain their test results. These discussions shall be considered confidential except that information disclosed in such tests will be communicated to personnel within I-CARE, Inc. or within the Lab who need to know such information in order to make proper decisions regarding the test results or regarding the employment of the individual.

Opportunity to Review Records

Employees can obtain copies of all test results from the testing laboratory, or from I-CARE, Inc. When the individual disagrees with the test results, the individual may request that the testing laboratory repeat the test. Such repeat test shall be at the expense of the individual, unless the repeat test overturns the original report of the Lab, in which case I-CARE, Inc. will reimburse the employee with the next payables for the costs incurred for the retest.

Confidentiality Requirements

All records concerning test results will be kept in medical files which are maintained separately from the personnel file of the employee.

Testing laboratories may conduct testing only for substances included on the disclosure list provided to the individual and may not conduct general testing related to the medical conditions of the individual which are unrelated to drug usage.

Retesting

Employees may request a retest of their positive test results, within five (5) working days after notification by I-CARE, Inc. of such positive test result. This retest is at the expense of the individual, unless the original test result is called into question by the retest.

Where the employee believes that the positive test result was affected by taking of lawful or prescribed substances, the individual may be suspended without pay pending receipt of confirming information to substantiate the claims of the individual. Normally, the individual will be provided no more than five (5) business days in which to provide this additional information.

Once I-CARE, Inc. has determined whether or not there is evidence to indicate that the test results are incorrect, I-CARE, Inc. will advise the individual of its decision. If it is decided that the positive test result was indeed affected by taking lawful or prescribed substances, the individual will be paid with the next payroll for regular time missed due to this suspension.

Policy:

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives, that I-CARE, Inc. will not in any instance tolerate bullying behavior. Employees found in violation of this policy will be disciplined, up to and including termination.

Definition

I-CARE, Inc. defines bullying as repeated, intentional actions with the underlying motivation to intimidate or demean. It is abusive conduct that includes:

- Threatening, humiliating or intimidating behaviors.
- Work interference/sabotage that prevents work from getting done.
- Verbal abuse.

Such behavior violates I-CARE, Inc.'s values and expectation that all employees will be treated with dignity and respect.

Examples

I-CARE, Inc. considers the following types of behavior examples of bullying:

- **Verbal bullying.** Slandering, ridiculing or maligning a person or his or her family; persistent name-calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical bullying.** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property.
- **Gesture bullying.** Nonverbal gestures that can convey threatening messages.
- **Exclusion.** Socially or physically excluding or disregarding a person in work-related activities.

Individuals who feel they have experienced bullying should report this to their supervisor or to Human Resources. All employees are strongly encouraged to report any bullying conduct they experience or witness as soon as possible to allow I-CARE, Inc. to take appropriate action.

Policy Number: 421

Policy: Telecommuting
(Approved by BOD 7/22/21 & PC 7/22/21)

Purpose

Telecommuting allows employees to work at home, on the road or in a satellite location for all or part of their workweek. I-CARE, Inc. considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Telecommuting may be appropriate for some employees and jobs but not for others. Telecommuting is not an entitlement, it is not a companywide benefit, and it in no way changes the terms and conditions of employment with I-CARE, Inc.

Procedures

Telecommuting can be informal, such as working from home during a pandemic or other government-ordered emergency for a short period of time or on the road during business travel, or a formal, set schedule of working away from the office as described below. Although the decision to allow a telecommuting arrangement ultimately rests with the Executive Director, either an employee or a Program Director can suggest telecommuting as a possible work arrangement.

Any telecommuting arrangement made will be on a trial basis and may be discontinued at will and at any time at the request of either the telecommuter or the organization. Every effort will be made to provide 30 days' notice of such change to accommodate commuting, childcare and other issues that may arise from the termination of a telecommuting arrangement. There may be instances, however, when no notice is possible.

Eligibility

Formal

Existing employees requesting formal telecommuting arrangements must have a satisfactory performance record. New positions may be designated as remote working positions as deemed necessary or suitable by the Program Director. Remote working positions will comply with the terms of this policy.

Before entering into any telecommuting agreement, the employee and Program Director, with the assistance of the human resource department, will evaluate the suitability of such an arrangement, reviewing the following areas:

- Employee suitability - The employee and Program Director (or designee) will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful telecommuters.

Policy Number: 421**Policy: Telecommuting**

- Job responsibilities - The employee and Program Director (or designee) will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
- Equipment needs, workspace design considerations and scheduling issues -The employee and Program Director (or designee) will review the physical workspace needs and the appropriate location for the telework.
- Tax and other legal implications - The employee must determine any tax or legal implications under IRS, state and local government laws, and/or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee.

If the employee and Program Director agree, and the human resource department and Executive Director concur, a draft telecommuting agreement will be prepared by Human Resources and signed by all parties, and a three-month trial period will commence.

Evaluation of telecommuter performance during the trial period will include regular interaction by phone, e-mail, and other virtual communication methods between the employee and the Program Director (or designee), and weekly meetings to discuss work progress and problems. At the end of the trial period, the employee and Program Director (or designee) will each complete an evaluation of the arrangement and make recommendations for continuance or modifications. Evaluation of telecommuter performance beyond the trial period will be consistent with that received by employees working at the office in both content and frequency but will focus on work output and completion of objectives rather than on time-based performance.

An appropriate level of communication between the telecommuter and Program Director (or designee) will be agreed to as part of the discussion process and will be more formal during the trial period. After conclusion of the trial period, the Program Director (or designee) and telecommuter will communicate at a level consistent with employees working at the office or in a manner and frequency that is appropriate for the job and the individuals involved.

Equipment

On a case-by-case basis, I-CARE, Inc. will determine, with information supplied by the employee and the Program Director (or designee), the appropriate equipment needs (including hardware, software, and other office equipment) for each telecommuting arrangement. The human resource department and the IT vendor may serve as resources in this matter. Internet service and equipment (including modems and routers) will be the responsibility of the employee. Equipment supplied by the organization will be maintained by the organization. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. I-CARE, Inc. accepts no responsibility for damage or repairs to employee-owned equipment. I-CARE, Inc. reserves the right to make determinations as to appropriate equipment, subject to change at any time.

Equipment supplied by the organization is to be used for business purposes only. The telecommuter must sign an inventory of all I-CARE, Inc. property received and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all company property will be returned to the company, unless other arrangements have been made.

I-CARE, Inc. will supply the employee with appropriate office supplies (pens, paper, etc.) as deemed necessary.

The employee will establish an appropriate work environment within his or her home for work purposes. I-CARE, Inc. will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.

Security

Consistent with I-CARE's confidentiality policy and the organization's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and client information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, protection from general view of client or company information, and any other measures appropriate for the job and the environment. Personnel and client files shall remain in the main office to protect confidential information.

Safety

Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. I-CARE, Inc. will provide each telecommuter with a safety checklist that must be completed at least twice per year. Injuries sustained by the employee in a home office location and in conjunction with his or her regular work duties are normally covered by the company's workers' compensation policy. Telecommuting employees are responsible for notifying the employer of such injuries as soon as practicable. The employee is liable for any injuries sustained by visitors to his or her home worksite.

Telecommuting is not designed to be a replacement for appropriate childcare. Although an individual employee's schedule may be more flexible, the focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering a trial period.

Time Worked

The employee and Program Director (or designee) will agree on the number of days of telecommuting allowed each week, the work schedule the employee will customarily maintain,

and the manner and frequency of communication. The employee agrees to be accessible by phone or virtually by internet within a reasonable time period during the agreed upon work schedule.

Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked using I-CARE, Inc.'s time-keeping system. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the telecommuter's supervisor. Failure to comply with this requirement may result in the immediate termination of the telecommuting agreement.

Availability

Telecommuting employees are required to be available for contact and communication as they would when working in the office. Telecommuting employees will be required to be appropriately dressed when attending meetings/trainings as they normally would when working in the office. Failure to comply with this requirement may result in the immediate termination of the telecommuting agreement.

Ad Hoc Arrangements

Temporary telecommuting arrangements may be approved for circumstances such as pandemics, quarantine/isolation periods, government-ordered shutdowns, inclement weather, special projects or business travel. These arrangements are approved on an as-needed basis only and may not require the full evaluation process and trial period described above. These ad hoc arrangements have no expectation of ongoing continuance.

Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate. All informal telecommuting arrangements are made on a case-by-case basis, focusing first on the business needs of the organization.

Arrangements approved in order to provide a reasonable accommodation under the American with Disabilities Act may not require the full evaluation process and trial period described above provided the business needs of the organization can be met without undue hardship.

I-CARE, INC. FACILITIES

Policy Number: 500

Policy: Policies Against Workplace Violence

Policy:

I-CARE, INC., Inc. is committed to working with its employees to maintain a work environment free from violence, threats of violence, and other disruptive behavior. Violence and threats of violence in the workplace will not be tolerated; that is, all reports of incidents will be taken seriously and will be dealt with appropriately. Such behavior can include oral or written statements, or expressions that communicate a threat of physical harm. Individuals who commit such acts may be subject to disciplinary action (including termination), criminal penalties, or both.

The cooperation of all employees is required to implement this course of action effectively and maintain a safe working environment. If an employee observes or experiences such behavior by anyone on agency premises whether s/he is an I-CARE, INC., Inc. employee or not, it should be reported to a supervisor. Program Directors who receive such reports must forward this information to the Executive Director for incident investigation and appropriate action.

Threats or assaults that require immediate action by police or medical services should be telephoned to 911 and then to the Executive Director.

Policy:

Employees driving on I-CARE, INC. business, whether in an I-CARE, INC.-owned or leased vehicle, a rented vehicle, an employee's own vehicle or any other vehicle, are not permitted to engage in unauthorized activity or travel. The use of I-CARE, INC.-owned or leased vehicles and rental of vehicles for I-CARE, INC. business is limited to authorized employees. These vehicles must only be used in work-related activities and may not be used for personal business or activities.

1. All employees authorized to drive I-CARE, INC.-owned or I-CARE, INC.-leased vehicles or to rent vehicles for use in conducting I-CARE, INC. business must possess a current, valid North Carolina driver's license and be insurable under I-CARE, INC. policy. Employees must obtain any specific, state-required permits or licenses necessary to operate I-CARE, INC. owned or I-CARE, INC. leased vehicles. Any change in license status or driving record must be reported to a supervisor immediately. Periodically, I-CARE, INC. or its insurance carrier may request reports from the relevant government agencies regarding the license status and driving record of employees whose job responsibilities include driving. In the event that the license status or driving record of any employee whose job responsibilities include driving becomes unacceptable to I-CARE, INC. or its insurance carrier, that employee may be restricted from driving, reassigned, suspended, or terminated.
2. A valid North Carolina driver's license must be in the employee's possession at all times while operating a vehicle. It is the responsibility of every employee to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits. Employees who fail to comply with North Carolina law while driving may face suspension or termination.
3. Certain employees may drive their own personal vehicles while conducting I-CARE, INC. business. These employees must maintain adequate personal automobile liability insurance and provide a copy of their insurance card/policy to the HR Department. Employees are reimbursed for mileage at a rate approved by the Board of Directors. An expense report detailing the number of miles driven on I-CARE, INC. business must be submitted to the Business Office at designated times to receive reimbursement. Employees are expected to observe these policies while driving on I-CARE, INC. business, even if operating their own vehicles or other vehicles not owned, leased, or rented by I-CARE, INC.
4. Employees driving I-CARE, INC. vehicles or their own personal vehicle for the purpose of conducting I-CARE, INC. business must provide I-CARE, INC. with proof of automobile liability insurance at the time of hire. If they do not provide proof of insurance at the time of hire, employees shall not drive I-CARE, Inc. vehicles or their personal vehicle while conducting agency business. It is the employee's responsibility to maintain automobile liability insurance for purposes of driving on behalf of I-CARE, Inc. Thereafter, employees must complete a "Driving Record Disclosure" for the previous year. Any falsification of information on this record will result in termination of employment in accordance with I-CARE, INC.'s progressive discipline policy. Any employee found to be driving their personal vehicle without personal automobile liability insurance while conducting agency business will face disciplinary action up to termination of employment.

Policy:

All I-CARE, INC. property, including desks, storage areas, work areas, lockers, file cabinets, credenzas, computer systems, office telephones, cellular telephones, modems, facsimile machines, duplicating machines, and vehicles, must be used properly and maintained in good working order. Employees who lose, steal, or misuse I-CARE, INC. property may be personally liable for replacing or fixing the item and may be subject to discipline, up to and including termination.

1. I-CARE, INC. reserves the right, to inspect and search any and all of its property for the purpose of determining whether this policy or any other policy of I-CARE, INC. has been violated, or when an inspection and investigation is necessary for purposes of promoting safety in the workplace or compliance with state and federal laws. These inspections may be conducted during or after business hours and in the presence or absence of the employee.
2. Employees are not permitted to use I-CARE, INC.'s equipment for non-work purposes. Accordingly, employees have no right of privacy as to any information or file maintained in or on I-CARE, INC. property or transmitted using I-CARE, INC. property. For purposes of inspecting, investigating, or searching employees' files or documents, I-CARE, INC. may override any applicable passwords, codes, or locks in accordance with the best interests of I-CARE, INC., its employees, or its customers or visitors. All bills and other documentation related to the use of I-CARE, INC. equipment or property are the property of I-CARE, INC. and may be reviewed and used for purposes that I-CARE, INC. considers appropriate.
3. Employees may access only files or documents that they have permission to enter. Unauthorized review, duplication, dissemination, removal, damage, or alteration of files, or other property of I-CARE, INC., or improper use of information obtained by unauthorized means, may be grounds for disciplinary action, up to and including discharge.

This policy applies to all technical resources that are owned or leased by I-CARE, that are used on or accessed from I-CARE's premises, or that are used on I-CARE business. This policy also applies to all activities using any I-CARE-paid accounts, subscriptions, or other technical services, such as the Internet, voice mail, telephone systems, Fax, and e-mail, whether or not the activities are conducted from I-CARE premises.

A computer system is imperative to ensure relevant information is maintained and accessible at all times. With this in mind, the following policies and procedures shall be followed:

1. Hardware – Computer hardware shall be maintained and kept in good working order. Computers shall be repaired or replaced as needed to insure continued successful operations of all programs.
2. Software – Software shall be purchased in accordance to the need(s) of various programs. All software shall be kept in a secure place with a copy kept at an “off-site” location (as designated by the Executive Director). No employee shall download any software to his/her computer without prior authorization from the Program Director (or his/her designee) and obtaining appropriate licensing.
3. Information Technology Technician (ITT) – The Executive Director shall appoint an individual or company as the Agency's ITT designee. This individual/company will be consulted as necessary when problems arise. Permission from the Executive Director (or his/her designee) must be obtained prior to any such consultation.
4. Licenses – The Administrative Assistant to the Executive Director will maintain a list of all software and software licenses in a secure place.
5. Backups – Backups shall be maintained as follows:
 - a. All Accounting Data shall be backed up daily both on a hard drive and on a removable disk. The removable disk shall be taken “off-site” at the end of each day.
 - b. Each Program Director is responsible for ensuring an individual backup of data pertinent to his/her program is completed daily.

Backups are imperative to insure minimum down time when a problem arises for which a restore is needed.

6. Internet Use – Internet service shall be provided and used as needed for research, e-mail, etc. Personal use of internet service is allowed for **brief** periods, providing such use does not expose the Agency to any risk of virus or potential liable situations. A Program Director or the Executive Director may suspend this privilege for any employee who is deemed to be abusing his/her rights to this service or who violates this policy. Under no circumstances are employees allowed to “download” software without the consent of the Program Director.

7. Internet Safety – Child Internet Protection Act (CIPA)

It is the policy of I-CARE, Inc. to: (a) prevent user access over its computer network to, or transmission of, inappropriate material via Internet, electronic mail, or other forms of direct electronic communications; (b) prevent unauthorized access and other unlawful online activity; (c) prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; and (d) comply with the Children's Internet Protection Act [Pub. L. No. 106-554 and 47 USC 254(h)].

Access to Inappropriate Material

To the extent practical, technology protection measures (or "Internet filters") shall be used to block or filter Internet, or other forms of electronic communications, access to inappropriate information.

Specifically, as required by the Children's Internet Protection Act, blocking shall be applied to visual depictions of material deemed obscene or child pornography, or to any material deemed harmful to minors.

Subject to staff supervision and with approval of the Executive Director, technology protection measures may be disabled for adults or, in the case of minors, minimized only for bona fide research or other lawful purposes.

Inappropriate Network Usage

To the extent practical, steps shall be taken to promote the safety and security of users of the I-CARE, Inc. online computer network when using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications.

Specifically, as required by the Children's Internet Protection Act, prevention of inappropriate network usage includes: (a) unauthorized access, including so-called 'hacking,' and other unlawful activities; and (b) unauthorized disclosure, use, and dissemination of personal identification information regarding minors.

Education, Supervision and Monitoring

It shall be the responsibility of all members of the I-CARE, Inc. staff to educate, supervise and monitor appropriate usage of the online computer network and access to the Internet in accordance with this policy, the Children's Internet Protection Act, the Neighborhood Children's Internet Protection Act, and the Protecting Children in the 21st Century Act.

Procedures for the disabling or otherwise modifying any technology protection measures shall be the responsibility of the Executive Director or designated representatives (including IT vendors).

The Program Director or designated representatives will provide age-appropriate training as necessary for students who use the I-CARE, Inc. Internet facilities. The training provided will be designed to promote the agency's commitment to:

- a. The standards and acceptable use of Internet services as set forth in I-CARE's Internet Safety Policy;
- b. Student safety with regard to:
 - i. safety on the Internet;
 - ii. appropriate behavior while on online, on social networking Web sites, and, in chat rooms; and,
 - iii. cyberbullying awareness and response.
- c. Compliance with the E-rate requirements of the Children's Internet Protection Act ("CIPA").

Following receipt of this training, the student will acknowledge that he/she received the training, understood it, and will follow the provisions of the agency's acceptable use policies.

8. E-Mail – Individuals as designated by the Executive Director shall have access to e-mail service. This service may not be used to receive, send, or download any correspondence which may be sexual in content or deemed discriminatory on the basis of race, sex, religion, color, national origin, sexual orientation or any other factor protected by law. Violations of this policy may result in the employee's e-mail rights being terminated.
9. Purchases of Hardware, Software, or applicable services – No purchase shall be made without a purchase order as described in the Purchase Order Policy of this manual.
10. Passwords – All Program Directors are responsible for insuring that employee passwords are changed at least every 90 days. All passwords must be forwarded to the Executive Director with each change. Employees should not share their passwords with anyone other than the Program Director and the Executive Director.
11. Downloads – No downloads of any software are allowed without prior consent of the Department Head.
12. Virus Protection – Each computer shall have anti-virus software installed and maintained in an effort to control viruses, worms, etc.

Unacceptable Uses

I-CARE's technical resources should not be used for personal gain, criminal activity, or the advancement of individual views. Messages stored and/or transmitted by I-CARE's computer, voice mail, e-mail, Fax, or telephone systems must not contain content that may reasonably be considered offensive to any employee, customer, vendor, supplier or anyone that might obtain access to the information stored or transmitted. Employees who wish to express personal opinions on the Internet are encouraged to obtain a personal account with a commercial Internet service provider and to access the Internet without using I-CARE resources. Employee personal postings are not permitted on I-CARE's Intranet.

Use of I-CARE's technical resources evidences an express consent to monitoring and if such monitoring reveals evidence of possible abuse or criminal activity, the results of such monitoring may be forwarded to the appropriate level of authority for action. Individuals found to have engaged in criminal activity or prohibited activities will be subject to discipline according to I-CARE policies and procedures, up to and including termination.

Employees should not send e-mail or other communications that either mask identity or indicate that someone else sent them. Employees should never access any technical resources using another employee's password. Employees should only access the libraries, files, data, programs, and directories that are related to their work duties. Unauthorized review, duplication, dissemination, removal, installation, damage, or alteration of files, passwords, computer systems or programs, or other property of I-CARE, or improper use of information obtained by unauthorized means, is prohibited.

Sending, saving, or viewing pornographic and offensive material is prohibited. Messages stored and/or transmitted by I-CARE's computer, voice mail, e-mail, fax, or telephone systems must not contain content that may reasonably be considered offensive to any employee. Offensive material includes, but is not limited to, sexual comments, jokes or images, racial slurs, gender-specific comments, or any comments, jokes or images that would offend someone on the basis of his or her race, color, religion, sex, age, national origin or ancestry, physical or mental disability, veteran status, sexual orientation, as well as any other category protected by federal, state, or local laws. Any use of the Internet or Intranet to harass or discriminate is unlawful and strictly prohibited by I-CARE. Violators will be subject to discipline, up to and including termination.

I-CARE's computer, voice mail, e-mail, Fax, or telephone systems, and the data stored on them are and remain at all times the property of I-CARE. As a result, computer data, voice mail messages, e-mail messages, and other data are readily available to numerous persons. If, during the course of employment, employees perform or transmit work on I-CARE's computer, voice mail, e-mail, fax, or telephone systems and other technical resources, their work may be subject to the investigation, search, and review of others in accordance with this policy.

All information, including e-mail messages and files, that are created, sent, or retrieved over I-CARE's technical resources is the property of I-CARE, and should not be considered private or

Policy Number: 503

Policy: Use of I-CARE'S Technical Resources

confidential. Accordingly, employees have no right of privacy as to any information or file maintained in or on I-CARE's property or transmitted or stored through I-CARE's computer, voice mail, e-mail, fax, or telephone systems.

Copyrighted Materials

Employees should not copy and distribute copyrighted material (e.g., software, database files, documentation, articles, photographs, graphics files, and downloaded information) through the e-mail system or by any other means unless they have confirmed in advance from appropriate sources that I-CARE has the right to copy or distribute the material. Failure to observe a copyright may result in disciplinary action by I-CARE as well as legal action by the copyright owner.

Confidential Information

All Employees should safeguard I-CARE's confidential information, as well as that of customers and others, from disclosure. They should not access new voice mail or e-mail messages with others present. Messages containing confidential information should not be left visible while they are away from their work area.

E-mail messages containing confidential information should include the following statement, in all capital letters, at the top of the message: **CONFIDENTIAL: UNAUTHORIZED USE OR DISCLOSURE IS STRICTLY PROHIBITED.**

Violations of any guidelines in this policy may result in disciplinary action up to and including termination. In addition, I-CARE may advise appropriate legal officials of any illegal violations.

Policy Number: 504

Policy: Use of Stationary & Mail Services

Policy:

All engraved or printed I-CARE, INC. stationery, envelopes, and other work materials are for I-CARE, INC. business only. These materials may not be used for personal correspondence or non-business matters. When signing business letters on I-CARE, INC. letterhead, the employee's name and title or position must be used.

Employees are not to send or receive personal mail using I-CARE, INC.'s mail services. Employees will be required to reimburse the cost of postage for non-business-related materials that they send through I-CARE, INC.'s mail services and are subject to disciplinary action.

Policy Number: 505

Policy: Employee Property

Policy:

Employee personal property is that property in which the employee purchased with money and was not reimbursed by I-CARE, INC. Program Directors are required to have employees document all personal property and keep a copy on file. This list shall be kept with the department's inventory files and made available during I-CARE, INC. assigned inventories and also at the time of an employee's exit. All employee valuables should be kept in a secure location. I-CARE, INC. assumes no responsibility for the loss, theft, or damage of employees' personal property.

Policy Number: 506

Policy: Visitors

Policy:

Friends and relatives should not visit employees during working hours. Unattended children are not permitted in the facility or on the premises at any time. For safety and insurance reasons, friends, relatives and customers are not permitted in areas restricted to employees only, unless authorized by management.

Policy Number: 507

Policy: Security

Policy:

Employees should be alert at all times and should immediately report the presence of any suspicious persons to their supervisor or to the Executive Director. Employees should also maintain in their possession at all times their keys, security codes, and visibly display identification badge(s). These items may not be lent to anyone who is not authorized to possess them. Similarly, computer passwords, electronic door codes, and any other security access information should not be disclosed to anyone who is not authorized to have that information.

Policy Number: 508

Policy: Solicitation

Policy:

I-CARE, INC. has established rules, applicable to all employees, to govern solicitation for the sale of goods for personal gain and distribution of written material during working time. All employees are expected to comply strictly with these rules.

1. No employee shall solicit or promote the support for any cause or employee or employees at whom the activity is directed;
2. No employee shall distribute or circulate any written or printed material in work areas at any time, during his or her working time, or during the working time of the employee or employees at whom the activity is directed; and
3. Under no circumstances will non-employees be permitted to solicit or to distribute written material for any purpose on I-CARE, INC. property.
4. Under no circumstances will I-CARE, INC. employees be allowed to solicit and/or sell goods and materials for any non-I-CARE, INC. purpose on I-CARE, INC. property or during work hours.

As used in this policy, "working time" includes all time for which an employee is paid and/or is scheduled to be performing services for I-CARE, INC.; it does include break periods.

Policy Number: 509

Policy: Employee Parking

Policy:

I-CARE, INC. provides employees with parking on a first-come first-served basis. Employees may park their vehicle in a non-reserved space. Some parking areas, however, may be reserved for disabled drivers, vendors, customers, vehicles belonging to I-CARE, INC., and others. I-CARE, INC. will not be responsible for any damage to an employee's vehicle or the contents of their vehicle while parked on I-CARE, INC. property.

Policy Number: 510

Policy: Bulletin Boards

Policy:

Bulletin boards are reserved for the exclusive use of I-CARE, INC. for posting work-related notices or notices posted pursuant to local, state, and federal law. From time to time, special notices and information for employees will be posted by I-CARE, INC. on the bulletin boards and all postings must be approved by the Human Resources Director. Employees should check the boards regularly for these notices. Employee personal postings are not permitted.

Policy Number: 511

Policy: Telephones

Policy:

While at work, employees are expected to perform their job duties and responsibilities. Personal calls, both incoming and outgoing, must be kept to a minimum and must not interfere with an employee's duties and responsibilities. Employees may not use I-CARE, INC. telephones for personal long-distance calls. Abuse of the telephone policy may result in discipline, up to and including termination. Any passwords for voice mail must be given to the Program Director who is responsible for providing the Executive Director (or designee) with a copy.

Policy Number: 512

Policy: Housekeeping

Policy:

All employees are expected to maintain their desks and/or work areas, break rooms or restrooms in an orderly fashion. Employees may not modify, alter or change their work area without express consent from their Program Director. This includes the display of political slogans and religious or offensive pictures.

Policy Number: 513

Policy: Smoking

(Rev. approved by BOD 7/27/17 & PC 7/18/17)

Policy:

The use of tobacco and tobacco-like products is a known risk factor in heart disease and other diseases. In view of this, all I-CARE, INC. facilities and vehicles are designated as a smoke-free environment and use of tobacco and tobacco-like products is prohibited. Tobacco and tobacco-like products shall include cigarettes, cigars, pipe tobacco, loose tobacco, snuff, chewing tobacco, e-cigarettes, vape products, or any product that contains tobacco or is labeled "tobacco-less" and is intended for human consumption.

Smoking is permitted (in designated areas only) although discouraged, outside of I-CARE, Inc. buildings and facilities. Children in the Head Start Program are not to be exposed to smoking. Smoking shall include the use of e-cigarettes and vape products.

The sale of tobacco and tobacco-like products in I-CARE, Inc. buildings or facilities is prohibited.

I-CARE, INC. shall not pursue a policy of discharging employees or refusing to hire applicants because they are tobacco or tobacco-like product users.

Policy Number: 514

Policy: Health & Safety

Policy:

The health and safety of employees and others on I-CARE, INC. property are of major concern to I-CARE, INC. I-CARE, INC. also intends to comply with all health and safety laws applicable to our organization.

I-CARE, INC. relies upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety, including the use of proper equipment operating methods, and known dangerous conditions or hazards. Employees should report any unsafe conditions or potential hazards to a supervisor immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on I-CARE, INC.'s premises, equipment, or business practice should be brought to the attention of a supervisor or the Executive Director immediately.

Periodically, I-CARE, INC. may issue rules and guidelines governing workplace safety and health. I-CARE, INC. may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees must familiarize themselves with these rules and guide-lines as strict compliance will be expected. Failure to comply strictly with rules and guidelines regarding health and safety or negligent work performance that endangers health and safety will not be tolerated.

Any workplace injury, accident, or illness must be reported to the employee's supervisor as soon as possible, regardless of the severity of the injury or accident. If medical attention is required immediately, supervisors will assist employees in obtaining medical care, after which the details of the injury or accident must be reported to the Executive Director and HR Department within twenty-four (24) hours.

Policy Number: 515

Policy: Disaster

Policy:

As I-CARE, INC. utilizes today's technology in computers and communications; it is imperative to have a backup plan in the event a disaster (natural or otherwise) should occur. Therefore, each department is required to take the following precautions:

- Make a backup of all software and maintain in a separate and/or fireproof location
- Keep a daily backup of all data and have a staff member designated to take a backup home, at least weekly
- Make arrangements for lease or rental of other equipment in the event existing equipment is damaged.

Policy Number: 516

Policy: Cell Phone

(Approved by BOD 8/23/12 & PC 8/21/12)

Policy:

Personal cell phones or any other non-approved cellular devices cannot be used inside the Head Start Centers and/or while working with children during the hours of Head Start operation (inclusive of bus routes). This also applies to Bluetooth devices and any other non-approved cellular ear pieces.

Company-issued cell phones from I-CARE, Inc. are excluded from this policy.

If there is an emergency, you must receive authorization from your manager/supervisor to use your cell phone.

If it is necessary for you to be contacted while working, notify those individuals to contact you by calling the Head Start Center. You will be notified by your manager/supervisor of the call.

Employees will be subject to disciplinary action for violation of this policy.

BENEFITS

Policy Number: 600

Policy: Benefits in General
(Rev. approved by BOD 7/27/17 & PC 7/18/17)

Policy:

Eligible employees at I-CARE, INC. are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, and state unemployment insurance) cover all employees in the manner prescribed by law. Employees with benefits not regularly scheduled to work during the summer months will have premiums for benefits accelerated. Any employee with insufficient funds available to cover the costs of their benefits will have payment options (as determined by I-CARE, INC.) discussed with them at the time the shortage is determined. Failure to pay as required will result in termination of applicable benefit(s).

Part-time employees (including Extended Day and temporary employees) are only eligible for benefits required by law.

In certain instances, special grants or awards may be received offering additional funds for employees of a particular program for certain benefits. In these instances, if the grant does not specify how the money is to be allocated, the Executive Director will have full authority to delegate how these funds will be applied towards the designated benefit(s).

Employees will be given information on available benefits at orientation. The employee must enroll within the designated enrollment period or they will not be eligible until the next open enrollment period. Employees desiring additional information about these benefits should contact the HR Department.

The Executive Director has the authority to change companies in which benefits are offered at any time s/he deems appropriate. I-CARE, INC. reserves the right to amend/delete/add benefits at any time.

Policy Number: 601

Policy: 401K Savings & Protection Plan

Policy:

A 401K Savings & Protection Plan is available to all staff working at least 1,000 hours per year and is twenty-one (21) years of age. Employees have to be employed for a period of one (1) year before they are eligible to enroll.

This plan allows eligible employees to contribute up to 4% of their annual earnings and have that percentage matched by I-CARE, INC. dollar for dollar. Employees may elect to contribute at less than the 4%, or more (in accordance with IRS regulations). However, I-CARE, INC. will only match up to 4%.

Once an employee enrolls and a deduction is made, the employee cannot get their money out unless they: (1) Become Disabled; (2) Can Prove Hardship; or (3) Employment Terminates.

Employees are allowed to make loans from their 401K account for specific reasons as dictated by the Internal Revenue Service. There is a minimum of \$1,000 and all loans must be substantiated with appropriate documentation. I-CARE, INC.'s plan administrator will be responsible for administering all loans.

Employees are not eligible to receive any benefits contributed by I-CARE, INC. until they have been employed for three (3) years. After three (3) years of service, the employee is considered to be 100% vested. Employees desiring additional information should contact the HR Department.

Policy Number: 602

Policy: Cafeteria Plan

Policy:

I-CARE, INC. offers a cafeteria plan at no cost to the employees that will allow employees to make deductions for certain premiums with pre-tax dollars (health, dental and cancer). The plan year runs from October 1st through September 30th.

Employees that have deductions from premiums made through this plan cannot cancel coverage during the plan year unless there is a change in family status (e.g. marriage, divorce, birth, adoption, termination of spouse's employment, etc.).

Employees desiring this benefit must complete an enrollment form. Employees desiring additional information should contact the HR Department.

Policy:

I-CARE, INC. observes the following paid holidays:

- New Year's Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- June 19 (Juneteenth National Independence Day)
- Fourth of July
- Labor Day
- Veteran's Day
- Thanksgiving Day and the day after Thanksgiving
- Christmas Day plus two other days
- Floating Holiday (available to regular full and part-time employees based on the calendar year)

I-CARE, INC. will typically be closed the week of Christmas; however, only three (3) days will be paid as holiday leave. Staff will be required to use their Personal Time off (PTO) or Leave without Pay (LWP) if no PTO is available.

Floating holidays may be used as an additional paid day off for regular full and part-time employees (based on their regular working schedule) but under no circumstances will the floating holiday be allowed to be carried over from one calendar year to another. Employees must request their floating holiday at least three (3) days in advance.

If a holiday falls on a weekend day, it is usually observed on the preceding Friday or the following Monday. Holiday observance will be announced in advance by the Executive Director.

1. Temporary, part-time, and regular full time employees are eligible for holiday pay. Regular full time employees working less than 40 hours per week, temporary and part-time employees will only receive Holiday pay for holidays that fall on a day they would ordinarily work and only for the scheduled hours they would have otherwise worked. Employees are not eligible to work on the holiday unless they receive prior approval from their supervisor. Holiday pay not worked is not counted for the purpose of calculating an employee's overtime hours of work. This applies to employees who work 40 hours during the workweek. Holiday hours worked, included in an employee's work week that totals 40 or fewer hours will be paid as regular time. Employees who are discharged or end their employment with I-CARE, INC. will not be paid for any unused holiday time off. To be eligible for holiday pay, employees must work the last scheduled day immediately preceding and the first scheduled day following the holiday, unless the employee has prescheduled approved leave time on those days. Employees who are on leave of absence (Policy 610 -inclusive of FMLA)

as defined within these policies are not eligible for Holiday pay. Employees who normally do not work during the summer are not eligible for Holiday pay.

2. Employees working 10 hour days during the summer must revert back to an 8 hour work schedule during the Holiday week.
3. If Employees are required to work on a designated holiday, they will receive their straight time pay rate unless their actual hours worked exceeds forty (40) hours, in which case, hours over forty (40) will be paid at 1 ½ times regular compensation.
4. If a holiday falls during the time an employee is on paid time off, the employee will be paid for the holiday and paid time off (PTO) will not be charged.

Policy Number: 604

Policy: Personal Time Off (PTO)
(Rev. approved by BOD 11/29/18 & PC 12/18/18)

Policy:

Effective May 1, 2011, I-CARE, INC., Inc.'s PTO policy changed to an accrual per pay period for regular full-time employees only. The accrual schedule is as follows:

<u>Years of Service</u>	<u>Hours Earned Per Pay</u>
Less than 5 years	4
5 years to less than 10 years	6
10 years or more	8

In addition, the following policies & procedure(s) will apply:

1. No employee shall, at any time, accrue or have on the books, more than 320 hours of PTO time available.
2. There is a limit of 200 hours that can be carried over from one calendar year to the next (any time over 200 hours will be forfeited as of January 1st).
3. If employment should terminate, for any reason, an employee will only be compensated for up to eighty (80) hours of unused leave, to be paid with his/her final pay check. If an employee owes benefit premiums, the amount for the cost of the premiums due will be deducted from the employee's final check.
4. Employees must give at least two (2) weeks' notice when planning to take 3 or more consecutive days off and as much notice as possible for any other request for PTO, but at a minimum, in accordance with posted department policies.
5. PTO will begin accruing immediately upon employment but will not be available for use until their initial period of employment has been satisfied. Employees who have satisfied their initial period of employment will only be allowed to take PTO reflected in their current balance. Furthermore, no PTO time will be paid to any employee whose employment terminates before the initial period of employment has been fully satisfied.
6. PTO does not accrue during unpaid leaves of absence or other periods of inactive service. Full-time employees who are assigned to work a temporary position during the summer months are not eligible to accrue PTO.
7. Non-exempt employees must use PTO for absences from work during their regularly scheduled work hours. Employee PTO benefits will be fully integrated with other benefits available so that, at no time will an employee be paid more than their regular compensation.
8. An employee's supervisor may deny any leave request if said request creates undue hardship to the program. Likewise, an employee's supervisor, at his/her discretion, may require an employee to take PTO.
9. Employees should enter a leave request in the computerized timekeeping system and have it properly approved anytime s/he is absent from their job during regularly scheduled work hours.
10. It is the responsibility of the employee to insure PTO (if available) and/or Leave without Pay (LWP) is entered on their timesheet. Whenever an employee is absent and unable to enter their time, the employee's supervisor/director is required to enter the PTO or LWP on behalf of the employee.

Policy Number: 604

Policy: Personal Time Off (PTO)

11. The Business Office is authorized to adjust an employee's time only with a written request/approval from the supervisor/director.
12. Employees will only be able to utilize the number of PTO hours for which they are eligible for based on their normal work hours as indicated on their most current Personnel Action Form (PAF).
13. PTO will not be affected when an employee transfers from one position to a different position (full-time), providing there has been no break in employment.

Policy Number: 605

Policy: Leaves of Absence

Policy:

1. General Provisions

- a. In cases where extreme circumstances exist, I-CARE, INC. may grant a leave of absence without pay of up to thirty (30) working days to regular Employees. Employees should notify their supervisor in writing as soon as they become aware that they may need a leave of absence. All requests under this section must also be routed to the Human Resources Director for review and recommendation. Only the Executive Director or designee may approve leaves of absence. I-CARE, INC. will consider each request in accordance with applicable law and I-CARE, INC.'s leave policies.

Employees will be notified whether the leave request is granted or denied.

If employees are granted leave, they must comply with the terms and conditions of the leave, including maintaining regular and frequent contact with their supervisor during their leave, and giving immediate notice if there is any change in their return date.

- b. Employees must not accept other employment or apply for unemployment insurance while on a leave of absence. Acceptance of other employment while on leave will be treated as a voluntary resignation from employment at I-CARE, INC. Benefits, such as paid time off and holiday pay, will not accrue while the employee is on a leave of absence. Holiday pay will not be paid to employees on a leave of absence.
- c. I-CARE, INC. may hold in abeyance or proceed with any counseling, performance review, or disciplinary action, including termination, that was contemplated prior to any employee's request for or receipt of a leave of absence or that has come to I-CARE, INC.'s attention during the leave. If any action is held in abeyance during the leave of absence, I-CARE, INC. reserves the right to proceed with the action upon the employee's return. Requesting or receiving a leave of absence in no way relieves employees of their obligation while on the job to perform their job responsibilities capably and up to I-CARE, INC.'s expectations and to observe all I-CARE, INC. policies, rules, and procedures.
- d. Employees are hereby notified that I-CARE, INC. does not guarantee reinstatement following a personal leave. However, I-CARE, INC. will offer employees returning from a personal leave of absence the same position, or a comparable position that the individual is qualified to perform, if either position is available.

Policy Number: 605

Policy: Leaves of Absence

2. Family And Medical Leave

The Family Medical Leave Act (FMLA) states employers with 50 or more employees within a 75 mile radius are required to provide this benefit to their employees. FMLA is available to I-CARE, Inc. employees (see Policy 614).

3. Workers' Compensation Leave

a. Employee Eligibility

I-CARE, INC. will grant employees workers' compensation disability leave in accordance with state law if they incur an occupational illness or injury. Leave taken under the workers' compensation policy runs concurrently with family and medical leaves under both federal and state law. There is no additional leave beyond FMLA and paid time off (PTO) for occupational illness or injury.

b. Notice & Certification Requirements

Employees must report all accidents, injuries, and illnesses, no matter how minor, to their immediate supervisor. The employee and the employee's supervisor must complete a "Notice of Injury" form and turn into the HR Department within 24 hours of the injury.

The employee's supervisor will provide the employee with a form to take to I-CARE, INC.'s designated treatment facility prior to the employee receiving treatment, unless in the event of a life or death injury, in which case 911 will immediately be called.

Employees must also provide I-CARE, INC. with a health care provider's statement certifying their work-related illness or injury, their inability to work or their ability to work with lighter duty requirements, and the expected duration of their leave or lighter duty requirements.

c. Compensation during Leave

Workers' compensation disability leaves are without pay. However, employees may utilize accrued paid time off during the leave. All of those payments will be coordinated with any state disability, workers' compensation, or other wage reimbursement benefits for which they may be eligible. At no time will employees receive a greater total payment than their regular compensation.

d. Benefits during Leave

Employees are responsible for ensuring any premiums for benefits they receive are paid in a timely manner, as designated by the Human Resource Director, or risk losing said benefits.

Policy Number: 605

Policy: Leaves of Absence

If employees are not entitled to continue paid coverage, they may continue their group health insurance coverage through I-CARE, INC. in conjunction with federal COBRA guidelines by making monthly payments for the amount of the relevant premium. Employees should contact the HR Department for further information.

Employees are not eligible to receive holiday pay or accrue PTO while on unpaid leave.

e. Reinstatement

Upon the submission of a medical certification that employees are able to return to work, they will be reinstated in accordance with applicable law. If an employee is disabled due to an industrial injury, I-CARE, INC. will attempt to accommodate the employee.

4. Military Leave (Active And Reserve Service)

If eligible, leave without pay is provided to employees when they enter the uniformed services or participate in mandatory periodic training. The uniformed services include military services with the Armed Forces of the United States or the Armed Forces Reserves. Employees may be entitled to reemployment rights and retention of full seniority benefits for all prior service upon reemployment under the Uniformed Services Employment and Reemployment Rights Act of 1994 and applicable state laws. Employees need to bring their military service orders to the HR Department for review prior to commencement of the leave.

Temporary employees may not be eligible for reinstatement following military leave, and reinstatement may not be required for other employees in some circumstances. Employees should contact the Human Resources Director for information pertinent to their situation. As with other leaves of absence, failure to return to work or to reapply within applicable time limits may result in termination of employment.

Policy:

Regular full-time employees are eligible for the following benefits:

1. Funeral or Bereavement Time Off

Regular full-time employees may take up to three consecutive workdays off with pay following the death of the employee's spouse, parent, child, sister, brother, legal guardian, domestic partner, grandparent, grandchild, mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law or sister-in-law. The Executive Director may also approve additional time off. This time must be charged to Paid Time off (PTO) before taking unpaid leave.

Regular full-time employees working less than 40 hours per week will only be eligible for this leave in accordance with their normal work schedule and will not, under any circumstances, receive more compensation for time off than they would have otherwise worked during the three consecutive days following the death of a family member as described above.

2. Jury Leave

I-CARE, INC. recognizes that employees may be required to serve on jury duty when called. Employees must notify their supervisor of the need for time off for jury duty as soon as a notice or summons from the court or a subpoena is received. Regular full-time employees will be paid based on their normal work schedule while serving up to ten (10) calendar days of jury duty per calendar year. Employees will be required to use their accrued PTO for any other time off for the purpose of jury duty and other time off for this purpose will be without pay. Employees will receive their regular pay in addition to any payment made by the Clerk of Court for any period of time they are on paid jury duty leave. Employees will be required to provide verification from the court clerk confirming their service as a juror and they will be expected to report or return to work for the remainder of their work schedule on any day they are dismissed from jury duty.

3. Time Off for Witness Duty

If subpoenaed, regular full-time employees will be given up to ten (10) days of paid leave based on their normal work schedule to serve as a witness in court proceedings. Employees are requested to notify their Program Director of the need to take time off as far in advance as is possible, but in no event later than on the date prior to taking witness leave. Employees will be required to provide verification from the court clerk confirming their service as a witness and they will be expected to report or return to work for the remainder of their work schedule on any day(s) they are dismissed from witness duty.

4. Administrative Leave

The Executive Director may, at his/her discretion, provide administrative leave with pay for various instances (e.g. inclement weather, fire, etc.). When provided, regular full-time employees who are working at the time the leave is given are entitled to this leave. However, employees will not be allowed to leave earlier than the designated time nor will they be allowed to be paid more than their normal work hours.

5. Emergency Closure

The Executive Director may direct the emergency closing of the agency as a result of emergency conditions as determined by state/local government officials or after consultation with other agency staff and/or agency funding sources. To aid in the retention of staff, the agency may provide paid time off for up to 30 days for all employees (not including Head Start substitutes and program participants) who are required to evacuate a location or worksite. This time period may be extended in accordance with federal program regulations. Agency management should make every effort to relocate employees to a safe work location or worksite in lieu of work stoppage. If relocation is not a viable option, employees should be paid for lost time from work during the period of time designated as an emergency closing.

No leave or holiday time used by an employee will be taken into consideration for the purpose of calculating overtime pay.

Policy Number: 607

Policy: Training Programs & Seminars

Policy:

During employment at I-CARE, INC., employees may be required or may request to attend a training seminar, conference, etc. When attendance at one of these functions is required by I-CARE, INC., employees will be reimbursed for expenses incurred for attending the function and in accordance with I-CARE, INC. travel policy and will be compensated at their regular rate. Employees must obtain a supervisor's approval prior to attending one of these functions. Employees' voluntary attendance at seminars or other educational forums is not subject to this policy. Employees will not be compensated for time spent in voluntary attendance in seminars and other programs that are conducted outside of normal business hours or that have not been approved or are not directly related to their current position. Head Start employees will not be compensated for time spent outside of work hours on reimbursed and/or non-mandated educational classes.

Policy Number: 608

Policy: Educational Leave

Policy:

I-CARE, INC. may provide employees an opportunity to get reimbursed for any time spent away from their job responsibilities for the purpose of furthering their education, when the education acquired is applicable to their job duties with I-CARE, INC. Employees in the following employment classification(s) are eligible to request educational leave as described in this policy:

- * Regular full-time employees
- * Regular part-time employees

Eligible employees may be reimbursed for up to six (6) hours per week for time off due to attending classes/school providing they maintain, at least a "C" average in the course(s) taken.

Employees requesting educational leave should present a copy of the class schedule along with a written request explaining the courses s/he is planning to take and how I-CARE, INC. will benefit from these courses to his/her immediate supervisor. In turn, his/her supervisor will determine if it is feasible for the employee to be out the requested time. Once making a determination, the supervisor will submit, in writing, his/her recommendation for said leave, attaching a copy of the class schedule and employee's request, to the HR Department. The HR Department will consult with the Executive Director and notify the employee, in writing, of the decision pertaining to his/her request.

To receive reimbursement, the employee should turn in a copy of his/her grades to the Program Director at the end of the semester. The Program Director will then complete a Purchase Order to request reimbursement of the time missed, providing the employee meets all requirements of this policy. The Purchase Order should show the dates and hours missed for the purpose of educational leave and must have a copy of the employee's grades attached to it.

When an educational leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, I-CARE, INC. cannot guarantee reinstatement in all cases.

If an employee fails to report to work at the end of the approved leave period, I-CARE, INC. will assume that the employee has resigned. Educational leave reimbursement is subject to the availability of funds. Failure to adhere to this policy will result in forfeiture of requested Educational Leave benefits and possible disciplinary action.

Policy Number: 609

Policy: Family and Medical Leave Act (FMLA)

(Rev. approved by BOD 7/27/17 & PC 7/18/17)

POLICY:

POLICY STATEMENT

This facility shall comply with the Family and Medical Leave Act by allowing eligible employees to take up to twelve workweeks of unpaid (except to the extent PTO is available), job-protected leave in a twelve-month period for specified qualifying family and medical reasons.

ELIGIBILITY

To be eligible for an FMLA leave of absence the employee:

- Must have worked for this Company for a total of twelve (12) months or more, and
- Have worked at least 1,250 hours over the previous twelve (12) months, and
- Must work at a worksite with at least 50 employees employed by the employer within 75 miles.

REASONS THAT QUALIFY FOR FMLA LEAVE

An eligible employee may request and receive up to 12 workweeks of leave during a 12 month leave period. This leave may be taken consecutively, intermittently or on a reduced work schedule for any of the following reasons:

1. birth of a child, or to care for a newly-born child (up to 12 weeks);
2. placement of a child with the employee for adoption or foster care (up to 12 weeks);
3. to care for an immediate family member (employee's spouse, child, or parent) with a serious health condition (up to 12 weeks);
4. because of the employee's serious health condition that makes the employee unable to perform the employee's job (up to 12 weeks);
5. to care for a Covered service member with a serious injury or illness related to certain types of military service (up to 26 weeks but is limited to parent, spouse, son, daughter or next of kin); or,
6. to handle certain qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on covered active duty or call to covered activity duty status in the Uniformed Services (up to 12 weeks).

The maximum amount of leave that may be taken in a 12-month period for all reasons combined is 12 weeks, with one exception. For leave to care for a Covered service member, the maximum combined leave entitlement is 26 weeks, with leaves for all other reasons constituting no more than 12 of those 26 weeks.

DEFINITIONS

“Serious health condition” means an illness, injury, impairment, or physical or mental condition that involves (1) a period of incapacity or treatment connected with an overnight stay in a hospital, hospice, or residential medical care facility; (2) any period of incapacity of more than three calendar days that also involves continuing treatment by (or under the supervision of) a health care provider; (3) any period of incapacity due to pregnancy, or for prenatal care; (4) any period of or treatment for such incapacity due to a chronic serious health condition; (5) a period of incapacity which is permanent or long-term due to a condition for which treatment may be effective, under the continuing supervision of a health care provider; or (6) any period of absence to receive multiple treatments (or recover there from) by or under orders or referral from a health care provider for restorative surgery after an injury or for a condition so serious that, in the absence of medical intervention or treatment, would likely result in a period of incapacity of more than three calendar days.

A “covered service member” is either: (1) a current service member of the Armed Forces, including a member of the National Guard or Reserves, with a serious injury or illness incurred in the line of duty for which the service member is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list for a serious injury or illness; or (2) a “covered veteran” who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

A “covered veteran” is an individual who was discharged or released under conditions other than dishonorable during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran. The period between October 28, 2009 and March 8, 2013 is excluded in determining this five-year period.

The FMLA definitions of “serious injury or illness” for current service members and veterans are distinct from the FMLA definition of “serious health condition.” For current service members, the term “serious injury or illness” means an injury or illness that was incurred by the member in the line of duty while on active duty in the Armed Forces or that existed before the beginning of active duty and was aggravated by such service, that may render them medically unfit to perform the duties of their office, grade, rank or rating.

For covered veterans, this term means a serious injury or illness that was incurred in the line of duty while on active duty in the Armed Forces or that existed before the beginning of active duty and was aggravated by such service and manifested itself before or after the individual assumed veteran status, and is: (1) a continuation of a serious injury or illness that was incurred or aggravated when they were a member of the Armed Forces and rendered them unable to perform the duties of their office, grade, rank or rating; (2) a physical or mental condition for which the

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Policy: Family and Medical Leave Act (FMLA)

covered veteran has received a VA Service Related Disability Rating (VASRD) of 50 percent or greater and such VASRD rating is based, in whole or in part, on the condition precipitating the need for caregiver leave; (3) a physical or mental condition that substantially impairs the veteran's ability to secure or follow a substantially gainful occupation by reason of a disability or disabilities related to military service or would be so absent treatment; or (4) an injury, including a psychological injury, on the basis of which the covered veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

"Qualifying exigencies" include activities such as short-notice deployment, military events, arranging alternative childcare, making financial and legal arrangements related to the deployment, rest and recuperation, counseling, parental care, and post-deployment debriefings.

IDENTIFYING THE 12 MONTH PERIOD

The Company measures the 12-month period in which leave is taken by the "rolling" 12-month method measured backward from the date of any FMLA leave with one exception. For leave to care for a covered service member, the Company calculates the 12-month period beginning on the first day the eligible employee takes FMLA leave to care for a covered service member and ends 12 months after that date. FMLA leave for the birth or placement of a child for adoption or foster care must be concluded within 12 months of the birth or placement.

USING LEAVE

Eligible employees may take FMLA leave in a single block of time, intermittently (in separate blocks of time), or by reducing the normal work schedule when medically necessary for the serious health condition of the employee or immediate family member, or in the case of a covered service member, his or her injury or illness. Eligible employees may also take intermittent or reduced-scheduled leave for military qualifying exigencies. Intermittent leave is not permitted for birth of a child, to care for a newly-born child, or for placement of a child for adoption or foster care. Employees who require intermittent or reduced-schedule leave must try to schedule their leave so that it will not unduly disrupt the Company's operations.

NOTICE AND MEDICAL CERTIFICATION

When seeking FMLA leave, you are required:

1. Generally to provide a completed Family and Medical Leave Request Form with sufficient information for us to determine if the requested leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that you are unable to perform job functions, a family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. You must also inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified.

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If the need for leave is foreseeable, this information must be provided 30 days in advance of the anticipated beginning date of the leave. If the need for leave is not foreseeable, this information must be provided as soon as is practicable and in compliance with the Company's normal call-in procedures, absent unusual circumstances.

2. Medical certification supporting the need for leave due to a serious health condition affecting you or an immediate family member within 15 calendar days of the Company's request to provide the certification (additional time may be permitted in some circumstances). If you fail to do so, we may delay the commencement of your leave, withdraw any designation of FMLA leave or deny the leave, in which case your leave of absence would be treated in accordance with our standard leave of absence and attendance policies, subjecting you to discipline up to and including termination. Second or third medical opinions and periodic re-certifications may also be required;
3. Copies of adoption papers should be provided if the leave is due to adoption of a child;
4. Periodic reports as deemed appropriate during the leave regarding your status and intent to return to work (an employee returning early from a leave must provide this facility with a 2-day notice. Failure to do so allows the facility to hold the employee out for two days. This time is used to make arrangements to move the replacement worker); and
5. Medical certification of fitness for duty before returning to work, if the leave was due to your serious health condition. The Company will require this certification to address whether you can perform the essential functions of your position.

Failure to comply with the foregoing requirements may result in delay or denial of leave, or in return to work, and disciplinary action, up to and including termination.

EMPLOYER RESPONSIBILITIES

To the extent required by law, the Company will inform employees whether they are eligible under the FMLA. Should an employee be eligible for FMLA leave, the Company will provide him or her with a notice that specifies any additional information required as well as the employee's rights and responsibilities. If employees are not eligible, the Company will provide a reason for the ineligibility. The Company will also inform employees if leave will be designated as FMLA-protected and, to the extent possible, note the amount of leave counted against the employee's leave entitlement. If the Company determines that the leave is not FMLA-protected, the Company will notify the employee.

BENEFITS WHILE ON LEAVE

During a period of family and medical leave, the employee will be retained on the health and dental plan under the same conditions that applied before the leave commenced. The employee is required to pay their share of any regular payroll deducted benefits each payday to the Human Resources Director.

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During a period of family and medical leave, the employee retains length of service credit. Depending on whether PTO is used during the leave, accrual of PTO benefits shall be suspended during leave.

The employer has the right to collect benefit premiums paid on behalf of the employee if the employee does not return to work after taking FMLA, unless the employee is unable to return.

JOB RESTORATION

Upon returning from FMLA leave, eligible employees will typically be restored to their original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions.

FAILURE TO RETURN AFTER FMLA LEAVE ENDS

Any employee who fails to return to work as scheduled after FMLA leave or exceeds the 12-week FMLA entitlement (or in the case of military caregiver leave, the 26-week FMLA entitlement), will be subject to the Company's standard leave of absence and attendance policies. This may result in termination if you have no other Company-provided leave available to you that applies to your continued absence. Likewise, following the conclusion of your FMLA leave, the Company's obligation to maintain your group health plan benefits ends.

OTHER EMPLOYMENT

The Company generally prohibits employees from holding other employment. This policy remains in force during all leaves of absence including FMLA leave and may result in disciplinary action, up to and including immediate termination of employment.

FRAUD

Providing false or misleading information or omitting material information in connection with an FMLA leave will result in disciplinary action, up to and including immediate termination.

REPORTING OBLIGATIONS

The Company is required by federal law to provide certain information to employees who may qualify for FMLA leave within strict timeframes. All supervisors, managers and program directors are required to immediately notify the Human Resources Director of any leave requested or taken by an employee for the reasons provided above. Out of an abundance of caution, supervisors, managers and program directors shall report absences where the explanation by the employee for his/her absence may relate to the reasons provided. A disregard for these reporting requirements may result in disciplinary action.

EMPLOYER'S COMPLIANCE WITH FMLA AND EMPLOYEE'S ENFORCEMENT RIGHTS

FMLA makes it unlawful for any employer to interfere with, restrain, or deny the exercise of any right provided under FMLA, or discharge or discriminate against any person for opposing any

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Policy: Family and Medical Leave Act (FMLA)

EMPLOYER'S COMPLIANCE WITH FMLA AND EMPLOYEE'S ENFORCEMENT RIGHTS

FMLA makes it unlawful for any employer to interfere with, restrain, or deny the exercise of any right provided under FMLA, or discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

While the Company encourages employees to bring any concerns or complaints about compliance with FMLA to the attention of the Human Resources Department, FMLA regulations require employers to advise employees that they may file a complaint with the U.S. Department of Labor or bring a private lawsuit against an employer.

Further, FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights...

LIMITED NATURE OF THIS POLICY

This Policy should not be construed to confer any express or implied contractual relationship or rights to any employee not expressly provided for by FMLA. The Company reserves the right to modify this or any other policy as necessary, in its sole discretion to the extent permitted by law. State or local leave laws may also apply

Note: Please see the Human Resources Director for additional information regarding FMLA and to receive an FMLA Fact Sheet.

MISCELLANEOUS

Policy:

It is the policy of the I-CARE, INC., Head Start Program to resolve all disagreements between any parties in its executive leadership fairly and expeditiously. Whenever possible, disagreements will be resolved through processes of mediation and conciliation, through discussion, compromise and consensus seeking among parties. If the parties agree that a mediated solution is possible, professional mediation may also be employed. Failure of mediation, either formal or informal, to produce an agreement will result in binding arbitration.

Definitions

Executive Leadership. Includes the I-CARE, INC. Board of Directors, Executive Director, the Head Start Policy Council and the Director of Children's Services.

Disagreement. An internal dispute exists when two or more groups or individuals who share the formal approval/disapproval function as defined in Appendix A (1304.50 h) of the Head Start Program Performance Standards fail to agree.

Impasse. A situation resulting when formal and/or informal processes of mediation fail to produce agreement.

Procedure

Parliamentary procedure. The business of the Board of Directors and Policy Council in formal approval/disapproval of recommendations shall be conducted using parliamentary procedures. Parliamentary Procedures shall ensure that the majority rules and ensures the rights of the minority to be heard.

Notification of disagreement. When two parties fail to agree, it shall be the responsibility of the individual or chairperson of the group which acts last to notify the other(s) within two (2) working days by telephone, mail or electronic means that a disagreement exists.

Informal Communication. Within five (5) working days of notification, representatives of the disagreeing parties shall meet to discuss informally the disagreement. Each entity shall choose two (2) representatives to meet as a work group to attempt to achieve consensus or compromise. The Executive Director and the Director of Children's Services of I-CARE, INC. may also attend the meeting. During a meeting not to exceed three (3) hours, the group shall attempt to resolve the disagreement by informal mediation, compromise, consensus seeking, or conciliation. If an agreement is reached, representatives will return to their respective entity with the proposed solution. Failure to reach an agreement may result in a decision by the work group to engage in professional mediation or turn the process over to binding arbitration.

Policy Number: 700

Policy: Internal Dispute Resolution

Formal mediation. If a majority vote of the group involved in informal communication agrees that professional mediation is warranted, a professional mediator will be contacted. Costs for this service, if any, will be borne equally by the Head Start program and I-CARE, INC.

Mediation should begin within five (5) working days of the decision to pursue formal mediation. If an agreement is not reached through the formal mediation process after no more than eight (8) hours of mediation, an impasse shall be said to occur and the disagreement shall be bound over for arbitration.

Notification of impasse. It shall be the responsibility of the Executive Director to notify in writing or electronically the chairperson of the group(s) and/or individuals involved within two (2) working days that an impasse exists and the matter will be resolved through binding arbitration. If the impasse has the likelihood of leading to termination or denial of refunding of the Head Start grant, the Executive Director will notify the Region IV Administration for Children and Families of the impasse within ten (10) working days.

Arbitration. Where there is an impasse between individuals or groups within the executive leadership of I-CARE, INC. Head Start Program, the parties shall submit the dispute to binding arbitration in accordance with the following rules and procedures:

Composition of Arbitration Panel. The arbitration shall be conducted by a panel of three (3) arbiters. In the case of an internal dispute, one arbiter shall be the Board Chairperson (or designee) and the other the Head Start Policy Council Chairperson (or designee). Each party shall select its arbiter within five (5) working days of notification of impasse and submit the names, address and other contact information to the Executive Director. Failure of either party to designate an arbiter within the specified period shall be a default and shall be considered to be agreement with the other party's action.

A third arbiter, who will chair the panel, will be appointed from a previously agreed list of individuals in good standing in the community. This list of individuals shall not be related to any of the parties, shall serve without compensation, and shall not be currently associated with the Head Start Program or I-CARE, INC. The Executive Director shall engage the third arbiter with the same five (5) day period by contacting the person at the top of the list and proceeding until an individual available for the time period required for the arbitration is identified. Once used, the name of the arbiter shall be placed at the bottom of the list to ensure rotation of arbiters.

Notification of Arbitration. It shall be the responsibility of the Executive Director to notify in writing or electronically the chairperson of the group(s) and/or individual(s) involved in the arbitration and each arbiter within two (2) working days of receiving the

names of the arbiters representing each party and to schedule a meeting of the arbitration panel within five (5) working days.

Planning and Support. The arbitration panel shall meet within five (5) days of the designation of the last arbiter. The arbitration hearing shall be held at a site determined by the panel with consideration for the convenience of the parties. If travel is required for arbiters to attend the hearing, the parties shall divide equally the costs incurred by all arbiters, with reimbursement in accordance with the travel regulations governing the I-CARE, INC. employee and non-employee travel. Also divided evenly between the parties shall be expenses incurred to support the hearing and arbitration process, such as clerical support, photocopies, telephone and fax charges. If the arbiters request, the

Agency shall make available to the panel clerical support to record minutes of the hearing, process correspondence and provide related services to the arbiters. Prior to or at any time during the hearing process, the arbiters may request copies of related materials, which shall be provided within two (2) working days of the request. The parties may also prepare such materials as they deem necessary and useful to the arbiters in their deliberations. Materials provided at the discretion of any party shall be supplied at that party's expense.

Proceedings. The duty of the arbitration panel is to resolve the issues in dispute as fairly and expeditiously as possible at the minimum expense to the parties involved. The proceedings of the panel shall consist of:

- Oral presentation of the position of each party, including minority views, if any.
- Response by the parties to such questions as the panel wishes to ask.
- Informal cross examination of each party by the other, within the limits established by the panel.
- Such additional presentation of oral or written materials as the panel deems necessary to fully apprise it of facts relevant for informal decision. The parties may suggest to the panel additional relevant witnesses or materials that would be helpful to the panel.

Standard of Conduct. All parties are obliged to act in good faith throughout the proceedings. Parties may not communicate with the arbiters once the panel has been constituted except at formal meetings attended by all parties. Any attempt to intimidate or inappropriately influence an arbiter shall be reported to Region IV Administration for Children and Families, and shall result in a default judgment against the party attempting to unduly influence the actions or decision of the arbiter. Refusal to comply with directions, continued use of delaying tactics by any person at a hearing or preparing information shall constitute grounds for immediate exclusion of such person from the hearing by the chairperson and/or mandatory disciplinary action of any employee whose behavior if any, disrupts the proceedings or the work of the panel.

Policy Number: 700

Policy: Internal Dispute Resolution

Compromise. The arbitration procedure does not preclude the parties from resolving their differences through compromise and reaching a settlement as long as a final decision has not been reached by the panel.

Representation of the Parties at the Hearing. Each party shall designate one of its members to represent them at the proceedings. However, the panel may call other individuals as fact witnesses in the proceedings.

Open Meetings. The proceedings of the arbitration panel shall be open unless the panel is dealing with a personnel issue or other sensitive or confidential information. The panel shall have the right to conduct deliberations in closed session.

Decision. The arbitration panel shall use all available information to make its decision. The panel shall have no more than five (5) working days following the end of the proceedings to reach a decision. A majority vote of the panel shall result in a decision. The decision of the arbitration panel **shall be binding on all parties.**

Post-hearing procedures, notification, and implementation of decision. The arbitration panel shall issue its decision in writing within two (2) working days of the decision. It shall be the responsibility of the chairperson of the arbitration panel to have copies sent immediately to each party, and the Executive Director and Director of Children's Services. If the impasse had the likelihood of leading to termination or denial of refunding of the Head Start grant and the Region IV Administration for Children and Families was notified of the impasse, it shall be the responsibility of the Executive Director to forward a copy of the decision to the Regional Office.

Failure to abide by the final decision by any party is grounds for denial of the application for refunding, for suspension and termination of financial assistance, or for denial of application for amendment to the budget or work plan. In this event, it is the responsibility of the Executive Director and/or the Director of Children's Services to notify the Region IV Administration for Children and Families of the Party's failure to abide by the arbitration panel's binding decision.

Policy:

1. **ACTING PAY:** Acting pay is an increase in the base salary given to an Employee who is required to temporarily assume the full responsibilities and duties of a position that is at a higher salary grade. Eligibility for this pay begins after working in a higher classification after thirty (30) consecutive working days in a calendar year.
2. **ANNIVERSARY DATE:** The anniversary date is the Employee's date of hire.
3. **CLASS:** A group of positions, which have essentially similar duties and responsibilities, which can be allocated to the same salary range, and are in the same category of employment and can be designated by the same general title. This term is also used interchangeably with classification.
4. **CLASSIFICATION:** A systematic process of analytically grouping positions into classes based on the similarity of actual duties and responsibilities. The meaning of this term is not to be confused with a group of positions, which is a class.
5. **COMPENSATION:** The salary or wage, fringe benefits, and other forms of compensation paid to an Employee by reason of service in a position.
6. **DELEGATE AGENCY:** Means any agency or organization contracting with I-CARE, INC. for administration of any component or project, or portion thereof.
7. **EMPLOYEE:** A person employed to perform job tasks and services for I-CARE, INC. Independent contractors hired to perform specific tasks and individuals referred by temporary agencies are excluded from this definition. The term Employee shall include the following categories:
 - a. "Part-time Employee" is any person employed to perform services on a regular basis for less than thirty (30) hours but more than 20 hours per week.
 - b. "Regular Full-time Nonexempt Employee" is any person employed by I-CARE, INC. who has successfully completed an initial period of employment and works 30 hours or more per week.
 - c. "Exempt Employee" is any person employed by I-CARE, Inc. who is considered full-time and meets the FLSA requirements for exemption from over-time provisions and are paid on a salaried basis.
 - d. "Probationary Employee" is any person employed by I-CARE, Inc. who is under disciplinary action and on a performance improvement plan.
 - e. "Temporary Employee" is any person hired by I-CARE, INC. to fulfill an existing need in a position for a period not to exceed eleven (11) consecutive months.
 - f. "Contract Employee" is not an I-CARE, INC. employee and is not eligible for

- any I-CARE, INC. fringe benefits. They may be hired from an external provider.
- g. "Interns" are individuals hired on a temporary basis to supplement other positions for assignments which are intended to provide career enhancing and developmental experiences to university or graduate-level students. These positions are intended to be for a fixed term and may be paid or unpaid.
8. HIRE DATE: Is the initial date of hire of an Employee with I-CARE, INC. which reflects the length of continuous active employment. If there is a break in service, and the Employee is rehired, then the Employee will have an INITIAL HIRE DATE, which indicates the first date of hire with I-CARE, INC. and a LAST DATE OF HIRE, which indicates the most recent date that the Employee was hired.
9. IMMEDIATE FAMILY: (Third Degree of Consanguinity) Shall include the following: Spouse, Children, Parents, Brother/Sister, Grandparents, Mother/Father-In-Law, Grandchildren, Aunt/Uncle, Great Grandparent, Brother/Sister-In-Law, and Great Grandchildren. Step relationships are considered to be the same as blood relationships.
10. INITIAL PERIOD OF EMPLOYMENT: A period of three (3) months during which a newly hired, promoted, demoted, or transferred Employee is evaluated with respect to capability and suitability to perform the duties of the position.
11. LAYOFF: The involuntary separation of an Employee due to a reduction in the number of authorized positions resulting from a lack of work or funds.
12. PROMOTION: Is a movement of an Employee from a position in one classification to a position in a higher classification with an accompanying salary increase.
13. DEMOTION: Is a movement of an Employee from a position in one classification to a position in a lower classification with a possible salary decrease.
14. RECLASSIFICATION: The reallocation of a position to another class based upon a comparative reevaluation of the content and difficulty of the job duties and responsibilities.
15. REHIRE: Is the re-employment of an Employee who has been laid off when program operations require a reduction in force or otherwise terminated employment.
16. REINSTATEMENT: Is the reemployment of an individual within thirty (30) days of separation from employment.

17. RESIGNATION: Is the voluntary termination of an Employee.
18. SALARY SCHEDULE: Provides a listing of each position within I-CARE, INC. and a range for the salary of each position.
19. SUSPENSION: Is the temporary termination of an Employee from work. Suspensions may be without pay.
20. TERMINATION: The process of an Employee leaving the employment of I-CARE, INC. by resignation, voluntary/involuntary/self-termination, retirement, death, reduction in force, end of contract or position funding.
21. TRANSFER: The reassignment of an Employee from one position to another position in the same or a related classification with the same salary range; or the movement of a position with or without an Employee, to another program or location.

Policy Number: 702

Policy: Reassignment

Policy:

The Executive Director may reassign an employee from one position to another in the same classification or to a position in a related classification which requires similar qualifications. Reassignments may be made within a program or component or between programs or components.

Policy Number: 703

Policy: Amendment Procedures
(Approved by BOD 2/25/10 & PC 3/16/10)

Policy:

These policies & procedures may be amended by a majority of the total number of Directors at any regularly held meeting of the Board, provided that written draft copies of the proposed amendments are furnished to all Directors at least five (5) days prior to the date of the meeting at which the amendments are to be considered. The Head Start Policy Council must also approve any such amendments. However, the Executive Director may direct staff to correct any typos found within these policies and amend any policy pertaining to benefits when changes are made pertaining to benefit providers and premium amounts without Board and Policy Council approval.

Exceptions to the foregoing policies may be made at the discretion of the Executive Director and the I-CARE, INC. Board of Directors.

Policy Number: 704

Policy: Inclement Weather
(Rev. approved by BOD 8/20/15 & PC 8/18/15)

Policy:

During extremely bad weather or other emergency situations, it sometimes becomes necessary for a decision to be made concerning the closing of the agency. Although our first intention will be to operate as scheduled, employee safety is a primary concern. Any action taken will always be taken in good faith knowing it is impossible to make a decision that would be convenient or agreeable to everyone. We ask your cooperation and understanding when inclement weather requires a delay or closing of the agency.

When a decision is made regarding closures, it must be relayed quickly to all staff and parents of Head Start children. Please use your best judgment in applying the following procedures. Always err on the side of safety. Remember, you must notify your supervisor if you cannot come to work.

Generally, the I-CARE, Inc. Head Start program will follow the inclement weather schedules of the Iredell-Statesville School System and the Catawba County School System to determine Head Start operation in the respective counties insofar as child attendance is concerned. If school is cancelled for children, staff may be required to report to work or take PTO, depending upon the severity of the situation. Employees in essential positions may be requested to work on a day when the agency is officially closed.

• **IF I-CARE Head Start IS CLOSED in either or both counties**, it is closed to all teaching staff in the closed county and a PTO day will be charged. I-CARE, Inc.'s main office and 12-month employees are expected to report to work as usual if they feel it is safe to do so. Those who do not report to work will be charged with a PTO day. If non-exempt employees do not have enough PTO, the time will be charged as leave without pay.

• **IF I-CARE Head Start IS CLOSED WITH AN OPTIONAL TEACHER WORKDAY in one or both counties**, teaching staff have the choice of coming to work or staying home. If you feel it is unsafe to come to work, you will be charged with taking a PTO day. I-CARE, Inc.'s main office and 12-month employees are expected to report to work as usual if they feel it is safe to do so. Those who do not report to work will be charged with a PTO day. If non-exempt employees do not have enough PTO, the time will be charged as leave without pay.

• **IF I-CARE Head Start OPENING IS DELAYED** by 1, 2 or 3 hours, unless specifically stated as a delay for students and staff, the delay is for Head Start children ONLY. All staff are expected to report to work at the regular time or as close to it as possible as the employee feels safe to do so. The time missed will be charged as PTO. If non-exempt employees do not have enough PTO, the time will be charged as leave without pay. If the delay is specifically mentioned as pertaining to staff, only then will the time be charged as administrative leave.

Staff who had a previously approved leave request for that day will not be granted the administrative leave given in the instance of inclement weather.

Policy Number: 704

Policy: Inclement Weather

- Employees who do report to work do not have permission to leave early. They are expected to work the regular shift or use PTO for the time missed.
- If a part-time employee's shift begins after a delayed opening, that employee is expected to work his/her regular shift.
- Time sheets are to reflect the exact hours worked. If the delay is for staff and time is to be charged as administrative leave, indicate 1, 2, or 3 hour delay for staff in the leave section and employees will be paid for their hours worked plus the administrative leave hours granted.
- **IF I-CARE, Inc.'s Head Start centers ARE CLOSED DURING THE DAY**, the first duty of all staff is to ensure the safety of all children.
- The Executive Director (or designee) will determine when staff can leave for inclement weather.
- Extended Day Care will not be open if Head Start closes early. Head Start staff may not leave any children unattended.
- If Head Start and/or I-CARE, Inc.'s administrative offices are closed during the course of a work day, and employees are allowed to go home early, that time is charged as administrative leave. Only employees who are at work that day will be granted administrative leave.

In the case of inclement or severe weather, work schedules will be announced as early as possible on the following television stations as the source of information concerning delay, closing, or early dismissal of I-CARE, Inc. /I-CARE, Inc. Head Start centers: WBTB (Channel 3). Additionally, work schedules may also be announced on I-CARE, Inc. social media sites.

PROCEDURES

1. In the case of inclement weather that occurs during non-working hours, the Executive Director (or designee) will notify staff and Head Start parents via the televisions stations mentioned above.
2. Each center will have its own inclement weather code and be listed individually on the stations to limit confusion.
3. Employees may also be contacted using the One Call Now phone alert system. It is the responsibility of each employee to contact Human Resources to update his/her phone numbers when they change.
4. In the case of inclement weather that occurs during working hours, the Executive Director (or designee) will determine if and when staff may leave early.

Policy Number: 705

Policy: Social Media

(Rev. approved by BOD 8/20/15 & PC 8/18/15)

Policy:

I-CARE, Inc. takes no position on your decision to participate in social networking activities or in starting or maintaining a blog. However, it is the right and duty of the company to protect itself from unauthorized disclosure of information. I-CARE, Inc.'s social networking policy includes rules and guidelines for company-authorized social networking and personal social networking which applies to all executive officers, board members, management and staff.

General Provisions

Blogging or other forms of social media or technology include but are not limited to video or wiki postings, sites such as Face book and Twitter, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters not affiliated with I-CARE, Inc.

Employees of I-CARE, Inc. are not authorized, unless they are instructed, and therefore restricted to speak on behalf of I-CARE, Inc. Employees may not discuss clients in a public manner, products, employees or any work-related matters, whether confidential or not, outside company-authorized communications. Employees are expected to protect the privacy of I-CARE, Inc. and its employees and clients and are prohibited from disclosing personal employee and nonemployee information and any other information to which employees have access. Such information includes but is not limited to confidential information.

Employer Monitoring

Employees are cautioned that they should have no expectation of privacy while using the Internet. Your postings can be reviewed by anyone, including I-CARE, Inc. I-CARE, Inc. reserves the right to monitor comments or discussions about the company, its employees, clients and the industry, including products and competitors, posted on the Internet by anyone, including employees and non-employees.

Employees are cautioned that they should have no expectation of privacy while using company equipment or facilities for any purpose, including authorized blogging.

I-CARE, Inc. reserves the right to use content management tools to monitor, review or block content on company blogs that violate company blogging rules and guidelines.

Policy Number: 705

Policy: Social Media

Reporting Violations

I-CARE, Inc. requests and urges employees to report any violations or perceived violations to managers, Directors or the HR department. Violations include discussions of I-CARE, Inc. and its employees and clients, any discussion of proprietary information and any unlawful activity related to blogging or social networking.

Discipline for Violations

I-CARE, Inc. investigates and responds to all reports of violations of the social networking policy and other related policies. Violation of the company's social networking policy will result in disciplinary action up to and including immediate termination. Discipline or termination will be determined based on the nature and factors of any blog or social networking post. I-CARE, Inc. reserves the right to take legal action where necessary against employees who engage in prohibited or unlawful conduct.

Acknowledgment

Employees are required to sign a written acknowledgement that they have received, read, understood and agreed to comply with the company's social networking policy and any other related policy.

Authorized Social Networking

The goal of authorized social networking and blogging is to become a part of the industry conversation and promote web-based sharing of ideas and exchange of information. Authorized social networking and blogging is used to convey information about company services, promote and raise awareness of the I-CARE, Inc. brand, search for potential new markets, communicate with employees and customers to brainstorm, issue or respond to breaking news or negative publicity, and discuss corporate, business-unit and department-specific activities and events.

When social networking, blogging or using other forms of web-based forums, I-CARE, Inc. must ensure that use of these communications maintains our brand identity, integrity and reputation while minimizing potential legal risks, whether used inside or outside the workplace.

Personal Blogs

I-CARE, Inc. respects the right of employees to write blogs and use social networking sites and does not want to discourage employees from self-publishing and self-expression. Employees are expected to follow the guidelines and policies set forth to provide a clear line between you as the individual and you as the employee.

Policy Number: 705

Policy: Social Media

I-CARE, Inc. respects the right of employees to use blogs and social networking sites as a means of self-expression and public conversation and does not discriminate against employees who use these media for personal interests and affiliations or other lawful purposes.

Bloggers and commenter's are personally responsible for their commentary on blogs and social networking sites. Bloggers and commenter's can be held personally liable for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party, not just I-CARE, Inc.

Employees cannot use employer-owned equipment, including computers, company-licensed software or other electronic equipment, nor facilities or company time, to conduct personal blogging or social networking activities.

Employees cannot use social networking sites to harass, threaten or discriminate against employees or anyone associated with or doing business with I-CARE, Inc.

If you choose to identify yourself as an I-CARE, Inc. employee, please understand that some readers may view you as a spokesperson for I-CARE, Inc. Since this might be a possibility, we ask that you state that your views expressed in your blog or social networking area are your own and not those of the company, nor of any person or organization affiliated or doing business with I-CARE, Inc.

Employees cannot post on personal blogs or other sites the name; trademark or logo of I-CARE, Inc. or any business with a connection to I-CARE, Inc. Employees cannot post company-privileged information or company-issued documents.

Employees cannot post on personal blogs or social networking sites photographs of other employees, clients, vendors, nor can employees post photographs of persons engaged at company events without the written consent of the individual(s).

Employees cannot link from a personal blog or social networking site to I-CARE, Inc.'s internal or external web site without written permission of the Executive Director.

If contacted by the media or press about their post that relates to I-CARE, Inc., employees are required to speak with the Executive Director before responding.

If you have any questions relating to this policy or social networking, refer them to your manager or Director of Human Resources Director.