



JEFFERSON
COUNCIL ON AGING
ABILITY IS AGELESS

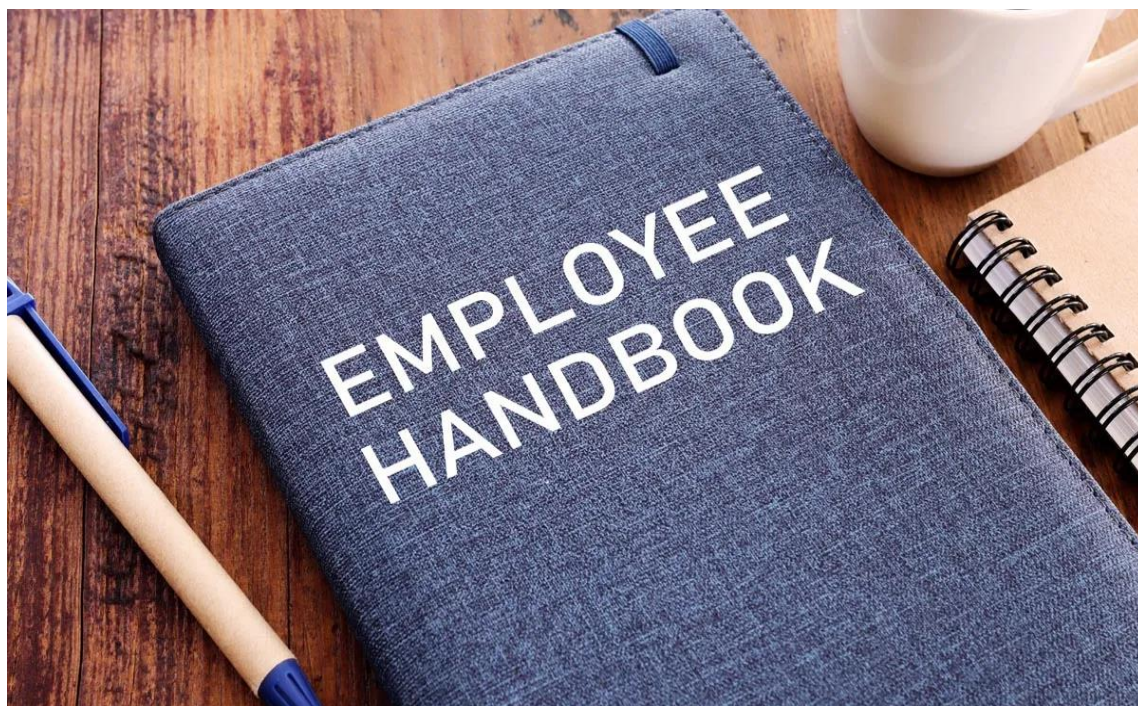


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ABOUT THIS HANDBOOK / DISCLAIMER

This handbook was prepared to assist you in finding answers to any questions that you may have regarding your employment with Jefferson Council on Aging, Inc. (hereinafter referred to as "JCOA"). Please take the necessary time to read it. We do not expect this handbook to answer all of your questions. Your Supervisor and the Human Resource Department are also major sources of information.

Neither this handbook nor any other verbal or written communication by a management representative constitute an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation. JCOA adheres to the policy of employment at will, which permits JCOA or the employee to terminate the employment relationship at any time, for any reason, with or without cause. Nothing in these policies shall be interpreted to be in conflict with or to eliminate or modify in any way the employment-at-will status of JCOA's employees. That said, JCOA abides by any and all applicable laws prohibiting discrimination in employment

All employment matters such as benefit plan descriptions, etc. are covered in this handbook. These documents are always controlling over any statement made by any member of management.

This handbook states specific organization guidelines. JCOA may, at any time, at its discretion, modify or vary from this handbook, with or without notice, except for the employment-at-will policy.

A copy of this handbook shall be given to all employees at the time of employment, and to current employees at the time revisions are made. Each employee shall sign a receipt acknowledging that he or she has received, read and understood a current copy of this handbook. This receipt shall be kept in the employee's personnel file.

This handbook supersedes all prior handbooks.

Governing Principles of Employment

1-1. Welcome Statement

Welcome to the Jefferson Council on Aging, Inc. (referred to as “JCOA” in this handbook). JCOA is a private, non-profit corporation chartered in 1970 and incorporated in 1971. JCOA is a voluntary Parish Council on Aging (PCOA) pursuant to LA R.S. 46:1601 et seq., and is the designated Area Agency on Aging (AAA) for Jefferson Parish. JCOA is not a part of any federal, state or local government.

JCOA fully recognizes that the quality of its services and the efficiency of its operations depend on the contributions made by every JCOA employee and volunteer. In simpler terms, how well JCOA achieves goals depends on its employees. This handbook has been prepared to familiarize you with JCOA’s policies and procedures as they concern personnel and to assist you in performing your duties in an efficient and effective manner. This handbook serves as the written statement of the personnel policies and procedures of JCOA, and as such, may be changed at any time at the discretion of JCOA.

This handbook is reviewed periodically to ensure that it continues to reflect the current policy of JCOA, as well as current thinking in the field of human resource management, and that it is consistent with local, state, and national trends and legal requirements.

In order to be assured of a high level of cooperation in all working relationships, every employee should become thoroughly familiar with the basic functions and organizational structure of JCOA as discussed in this handbook, as well as his/her job description and the specific policies and procedures of the department and job in which he/she is working.

JCOA members and clients are the senior citizens of Jefferson Parish. For our purposes, a senior citizen is a person who has reached age sixty (60) or older. (In some of our services, Federal regulations state that a senior is someone who has reached age fifty-five (55) or older). All employees of JCOA are required to show senior citizens the respect and courtesy that they deserve. This is best evidenced by a congenial and courteous attitude, coupled with kindness, patience, understanding, and tolerance. At times, there are special circumstances, problems, needs, and concerns that are occasionally, but not always, associated with growing older. Employees are urged to remember to treat senior citizens as they themselves wish to be treated in their senior years.

In order to promote good working relationships with other organizations, as well as to ensure the most efficient and effective functioning of our own organization, it is essential that all policies, procedures, services and programs be supported by every employee.

1-2. Our Mission

JCOA's mission is to assist the senior citizens of Jefferson Parish to age with dignity and independence in the place and manner of their choosing by offering services that promote independence in an equitable and nondiscriminatory fashion.

JCOA supports its senior citizens by providing them with a variety of services in the areas of home-delivered meals, congregate meals, recreational activities, utility assistance, and other social services. JCOA will continue to develop a reputation of superior personal service by providing respect, training, involvement, recognition, and advancement opportunities to its employees. In addition, JCOA will continue to research, develop resources, and review its method of operation in an effort to improve the quality of the services it offers.

1-3. Equal Employment Opportunity

JCOA is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information or any other characteristic protected by applicable federal, state or local laws. JCOA's management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

JCOA will endeavor to accommodate the sincere religious beliefs of its employees to the extent such accommodation does not pose an undue hardship on JCOA's operations. If you wish to request such an accommodation, please speak to your supervisor and/or the Human Resource Manager.

Any employees with questions or concerns about equal employment opportunities in the workplace should bring these issues to the attention of his/her supervisor. Note: If the Supervisor is the person about whom the concern is directed, contact any higher-level manager in your reporting chain. JCOA will not allow any form of retaliation against individuals who raise issues of equal employment discrimination. To ensure the workplace is free of artificial barriers, violation of this policy will lead to discipline, up to and including discharge. All employees must cooperate with all investigations.

1-4. Americans with Disabilities Act (ADA)

JCOA is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Hiring procedures have been reviewed in order to provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

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

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

JCOA is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. JCOA will follow any applicable local, state or federal law.

This policy is neither exhaustive nor exclusive. JCOA is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

1.5 A Commitment to Diversity

Jefferson Council on Aging, Inc. is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at JCOA and is an important principle of sound business management.

1-6. Anti-Harassment Policy and Complaint Procedure

Objective: Jefferson Council on Aging, Inc. (JCOA) strives to create and maintain a work environment in which people are treated with dignity, decency and respect. The environment of the company should be characterized by mutual trust and the absence of intimidation, oppression and exploitation. JCOA will not tolerate unlawful discrimination or harassment of any kind. Through enforcement of this policy and by education of employees, JCOA will seek to prevent, correct and discipline behavior that violates this policy.

All employees, regardless of their positions, are covered by and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken against any employee who violates this policy. Based on the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension, or termination of employment.

Managers and supervisors who knowingly allow or tolerate discrimination, harassment or retaliation, including the failure to immediately report such misconduct to the Human Resources Representative (HR), are in violation of this policy and subject to discipline.

Prohibited Conduct under This Policy

JCOA, in compliance with all applicable federal, state and local anti-discrimination and harassment laws and regulations, enforces this policy in accordance with the following definitions and guidelines:

Discrimination

It is a violation of JCOA's policy to discriminate in the provision of employment opportunities, benefits or privileges; to create discriminatory work conditions; or to use discriminatory evaluative standards in employment if the basis of that discriminatory treatment is, in whole or in part, the person's race, color, national origin, age, religion, disability status, gender, sexual orientation, gender identity, genetic information or marital status.

Discrimination of this kind may also be strictly prohibited by a variety of federal, state and local laws, including Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1967 and the Americans with Disabilities Act of 1990. This policy is intended to comply with the prohibitions stated in these anti-discrimination laws.

Although we encourage an open dialogue as to matters of national significance, when it comes to politics, employees must conduct discussions respectfully and without threatening or disruptive tone in the workplace.

Discrimination in violation of this policy will be subject to disciplinary measures up to and including termination.

Harassment

JCOA prohibits harassment of any kind, including sexual harassment, and will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is any verbal or physical conduct designed to threaten, intimidate or coerce an employee, co-worker, or any person working for or on behalf of JCOA. The following examples of harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

- Verbal harassment includes comments that are offensive or unwelcome regarding a person's national origin, race, color, religion, gender, sexual orientation, age, body, disability or appearance, including epithets, slurs and negative stereotyping.
- Nonverbal harassment includes distribution, display or discussion of any written or graphic material that ridicules, denigrates, insults, belittles or shows hostility, aversion or disrespect toward an individual or group because of national origin, race, color, religion, age, gender, sexual orientation, pregnancy, appearance, disability, sexual identity, marital status or other protected status.

Sexual Harassment

Sexual harassment is a form of unlawful employment discrimination under Title VII of the Civil Rights Act of 1964 and is prohibited under JCOA's anti-harassment policy. According to the Equal Employment Opportunity Commission (EEOC), sexual harassment is defined as "unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature ... when ... submission to or rejection of such conduct is used as the basis for employment decisions ... or such conduct has the purpose or effect of ... creating an intimidating, hostile or offensive working environment."

Sexual harassment occurs when unsolicited and unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature:

- Is made explicitly or implicitly a term or condition of employment.
- Is used as a basis for an employment decision.
- Unreasonably interferes with an employee's work performance or creates an intimidating, hostile or otherwise offensive environment.

Sexual harassment may take different forms. The following examples of sexual harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

- Verbal sexual harassment includes innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks and threats; requests for any type of sexual favor (this includes repeated, unwelcome requests for dates); and verbal abuse or "kidding" that is oriented toward a prohibitive form of harassment, including that which is sexual in nature and unwelcome.
- Nonverbal sexual harassment includes the distribution, display or discussion of any written or graphic material, including calendars, posters and cartoons that are sexually suggestive or show hostility toward an individual or group because of sex; suggestive or insulting sounds; leering; staring; whistling; obscene gestures; content in letters, notes, facsimiles, e-mails, photos, text messages, tweets and Internet postings; or other forms of communication that are sexual in nature and offensive.
- Physical sexual harassment includes unwelcome, unwanted physical contact, including touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, fondling, and forced sexual intercourse or assault.

Courteous, mutually respectful, pleasant, non-coercive interactions between employees that are appropriate in the workplace and acceptable to and welcomed by both parties are not considered to be harassment, including sexual harassment.

Consensual Romantic or Sexual Relationships

JCOA strongly discourages romantic or sexual relationships between a manager or other supervisory employee and his or her staff (an employee who reports directly or indirectly to that person) because such relationships tend to create compromising conflicts of interest or the appearance of such conflicts. In addition, such a relationship may give rise to the perception by others that there is favoritism or bias in employment decisions affecting the staff employee. Moreover, given the uneven balance of power within such relationships, consent by the staff member is suspect and may be viewed by others, or at a later date by the staff member, as having been given as the result of coercion or intimidation. The atmosphere created by such appearances of bias, favoritism, intimidation, coercion or exploitation undermines the spirit of trust and mutual respect that is essential to a healthy work environment. If there is such a relationship, the parties need to be aware that one or both may be moved to a different department or other actions may be taken.

If any employee of JCOA enters into a consensual relationship that is romantic or sexual in nature with a member of his or her staff (an employee who reports directly or indirectly to him or her), or if one of the parties is in a supervisory capacity in the same department in which the other party works, the parties must notify the HR director or other appropriate corporate officer.

Because of potential issues regarding quid pro quo harassment, JCOA has made reporting mandatory. This requirement does not apply to employees who do not work in the same department or to parties where neither one supervises or otherwise manages responsibilities over the other.

Once the relationship is made known to JCOA, the company will review the situation with the Human Resources Representative in light of all the facts (reporting relationship between the parties, effect on coworkers, job titles of the parties, etc.) and will determine whether one or both parties need to be moved to another job or department. If it is determined that one party must be moved, and there are jobs in other departments available for both, the parties may decide who will be the one to apply for a new position. If the parties cannot amicably come to a decision, or the party is not chosen for the position to which he or she applied, the HR director and senior management will decide which party will be moved. That decision will be based on which move will be least disruptive to the organization as a whole. If no other jobs are available for either party, the parties will be given the option of terminating their relationship or resigning.

Retaliation

No hardship, loss, benefit or penalty may be imposed on an employee in response to:

- Filing or responding to a bona fide complaint of discrimination or harassment.
- Appearing as a witness in the investigation of a complaint.
- Serving as an investigator of a complaint.

Lodging a bona fide complaint will in no way be used against the employee or have an adverse impact on the individual's employment status. However, filing groundless or malicious complaints is an abuse of this policy and will be treated as a violation.

Any person who is found to have violated this aspect of the policy will be subject to discipline up to and including termination of employment.

Confidentiality

All complaints and investigations are treated confidentially to the greatest extent possible, and information is disclosed strictly on a need-to-know basis. The identity of the complainant is usually revealed to the parties involved during the investigation, and the HR director will take adequate steps to ensure that the complainant is protected from retaliation during and after the investigation. All information pertaining to a complaint or investigation under this policy will be maintained in secure files within the HR department.

Complaint procedure

JCOA has established the following procedure for lodging a complaint of harassment, discrimination or retaliation. The company will treat all aspects of the procedure confidentially to the greatest extent possible.

1. Complaints should be submitted as soon as possible after an incident has occurred, preferably in writing. The HR director may assist the complainant in completing a written statement or,

in the event an employee refuses to provide information in writing, the HR director will dictate the verbal complaint.

2. Upon receiving a complaint or being advised by a supervisor or manager that violation of this policy may be occurring, the HR director will notify senior management.
3. The HR director will initiate an investigation to determine whether there is a reasonable basis for believing that the alleged violation of this policy occurred.
4. If necessary, the complainant and the respondent will be separated during the course of the investigation, either through internal transfer or administrative leave.
5. During the investigation, the HR director, together with legal counsel or other management employees, will interview the complainant, the respondent and any witnesses to determine whether the alleged conduct occurred.
6. Upon conclusion of an investigation, the HR director or other person conducting the investigation will submit a written report of his or her findings to the company. If it is determined that a violation of this policy has occurred, the HR director will recommend appropriate disciplinary action. The appropriate action will depend on the following factors:
 - a) the severity, frequency, and pervasiveness of the conduct;
 - b) prior complaints made by the complainant;
 - c) prior complaints made against the respondent; and
 - d) the quality of the evidence (e.g., firsthand knowledge, credible corroboration).If the investigation is inconclusive or if it is determined that there has been no violation of policy but potentially problematic conduct may have occurred, the HR director may recommend appropriate preventive action.
7. Senior management will review the investigative report and any statements submitted by the complainant or respondent, discuss results of the investigation with the HR director and other management staff as appropriate, and decide what action, if any, will be taken.
8. Once a final decision is made by senior management, the HR director will meet with the complainant and the respondent separately and notify them of the findings of the investigation. If disciplinary action is to be taken, the respondent will be informed of the nature of the discipline and how it will be executed.

1-7. Workplace Violence

JCOA is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing level of violence in society in general, JCOA has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of JCOA without proper written authorization from the Executive Director/Chief Executive Officer (CEO). Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including but not limited to harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to the immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible. All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Employees should not place themselves in peril. If an employee sees or hears a commotion or disturbance near his/her workstation, he/she should not try to intercede or see what is happening but should report this immediately.

JCOA will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. In order to maintain workplace safety and the integrity of its investigation, JCOA may suspend employees, either with or without pay, pending investigation. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines may be subject to prompt disciplinary action up to and including termination of employment.

JCOA encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Human Resource Department before the situation escalates into potential violence. JCOA will assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

1-8. Unethical or Unlawful Conduct

If an employee has any concerns and/or knowledge of unethical or unlawful conduct, they should immediately report this to their supervisors, Human Resource Department, Executive Director/CEO or Board Chairman.

Section 2

Operational Policies

2-1. Employee Classifications

For purposes of this handbook, all employees fall within one of the classifications below:

Full-Time Employees - Employees who regularly work between 30 - 35 hours per week who were not hired on a short-term basis.

Part-Time Employees - Employees who regularly work fewer than 30 hours per week who were not hired on a short-term basis.

Short-Term Employees - Employees who were hired for a specific short-term project, or on a short-term freelance, per diem or temporary basis. Short-Term Employees are not eligible for JCOA benefits, but are eligible to receive statutory benefits.

Employees are informed of their status and eligibility for benefits at the time they are hired. In addition to the above classifications, employees are categorized as either "exempt" or "non-exempt" for purposes of federal and state wage and hour laws. Employees classified as exempt do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. Employees will be informed of classifications upon hire and informed of any subsequent changes to the employee's classifications.

2-2. Employment

All employees must recognize that their initial and continued employment with JCOA is contingent upon several factors, including, but not limited to employee performance and JCOA's ability to fund their position. JCOA operates programs and provides services as funded by federal, state, parish and local governments and continued employment must be contingent upon continued funding. JCOA has no control over the initiation or continuation of funding if governmental entities choose to reduce or eliminate funding for a program or service. Employees may have their hours reduced or their employment terminated as budget considerations necessitate.

Employees are urged to understand that such financial considerations are in no way a reflection upon the quality of their work, but are situations beyond the control of JCOA. Please also read carefully the sections "Benefits upon Separation, Work Related Problem, and Separation of Employment."

All employees must understand that JCOA cannot guarantee their employment and that they are not employed for any specific period of time or for any specific hours of the day or hours per week. In the event of lay-offs, JCOA will provide all affected employees, which it terminates, with two weeks' notice of separation. The Executive Director/CEO and Controller shall receive

four weeks' notice of separation. During this time, the employee is expected to report to the worksite and perform assigned duties as normal. Failure to do so can result in partially or totally forfeited benefits they would normally receive.

The Executive Director/CEO serves under the leadership of the Board of Directors.

2-3. Job Recruitment

JCOA advertises externally based upon need and budget requirements. The Human Resource Department is responsible for placing all approved recruitment advertising. All such advertising shall contain a statement that JCOA is an equal opportunity employer.

Job Vacancy/Posting

Current employees shall be given every opportunity when filling vacant positions or considering promotions of existing staff. It is JCOA's policy to attempt to promote from within whenever possible. The vacancy is announced by posting details of the position on our employee bulletin board for a period of five (5) days. Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization. Employees who believe they are qualified are encouraged to request consideration for positions that become vacant. If no qualified persons apply, the position will be re-advertised. JCOA employees who are selected and/or given promotions serve a new introductory period.

To be eligible to apply for a posted job, employees must have performed competently for at least ninety (90) calendar days in their current position. This may be waived with the consent of the employee's supervisor and the Executive Director/CEO. Eligible employees can apply for those posted positions for which they possess the required skills, competencies, and qualifications. To apply for an open position, employees should submit a resume to the Human Resource Department listing job-related skills and accomplishments. They should also describe how their current experience with JCOA and prior work experience and/or education qualifies them for the position.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed. Internal candidates who are not selected will be notified by the Human Resource Department.

JCOA believes that hiring qualified individuals to fill positions contributes to the overall strategic success of the organization. Each employee is hired to make significant contributions to this organization and is hired solely based on their qualifications and ability to do the job.

Rehiring Former Employees

Former employees who left JCOA in good standing may be considered for re-employment. Former employees who resigned without written notice or who were dismissed for disciplinary reasons may not be considered for re-employment.

A former employee who is re-employed will be considered a new employee from the date of re-employment unless the break in service is less than thirty (30) days, in which case the employee will retain accumulated seniority.

Employees who fail to return any company property, including but not limited to keys, credit cards, equipment, etc., will be deemed ineligible for rehire and may be subject to legal proceeding on behalf of JCOA.

2-4. Duties of Employment

All employees must be willing and able to perform the duties of employment as set forth in their job descriptions and must adhere to the policies and procedures of this handbook. In addition, they must also adhere to policies and procedures which may apply to their particular department or job or which may be promulgated from time-to-time. Employees should understand that other job duties may be assigned that are complementary to the overall function of the position and department but are not part of their job description. Job descriptions are reviewed and updated periodically, and the employee must acknowledge by signature receipt of the job description. All employees are responsible for reporting to work as scheduled and for accurately reporting their hours worked.

Employees must also participate in all training programs for the improvement of work performance and personal adjustment towards the duties assigned to them in their work, as assigned by their supervisor.

All persons who are employed by JCOA must be willing to authorize and pass a background check. This includes, but is not limited to, his/her driving record and criminal background check.

All persons who are employed to drive vehicles must be willing to authorize a driving record background check, both before employment and on an annual basis thereafter. Because of the high cost of insurance and insurance rating factors, JCOA will not employ any individual as a "driver" or "substitute driver" who has any moving violations for the previous three calendar years.

Employees who are required to use their personal automobiles in the performance of their jobs must provide JCOA with proof of their auto insurance. Auto insurance coverage must be no less than that which is required by the state statute.

All persons hired as drivers may be required to provide evidence of a vision test at the time of employment and every two years thereafter.

After employment, traffic violations will be reviewed on a case-by-case basis and may be grounds for separation of employment. The Executive Director/CEO along with the Human Resource representative will make that determination.

All persons who are employed to handle food must be willing to take and be able to pass a communicable disease test by a licensed physician, both before employment and on an annual basis thereafter.

2-5. Employment Records

JCOA maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records. Employees are responsible for keeping information (such as personal telephone numbers, emergency contacts, mailing address, etc.) in their personnel records up-to-date and should notify their supervisors and the Human Resource Department of any relevant changes in their situation.

Personnel files are the property of JCOA, and access to the information they contain is restricted. Generally, only supervisors and management personnel of JCOA who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Human Resource Manager. Employees should give reasonable advance notice if they wish to view their own personnel files, which shall be done in JCOA's offices and in the presence of an individual appointed by JCOA to maintain the files.

2-6. Working Hours and Schedule

The work week for all JCOA employees shall begin each Saturday at 12:01 a.m. and end each Friday at 12:00 midnight. The normal work schedule for full-time employees is either 7 hours a day, 5 days a week or 6 hours a day, 5 days a week. Their supervisor, depending upon their job duties, will set work hours for part-time employees.

Full-time employees work six (6) to seven (7) hours per day with one (1) hour for lunch. Full-time employees who work at JCOA's Main Office work 8:30 a.m. until 4:30 p.m., Monday thru Friday. Full-time employees who work at the Senior Centers will be scheduled to work either from 8:00 a.m. to 3:00 p.m. or 8:30 a.m. to 3:30 p.m., Monday through Friday. Part-time employees work three (3) to four (4) hours per day, Monday through Friday. The Supervisor and Executive Director/CEO must approve any exceptions.

JCOA's Main Office hours shall be 8:30 a.m. until 4:30 p.m., Monday through Friday. One hour shall be allowed for lunch for each full-time employee. Employees will be paid for a seven (7) hour workday. Non-exempt employees must be off the clock at least one half (1/2) hour for lunch. Any exceptions, including a reduced lunch hour, need to be approved by the Executive Director/CEO.

Neither Federal nor Louisiana Statute requires an employer to provide a paid break. A short informal "coffee break" is usually permitted in the morning and afternoon. Excessive breaks are not acceptable.

Hours of operation at senior centers or program sites shall be determined according to program needs. During emergencies or because of special program requirements, the Executive Director/CEO may require a temporary adjustment of hours.

JCOA requires that all employees be paid for all time that they work. An employee cannot be required to do work for which there is no pay. JCOA can only pay under the terms and conditions of its contracts and the limits of funding in its budgets. Any person found working

“off-the-clock” is subject to discipline. If you are aware of any employee, working “off-the-clock” please inform the Executive Director/CEO, Controller or Human Resource Manager.

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. An employee’s supervisor must approve any adjustment to a non-exempt employee’s work schedule.

Any non-exempt employee required to work either before 8:30 a.m. or after 4:30 p.m. on a regular basis, shall immediately have his/her work schedule adjusted so they shall not have worked more than the employee’s standard work hours per week.

2-7. Timekeeping Procedures

Accurately recording time worked is the responsibility of every non-exempt employee. Federal and state laws require JCOA to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment. It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will review and initial the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

2-8. Overtime

JCOA does not permit overtime, except in times of declared emergency or disaster and as approved either by the Executive Director/CEO, in writing in advance or in writing post verbal approval. If a non-exempt employee works more than 35 hours per week, up to 40 hours is paid at their regular hourly rate. Over forty hours will be paid at time and a half.

2-9. Travel/Expense Reimbursement

Expenses are reimbursed at rates currently authorized by the State, or by contract. Staff shall use the least expensive mode of travel for authorized out of Parish and out of state trips.

Reimbursement for Use of Personal Cars

The employees shall be reimbursed for total mileage actually used on JCOA business. This does not include mileage to/from home unless the employee is returning home after hours on JCOA’s business.

If the parking of an employee’s car in a public parking facility is required, in the conduct of authorized business, the parking fees shall be reimbursed.

Authorized employees using their personal cars must render a bi-weekly report of personal car mileage stating it on a trip basis, mileage data necessary for determination and substantiation of the amount to be reimbursed to the employee for personal car use. This report shall be submitted to the employee's supervisor for approval of payment. Transportation costs will be paid for authorized activity outside regular working hours. Whenever feasible, carpooling should be used. Expense reports are submitted on forms provided by JCOA's Main Office, and reimbursed based on mileage rate approved by the State of Louisiana.

Transportation other Than Personal Automobiles

Employees will be reimbursed for the cost of public transportation when it is used for authorized business, based on submission of the bi-weekly reimbursement request.

Other public transportation, such as taxicabs, may be used only for emergencies, as approved by the Executive Director/CEO. Some employees, such as van drivers or administrative level staff, are required to take a vehicle home with them each day, either because they are required to begin a transportation route immediately from their home, and/or because they are on 24/hour/365 day emergency call.

Fees for the use of a rental vehicle while on authorized business will be reimbursed to the employee if the employee shows cost savings in the use of the rental vehicle over the mileage reimbursement for personal automobile use. The employee must obtain written approval in advance from the Executive Director/CEO or Controller before renting such a vehicle.

Insurance for Authorized Use of Personal Automobile

All employees whose jobs require the use of personal cars for authorized business shall carry automobile liability insurance as required by the laws of the state of Louisiana. A certificate of insurance or other verification shall be presented by the employee to the immediate supervisor at the time of employment, and annually thereafter, as proof.

Traffic/Parking Violations

Traffic and/or parking violations are the responsibility of the employee. JCOA will neither pay for nor reimburse for them. The employee must furnish reports on all traffic violations to JCOA when a JCOA vehicle is involved.

Meals Reimbursement

Reimbursement for meals is applicable to travel out of town/state on JCOA business. It may be allowed with special approval in other circumstances. When traveling on official business, an employee may be reimbursed for meals, as per State of Louisiana Law and regulation or contract provision.

Conventions or Conferences

An employee serving as an official representative or delegate of JCOA at a convention, conference, or other meeting, is reimbursed for expenses incurred, such as reasonable travel expenses, meal costs, lodging, registration fees, and possibly business telephone calls.

Training Program/Special Courses/Staff Development

When attendance at training programs or special courses is authorized as being job related, employees are reimbursed for reasonable travel expenses, course fees and cost of meals and lodging consistent with other similar provisions contained in this handbook.

Verification by Receipt

Verification of expenses by receipt is required as enumerated in the latest guidelines provided by the State of Louisiana or as may be required by the Executive Director/CEO. Forms are provided to request reimbursement of expenses and advances for travel. These forms are available from the Accounting Office.

2-10. Compensation for Exempt Employees

It is JCOA's policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure that an employee is paid properly and that no improper deductions are made, an employee must review his/her pay stub promptly to identify and report all errors.

If an employee is classified as an exempt salaried employee, he/she will receive a salary, which is intended to compensate he/she for all hours worked for JCOA. This salary will be established at the time of hire, or when the employee is classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a pre-determined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, an Employee's salary is subject to certain deductions. For example, unless state law requires otherwise, an Employee's salary can be reduced for the following reasons:

- Full-day absences for personal reasons beyond annual leave.
- Full-day absences for sickness or disability beyond annual/sick leave.
- Full-day disciplinary suspensions for infractions of our written policies and procedures.
- Family and Medical Leave absences (either full or partial day absences).
- To offset amounts received as payment from the court for jury and witness fees or from the military as military pay.
- The first or last week of employment in the event an employee works less than a full week.
- Any full workweek in which an employee does not perform any work.

In any work week in which an employee performed any work, his/her salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Absence on a day because JCOA has decided to close a facility on a scheduled workday.
- Absences for jury duty, attendance as a witness, or military leave in any week in which an employee performed any work (subject to any offsets as set forth above).
- Any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to employee's accrued leave for full or partial day absences for personal reasons, sickness or disability.

If an employee believes he/she has been subject to any improper deductions, he/she should immediately report the matter to his/her supervisor. If the supervisor is unavailable or if an employee believes it would be inappropriate to contact that person (or if an employee has not received a prompt and fully acceptable reply), he/she should immediately contact the Human Resource Manager.

2-11. Payroll Information

JCOA is on a bi-weekly pay schedule, which means employees will be paid every other Wednesday. The workweek begins at 12:01 a.m. on Saturday and ends at midnight on Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period. If the normal payday falls on a JCOA-recognized holiday, paychecks typically will be distributed on the day preceding the aforementioned holiday.

Submitting time for which no work is performed is fraud and grounds for immediate termination. All employees will use whatever system is designated to provide accountability and back-up for time and attendance, service(s) provided, mileage and any other records as required.

JCOA is required to make deductions from pay in accordance with appropriate federal and state laws. Staff members are required to complete the necessary forms regarding these deductions, as well as others such as the deduction for group insurance. Your payroll stub itemizes deductions made from your gross earnings. By law, JCOA is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Your payroll stub will also differentiate between regular pay received and overtime pay received.

If you believe there is an error in your pay, bring the matter immediately to the attention of the Payroll Department so that it can be resolved quickly and amicably.

The Payroll Department will not release paychecks to anyone other than the employee without written permission from the employee to do so. The Payroll Department will forward any paycheck not picked up to the employee's last known home address. The employee must verify that the address on their paycheck is correct on an annual basis.

The amount of federal withholding is affected by the number of exemptions claimed on Form W-4, Employee's *"Withholding Allowance Certificate."* If an employee's marital status changes or

the number of exemptions previously claimed increases or decreases, a new Form W-4 must be submitted to the Payroll Department.

2-12. Direct Deposit

Employees must use direct deposit for his/her paycheck so that access to an employee's payroll information each payday is immediate via employee's banking institution. Employees will be provided with a pay stub to see the total amount of what is being deposited into his/her bank account(s) along with other relevant payroll information. Direct deposit will also ensure that employees can be paid in the event of an emergency.

2-13. Salary Advances

JCOA does not permit advances on paychecks or against accrued paid time off.

2-14. Compensation

Upon your employment with JCOA, you will receive a salary or an hourly wage as compensation for work performed. Your salary or hourly wage will be determined by JCOA at the time of hiring.

The Board of Director sets the salary for the Executive Director/CEO and authorizes salary increments for this position.

The Executive Director/CEO and the Human Resource Manager establish salary or wage ranges for other jobs. These ranges are reviewed periodically to ensure that they are realistic in terms of local and national levels and in relation to the responsibilities of the job, and where applicable, conform to federal and state legislation and guidelines. They are limited by funding constraints.

Salary increases are contingent on effective job performance and the availability of funds.

2-15. Compensatory/Flex Time

JCOA does not allow "Compensatory (Comp) Time." Non-exempt employees are not permitted to work over thirty-five hours per workweek unless approved in advance by the employee's supervisor and the Executive Director/CEO.

Flex Time may be authorized in advance when necessary. Flex Time is the adjustment of an employee's daily work schedule to accommodate departmental coverage or an unusual working condition or workload during a particular workweek. The employee's work schedule will be adjusted during the remainder of the workweek to reflect this change. Flex Time requires prior approval by the employee's supervisor. Continued violation of this policy is grounds for immediate termination.

Department coverage must be a primary factor in considering a flex schedule of any and/or all employees. The operating days and hours JCOA's Main Office are Monday through Friday

between 8:30 a.m. to 4:30 p.m. To ensure that the needs of the people we serve are met, all departments are to be covered during the above hours, at all times. This is mainly in departments with more than one staff person. Schedules are to be arranged by the supervisor to meet service demands.

JCOA considers it important that all employees be paid for all work performed. No one can require any employee to do work for which there is no pay, and JCOA can only pay under the terms and conditions of its contracts and the limits of funding in its budgets. As previously stated in Section 2-6, any person found working "off the clock" is subject to discipline. If you are aware of any employee working "off the clock," please inform your supervisor as soon as possible.

2-16. Performance Reviews

Introductory (Probation) Period: The introductory (probation) period for all new employees is from four (4) to eight (8) months. This introductory period also applies to current employees who are promoted to a new position. During this period, the employee has the opportunity to demonstrate their abilities for the position they are employed.

The introductory period is used as an orientation and training period in relation to specific job duties for every employee who is newly employed for any position. JCOA emphasizes the importance of providing opportunities for all staff members to participate in training events, as well as professional and technical meetings and conferences. Employees may be given limited time off with pay, to participate in educational and training opportunities related to the employee's current and/or anticipated work at JCOA. Continued staff development is afforded through supervision, personal conferences with the supervisor, staff conferences, related literature, educational training and course work.

The supervisor shall recommend, for approval by the Executive Director/CEO, when the introductory period has been satisfactorily completed. This recommendation shall be a part of a performance appraisal that shows satisfactory progress.

Performance Reviews: JCOA policy requires an annual review of the performance of all employees. The criteria for performance reviews are at the discretion of JCOA. JCOA's policy requires the supervisor to regularly review employee performance, which is currently scheduled as follows: (a) After successful completion of the introductory period which can be from four months (120 days) up to eight months (240 days) after the date of hire; (b) after 1 year of service; and (c) every 12 months thereafter.

The performance review should be an interactive process in which the employee and the supervisor exchange information and ideas on how to improve their performance and how to achieve the organization's goals. The performance review will be based on the employee's overall performance in relation to their job responsibilities and will take into account, among other considerations, conduct, demeanor and attendance.

The employee will be asked to sign his/her performance review. An employee's signature does not imply an agreement or disagreement with the content of the review. Should the employee and the supervisor disagree on the content of the performance review, the employee is encouraged to continue a dialog with the supervisor and work to resolve any differences of

opinion. If, despite the employee's attempt at such a dialogue, the employee is still not satisfied with the supervisor's assessment of their performance, the employee may request the Human Resource representative to intercede.

The employee's job performance can affect future promotional opportunities and pay raises. Therefore, the performance review deserves the employee's active and constructive participation. This is an excellent time to formally update career goals and objectives.

In addition to the scheduled performance reviews, the department supervisor may conduct additional reviews at any time.

The Chairman of the Board, Treasurer, and Chairman of the Personnel Committee shall evaluate the Executive Director/CEO each March. The results of this evaluation shall be made available to the Board of Directors at the next regularly scheduled Board meeting.

Employment is not guaranteed, and no employee has an employment contract.

2-17. Children in the Workplace

An employee may only bring his or her child(ren) to visit his or her worksite upon written approval from the supervisor.

Any such visits must be infrequent, brief and planned such that any disruption to the workplace is extremely limited. During such visits, at all times the employee must directly and constantly supervise the child(ren) and be responsible for such supervision. An employee may not ask another employee to supervise a child. If the frequency, length or nature of any visit(s) becomes problematic or there is workplace disruption or a negative effect on the productivity of any employee, the employee may be advised that the child(ren) must leave the worksite.

Employees are not permitted to bring ill children or children without other child care (such as sitters, school, preschool, or daycare). This policy is not to be used to allow an employee to bring child(ren) to the worksite as a backup for child care. Employee is expected to take applicable leave and/or consult with the human resources department for availability of time off to care for ill children.

2-18. Nepotism

Nepotism is commonly understood to mean preference of any sort given to relatives. Some prohibitions against nepotism are contained in §1119 of Louisiana's Code of Governmental Ethics (LSA-R.S. 42:1119). The Jefferson Council on Aging, Inc. (JCOA) recognizes and pledges to abide by the following:

- 1. No member of the immediate family of an agency head may be employed in his/her agency.**

If a person qualifies as an agency head, then the following family members may not be employed in his/her agency because they classify as members of his/her immediate family:

- children
- brothers and sisters

- spouses of his/her brothers and sisters
- spouses of his/her children (daughters-in-law and sons-in-law)
- parents of his/her spouse (mother-in-law and father-in-law)
- parents
- spouse

Agency Head: the chief executive or administrative officer of an agency **OR** any member of a board or commission who exercises supervision over the agency.

Agency: a department, office, division, agency, commission, board, committee, or other organizational unit of a governmental entity. In other words, an “agency” is the smallest unit or division in which the public servant works.

2. No member of the immediate family of a member of a governing authority or the chief executive of a governmental entity may be employed by the governmental entity.

Governing Authority: is a body which exercises the legislative functions of a political subdivision. For example, parish councils, city councils, and school boards are governing authorities. Therefore, no member of the immediate family of a member of a parish council may be employed by the governmental entity.

Governmental Entity: the state or any of its political subdivisions, i.e., parishes, municipalities, and special districts.

3. Exceptions

- a. If a person was serving in public employment in violation of §1119 before April 1, 1980, then this person is not affected by the restrictions of §1119.
- b. A public employee may continue his employment even if a member of his/her immediate family becomes the agency head of his/her agency, provided that the public employee has been employed in the agency for a period of at least one year prior to the immediate family member becoming the agency head.

2-19. Complaint Procedures

An employee who was terminated for cause but feels they were improperly terminated should file a complaint within two (2) working days following termination of employment.

The complaint must be in writing and submitted to the Human Resource representative who shall investigate, afford the terminated employee an opportunity to present his/her viewpoint, and furnish a written statement of findings and decision within seven (7) workdays from the date the complaint was first received.

In the event the decision of the Human Resource representative does not resolve the issue then the terminated employee may choose to present the complaint to the Executive Director/CEO. This should be done within five (5) workdays from the time the employee receives the decision from the Human Resource Department. The Executive Director/CEO will consider the complaint. The Executive Director/CEO may review documents and/or interview witnesses in such consideration. The Executive Director/CEO will make a final decision in writing to be provided to the terminated employee concerning the complaint and which decision shall be final.

2-20. Reduction in Workforce (RIF)

If JCOA must reduce employment because of adverse economic or other conditions, it will attempt to communicate information about this reduction in force as soon as possible and, as applicable, in accordance with the law.

Employees selected for layoff will be given, as much notice as is required by law or as much as is reasonable under the circumstances. (See “At Will” Employment).

Employees who are laid off will be maintained on a recall list for six (6) months or until management determines the reduction is permanent, whichever occurs first. Credit for seniority will continue to accumulate during any layoff of 30 days or less. Employees laid off for more than thirty (30) days and subsequently recalled within one (1) year from the date of layoff will be considered a new employee. While on the recall list, employees should advise the Human Resource representative if they become unavailable for recall. Employees who do not keep a current home address on record with JCOA will lose their recall rights.

Employees will be recalled according to the needs of this organization, their classification and their ability to perform the job. Notice of recall will be sent by certified mail, return receipt requested, to the current home address on record. Unless an employee responds to the recall notice with seven (7) days following receipt of the notice, the employee’s name will be removed from the recall list and the employee will no longer have any job rights with JCOA.

2-21. References

JCOA will respond to reference requests through the Human Resource Department. JCOA will provide general information concerning the employee such as date of hire, date of termination, and position held. Please refer all requests for references to the Human Resource Department. Only the Human Resource Department may provide references.

2-22. Separation of Employment

Either JCOA or the employee may initiate separation of employment. Employment is not guaranteed, and no employee has an employment contract.

Administrative level staff employees are expected to give written notice to their supervisor at least 20 working days in advance. The Executive Director/CEO’s notice is submitted to the Board of Directors, through its Chairman. All other staff members should give their supervisor, in writing, at least 10 working days’ notice.

The purpose of advance notice of separation is to provide a reasonable transition of the workload in order that business can continue as usual without undue hardship on clients and/or the remaining personnel. Therefore, due notice will not include holidays, annual leave or sick leave. If any such time is taken by the employee, he/she will be required to make up the time until the full due notice is satisfied. During the notice period, annual leave and sick leave time will accrue. The terminating employee must be available for duty during the notice period in order to qualify for “Benefits upon Separation” as outlined in this Handbook.

The employee's notice period, either in whole or in part, can be waived and the employee given any unused vacation pay due and payable, if it is the opinion of the supervisor that it will benefit the morale and goodwill of JCOA. The Executive Director/CEO must approve this. The Executive Director/CEO can also be released prior to the required notice period, by Board approval.

Reasons to initiate separation may include, but are not limited to unsatisfactory work performance or behavior; failure to satisfy the duties and conditions of employment; excessive absence or tardiness; reduction in workforce necessitated by budget consideration; revision of work, or reorganization; violation of policy or procedure; conduct unbecoming a staff member; malfeasance; and repeated insubordination.

An exit interview may be conducted with the employee and the Human Resource Manager.

2-23. Credit Card Policy

JCOA may issue company credit cards to certain employees for use in their jobs. This policy sets out the acceptable and unacceptable uses of such credit cards.

Use of company-issued credit cards is a privilege that JCOA may withdraw at any time, with or without cause. Upon an employee's termination of employment, all cards must be returned to the Supervisor or the Human Resource Manager.

The employee in possession of the company credit card is solely responsible for all purchases on the card and for ensuring that unauthorized personnel do not use the card.

The employee in possession of the credit card is responsible for receiving, printing, and retaining all receipts related to purchases made on the company credit card. If a receipt is lost, a written description of the items and cost of the purchase must be maintained and submitted in the same manner in which a receipt would be maintained and submitted.

Receipts must be turned into the Accounting Department within one week of the date of purchase. All receipts should include a description of the purchase to ensure proper accounting of the purchase.

If an employee uses a company credit card for a personal purchase in violation of this policy, the cost of such purchase(s) may be considered an advance of future wages payable to that employee, and will be deducted in full from the employee's next paycheck. Any remaining balance may be deducted from subsequent paychecks until the wage advance is fully repaid. If an employee uses a company credit card for a non-personal purchase that is not within the scope of the employee's duties or the employee's authorization to make business-related purchases, the cost of such purchase(s) will be the financial responsibility of that employee unless otherwise expressed in writing by the Executive Director/CEO or Controller. The employee will be expected to reimburse JCOA via deductions from pay until the authorized amount is fully repaid.

In addition to financial responsibility and liability for wage deductions, any purchases an employee makes with a company credit card in violation of this policy may result in disciplinary action, up to and possibly including termination of employment.

This policy will remain in effect as long as the employee has a company credit card or until a new policy has been issued.

Section 3

Benefits

3-1. Benefits Overview

It is JCOA’s policy to provide a combination of supplemental benefits to all eligible employees. In keeping with this goal, each benefit program has been carefully devised. These benefits include time-off benefits, such as vacations and holidays, and insurance and other plan benefits. This section contains a brief outline of the benefit programs JCOA provides.

The information presented here is intended to serve only as a guideline. The description of the insurance and other plan benefits highlight certain aspects of the applicable plans for your general information only. The details of those plans are spelled out in the official plan documents, which you will receive from the provider. The provisions of the plans, including eligibility and benefit provisions, are discussed with you at the time of hire.

JCOA 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 and all issues concerning benefit terms, eligibility and entitlement.

While JCOA intends to maintain these employee benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

If you have any questions regarding your benefits, please contact the Human Resource Department.

3-2. Holidays

JCOA generally recognizes the following paid holidays for all regular full-time employees. The holiday schedule with dates for the current year is available at JCOA’s Main Office and at the Senior Centers, and is posted on JCOA’s website.

- | | |
|-----------------------------|------------------------|
| New Year’s Day | Independence Day |
| Martin Luther King, Jr. Day | Labor Day |
| Day before Mardi Gras | Veterans’ Day |
| Mardi Gras Day | Thanksgiving Day |
| Good Friday | Day after Thanksgiving |
| Memorial Day | Christmas Eve |
| Juneteenth | Christmas Day |
| | New Year’s Eve |

JCOA realizes that employees like to take time off around the holidays. Supervisors will coordinate employee time off to ensure that each department is covered at all times. Supervisors may rotate time off around the holidays to give all employees in the department an opportunity to have time off during special holidays.

JCOA will grant paid holiday time to all regular full-time employees (30-35 hours each week). A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

Paid time off for holidays, sick leave, or vacation will not be counted as hours worked for the purposes of determining overtime. Overtime is paid for hours physically worked. In order to be paid for a holiday, an employee must have a paid workday both before and after the paid holiday, except in the event an employee has received approval from a supervisor to take annual leave. Weekends are not counted in computing workdays. Employees eligible for holiday pay are paid at their standard rate of pay. The number of hours to be paid for a holiday is calculated by dividing the hours in a normal workweek by five (5).

Special requirements and regulations may necessitate an adjustment to this schedule for particular programs or services. Consult your supervisor for further information.

Hours of operation at senior centers or program sites shall be determined according to program needs by the appropriate authority.

3-3. Annual Leave

Annual Leave with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Regular full-time employees are eligible to earn and use annual leave as described in this policy. Full-time employees are those working 30 to 35 hours per week.

Annual leave may be taken if the employee has successfully completed his/her probation period. If an employee is separated from JCOA before they have successfully completed his/her probation period, he/she will not be entitled to reimbursement of any accrued leave.

A Request for Annual Leave Form must be submitted and approved in advance by the employee's supervisor. In the event of an emergency, the employee may submit the form after the fact to his/her immediate supervisor for approval. Any JCOA employee cannot take more annual leave in a pay period than he would normally work.

An employee may carry up to thirty (30) days of unused annual leave into the next year. Upon separation of employment any JCOA employee will only be paid for a maximum of thirty (30) days of Annual Leave. Annual Leave may only be used after it has been earned. Annual leave will not be earned during an unpaid leave of absence including FMLA.

Holidays During Annual Leave - In the event that a recognized "Holiday" occurs during an employee's annual leave, the employee will not be charged for annual leave on that day.

Sick Leave - Annual leave may not be rescheduled during illness that may occur while an employee is on his/her annual leave.

Annual Leave After Sick Leave - If an employee has exhausted all of their earned sick leave and additional time is required, he/she may then use his/her annual leave until it is exhausted.

The amount of paid annual leave employees receive each year increases with the length of their employment as shown in the schedule below. Any change of leave accrual rates will be made on the first (1st) payroll following the date of eligibility, which is the anniversary date of employment.

Annual Leave Accrual Chart

Full-Time (70 Hours)

<u>Years of Completed Services</u>	<u>Days Earned</u>	<u>Hours Accrued (per pay period)</u>
1 - 5	13	3.50
6 - 9	16	4.30
10 - 19	20	5.39
20+	23	6.19

Full-Time (60 Hours)

<u>Years of Completed Services</u>	<u>Days Earned</u>	<u>Hours Accrued (per pay period)</u>
1 - 5	13	3.00
6 - 9	16	3.69
10 - 19	20	4.62
20+	23	5.31

3-4. Sick Leave

JCOA provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Sick leave is time off with pay for periods of illness or injury, as well as for medical, dental, optical or treatment that cannot be arranged after working hours. Sick leave is a privilege and recurring abuses are grounds for review and action by the Supervisor and Executive Director/CEO.

If an employee is absent for three or more consecutive days due to illness or injury, a physician's statement must be provided verifying the illness or injury and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be required as a condition to receiving sick leave benefits. Before returning to work from a sick leave absence of five (5) calendar days or more, an employee must provide a physician's verification that he or she may safely return to work and is able to perform the duties of their job as described in their job description with or without restrictions.

Employees who become pregnant are eligible for sick leave. Regular full-time employees are eligible to earn and use sick leave as described in this policy.

Full-time employees are those working 60 to 70 hours per pay period. Sick leave is earned from the date of employment. Any change of leave accrual rates will be made on the first (1st) payroll following the date of eligibility, which is the anniversary date of employment. Eligible employees will accrue sick leave benefits as follows:

Sick Leave Accrual Chart

Full-Time (70 Hours)

<u>Years of Completed Service</u>	<u>Days Earned</u>	<u>Accrual Rate (per pay period)</u>
1 - 5	13	3.50
5+	15	4.04

Full-Time (60 Hours)

<u>Years of Completed Service</u>	<u>Days Earned</u>	<u>Accrual Rate (per pay period)</u>
1 - 5	13	3.00
5+	15	3.46

An eligible employee may use sick leave benefits for an absence due to his or her own illness or injury; or that of a child, spouse, parent, grandparent, sister, brother, or someone who is a member of the employee's household. A Request for Leave form shall be completed and approved in order to use sick leave for this purpose. A physician certificate may be required for use of sick leave to care for a relative.

The employee's supervisor must be promptly notified when an employee is ill and cannot report to work. "Promptly" is defined as no later than 9:00 a.m. of the workday. The employee is expected to notify his or her supervisor daily unless a Medical Certification has been submitted to JCOA indicating that the employee is unable to return to work until a certain date.

Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence.

If an employee has used all of his/her accumulated sick leave, and additional time is required, they must then use their annual leave until it is exhausted. If more time is required, the employee must turn to leave without pay.

Unused sick leave benefits will be allowed to accumulate until the employee has accrued forty (40) calendar days of sick leave benefits. On December 1st of each year, the amount of accrued sick leave over forty (40) workdays for an employee shall be computed, and shall then be halved and paid to each employee at his or her current base pay rate. Unused sick leave benefits will not be paid to employees while they are employed or upon termination of employment.

Special consideration may be given for leave without pay when a staff member's illness extends beyond the period for which leave has been accumulated. The Executive Director/CEO may grant such leave for all staff for a period of up to twelve (12) weeks inclusive of all types of leave. The Personnel Advisory Committee may grant such leave for the Executive Director/CEO.

3-5. Insurance Programs

Full-time employees and their families may participate in JCOA's health insurance program. A portion of the premium for the employee's health insurance will be subsidized by JCOA, which will pay 80% of the total premium for single coverage for the employee. In addition, JCOA will pay 80% of the difference in cost of the additional coverage; i.e. - spousal, child or family premiums.

A full-time employee will be eligible for health, vision and dental insurance coverage on the first day of the month following thirty (30) days of continuous employment, or during open enrollment.

Upon becoming eligible to participate in the plan, an employee will receive summary plan descriptions (SPDs) from the provider describing the benefit in detail. If you have any questions, contact the Human Resource Department.

3-6. Workers' Compensation

JCOA provides Workers' Compensation benefits under the Louisiana Workers' Compensation Law. If an accident occurs on the job, whether or not there are injuries, the incident must be immediately reported to the Supervisor. Failure to follow company procedures may affect your ability to receive Workers' Compensation benefits.

If a work related injury or disability is caused, or made worse, by a "pre-existing" condition, JCOA may be able to seek partial reimbursement of the benefit dollars paid to, or on behalf of, an employee from the Louisiana Second Injury Fund. Such reimbursement would be made to JCOA without reduction in benefits to the employee.

In order for JCOA to be considered for reimbursement from the Second Injury Fund, it must show that it knowingly hired or retained the employee with a pre-existing disability. To establish this fact, JCOA requires all employees to complete a LA OWCA Second Injury Board Knowledge Questionnaire following the time of hire and periodically thereafter.

The information obtained from the questionnaire is kept confidential and is not made a part of the employee's personnel file. The employee should be aware that failure to answer all questions on the questionnaire truthfully might result in forfeiture of Workers' Compensation Benefits under LA R.S.23:1208.1.

3-7. Life/Accident/Short-Term Disability

Detailed information about the available plans are provided to all eligible full-time employees who work a minimum of 30 hours per workweek. There is no cost to the employee for these coverages. This excludes part-time and short-term employees. Eligible employees may request further information from the Human Resource Department. Coverage will begin on the first day of the month following thirty (30) days of continuous employment.

Full-time employees are eligible to participate in the Short-Term Disability plan, subject to all terms and conditions of the agreement between JCOA and the insurance carrier.

This is solely a monetary benefit and not a leave of absence. Employees who will be out of work must also request a formal leave of absence. See the Sick Leave section of this handbook for more information.

3-8. Deferred Compensation - 401(k)

JCOA offers every eligible employee the opportunity to participate in a company sponsored 401(k) plan after one year of employment. This benefit is administered by JCOA's controller and is governed by ERISA, which defines eligible staff as 1,000 hours or more per year (essentially 20 hours per week). At the time of this handbook revision, JCOA is matching all employee contributions dollar-for-dollar, up to 6% of your salaried pay.

3-9. Credit Union

Information about eligibility for and benefits of the Jefferson Parish Employees Federal Credit Union is available from the Credit Union Office; call the office at 504-736-6144. (Please note that JCOA employees are NOT employees of the Parish of Jefferson).

3-10. Jury Duty Leave

JCOA realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees (full/part time) will be allowed time off for jury duty or to serve as a witness, with pay for up to ten (10) working days. However, there are special payment requirements for exempt employees as set forth in federal law that will be followed. Substitute, special project and short-term employees are not eligible for paid jury duty. The staff member may retain the juror's fee, if any.

Employees must provide proper notice of a request to perform jury duty as well as verification of their service and/or court appearance documents before payment for time off for this service is made. All expenses incurred by an employee while serving as a juror or as a witness are the responsibility of the employee.

Employees are expected to keep management informed of the expected length of jury duty service and to report to work for the major portion of the day if excused by the court. If the required absence presents a serious conflict for management, employees may be asked to try to postpone jury duty.

3-11. Outside Compensation

Employees who are paid by someone other than JCOA for services performed during their normal JCOA work hours are entitled to retain the compensation only if the employee had applied for and taken annual leave for the time devoted to preparing for and performing the service.

3-12. Bereavement Leave

Time off with pay may be granted to full-time and part-time employees in the event of the death of a close family member. Short-term employees will not be paid. For the purposes of this policy, a close family member includes a spouse, domestic partner, child, parent, sibling, in-law, grandparent or someone who is a member of the employee's household. Employee will be paid for a maximum of two (2) days if the arrangements are in the metropolitan area, or three (3) days if outside the metropolitan area.

3-13. Benefits on Separation

Employees who resign under terms and conditions set forth in this handbook will be paid in accordance with state and federal laws.

Accrued but unused annual leave will be paid consistent with JCOA's Annual Leave policy and state law requirement. There is no compensation for any unused sick leave or overage in sick leave.

Part-time and short-term employees are not entitled to any benefits in addition to the salary or wage due them.

All regular full-time employees who are terminated from employment by JCOA are entitled to benefits just as if they had resigned, but only in the amount that is available in the remaining program funds for such purposes.

Departing employees will be asked to confirm their forwarding address to ensure that benefits and tax information are received in a timely manner.

Health insurance for resigning employees will terminate the last day of the month in which the resignation becomes effective. Short-term disability insurance and life insurance will terminate on the employee's last day of employment.

Leave of Absence

4-1. Military Leave

An employee who leaves employment in order to perform service in the Armed Forces may, at the employee's option, use any amount of accrued annual leave during the period of service in the Armed Forces if the employee notifies JCOA of his intent to return, as set forth in Louisiana law. Louisiana state law also requires that the employee must continue to accrue sick leave and annual leave on the same basis as he/she would have accrued such leave during the period of service in the Armed Forces. Other provisions of state law apply concerning re-employment following military leave.

4-2. Family and Medical Leave

Employees may be entitled to a leave of absence under the Family and Medical Leave Act of 1993 (FMLA). This policy provides employees information concerning FMLA entitlements and obligations employees may have during such leaves. If employees have any questions concerning FMLA leave, they should contact their Supervisor or the Human Resource representative.

I. Eligibility

FMLA is available to "eligible employees". Employees are "eligible" if they have worked at JCOA for at least twelve (12) months and have worked for at least 1,250 hours over the previous twelve (12) months. The 1,250 hours requirement will not include holiday pay, paid sick or annual leave, or pay for emergency or other facility closure for which pay was given, but no work performed.

II. Entitlements

FMLA provides eligible employees with a right to leave, applicable health insurance benefits and, with some limited exceptions, job restoration. FMLA also entitles employees to certain written notices concerning their potential eligibility for and designation of FMLA leave.

Basic FMLA Leave Entitlement

FMLA provides eligible employees up to 12 work weeks of unpaid leave for certain family and medical reasons during a 12-month period. Employees may be eligible for short or long-term disability payments and/or workers' compensation benefits under those insurance plans if leave is taken because of an employee's own serious health condition.

JCOA will use a rolling twelve (12) month period measured backward as the basis for administering FMLA qualifying leave. Each time an employee takes FMLA leave, the remaining leave entitlement is any balance of the twelve (12) weeks that has not been used during the immediately preceding twelve (12) months.

Leave may be taken for any one, or for a combination, of the following reasons:

- To care for the employee's child after birth or placement for adoption or foster care;
- To care for the employee's spouse, son, daughter or parent who has a serious health condition;
- For the employee's own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform the employee's job; and/or
- Because of any qualifying exigency arising out of the fact that an employee's spouse, son, daughter or parent is a covered military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty) in the Reserves component of the Armed Forces in support of contingency operations or Regular Armed Forces for deployment to a foreign country. This leave also is available for family members of active duty service members. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty and attending post-deployment reintegration briefings.

A serious health condition is an illness, injury, impairment or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Additional Military Family Leave Entitlement (Injured Service Member Leave)

In addition to the basic FMLA leave entitlement discussed above, an eligible employee who is the spouse, son, daughter, parent or next of kin of a covered service member is entitled to take up to 26 weeks of leave during a single 12-month period to care for the service member with a serious health condition. Leave to care for a service member shall only be available during a single-12 month period and, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured service member.

A "covered service member" is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as "current members of the Armed Forces." Covered service members also include a veteran who is discharged or released from military services under condition other than dishonorable at any time during the five years preceding the date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. These individuals are referred to in this policy as "covered veterans."

The FMLA definitions of a "serious injury or illness" for current Armed Forces members and covered veterans are distinct from the FMLA definition of "serious health condition" applicable to FMLA leave to care for a covered family member.

Intermittent Leave and Reduced Leave Schedules

FMLA leave may be taken for a period of consecutive days, weeks or months. However, employees also are entitled to take FMLA leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered service member.

No Work While on Leave

The taking of another job while on family/medical leave or any other authorized leave of absence is grounds for immediate termination, to the extent permitted by law.

Protection of Group Health Insurance Benefits

During FMLA leave, eligible employees are entitled to receive group health plan coverage (if applicable) on the same terms and conditions as if they had continued to work. For the duration of FMLA leave, JCOA will maintain the employee's medical insurance coverage under any "group health plan," under the same conditions coverage would have been provided if the employee had continued working. The employee is responsible for paying his/her portion of medical insurance coverage.

Employee's healthcare coverage will cease if the employee's premium payment is more than thirty (30) days late. If the payment is more than fifteen (15) days late, JCOA will send the employee a letter to this effect. If JCOA does not receive the co-payment within fifteen (15) days of the date of the letter, the employee's coverage may cease. If the employee elects not to return to work for at least 30 calendar days at the end of the leave period, the employee may be required to reimburse JCOA for the cost of the premiums paid by JCOA for maintaining coverage during the unpaid leave, unless the employee cannot return to work because of a serious health condition or other circumstances beyond the employee's control.

Restoration of Employment and Benefits

At the end of FMLA leave, subject to some exceptions including situations where job restoration of "key employees" will cause JCOA substantial and grievous economic injury and the employee has been given required notice, employees generally have a right to return to the same or equivalent positions with equivalent pay, benefits and other employment terms. JCOA will notify employees if they qualify as "key employees," if it intends to deny reinstatement, and of their rights in such instances. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee's FMLA leave. The use of unpaid FMLA leave will not affect the exempt status of employees under the Fair Labor Standards Act (FLSA).

Pay, Benefits and Protections

For leave taken for a qualifying exigency, an employee may elect, or JCOA may require, substitution of paid annual leave time for unpaid FMLA leave. The same rules apply as if the

employee took FMLA leave to care for a family member with a serious health condition or for the birth or placement of a child.

For leave to care for a seriously injured or ill family member in the military, an employee must substitute paid annual or sick leave time for unpaid FMLA leave. The same rules apply as if the employee took leave for his or her own serious health condition.

The substitution of paid leave time for unpaid leave time does not extend the 12-week leave period.

Notice of Eligibility For, and Designation of FMLA Leave

Employees requesting FMLA leave are entitled to receive written notice from JCOA telling them whether they are eligible for FMLA leave. If the employee is not eligible, they must be advised why they are not eligible. When eligible for FMLA leave, employees are entitled to receive written notice of: 1) their rights and responsibilities in connection with such leave; 2) JCOA's designation of leave as FMLA-qualifying or non-qualifying, and if not FMLA-qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted against the employee's leave entitlement.

JCOA may retroactively designate leave as FMLA leave with appropriate written notice to employees provided their failure to designate leave as FMLA-qualifying at an earlier date did not cause harm or injury to the employee. In all cases where leaves qualify for FMLA protection, JCOA and employee can mutually agree that leave be retroactively designated as FMLA leave.

III. Employee FMLA Leave Obligations

Provide Notice of the Need for Leave

Employees who take FMLA leave must notify their Supervisor or Human Resource of their need for FMLA leave in a timely manner. The following describes the content and timing of such employee notices.

Advance Notice and Medical Certification

The employee is required to provide advance leave notice and medical certification. The form may be obtained from the Human Resource Department when the leave is foreseeable. The employee must provide thirty (30) days advance notice when the leave is "foreseeable," or as soon as practical and possible. When leave is not foreseeable, notice must be given as soon as practical and possible.

JCOA will require medical certification to support a request for leave because of a serious health condition. The employee must provide this to JCOA within fifteen (15) days of the date of our request for medical certification.

JCOA will require medical certification if the employee is unable to return from leave because of a serious health condition.

Employees must notify JCOA of their use of Family Medical Leave. Employees will be required to use their accrued sick leave and/or annual leave during Family Medical Leave. Family Leave up to 12 weeks (total of all types of leave) will be granted, but will not be paid unless the employee has accrued sick and/or annual leave.

Return to Work/Fitness for Duty Medical Certifications

Unless notified that providing such certification is not necessary, employees returning to work from FMLA leaves that were taken because of their own serious health conditions that made them unable to perform their jobs must provide JCOA with medical certification confirming they are able to return to work. The certification must state the employees' ability to perform the essential functions of the employees' position, with or without reasonable accommodation, and if they are taking any medication which would hinder their ability to safely operate a motor vehicle or machinery if using such is an essential function of the job. JCOA may delay and/or deny job restoration until employees provide return to work/fitness for duty certifications.

Submit Certifications Supporting Need for Military Family Leave

Upon request, the first time employees seek leave due to qualifying exigencies arising out of the active duty or call to active duty status of a covered military member, JCOA may require employees to provide: (1) a copy of the covered military member's active duty orders or other documentation issued by the military indicating the covered military member is on active duty or call to active duty status and the dates of the covered military member's active duty service; and (2) a certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested.

If leave is taken to care for a covered service member with a serious injury or illness, JCOA may require employees to obtain certification completed by an authorized health care provider of the covered service member. In addition, and in accordance with the FMLA regulations, JCOA may request that the certification submitted by employees set forth additional information provided by the employee and/or the covered service member confirming entitlement to such leave.

Intermittent or Reduced Leave

An employee may take intermittent leave or may work a reduced leave schedule to reduce the usual number of hours per day or work week. Employees may take intermittent/reduced scheduled leave if medically necessary for themselves or covered family members. Employees must work with JCOA for intermittent/reduced schedule leave for foreseeable medical treatment so as not to unduly disrupt JCOA's operations. This is subject to the approval of the employee's health care provider.

If an employee takes leave on an intermittent or reduced scheduled leave, only the amount of leave actually taken may be counted toward the twelve (12) weeks of leave to which an employee is entitled. For example, if an employee who normally works 5 days a week takes off one (1) day, the employee would use one-fifth of a week of FMLA leave. If a full-time employee, who normally worked 7-hour days, worked 3½-hour days under a reduced leave schedule, the employee would use one-half of a week of FMLA leave each week.

Section 5

General Standards of Conduct

5-1. Workplace Conduct (Employees/Volunteers)

JCOA endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, all employees must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because not everyone may have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct by an employee may result in disciplinary action, up to and including discharge. The following are some examples of conduct, but not all, which may be considered unacceptable depending on the circumstances:

- Obtaining employment based on false or misleading information.
- Stealing, removing or defacing JCOA property or a co-worker's property, and/or disclosure of confidential business information.
- Completing another employee's time records.
- Violation of safety rules and policies.
- The unlawful or unauthorized use, abuse, solicitation, distribution, theft, possession, transfer, purchase, or sale of drugs, drug paraphernalia or alcohol by an individual anywhere on JCOA premises, while on JCOA business (whether or not on JCOA premises), or while representing JCOA; reporting to work or remaining on duty after using drugs or alcohol in any amount that adversely affects the employee's ability to perform the functions of the job.
- Fighting, threatening or disrupting the work of others or other violations of JCOA's Workplace Violence Policy.
- Employees and visitors are prohibited from carrying weapons onto any JCOA premises.
- Failure to follow lawful instructions of a supervisor.
- Failure to perform assigned job duties.
- Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences.
- Willful or careless destruction or damage to JCOA assets or to the equipment or possessions of another employee.
- Violation of JCOA's Harassment or Equal Employment Opportunity Policies.
- Violation of the Communication and Computer Systems Policy.
- Unsatisfactory job performance.
- Any other violation of JCOA policy.

All employees are employed at-will, and JCOA reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. JCOA will deal with each situation individually, and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, JCOA will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate an employee at any time for any reason.

The observance of these rules will help to ensure that the JCOA workplace remains a safe and desirable place to work. It is the duty and the responsibility of every employee to be aware of and abide by existing rules and regulations.

It is also the responsibility of the employee to perform his/her duties to the best of their ability and to the standards as set forth in his/her job description, or as otherwise established. Employees are encouraged to take advantage of all learning opportunities available and request additional instruction when needed.

The immediate Supervisor or Manager must approach corrective measures in an objective manner. If the employee's performance of an assigned task is the issue, the supervisor/manager should make sure that proper instruction, appropriate orientation and training have been given and that the employee is aware of the job expectations. Not only single incidents but also patterns of poor performance should be of concern, as these are indicative of overall performance. If misconduct is the issue, the supervisor and/or manager should take steps to make sure that the employee had been made aware of JCOA's policies and regulations regarding the infraction. If in either case appropriate instruction or information was not communicated, a plan for such communication should be immediately developed and reviewed with the employee.

5-2. Drug and Alcohol Policy

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

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

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

This policy applies to all employees.

Employee Assistance

JCOA will assist and support employees who voluntarily seek help for drug or alcohol problems before becoming subject to discipline or termination under this or other JCOA policies. Such employees will be allowed to use accrued paid time off, placed on leaves of absence, referred to treatment providers and otherwise accommodated as required by law. Employees may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests if they hold jobs that are safety-sensitive or require driving, or if they have violated this policy previously. Once a drug test has been initiated by JCOA under this policy, unless otherwise required by the Family and Medical Leave Act or the Americans with Disabilities Act, the employee will have forfeited the opportunity to be granted a leave of absence for treatment, and will face possible discipline, up to and including discharge.

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medication's effect on their fitness for duty and ability to work safely, and they must promptly disclose any work restrictions to their supervisor.

Work Rules

1. Whenever employees are working, are operating any JCOA vehicle, are present on JCOA premises or are conducting company-related work offsite, they are prohibited from:
 - a. Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
 - b. Being under the influence of alcohol or an illegal drug as defined in this policy.
 - c. Possessing or consuming alcohol.
2. The presence of any detectable amount of any illegal drug, illegal controlled substance or alcohol in an employee's body system, while performing company business or while in a company facility, is prohibited.
3. JCOA will also not allow employees to perform their duties while taking prescribed drugs that are adversely affecting their ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in a container labeled by a licensed pharmacist or be prepared to produce the container if asked.
4. Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

Reasonable suspicion

Employees are subject to testing based on (but not limited to) observations by at least two members of management of apparent workplace use, possession or impairment. HR, the employee's direct supervisor, or Executive Director should be consulted before sending an employee for testing. Management must use the Reasonable Suspicion Observation Checklist to document specific observations and behaviors that create a reasonable suspicion that an employee is under the influence of illegal drugs or alcohol. Examples include:

- Odors (smell of alcohol, body odor or urine).
- Movements (unsteady, fidgety, dizzy).
- Eyes (dilated, constricted or watery eyes, or involuntary eye movements).
- Face (flushed, sweating, confused or blank look).
- Speech (slurred, slow, distracted mid-thought, inability to verbalize thoughts).
- Emotions (argumentative, agitated, irritable, drowsy).
- Actions (yawning, twitching).
- Inactions (sleeping, unconscious, no reaction to questions).

When reasonable suspicion testing is warranted, both Management and HR will meet with the employee to explain the observations and the requirement to undergo a drug and/or alcohol test within two hours. Refusal by an employee will be treated as a positive drug test result and will result in immediate termination of employment

Under no circumstances will the employee be allowed to drive himself or herself to the testing facility. A member of management must transport the employee or arrange for a cab and arrange for the employee to be transported home.

Post-accident

Employees are subject to testing when they cause or contribute to accidents that seriously damage a JCOA vehicle, machinery, equipment or property or that result in an injury to themselves or another employee requiring offsite medical attention. A circumstance that constitutes probable belief will be presumed to arise in any instance involving a work-related accident or injury in which an employee who was operating a motorized vehicle is found to be responsible for causing the accident. In any of these instances, the investigation and subsequent testing must take place within two hours following the accident, if not sooner. Refusal by an employee will be treated as a positive drug test result and will result in immediate termination of employment.

Under no circumstances will the employee be allowed to drive himself or herself to the testing facility. A member of management must transport the employee or arrange for a cab and arrange for the employee to be transported home.

Collection and Testing Procedures

Employees subject to alcohol testing will be transported to a JCOA-designated facility and directed to provide breath specimens. Breath specimens will be tested by trained technicians using federally approved breath alcohol testing devices capable of producing printed results that identify the employee. If an employee's breath alcohol concentration is .04 or more, a second breath specimen will be tested approximately 20 minutes later. The results of the second test will be determinative. Alcohol tests may, however, be a breath, blood or saliva test, at the company's discretion. For purposes of this policy, test results generated by law enforcement or medical providers may be considered by the company as work rule violations.

Applicants and employees subject to drug testing will be transported to a JCOA-designated testing facility and directed to provide urine specimens. Applicants and employees may provide specimens in private unless they appear to be submitting altered, adulterated or substitute specimens. Collected specimens will be sent to a federally certified laboratory and tested for evidence of marijuana, cocaine, opiates, amphetamines, PCP, benzodiazepines, methadone, methaqualone and propoxyphene use. Where indicated, specimens may be tested for other illegal drugs.) The laboratory will screen all specimens and confirm all positive screens. There must be a chain of custody from the time specimens are collected through testing and storage.

The laboratory will transmit all positive drug test results to a medical review officer (MRO) retained by JCOA, who will offer individuals with positive results a reasonable opportunity to rebut or explain the results. Individuals with positive test results may also ask the MRO to have their split specimen sent to another federally certified laboratory to be tested at the applicant's or employee's own expense. Such requests must be made within 72 hours of notice of test results. If the second facility fails to find any evidence of drug use in the split specimen, the employee or applicant will be treated as passing the test. In no event should a positive test result be communicated to JCOA until such time that the MRO has confirmed the test to be positive.

Consequences

Employees who refuse to cooperate in required tests or who use, possess, buy, sell, manufacture or dispense an illegal drug in violation of this policy will be terminated. If the employee refuses to be tested, yet the company believes he or she is impaired, under no circumstances will the employee be allowed to drive himself or herself home.

Employees who test positive, or otherwise violate this policy, will be subject to discipline, up to and including termination. Depending on the circumstances, the employee's work history/record and any state law requirements, JCOA may offer an employee who violates this policy or tests positive the opportunity to return to work on a last-chance basis pursuant to mutually agreeable terms, which could include follow-up drug testing at times and frequencies determined by JCOA for a minimum of one year but not more than two years as well as a waiver of the right to contest any termination resulting from a subsequent positive test. If the employee either does not complete the rehabilitation program or tests positive after completing the rehabilitation program, the employee will be immediately discharged from employment.

Employees will be paid for time spent in alcohol or drug testing and then suspended pending the results of the drug or alcohol test. After the results of the test are received, a date and time will be scheduled to discuss the results of the test; this meeting will include a member of Management and a Human Resources Representative. Should the results prove to be negative, the employee will receive back pay for the times/days of suspension.

Confidentiality

Information and records relating to positive test results, drug and alcohol dependencies, and legitimate medical explanations provided to the MRO will be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files. Such records and information may be disclosed among managers and supervisors on a need-to-know basis and may also be disclosed when relevant to a grievance, charge, claim or other legal proceeding initiated by or on behalf of an employee or applicant.

Inspections

JCOA reserves the right to inspect all portions of its premises for drugs, alcohol or other contraband. All employees, contract employees and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline, up to and including discharge.

Crimes Involving Drugs

JCOA prohibits all employees from manufacturing, distributing, dispensing, possessing or using an illegal drug in or on company premises or while conducting company business. JCOA employees are also prohibited from misusing legally prescribed or over-the-counter (OTC) drugs. Law enforcement personnel may be notified, as appropriate, when criminal activity is suspected.

JCOA does not desire to intrude into the private lives of its employees but recognizes that employees' off-the-job involvement with drugs and alcohol may have an impact on the workplace. Therefore, JCOA reserves the right to take appropriate disciplinary action for drug use, sale or

distribution while off company premises. All employees who are convicted of, plead guilty to or are sentenced for a crime involving an illegal drug are required to report the conviction, plea or sentence to HR within five days. Failure to comply will result in automatic discharge. Cooperation in complying may result in suspension without pay to allow management to review the nature of the charges and the employee's past record with JCOA.

Definitions

"Company premises" includes all buildings, offices, facilities, grounds, parking lots, lockers, places and vehicles owned, leased or managed by JCOA or any site on which the company is conducting business.

"Illegal drug" means a substance whose use or possession is controlled by federal law but that is not being used or possessed under the supervision of a licensed health care professional. (Controlled substances are listed in Schedules I-V of 21 C.F.R. Part 1308.)

"Refuse to cooperate" means to obstruct the collection or testing process; to submit an altered, adulterated or substitute sample; to fail to show up for a scheduled test; to refuse to complete the requested drug testing forms; or to fail to promptly provide specimen(s) for testing when directed to do so, without a valid medical basis for the failure. Employees who leave the scene of an accident without justifiable explanation prior to submission to drug and alcohol testing will also be considered to have refused to cooperate and will automatically be subject to discharge.

"Under the influence of alcohol" means an alcohol concentration equal to or greater than .04, or actions, appearance, speech or bodily odors that reasonably cause a supervisor to conclude that an employee is impaired because of alcohol use.

"Under the influence of drugs" means a confirmed positive test result for illegal drug use per this policy. In addition, it means the misuse of legal drugs (prescription and possibly OTC) when there is not a valid prescription from a physician for the lawful use of a drug in the course of medical treatment (containers must include the patient's name, the name of the substance, quantity/amount to be taken and the period of authorization).

Enforcement

The Human Resources Representative is responsible for policy interpretation, administration and enforcement.

5-3. Health & Safety

JCOA is cognizant of the fact that employee safety is the most important consideration in the planning and operation of all facility activities. Safety is essential for employee welfare, morale and employee relations. With this in mind, management has established a comprehensive Safety Program within all departments and at all levels of activity. Realizing that accident prevention requires a continued effort and participation of employees, it is the firm policy of JCOA that no part of our job will be so important that we cannot take time to do it safely. Emphasis will be on finding ways to operate accident free, on-time and economically, and not to permit safety to become a crutch for slack or inefficient operations. The success of the Safety Program depends on the safety and well-being of our employees and their families. Therefore, it is imperative that workplace hazards be identified, appropriately evaluated and effectively controlled.

To achieve safety objectives, management will comply with all applicable federal, state and local requirements or appropriate industry standards.

The full support of all employees is essential to the effectiveness of our Safety Program. Each employee has an obligation to cooperate fully in the program by helping to protect himself/herself and fellow employees. All employees will be given a copy of the JCOA Safety Handbook and must sign the Certification acknowledging that they have read and understand the contents of this Handbook.

5-4. Punctuality and Attendance

All employees are hired to perform an important function at JCOA. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, attendance and punctuality are very important. Unnecessary absence and lateness are expensive, disruptive and place an unfair burden on fellow employees and supervisors. JCOA expects excellent attendance from each employee. Excessive absenteeism or tardiness will result in disciplinary action up to and including discharge.

JCOA does recognize that there are times when absence and tardiness cannot be avoided. In such cases, employees are expected to notify their supervisor as early as possible, but no later than the start of the work day. Asking another employee, friend or relative to give this notice is improper and constitutes grounds for disciplinary action unless the employee cannot perform the notification for medical reasons. Employees must call, stating the nature of their illness and its expected duration or other cause, every day that he/she is absent.

Unreported absences of two (2) consecutive work days generally will be considered job abandonment and a voluntary resignation of employee's employment with JCOA.

5-5. Administrative Leave

An employee may be placed on administrative leave for a period not exceeding fifteen (15) business days, with or without notice, with or without pay, to permit JCOA to review or investigate actions, including, but not limited to, dishonesty, theft or misappropriation of organization funds and/or property, violence on the job, safety negligence or acts of endangering others, insubordination or any other conduct which warrants removing the employee from the work site. The leave shall be confirmed in writing, stating the reason and the expected duration of the leave. After completion of the investigation, the employee shall be informed in writing of the actual dates and pay status of the leave.

The Supervisor, in consultation with the Human Resource Representative, will conduct or appoint a person to conduct a thorough investigation of the allegations or charges. Upon conclusion of the investigation, the supervisor along with the Executive Director/CEO and Human Resource Department will determine if the period of the administrative leave is to be converted to a suspension without pay or dismissal and the employee shall be informed in writing of the decision.

5-6. Emergency Closings

JCOA makes every attempt to ensure the safety of its employees. At times, emergencies such as severe weather, fire, power failures, or other unexpected events can disrupt operations. In extreme cases, these circumstances may require the closing of a work facility or the entire organization.

The decision to close a facility and/or the entire organization will be made by the Executive Director/CEO or their designee, and will be communicated by the Executive Director/CEO or their designee.

In the event that such an emergency occurs during non-working hours, local radio and/or television stations will be asked to broadcast notification of the closing, and updated information will be announced, as it is available. Information will also be posted on our website.

Pay for Emergency Closings

If an employee is scheduled to work on a day that the organization has to close for an emergency, their pay will be deemed as an "Inclement Weather" day.

5-7. Use of Communication and Computer Systems

JCOA's communication and computer systems are owned by JCOA, are intended for use for business purposes and may be used only during working time; however, limited personal usage is permitted if it does not hinder performance of job duties or violate any other JCOA policy. These include voice-mail, e-mail, internet systems, telephone systems, and computers. JCOA employees/users have no legitimate expectation of privacy concerning the use of these systems and/or computers.

JCOA reserves the right to access the foregoing systems and any employee computers owned by JCOA and obtain information on and/or communications within the systems and/or computers, including but not limited to past voicemail and e-mail messages, without notice to users of the system, as JCOA deems appropriate. The reasons for which JCOA may obtain such access include, but are not limited to, maintaining the system and/or computers; preventing or investigating allegations of system and/or computer abuse or misuse; assuring compliance with any applicable laws; complying with legal and regulatory requests for information; and ensuring that JCOA operations continue appropriately during an employee's absence.

JCOA may review internet usage to ensure that such use of property, or communications sent via the internet with JCOA property are appropriate and legal. The reasons for which JCOA may review employees' use of the internet include, but are not limited to, maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with any applicable laws; complying with legal and regulatory requests for information; and ensuring that JCOA operations continue appropriately during an employee's absence.

JCOA may store electronic communications for a period after the communication is created. Any communications stored are owned by JCOA. From time to time, copies of communications may be deleted at JCOA's sole discretion.

JCOA's policies prohibiting harassment, in their entirety, apply to the use of JCOA's communication and computer systems. No employee may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs or any other characteristic protected by federal, state or local law.

Since JCOA's communications and computer systems are intended for business use, these systems may not be used to solicit for religious or political causes for outside organizations. Further, since JCOA's communications and computer systems are intended for business use, all employees, upon request, must inform management of any private access codes or passwords.

Unauthorized duplication of copyrighted computer software is a violation of the law and strictly prohibited.

No employee may access, or attempt to obtain access to, another employee's computer systems without appropriate authorization.

Violations of this policy may result in disciplinary action up to and including termination. In addition, JCOA may refer certain violations, including but not limited to any violation of any applicable laws, to appropriate authorities.

5-8. Use of Social Media

JCOA respects the right of any employee to maintain a blog or web page or to participate in a social networking, Facebook, Instagram or similar site, including but not limited to Facebook, Instagram, and LinkedIn. However, to protect JCOA interests and ensure employee's focus on their job duties, employees must adhere to the following rules:

Employees may not post on a blog or web page or participate on a social networking, Facebook, Instagram, or similar site during working time or at any time with JCOA equipment or property unless it is a JCOA site.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages, social networking, Facebook, Instagram, and similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page, social networking, Facebook, Instagram, or similar site.

Whether an employee is posting something on his or her own blog, web page, social networking, Facebook, Instagram, or similar site or on someone else's, if the employee mentions JCOA and also expresses either a political opinion or an opinion regarding JCOA's actions, the poster should include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not JCOA's position. This is necessary to preserve JCOA's goodwill in the community.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Facebook, Instagram or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or threatening may result in civil or criminal action against that employee. JCOA policies apply

equally to employee's social media usage. Employees should review their Employee Handbook for further guidance.

JCOA encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their supervisor. Failure to follow these guidelines may result in discipline, up to and including termination.

5-9. Cellphones and Portable Communication Devices (PCDs)

JCOA owned and provided portable communication devices (PCDs), including cell phones and personal digital assistants, should be used primarily for business purposes. Employees have no reasonable expectation of privacy in regard to the use of such devices, and all use is subject to monitoring, to the maximum extent permitted by applicable law. This includes as permitted the right to monitor personal communications as necessary.

All conversations, text messages and e-mails must be professional. When sending a text message or using a PCD for business purposes, whether it is a JCOA provided or personal device, employees must comply with applicable JCOA guidelines, including policies on sexual harassment, discrimination, conduct, confidentiality, equipment use and operation of vehicles.

Please note that whether employees use their personal PCD or a JCOA issued device, JCOA's electronic communications policies, including but not limited to, proper use of communications and computer systems, remain in effect.

Portable Communication Device Use While Driving

Employees who drive on JCOA business must abide by all state or local laws prohibiting or limiting PCD (cell phone or personal digital assistant) use while driving. Further, even if usage is permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while the employee is driving, and permitted by law, the employee must use a hands-free option and advise the caller that he/she is unable to speak at that time and will return the call shortly.

Under no circumstances should employees believe that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any employee to use a cell phone while driving, employees who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and e-mailing while driving is prohibited in all circumstances under current law.

5-10. Children in the Workplace

An employee may only bring his or her child(ren) to visit his or her worksite upon written approval from the supervisor.

Any such visits must be infrequent, brief and planned such that any disruption to the workplace is extremely limited. During such visits, at all times the employee must directly and constantly supervise the child(ren) and be responsible for such supervision. An employee may not ask another employee to supervise a child. If the frequency, length or nature of any visit(s) becomes problematic or there is workplace disruption or a negative effect on the productivity of any employee, the employee may be advised that the child(ren) must leave the worksite.

Employees are not permitted to bring ill children or children without other child care (such as sitters, school, preschool, or daycare). This policy is not to be used to allow an employee to bring child(ren) to the worksite as a backup for child care. Employee is expected to take applicable leave and/or consult with the human resources department for availability of time off to care for ill children.

5-11. Camera Phones/Recording Devices

Due to the potential for issues such as invasion of privacy, sexual harassment, and loss of productivity, no employee may use a camera phone function on any phone on company property or while performing work for JCOA without the permission of the other party.

The use of any type of voice recording devices anywhere on JCOA property, including to record conversations or activities of other employees or management, or while performing work for JCOA, is strictly prohibited, unless the device is used solely for legitimate business purposes.

5-12. Inspections

JCOA reserves the right to require employees while on JCOA property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on JCOA or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to JCOA or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

5-13. Smoking

The State of Louisiana requires employers to develop and implement a written "Smoking in the Workplace plan" per Public Law R.S. 40:1300.24.

All facilities operated by JCOA have been designated as SMOKE FREE workplaces. These facilities include all offices, senior centers, nutrition sites and vehicles used to transport clients. Any employee who violates JCOA's smoking policies will be subject to disciplinary action up to and including termination of employment.

5-14. Personal Visits and Telephone Calls

Disruptions during working time can lead to errors and delays. Therefore, we ask that personal telephone calls or visits be kept to a minimum.

5-15. Solicitation and Distribution

JCOA prohibits the solicitation, distribution and posting of materials on JCOA's website and/or at company property. The exceptions to this policy are legal exceptions and charitable and community activities supported by JCOA's management and JCOA-sponsored programs related to our services. Contact the Human Resource Representative to approve posting or distribution of materials.

Except as allowed by law, employees may not solicit other employees during work times, except in connection with a JCOA approved or sponsored event. Except as allowed by law, employees may not distribute literature of any kind during work times, or in any work area at any time.

Non-employees may not solicit employees or distribute literature of any kind on JCOA's premises at any time. Employees may only admit non-employees to work areas with management approval or as part of a JCOA-sponsored program. These visits should not disrupt workflow. The employee must accompany the non-employee at all times. Former employees are not permitted onto JCOA property except for official company business. Violation of this policy should be reported to the Human Resource Representative.

5-16. Conflict of Interest

A conflict of interest occurs when you are in a position to influence a company transaction that may result in a personal gain to you or to a "relative." For this purpose, a "relative" is any person who is related to you by blood or marriage, or with whom you are cohabitating.

It is imperative that employees disclose to JCOA as soon as possible the existence of any actual or potential conflict of interest so that a determination can be made as to whether safeguards can be established to protect all parties.

JCOA expects employees to conduct themselves in a manner which does not adversely affect its reputation. JCOA strives to maintain a good reputation in the community. It is expected of you to act in an ethical and legal fashion while at work and during outside activities. If any employee has any questions about whether a particular activity violates this policy, he/she should discuss it with the Executive Director/CEO. If any employee or a relative receives any payment, gift or other consideration as a result of any transaction or business dealing involving JCOA, the employee will have violated this policy.

5-17. Confidentiality & Ethics

During the course of work, an employee may become aware of confidential information about JCOA's business, including company finances and information concerning the personal affairs, family, complaints or grievances and individual conditions of many of our fellow employees, clients and members. It is extremely important that all such information remain confidential. Any

employee who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of JCOA may be subject to disciplinary action up to and including termination.

If an employee has any concerns and/or knowledge of unethical or unlawful conduct, they should immediately report this to their Supervisor, Human Resource Department, Executive Director/CEO or Chairman of the Board.

Since JCOA is a private, non-profit corporation and not a part of government, and because it operates contracts that limit or prohibit political activity during working hours by persons paid from contract funds, JCOA has established the following policies:

- No employee may advocate for or against, may neither support nor oppose any candidate for any elected office at any level, nor any matter before the voters in an election at referenda, during the time that they are at work and being paid by JCOA. Any employee who officially qualifies to run for public office must take a leave of absence for the period of time he/she is involved in the campaign. If elected to a public office, the individual will be separated from employment at the time the individual assumes the duties of the office.
- No employee may wear or otherwise have affixed to his or her clothing any button, sticker, or other such thing, which may advocate for or against, may support or oppose, any candidate for any elected office at any level, nor any matter before the voters in an election at referenda, during the time that they are at work and being paid by JCOA.
- No employee of JCOA may use his or her position, office title, or influence obtained because of employment by JCOA, to advocate for or against, to support or oppose any candidate for any elected office at any level, nor any matter before the voters in an election at referenda.
- No posters, handbills, stickers, leaflets, photographs, handouts or other materials may be posted in or distributed at any senior center or nutrition site (neither inside, nor outside, nor on the grounds of any senior center) which support, oppose, or attempt to influence the election of any person running for elective office nor any matter before the voters at referenda. Materials distributed at “Meet the Candidates”, or “Discuss the Issues” forums held by JCOA are excluded from this provision.
- Employees who use their personal automobile for company business, for which JCOA reimburses them, are requested to avoid posting any bumper stickers or other such materials on their personal vehicles while they are being used for company business, which advocate for or against, and/or support or oppose, any candidate for any elected office at any level, or any matter before the voters in an election at referenda while the vehicle is used during the time that they are at work and being paid by JCOA.
- No bumper stickers, signs, handbills, leaflets or other such materials may be posted on or in any vehicle owned by JCOA.
- Employees are not allowed to accept “tips,” gifts, money, food or beverages from clients.
- Employees are not allowed to accept or give anything in excess of \$25.00 (or a value of \$25.00) to contractors, subcontractors, elected or appointed officials or the families of officials or of potential contractors or subcontractors.

5-18. Use of Facilities, Equipment & Property Including Intellectual Property

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using JCOA property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

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

Employees also are prohibited from any unauthorized use of JCOA's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge. Further, JCOA is not responsible for any damage to employees' personal belongings unless the employee's Supervisor provided advance approval for the employee to bring the personal property to work.

5-19. Hiring Relatives/Employee Relationships

A familial relationship among employees can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. The term "relative" is defined as a spouse, domestic partner or significant other, children, brother, sister, parent, or corresponding in-law or step relative, first cousin, aunt or uncle. To avoid this problem, JCOA will not hire or place a relative in a position where the potential for favoritism or conflict exists. In addition, relatives of members of the Board of Directors may not be employed.

In other cases such as personal relationships where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment, at the discretion of JCOA. Accordingly, all parties to any type of intimate personal relationship must inform management.

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. JCOA generally will attempt to identify other available positions, but if no alternate position is available, JCOA retains the discretion to decide which employee will remain with the organization. Consultants/contractors are not JCOA employees.

5-20. Volunteers

A volunteer is defined as a person volunteering time and services without any present or future expectation of payment of any kind. This is not an employment relationship, and the volunteer is under no obligation to provide time, duties or resources other than what he or she chooses to freely provide.

5-21. Employee Dress and Personal Appearance

Employees are expected to report to work well-groomed, clean, and dressed according to the requirements of your position. Please contact your supervisor for specific information regarding

acceptable attire for the position for which you were hired. If an employee reports to work dressed or groomed inappropriately, he/she may be prevented from working until he/she returns to work well-groomed and wearing the proper attire.

Volunteer workers are a valuable resource for JCOA. Individuals who donate their services generally do so on a part-time basis in support of their community. Volunteers are not considered employees of JCOA. However, volunteers must follow the same policies and procedures that staff follows.

In addition, JCOA must remember that volunteers represent the organization just as employees do, and are present in the workplace, just as employees are, creating the same risk of theft, liability, sexual harassment, or work-related injuries, etc. For these reasons, careful screening of volunteer workers is necessary.

5-22. Casual Day

The following information is intended to serve as a guide to help define appropriate casual business wear for all employees during designated casual days at JCOA. Each Friday will be a designated casual day. If an employee has a business meeting that day, they should dress in appropriate business attire.

JCOA's primary objective is to have employees project a professional image while taking advantage of more casual and relaxed fashions. Casual dress offers a welcome alternative to the formality of typical business attire; however, not all casual clothing is appropriate for the office. Casual business wear means clean, neat, professional clothing. It is never appropriate to wear stained, wrinkled, frayed, or revealing clothing to the workplace. If an employee is considering wearing something and is not sure if it is acceptable, the employee should choose something else or inquire first. Examples of inappropriate clothing items that should not be worn on casual days include: sweatpants; warm-up or jogging clothing; shorts; bib overalls, spandex or other form fitting clothing; mini-skirts; spaghetti-strap dresses; t-shirts or sweatshirts with offensive messages or images; halter tops; tops with bare shoulders unless worn under a blouse or jacket; visible undergarments; slippers; thong slippers.

JCOA hopes that casual days will help make our workplace more enjoyable and productive.

5-23. Pets in the Workplace

While it is recognized that many pets are well-behaved, trained and/or important members of some families, it is also known that many people suffer allergies related to animals and fears, which could cause interference with the ability to work. Therefore, JCOA does not allow pets or animals on any JCOA site or its main site, with the exception of service animals. JCOA also prohibits the presence of pets on any of its sites due to safety and sanitation concerns, with the exception of service animals.

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5-24. Publicity/Statements to the Media

All media inquiries regarding JCOA's position as to any issues must be referred to the Executive Director/CEO or Board Chairman, who are the only persons authorized to make or approve public statements on behalf of the organization. No employees, unless specifically designated by The Executive Director/CEO or Board Chairman, are authorized to make statements on behalf of JCOA. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of JCOA must first obtain approval from the Executive Director/CEO or Board Chairman.

A Few Closing Words

This handbook is intended to give employees a broad summary of matters they should know about JCOA. The information in this handbook is general in nature and, should questions arise, any member of management should be consulted for complete details. While JCOA intends to continue the policies, rules and benefits described in this handbook, JCOA in its sole discretion, may always amend, add to, delete from or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook. Please do not hesitate to speak to management if you have any questions about JCOA or its personnel policies and practices.

ADOPTED BY JEFFERSON COUNCIL ON AGING, INC.

Tuesday, December 3, 1972

EFFECTIVE DATE: January 1, 1975
REVISED BY JCOA BOARD: November 9, 1978
REVISED BY PERSONNEL COMMITTEE: September 15, 1982
REVISED BY JCOA BOARD: November 18, 1982
EFFECTIVE DATE OF 1982 REVISION: December 1, 1982
REVISED BY JCOA BOARD: January 19, 1984
EFFECTIVE DATE OF 1984 REVISION: January 1, 1984
EFFECTIVE DATE OF THE 1985 REVISION: December 31, 1985
EFFECTIVE DATE OF THE 1986 REVISION: December 31, 1986
EFFECTIVE DATE OF THE 1987 REVISION: July 1, 1987
EFFECTIVE DATE OF THE 1988 REVISION: November 1, 1988
REVISED BY PERSONNEL COMMITTEE: August 23, 1990
APPROVED BY JCOA BOARD: September 19, 1990
REVISED AND APPROVED BY JCOA BOARD: April 24, 1991
REVISED BY PERSONNEL COMMITTEE: December 10, 1993
APPROVED BY JCOA BOARD: December 14, 1993
EFFECTIVE DATE OF REVISION: January 1, 1994
REVISED AND APPROVED BY JCOA BOARD: October 13, 1998
REVISED AND APPROVED BY JCOA BOARD: February 9, 1999
REVISED BY PERSONNEL COMMITTEE: October 12, 1999 APPROVED
BY JCOA BOARD: October 12, 1999
REVISED BY PERSONNEL COMMITTEE: October 5, 2000
APPROVED BY JCOA BOARD: October 10, 2000
REVISED BY PERSONNEL COMMITTEE: September 27, 2002
APPROVED BY JCOA BOARD: October 8, 2002
REVISED BY PERSONNEL COMMITTEE: January 21, 2004 APPROVED
BY JCOA BOARD: March 9, 2004
REVISED BY HUMAN RESOURCE MANAGER: May 2016
APPROVED BY PERSONNEL COMMITTEE: May 23, 2016
APPROVED BY JCOA BOARD: May 24, 2016
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REVISED BY HUMAN RESOURCE MANAGER: November 16, 2023
APPROVED BY JCOA BOARD: November 18, 2023 APPROVED
EFFECTIVE DATE OF REVISION: November 19, 2023

