



# **LYMES' YOUTH SERVICE BUREAU EMPLOYEE HANDBOOK**

**2020**

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## **EMPLOYEE HANDBOOK DISCLAIMER**

This Handbook was written to assist in understanding the practices and procedures of LYMES' YOUTH SERVICE BUREAU, its subsidiaries and affiliates (collectively "LYSB"). It is to be used as a reference to provide a general overview and is intended for informational purposes only.

Nothing in this handbook, or any other human resources document, including benefit plan descriptions, creates a promise of continued employment. This handbook is not intended to create, nor should it be construed as, a contract of employment. Neither this handbook nor any other LYSB practice or communication creates an employment contract, term or obligation of any kind on the part of LYSB. No Director or employee of LYSB has the authority to make promises or statements to the contrary.

**All employees of LYSB are employed on an "at-will" basis, which means that both you and the LYSB have the right to terminate employment at any time, for any reason or no reason, with or without cause and with or without notice.**

The current Handbook contains the policies and practices of LYSB which are in force at the time of publication. Please read this Handbook thoroughly as all previously issued Handbooks and any inconsistent policy statements or memoranda are superseded by this Handbook. Employees are responsible for abiding by LYSB's rules and policies. LYSB reserves the right to revise, modify, delete or add to any and all programs, practices or procedures described in the Handbook at any time with or without advance notice and in LYSB's sole discretion.

This Handbook may not contain all the information needed during the course of employment. Additional information may be added or provided. Questions or concerns regarding this Handbook or any LYSB policies should be forwarded to the Executive Director.

## **WELCOME TO THE LYMES' YOUTH SERVICE BUREAU**

### **A Note from the Executive Director**

To our new employees, this Handbook is a word of welcome, and an introduction to The Lymes' Youth Service Bureau. For employees who have been with the LYSB, we take this opportunity to express our thanks and appreciation for the fine contribution you have made to LYSB.

The success of our organization depends on the daily performance of each and every employee and his or her ability to work with others efficiently. The continuing success and growth of LYSB depends on you. One of our objectives is to make our agency a pleasant place for you to work and a place where you know your efforts will be appreciated. We hope you will share our pride and accomplishment.

You were selected to join LYSB because we believe you have those qualities we look for in our employees. Our reputation is based on the hard work and dedication of employees like you. We are proud and pleased to have you with us.

Again, welcome to Lymes' Youth Service Bureau.

**ABOUT THE ORGANIZATION**

LYSB was founded in August 1978, as a non-profit organization. Initially, LYSB was created to serve the youth of Lyme and Old Lyme; however, our services have expanded to include the whole family and children of all ages. Our facility is made up of three buildings, the main house (administrative offices), the Etherington Activity Center and Mimi's Place.

**MISSION STATEMENT**

It is the mission of the Lymes' Youth Service Bureau (LYSB) to empower and enrich the lives of youth and families in our community through a wide range of innovative and effective programs.

## **GENERAL EMPLOYMENT PRACTICES**

### **Employment-At-Will Policy**

Employment with LYSB is “employment-at-will”. This means that the employee has the right to terminate the employment relationship at any time for any or no reason, with or without cause and with or without notice. LYSB also has the right to terminate the employment relationship at any time for any or no reason, with or without cause and with or without notice. No manager, or employee of LYSB has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will. (based on CT At-Will Employment Law)

### **Equal Employment Opportunity Philosophy**

Providing “equal opportunity” is one of the most important personnel policies of the organization. One goal of the LYSB is to provide equal opportunity to applicants and employees in all phases of the operation.

It is this organization’s policy to try to comply with all relevant federal, state and local laws with respect to equal employment opportunity for employees and applicants in all aspects of employment, including the terms or conditions of employment, recruitment, hiring practice, benefits, discipline and termination.

### **Staff Code of Conduct**

The LYSB Code of Conduct for Staff must be reviewed and signed as a term of employment.

### **Sexual Harassment**

Sexual harassment includes, but is not limited to, unwelcome sexual advances, direct or indirect demands or request for sexual favors, sexual comments, gestures or other physical actions of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment; or
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

All reported incidents of sexual harassment will be promptly and thoroughly investigated.

### **Working Together**

The LYSB aims to create a mutually satisfying work environment and amiable personal and working relationship.

It is believed that individual consideration in employee-supervisor relationships provides the best environment for professional development and creates a climate for the teamwork necessary to attain mutual goals. The LYSB aims to provide good working conditions, fair wages and benefits, proper treatment and the personal respect deserved. Comfort and willingness to voice suggestions, concerns and comments allows for understanding and growth. LYSB encourages such communication.

### **Grievance Procedure**

LYSB has adopted the following grievance procedures in order to provide prompt and equitable resolution of employee complaints alleging any action, which is prohibited under the terms of this policy. **Employees are reminded that their supervisor is their first resource to contact for initiating the Grievance Procedure.**

1. Any employee who believes that they have been the victim of discrimination, harassment or false accusation of discrimination and/or harassment, will report the alleged violation to, and to attempt resolution of the issue through their Supervisor. No more than 10 business days will pass between reporting of alleged violations and attempts to resolve them at this level. If the incident involves the Executive Director, either as victim or perpetrator, the circumstance shall be reviewed under the terms of Step #3.
2. If resolution of the problem is not reached at that level, a written statement will be prepared by the Executive Director and forwarded to the LYSB Executive Committee within five business days.
3. Upon receipt of the written statement from the Executive Director, the LYSB Executive Committee will, within 15 business days, attempt resolution of the issue.

Any employee engaging in an action or conduct constituting discrimination, harassment or false accusation will be subject to appropriate disciplinary action, up to and including termination from employment. LYSB will also discipline, up to and including termination, any individual who retaliates against any person who reports alleged discrimination or harassment, or who retaliates against any person who testifies, assists or participates in an investigation, proceeding or hearing relating to a discrimination or harassment complaint. Retaliation includes, but is not limited to, any form of intimidation, reprisal or harassment.

Any employee who knowingly makes a false accusation regarding another employee's actions or behavior is also subject to disciplinary action, up to and including termination and may be liable for future civil damages.

### **Whistleblower Protection Policy**

The LYSB Whistleblower Protection Policy must be reviewed and signed as a term of employment.

## **ABOUT THE JOB**

### **Introductory Period**

The first 60 calendar days of continuous employment with LYSB is considered an introductory period, a time to become familiar with responsibilities, get acquainted with fellow employees and determine job satisfaction.

Upon completion of the introductory period, LYSB reviews performance and will decide whether to continue employment. Completion of the introductory period does not entitle continued employment with LYSB for any definite period of time. LYSB and its employees remain free at any time, and for any or no reason with or without notice or cause, to end the employment relationship.

After completion of the introductory period, employees are eligible to participate in LYSB's benefit programs, contingent upon the individual eligibility requirements of each program. Prior to completion of the introductory period, you will not be entitled to take any paid time off. Please review the specific sections of this Handbook for further information on eligibility for each of the current benefits and procedures for requesting and scheduling time off.

### **Address & Personal Information**

LYSB requests that employees provide the LYSB with a current home address, telephone number and emergency contact information. The keeping of accurate employee information ensures that paychecks and W-2 forms can be delivered expediently. Please provide written details of any change in marital or family status, such as marriage, divorce, separation, birth, death, etc. These changes could affect income tax withholding, hospitalization, insurance benefits, etc.

### **Paycheck & Pay Schedule**

For Payroll purposes, the pay period is bi-weekly with pay day on the Friday following completion of the preceding pay period.

There are certain deductions required to be made by law. The payroll stub itemizes deductions made from gross earnings. Federal or state laws require that deductions are made for Social Security, Federal Income Tax, State Income Tax, State Disability Insurance where applicable, and any other legally mandated taxes or deductions. In addition, there may be deductions for items authorized by employees.

Once a paycheck is issued employees are responsible. If there is an error, please report it immediately to the supervisor. Checks lost or otherwise missing should be reported immediately to the Executive Director or Office Assistant so that a stop payment order may be initiated. If it is determined that such a stop payment is not effective, the Executive Director or Office Manager shall determine if and when a replacement check should be issued. If a stop payment is confirmed, a replacement check will be issued promptly.

The LYSB will not release paychecks to others unless written authorization has been provided and signed by the employee.

### **Direct Deposit**

LYSB currently offers direct deposit. This benefit is open to all employees whose bank is a member of the National Clearing House Association. The start-up cost and bi-weekly fees of the service are paid by LYSB. Through this service, paychecks will be automatically deposited into designated account on payday. Paychecks can be electronically deposited into savings or checking accounts, a pay-stub record, including withholding information will be sent as proof of deposit.

### **Wage Assignments & Garnishments**

LYSB is obligated to comply with any court ordered wage assignments or garnishments against wages and will deduct such amounts. LYSB is legally required to process these orders and will not cease unless notified by court order or other legal process.

### **Exempt/Non-Exempt Employees**

Consistent with applicable Federal and State wage and hour laws, employee classification falls into one of two categories: “exempt” or “non-Exempt.” These terms are defined by the Fair Labor Standards Act, which is a federal law requiring that *certain* employees be paid at least the minimum wage and overtime for hours worked over 40 hours a week. However, the law provides that some employees are “exempt” from this requirement, and therefore do not have to be paid a specific hourly wage or overtime.

**Exempt:** Exempt employees do not have any limits on the hours that may be worked in a given work or pay period. They are expected to work the hours needed to accomplish their job responsibilities without receiving extra pay for overtime worked.

**Non-Exempt:** Non-exempt employees are paid an hourly rate and are eligible for overtime pay at the rate of 1 1/2 times their regular hourly rate of pay for hours worked in excess of 4 hours per work week.

### **Employee Classifications**

Depending on LYSB requirements, employees may be placed into one or more of the following job status classifications. These classifications do not guarantee employment for any specified period of time; however, eligibility of benefits may depend on employee classification. Classification may change during employment.

**Full-time employees:** employees who are regularly scheduled to work LYSB’s full-time schedule of 30 or more hours per week.

**Part-time employees:** employees who are regularly scheduled to work less than the full-time schedule, of less than 30 hours per week.

**Temporary employees:** employees hired to perform a temporary assignment.

**Per diem employees:** employees who do not have regular schedules and fill in for other employees who are out sick, on vacation or for other reasons.

### **Overtime**

From time to time, the LYSB employee may be required to work overtime. Overtime requests must be approved in advance by LYSB. For the purposes of determining which hours constitute overtime, only actual hours worked in a given workday or work week will be counted. This means that if on vacation or out of work for some other reason during a week, those hours not actually worked will not be counted toward overtime calculation.

Overtime is paid to any non-exempt employee who works in excess of 40 hours in any given week. Overtime is paid at a rate of one-and-one-half times the employee's regular hourly rate of pay. Because of the non-profit nature of the organization, overtime is permitted only on those occasions when the needs of LYSB require it.

### **Performance Reviews**

Performance reviews are generally conducted at least one time per year, whenever practicable. Reviews are conducted by the immediate supervisor and may include consideration of factors such as quality and quantity of work and a discussion of objectives that were established and attained throughout the year. The purpose of these reviews is to highlight accomplishments, plan for continued progress and to strategize for areas which may need improvement.

### **Hours of Work**

The regular working days for each week are Monday through Friday and the regular hours of business are from 9:00am to 5:00pm. Work schedules may, however, vary throughout the organization. The Executive Director will advise of individual work schedule. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled. These hours may be modified by LYSB at any time. For the purposes of this agreement, each day is defined as the "Average Daily Hours" worked per week. (see chart on page 12).

### **Time Records**

Federal and State law require that an accurate record be kept of the hours worked by all employees. Completion and submission of weekly timesheets provides a convenient and accurate method of accomplishing this. All employees must submit timesheets on a weekly basis to the Accounting Department on Wednesday by 12:00pm either in person, or electronically. Each employee is obligated to fully and accurately complete a time record at the end of each shift and to verify that all necessary information regarding the date, hours worked and break times are correct and legible. Time sheets must be signed before submitting at the end of each pay period. Any errors should be brought to the attention of the office assistant in order to be corrected. All corrections must be initialed and dated by both employee and supervisor.

Altering, falsifying, tampering with time records, or recording time on another employee's time record will result in disciplinary action up to and including termination.

If we do not receive correct and legible time record information by the end of each pay period, paychecks may not accurately reflect the number hours worked. Payment may be delayed to the next payroll processing period.

### **Meal & Break Periods**

Employees working at least six consecutive hours per day are entitled to a 30-minute, non-compensated meal break. Thus, the employee will need to work one-half hour more when lunch is taken to correctly calculate scheduled work time. Missed meal breaks cannot be compensated or accumulated for time off. If personal business must be attended to during the work day, please do so during scheduled break periods or meal period.

### **Attendance & Lateness**

As an employee, your regular attendance and punctuality are crucial to the smooth operation of LYSB. The failure to meet this obligation jeopardizes the ability of LYSB to fulfill its function. Therefore, excessive absenteeism or tardiness will result in discipline up to and including termination of employment.

If it should become necessary to be late or absent, contact the supervisor in a timely manner, and not later than four hours before the start of the regular shift. More than three unexcused absences in a calendar year will result in discipline up to and including termination of employment. If an employee is absent from work for three consecutive workdays and fails to properly call in to the supervisor, this employee will be considered to have voluntarily resigned.

### **Compensatory Time-Off**

LYSB does not utilize a compensatory time-off program. LYSB provides personal days and sick days for the purposes of appointments and vacations, as well as time that is typically not scheduled, such as an individual or family illness.

### **Expense Accounts**

Staff members shall keep expense accounts of the following items:

1. Mileage for required job activities. Mileage reimbursement is at the discretion of LYSB. The standard reimbursement rate will be set once a year effective January 1, in accordance with the annual IRS business standard mileage rate. Mileage to and from work is not reimbursable.
2. Toll and parking expenses in the performance of the job.
3. Credit card expenses. When using the business credit card, receipts must be provided for all expenditures and must be submitted immediately upon return.

Expense account vouchers shall be submitted monthly to the Executive Director.

## **BENEFITS AND SERVICES**

### **About Our Benefit Program**

LYSB or its designee retains full discretionary authority to interpret the terms of the plans, as well as full discretionary authority with regard to administrative matters arising in connection with the plans. LYSB or its designee may modify or eliminate any benefits or programs it currently provides, as well as increase the cost to employees of such benefits and programs. This discretionary authority extends to all issues concerning benefit eligibility and entitlement.

### **Medical Insurance Coverage**

LYSB currently permits all regular full-time employees to participate in a health insurance plan. Details of the plan, including coverage limitations, inclusions and costs to employees are available upon request as determined annually by LYSB.

### **Average Daily Hours**

Employee vacation, personal days and holidays are based on the employees Average Daily Hours. The Average Daily Hours are defined as the total hours worked in a standard work week divided by five.

<b>HOURS WORKED PER WEEK</b>	<b>ONE DAY EQUALS</b>
25 hours	5 hours
30 hours	6 hours
35 hours	7 hours
40 hours	8 hours

### **Paid Holidays**

The following are paid holidays observed by LYSB each year. LYSB's office will be closed on these days. Employees will be paid based on their "Average Daily Hours" (see chart above).

New Year's Day	Fourth of July	Christmas Eve (half-day)
Martin Luther King Day	Labor Day	Christmas Day
Presidents' Day	Columbus Day	New Year's Eve (half-day)
Good Friday	Thanksgiving Day	
Memorial Day	Friday following Thanksgiving	

### **Paid Vacation**

LYSB provides a paid vacation program for its employees. The vacation plan is based on length of continuous service with LYSB. Vacations will be scheduled consistent with the needs of the organization. All employees who work 25 hours or more per week are entitled to a paid vacation based on "Average Daily Hours" (see chart above).

### **Vacation Eligibility**

Vacation time will be earned according to the following schedule based on the “Average Daily Hours” (see chart on page 12). Vacation time may not be carried over from one year to the next. Vacations must be pre-approved by the Executive Director in accordance with the needs of the LYSB. Employees terminating employment who have earned vacation days shall be paid for those days, except in instances where an employee is terminated for poor performance or violating LYSB policies. Employees who fail to provide LYSB with sufficient notice of their voluntary resignation as provided in the section of this handbook entitled Resignation and Dismissal, also forfeit any and all unused vacation.

<b>LENGTH OF FULL-TIME SERVICE</b> (on July 1)	<b>VACATION DAYS EARNED</b> based on the “Average Daily Hours” (p.12)
3 to 12 months	Prorated based on start date
1 years through 5 years	10
6 years through 9 years	15
10 years or greater	20

### **Personal Days**

All employees who work 25 or more hours per week shall earn six Personal Days on July 1. Employees will be paid based on their “Average Daily Hours” (see chart on page 12). Employees who have worked less than a year will receive Personal Days prorated based on start date after introductory period. Personal Days may be used for personal business, observation of religious holidays, emergencies, medical appointments or salary continuation during approved leave periods. Employees will not be paid for unused Personal Days upon termination. All Personal Days must be used in the calendar year which they were earned.

### **Sick Days**

All employees who work 25 or more hours per week are entitled to six sick days on July 1. Employees will be paid based on their “Average Daily Hours” (see chart on page 12). Employees who have worked less than a year will receive Sick Days prorated based on start date after their introductory period. Employees will not be paid for unused Sick Days upon termination. Employees may carry over unused Sick Days into the next year with a cap of 15 days.

Absences exceeding three consecutive days may require medical documentation satisfactory to LYSB. Failure to supply medical documentation satisfactory to LYSB will result in absence without pay. LYSB may, at its discretion, make exception to this requirement upon receipt of an appropriate professional medical opinion. If a non-exempt employee becomes ill while at work and cannot continue the day’s work because of the illness, the employee will be compensated for all hours worked and the balance will be charged to sick pay if available or will be without pay.

In all cases of illness or injury employees are required to notify the Executive Director of the reason for absence at the earliest possible time each day of absence. Failure to report absences may result in discipline up to and including termination of employment.

### **Inclement Weather**

At LYSB's discretion, employees will be paid for up to two days per year of weather-related closing. Employees may use Personal Days without prior scheduling and approval if the employee is unable to reach the office due to severe weather conditions.

### **Family Medical Leave**

FMLA leave is provided to all full-time and part-time employees working at least 20 hours per week and who have been employed by LYSB for at least 12 months and who have worked at least 1,000 hours during the 12-month period prior to the date requested for leave to begin. Full and part-time employees are entitled to take up to 16 weeks of unpaid leave in any two-year period for the birth or adoption or foster care of a child; for the care of a child, parent or spouse with a serious health condition; or for the employee's own serious health condition as that term is defined by the FMLA. The two-year period will be measured on a "rolling" basis beginning on the date an employee first takes family or medical leave. When medically necessary, your 16-week entitlement may be taken intermittently or on a reduced schedule basis. Whenever you require intermittent or reduced schedule leave, you must attempt to schedule your leave so as to not disrupt the LYSB daily operations. Employees may, but will not be required to, substitute paid time off (vacation, sick or personal days) for FMLA leave. Paid time off will only be paid up to the accrual amount as of the event date.

### **Military/Reserve Leave**

If an employee is a member of a National Guard/Reserve unit and needs to attend the annual two-week training or weekend duty, please let the supervisor know as soon as possible the dates of training. Employees should submit a copy of one's orders. It is the policy of the LYSB to pay the difference between the two-week annual military pay and regular salary for the same two-week period. The two-week training will not be counted as vacation time.

### **Bereavement Leave**

If an employee should suffer a death in the immediate family, the employee will be permitted to take a period of paid leave, not to exceed three days. Immediate family is defined as spouse or domestic partner, child, step-child, parent, parent-in-law, grandparent, grandchild, or sibling or spousal sibling.

### **Jury Duty Leave**

If called to serve on a jury panel, please notify the Executive Director within 24 hours after receiving the jury duty notice. In accord with current Connecticut law, the employee will not suffer any loss of pay for up to the first five days of jury duty leave. For those five days, employees will be paid regular wages or salary. Thereafter, the state currently reimburses at the rate of \$50.00 per day of service. After the fifth day, the remainder of the jury duty leave will be unpaid, with respect to regular wages or salary, although employees may elect to substitute vacation for unpaid jury duty leave. To be paid for jury duty leave, LYSB will require proof of attendance. While on jury duty leave, LYSB expects that the employee will come to work on any day that jury duty is released before 1pm.

### **Professional Development & Training**

LYSB supports the continuing education of its employees. Requests to attend any workshop or seminar on LYSB's time must be submitted for approval in writing to the employee's supervisor. Final approval will be given by the Executive Director.

Approval is contingent upon the following:

1. Appropriateness of the workshop to the employee's responsibilities.
2. Timing of the request and its impact on the organization.
3. Availability of funds.
4. Prior workshops attended.
5. Commitment of the organization to allow all interested employees the opportunity to further professional development.

Time for attending professional development workshops, meetings or conferences cannot exceed employees regularly scheduled work week.

### **Workers' Compensation**

If an employee should suffer a work-related injury, the employee will be protected through the workers' compensation insurance policy. This program is paid entirely by LYSB and provides for payment of medical expenses and weekly compensation benefits.

It is extremely important that the employee notify the Supervisor immediately of any accident, no matter how slight. Failure to report an accident may result in a delay or a rejection of workers' compensation benefits.

Upon submission of a medical certification of ability to return to work, the employee may be offered the same or a comparable position to the one held at the time of leaving depending on LYSB's needs. LYSB reserves the right to require an employee to return to work on a light-duty work program in accordance with a doctor's certification if a suitable position is available.

### **Social Security and Medicare**

Social Security is more than a paycheck deduction. It offers financial security for the employee and employee's dependents. Although this is a federally established program, it is the employee's contribution – and LYSB – that pay for its benefits. Both employee and LYSB contribute to provide monthly checks and medical coverage once retirement age is reached. Under certain circumstances, employees, or employee's dependents may be eligible for benefits even before retirement.

## **GENERAL EMPLOYEE GUIDELINES**

In all segments of society, it is necessary to have certain rules and regulations. Work standards are necessary to make sure everyone has a common understanding of what is expected. This allows LYSB to consistently enforce a set of standards that create a positive work environment. The work standard rules are designed to protect the rights and safety of all. Since LYSB cannot create a list that addresses all situations, the standards that follow are considered a non-exhaustive list of basic common-sense rules. No conduct which is immoral, unsafe, unethical or illegal will be tolerated.

All employees are expected to follow these rules. Violations will subject employees to discipline, up to and including termination.

### **Confidentiality**

As part of the responsibilities at LYSB, employees may learn of or be entrusted with sensitive information of a confidential nature. During employment, any information, including but not limited to client information, client lists, development activities, and personnel history or actions, shall be considered and kept as the private and privileged records of LYSB, and must not be divulged to any firm, individual or institution except on the direct written authorization of the Chairman of the Board. Your failure to honor this confidentiality requirement may result in disciplinary action, including possible discharge.

If employment at LYSB ends for any reason, it is asked that employees do not release any private, privileged or sensitive information to any person, firm or institution except on the direct written authorization of the Chairman of the Board. LYSB may pursue legal remedies for unauthorized disclosure of sensitive, confidential information.

### **Mandated Reporting for Child Abuse/Neglect**

All employees are required, by law, to report, both orally and in written form, cases of suspected child abuse/neglect to the Connecticut Department of Children and Families (1-800-842-2288). An oral report must be made within 24 hours, followed by a written report within 72 hours. Blank copies of this reporting form are kept on file in the LYSB office. As a courtesy, the supervisor also needs to be informed of the reported case.

### **Safety**

You are expected to be safety-conscious and to assist LYSB in finding conditions on the premises that might cause an accident or create a fire hazard. You should report any unsafe conditions to your supervisor. Familiarize yourself with the locations of fire extinguishers, fire exits, first aid kits and emergency equipment.

### **Clean Work Space**

Employees are expected to keep work areas neat and orderly. It is necessary that all hallways and passageways are clear of boxes, chairs or anything else that might hinder an escape route, should an emergency arise.

Always be aware of good health and safety standards, including fire and loss prevention. Please report anything that needs repair or replacement to your supervisor immediately.

### **Dress Code**

Employees are representatives of LYSB in the eyes of the public. Therefore, it is important that employees report to work properly groomed and wearing appropriate attire. It is expected and a necessary part of the job that attire is neat and, in a manner, consistent with the nature of the work being performed. Any employee who reports to work inappropriately dressed may be asked to leave and return properly groomed and dressed.

### **No Smoking Policy**

Smoking is strictly prohibited in and around LYSB buildings.

### **Substance Abuse Policy**

Employees are expected and required to report to work on time and in an appropriate mental and physical condition for work. Therefore, employees are forbidden to report to work under the influence of alcohol or drugs. It is the intent and obligation of the LYSB to provide a drug-free, healthy, safe and secure work environment. Employees using any medication which may impede work performance must notify the Supervisor prior to starting work.

The use, possession, purchase, sale, plan for sale or transfer of illegal drugs or any prescription drugs on LYSB property, in LYSB vehicles, or while engaged in LYSB activities is strictly forbidden.

### **Email, Internet, Voice Mail, Cell Phone & Computer Policy**

LYSB has adopted the following policy on the access to and use of the Computer System, which may be changed at any time, upon notice:

All information and data contained in and accessed with LYSB's Computer System should be used primarily for business purposes and is not to be used in a way that may be disruptive, offensive to others or harmful to morale. There is to be no display, use or transmission of sexually explicit images, messages, or cartoons, or any display, use or transmission of sexually explicit images, messages, or cartoons, or any display, use or transmission which contains ethnic slurs, racial epithets, or anything else that may be construed as harassment or disparagement of others based upon their race, national origin, sex, sexual orientation, age, disability or religious or political beliefs.

All messages, files or information contained within LYSB's computer system, whether for LYSB business or personal use, are the property of LYSB. No use of LYSB's Computer System or information contained therein shall be considered private use or private material by any LYSB employee or member. Personal material which should be kept private should not be stored in or used on LYSB's Computer System. LYSB reserves the right to access and disclose all messages, files, histories or information sent, received, stored, or contained in or throughout LYSB's Computer System at any time and for any reason.

If an LYSB member or employee uses LYSB's Computer System for any personal reason, any such usage shall be done on the personal time of LYSB employee or member, and not during normal business operating hours of LYSB. LYSB reserves the right to monitor the personal and/or business usage of LYSB's Computer System by any LYSB employee or member, and revoke or restrict access to all or part of LYSB's Computer System without notice.

While involved in LYSB business and activities, employees are encouraged to keep their phones off, limit their use for personal purposes, and in use in a manner respectful to the privacy and confidentiality of others.

Programs, data and other material foreign to LYSB's Computer System are not to be placed or used on the Computer System nor shall any additions, deletions, or modifications be made to the existing Computer System or any of its individual components without prior notice and approval by LYSB's Managing Partner or System's Administrator. It is the responsibility of each employee and member of LYSB to protect the integrity of the Computer System and the confidentiality and security of the data, records, files and programs contained therein. This document serves as notice that any breach of the policies described in this document, or any other real, threatened or perceived misuse of LYSB's Computer System is to be immediately reported to LYSB's Managing Partner or Systems Administrator and any violation of the policies and procedures described in this document may lead to disciplinary action up to and including termination.

## **EMPLOYEE SEPARATION**

### **Employee Termination**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

***Resignation:*** Voluntary employment termination initiated by employee.

***Discharge:*** Involuntary employment termination initiated by LYSB.

***Layoff:*** Involuntary employment termination initiated by LYSB that is generally not for disciplinary reasons.

Because employment with LYSB is based on mutual consent, both the employee and LYSB have the right to terminate the employment relationship at any time for any or no reason, with or without cause and with or without notice.

Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions and limitations of such continuance.

### **Notice**

It is the employee's obligation, when resigning, to provide LYSB with a minimum of four weeks of notice. The notice must be in addition to any accrued vacation time.

Adequate notice gives LYSB time to advise the employee of benefits and to secure a replacement. In addition, employees who fail to provide LYSB with four weeks of notice when resigning or who are discharged will not be paid for accrued vacation, sick or personal time upon termination.

### **Return of Equipment/Supplies**

Prior to the end of the last day of work the employee must return all LYSB equipment and property to his/her supervisor. This includes, but is not limited to, the return of all decal, passes, identification cards and keys.

### **Benefits Continuation (COBRA)**

Federal law, known as COBRA, may allow employees and their dependents who are covered by the health insurance program to temporarily continue that coverage following certain qualifying events (such as termination of employment), when health coverage would otherwise end. COBRA continuation rights are described in greater detail in the separate information received when enrolled in our health insurance program.

## **Code of Conduct Policy for the Lymes' Youth Service Bureau**

In keeping with its mission to empower and enrich the lives of youth and families in our community, the Staff and Board of Directors of Lymes' Youth Service Bureau strive to meet the highest standards for conduct both personally and professionally.

LYSB has adopted the following Code of Conduct that all board members and employees agree to adhere to by signing below.

### **1. Prohibition Against Private Inurement and Procedures for Managing Conflicts of Interest**

The *LYSB Conflict of Interest Policy* is applicable to staff members, board members, and volunteers. This policy requires annual acknowledgment and Disclosure of Conflicts of Interest by board members, officers, staff members and volunteers. This policy in its entirety may be found in The Board of Directors Handbook.

### **2. Prohibition Against Sexual Harassment and Illegal Discrimination**

LYSB strives to maintain an environment that is free from illegal discrimination and harassment. While all forms of harassment are prohibited, it is the organization's policy to emphasize that sexual harassment is specifically prohibited. Any employee or board member who engages in discriminatory or harassing conduct is subject to termination or removal from the Board, or termination of employment.

### **3. Confidentiality**

Confidential financial, personnel and other matters concerning the organization, donors, staff or clients/consumers may be included in board materials or discussed from time to time. Staff and Board members shall not disclose such confidential information to anyone.

At all times the confidentiality of clients must be protected, unless otherwise permitted by law. This includes giving information about the identity and background of a client and/or acknowledging that an individual is or has been served by the organization. Furthermore, staff and board members understand that records, notes, verbal, written, and electronic communication shall be maintained at the highest standards and levels of confidentiality at all times.

Written or verbal communication exposed to the general public can be viewed as a serious lapse in judgment, one that could violate the code of confidentiality, expose clients to harm, and ultimately damage the reputation of LYSB.

#### 4. Public Representation

As ambassadors of LYSB, it is understood that the conduct of staff and board members reflect the morals, values, and professionalism of the entire organization.

- It is expected that the behavior and public statements of staff and board members will be consistent with the mission of LYSB.
- Staff and Board members need to be mindful that social media is a highly visible channel of public communication. Postings should model appropriate adult behavior.
- When making public statements, staff and board members shall clearly distinguish personal opinions from those of the organization.

#### 5. Reporting Concerns

A grievance procedure is detailed in the Employee Handbook (2020).

*Adopted by the LYSB Board of Directors 11/29/2016*

I acknowledge that I have received a copy of the Code of Conduct Policy.

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Signature

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Date

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Printed Name

## **Lymes' Youth Service Bureau Whistleblower Protection Policy**

LYSB 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 the Lymes' Youth Service Bureau we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

### **Reporting Responsibility**

This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that LYSB can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of LYSB's code of ethics or suspected violations of law or regulations that govern LYSB's operations.

### **No Retaliation**

It is contrary to the values of LYSB for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of LYSB. 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.

### **Reporting Procedure**

LYSB has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with their supervisor. 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 the Board Chairman. Supervisors are required to report complaints or concerns about suspected ethical and legal violations in writing to LYSB's Executive Director or Board Chairman, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor, or the Executive Director or Board Chairman.

### **Compliance Officer**

LYSB's Compliance Officer shall be the Executive Director or Board Chairman and is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The Compliance Officer will advise the Executive Director and/or the Board of Directors of all complaints and their resolution and will report at least annually to the Treasurer on compliance activity relating to accounting or alleged financial improprieties.

## **Accounting and Auditing Matters**

LYSB's Compliance Officer shall immediately notify the Finance Committee of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the committee until the matter is resolved.

## **Acting in Good Faith**

Anyone filing a written 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.

## **Confidentiality**

Violations or suspected violations may be submitted on a confidential basis by the complainant. 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**

LYSB's Compliance Officer will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

### **Compliance Officers:**

LYSB Executive Director

LYSB Chairman, Board of Directors

*Policy approved by the Board of Directors on October 30, 2018*

I acknowledge I have received a copy of the Whistleblower Protection Policy.

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Signature

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Date

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Printed Name



**HANDBOOK RECEIPT ACKNOWLEDGEMENT FORM**

Employee name: \_\_\_\_\_

Job Title: \_\_\_\_\_

I acknowledge that I have received a copy of LYSB Employee Handbook. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the Handbook. If I have any questions, I understand that it is my responsibility to ask the Executive Director.

I understand that except for employment at-will status, any and all policies and practice can be changed at any time by LYSB. LYSB reserves the right to change my hours, wages and working conditions at any time. I understand and agree that other than the Chairman of the Board of Directors, and manager or representative of LYSB has no authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement other than at-will.

I understand and agree that the Handbook may be changed at any time. My continued employment indicates my agreement to work under those changes.

I understand and agree that nothing in the Employee Handbook creates or is intended to create a promise or representation of continued employment and that employment at LYSB is employment at-will, that may be terminated at the will or either LYSB or me. My signature below certifies that I understand that foregoing agreement on at-will status is the sole and entire agreement between me and LYSB concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings and representation concerning my employment.

This Acknowledgement of Receipt is provided in duplicate. Please sign both copies retaining one for your records. Please forward the duplicate original to the Executive Director.

Employee Signature: \_\_\_\_\_ Date \_\_\_\_\_

Executive Director's Signature: \_\_\_\_\_ Date \_\_\_\_\_





### **HANDBOOK RECEIPT ACKNOWLEDGEMENT FORM**

Employee name: \_\_\_\_\_

Job Title: \_\_\_\_\_

I acknowledge that I have received a copy of LYSB Employee Handbook. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the Handbook. If I have any questions, I understand that it is my responsibility to ask the Executive Director.

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Employee Signature: \_\_\_\_\_ Date \_\_\_\_\_

Executive Director's Signature: \_\_\_\_\_ Date \_\_\_\_\_