

CATHOLIC CHARITIES OF CHENANGO COUNTY

EMPLOYEE HANDBOOK

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To Our Employees:

WELCOME! And thank you for joining Catholic Charities of Chenango County. The work we do is a representation of Christ in today's world and is so important in our Diocese. You are joining a team of helping professionals dedicated to serving those who seek our assistance. We hope you realize that each and every one of our employees represents not only themselves, but represent the agency and what we stand for as well.

The enclosed Policy Manual was developed with you in mind and is an important document, Confirming how important you are to us.

We hope your time spent with us will bring you much satisfaction, knowing what it means to care for your fellow man, and especially those also who are the poorest, most needy and the down-trodden of our society.

It is our pleasure to once again welcome you to our family of Catholic Charities, and we wish you much success in your new position.

**Joseph G. Slavik
Diocesan Director
Catholic Charities of the
Roman Catholic Diocese of Syracuse**

**Robin Beckwith
Executive Director
Catholic Charities of Chenango County**

I. INTRODUCTION

1.01 WELCOME

Welcome to Catholic Charities – Roman Catholic Diocese of Syracuse (“Catholic Charities”). We are pleased to provide this information regarding our agency and its practices, policies and procedures.

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

This handbook serves as a guide to our daily working relationships. Please read it carefully, and keep it for future reference. This handbook cannot cover every aspect of the many subjects it presents. For example, although this handbook contains summaries of certain employee benefits, it does not include complete details of each benefit plan, which are set out in the formal plan documents. If there is a conflict between any summary in this handbook and the plan documents, the terms of the plan documents control.

Nothing contained in this handbook should be construed to create a contract of employment or as a guarantee of continued employment. Employment with Catholic Charities is on an at-will basis. This means that either you or Catholic Charities may terminate the employment relationship at any time for any reason not expressly prohibited by law.

This handbook supersedes any and all prior employee handbooks, as well as any inconsistent verbal and written policy statements. Catholic Charities reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion.

1.02 VALUES STATEMENT & COMMITMENT

The mission of Catholic Charities is to reflect the teachings of Jesus Christ through advocacy, service to the community and people and by convening people around social issues to develop just responses. We do this to demonstrate Christ’s compassion and respect for the dignity of everyone, and to challenge all to live their vocations by being models of service.

Catholic Charities is a religious agency motivated by a religious spirit and committed to religious values and services consistent with the teachings of Jesus Christ. Accordingly, certain Catholic Charities positions may require an intellectual and ingrained cultural understanding of the theology, religious faith, worship and social philosophy of the Roman Catholic Church.

The Catholic Church has a deep and long standing commitment to the respect and dignity of all life. In addition to adhering to Catholic Charities’ Code of Ethics, it is important that all Catholic

Charities employees be aware of the Church's positions and philosophies, and that they respect such positions and philosophies in their conduct as representatives of Catholic Charities.

II. EMPLOYMENT

2.01 EQUAL EMPLOYMENT OPPORTUNITY

Catholic Charities is an equal opportunity employer and prohibits discrimination against applicants and employees on the basis of race, color, creed, religion, sex, national origin, age, disability, marital status, citizenship, veteran's status, sexual orientation, gender identity, predisposing genetic characteristics, domestic violence victim status, or any other legally protected status.

This policy applies to all employment actions including hiring, transfers, promotions, demotions, compensation and benefits administration, participation in agency-sponsored training, education and social programs, layoffs, recalls and termination of employment.

Employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

2.02 AMERICANS WITH DISABILITIES

Catholic Charities prohibits discrimination against qualified individuals with disabilities in all aspects of employment including, but not limited to, recruitment, hiring, compensation, promotion, job assignments, transfers, demotions, training, leaves of absence, layoff, benefits, termination and employer-sponsored activities, including social and recreational programs. Catholic Charities' commitment to this policy includes making reasonable accommodations to persons with disabilities unless to do so would pose an undue hardship on Catholic Charities.

2.03 HARASSMENT

It is Catholic Charities' policy to promote a productive work environment and not to tolerate verbal or physical conduct by any employee that harasses or interferes with another's work performance or that creates an intimidating, offensive or hostile environment.

All employees are expected to maintain a productive work environment that is free from harassing or disruptive activity. No form of harassment will be tolerated including harassment for the following reasons: race, color, creed, religion, sex, national origin, age, disability, marital status, citizenship, veteran's status, sexual orientation, gender identity, predisposing genetic characteristics, domestic violence victim status, or any other legally protected status.

Supervisory personnel have a responsibility to keep the workplace free of any form of harassment, and, in particular, sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment; or
- Such conduct has the purpose or effect of creating an intimidating, hostile or offensive work environment.

No supervisor is to threaten or insinuate, either explicitly or implicitly, that an employee's refusal or willingness to submit to sexual advances will affect the employee's terms or conditions of employment. Other sexually harassing or offensive conduct in the workplace, whether committed by a supervisor, non-supervisory employee, or non-employee is also prohibited. This conduct includes:

- Unwanted physical contact or conduct of any kind, including sexual flirtations, touching, advances or propositions;
- Verbal harassment of a sexual nature, such as lewd comments, sexual jokes or references;
- Demeaning, insulting, intimating, or sexually suggestive comments;
- The display in the workplace of demeaning, insulting, intimidating, or sexually suggestive objects, pictures, photographs or electronically transmitted messages.

Any of the above conduct, or other offensive conduct directed at an individual because of their race, color, creed, religion, sex, national origin, age, disability, marital status, citizenship, veteran's status, sexual orientation, gender identity, predisposing genetic characteristics, domestic violence victim status, or any other legally protected status is prohibited.

All employees should understand that submission to, or acceptance of, any form of harassment is not a term or condition of employment. No employee is required to submit to, or accept, any form of harassment in order to maintain their position, promotional opportunities, benefits, or to meet any other condition of employment.

Any employee who believes that he or she has been a victim of harassment, or who believes that the actions of another employee or non-employee constitute unwelcome harassment, has a responsibility to immediately notify their supervisor. Any supervisor who becomes aware of possible harassment should immediately notify the Corporate Compliance Officer and/or the Executive Director. Complaints of harassment will be investigated in a prompt and thorough manner and such investigation shall be conducted as confidentially as possible under the circumstances. At the sole discretion of Catholic Charities, employees are subject to suspension pending the results of investigation.

Any person(s) found, after investigation, to have engaged in harassment, will be subject to disciplinary action, up to and including termination. Retaliation against an employee who, in good faith, makes a complaint of harassment will not be tolerated and will itself be subject to disciplinary action, up to and including termination.

Any employee found to have made a bad faith, false complaint under this policy may be subject to disciplinary action, up to and including termination of employment.

2.04 COMMUNICATION/OPEN DOOR POLICY

Misunderstandings or conflicts can arise in any organization. If you have a question or a complaint, or are bothered by a job-related situation, you should first speak with your immediate supervisor or manager. Not only is this the best way to seek resolution of problems, but it is also a matter of professional courtesy. If, however, the issue is not resolved, you are encouraged to bring your concern to the next level of management.

Should your concern not be satisfactorily addressed, or is one that you would rather not discuss with your immediate supervisor or within your own department, you should contact the Corporate Compliance Officer or, in their absence the Executive Director who will advise and counsel you on a wide range of issues, as well as clarify and answer questions regarding human resource policies. Remember, we cannot fix a problem that we do not know about.

No retaliatory action will be taken against any employee who brings a problem to the attention of Catholic Charities.

2.05 BACKGROUND CHECKS

Depending upon your program assignment, you may be required to undergo fingerprinting and authorize Catholic Charities to conduct a review of your criminal history. For certain program assignments, the source of the funding for the program may require background checks of all employees. If your program assignment changes during your employment, you may be required to authorize Catholic Charities to conduct a criminal history review as a condition of your continued employment, regardless of whether Catholic Charities has previously reviewed your background. Your supervisor will inform you if a background check is required as a condition of your assignment.

2.06 PHYSICAL EXAMINATIONS

Depending upon your program assignment, you may be required to periodically complete a physical examination or specific health tests (i.e. tuberculin test or PPD skin test) with a health care provider. If your program assignment changes during your employment, you may be required to have a physical examination as a condition of your continued employment, regardless of whether you had previously completed an examination. Your supervisor will inform you if a physical examination is required as a condition of your assignment.

2.07 VIRTUS TRAINING

All Catholic Charities employees are required to complete Virtus training within sixty (60) days of the date of hire as a condition of employment. Employees are required to complete additional Virtus training as a condition of continued employment throughout their employment.

2.08 INTRODUCTORY PERIOD

The first ninety (90) days of employment at Catholic Charities are considered an introductory period. The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Catholic Charities will also utilize this time to evaluate the employee's ability, work habits, performance, and overall suitability for the job. If Catholic Charities determines that the designated introductory period does not allow sufficient time to evaluate the employee's performance, the introductory period may be extended. Upon satisfactory completion of the introductory period, the new employee will become a regular employee.

2.09 EMPLOYMENT CLASSIFICATIONS

Regular employees are those employees who successfully complete the introductory period.

Full-Time - Full-time employees are regularly scheduled to work at least thirty-five (35) hours per week. Full-time employees are eligible for benefits as set forth in this handbook.

Part-Time With Benefits - Part-time with benefits employees are regularly scheduled to work at least twenty (20) hours per week but less than thirty-five (35) hours per week. Part-time with benefits employees are eligible for benefits as set forth in this handbook. However, sick, personal and paid vacation time benefits are provided to part-time with benefits employees on a pro-rated basis according to the number of hours regularly assigned.

Part-Time Without Benefits - Part-time without benefits employees are regularly scheduled to work less than twenty (20) hours per week. Part-time without benefits employees receive statutorily required benefits only. Part-time employees are not eligible for Catholic Charities-provided benefits (e.g. health insurance, life insurance, paid vacation, etc.).

Temporary - Temporary employees perform a function with a predetermined start and end date. These individuals receive statutorily required benefits only.

On Call/Alternate – On Call and Alternate employees are employees who are not regularly scheduled, but may be contacted on short notice to work or fill in, if available, for an absent regular employee. On Call and Alternate employees receive statutorily required benefits only.

EMPLOYEE STATUS:

Exempt: Individuals who have an employment classification which is not subject to the “**Minimum Wage Order for Miscellaneous Industries and Occupations.**”

Non-Exempt: Individuals who have an employment classification which is subject to the “**Minimum Wage Order for Miscellaneous Industries and Occupations.**”

New Hire Letter:

All new employees will receive a new hire letter as required by law. Your salary, job title, supervisor, time and address to report to work as well as our over time policy statement and any documents you will be expected to bring with you the first day of work.

Verification of Employment Eligibility:

All new employees will be required to complete an agency job application that must be filled out in its entirety with information establishing their identities and eligibility to work in the United States. This is in accordance with applicable federal law and is done within three days of hire.

Full time regular employment should not be construed as creating a contract, or as guaranteeing employment for any specified duration, or as establishing a just cause termination standard.

2.10 WORK HOURS

Work hours vary depending upon job position and assignment. Your specific work hours will be determined by your supervisor.

Working outside of the designated hours of work on a regular basis is not permitted unless approval is obtained in advance from the *Executive Director and your supervisor*.

2.11 OVERTIME

Catholic Charities complies with federal and state wage and hour laws concerning the payment of wages and overtime.

Non-exempt employees who work over forty (40) hours in a work week will receive overtime pay for all hours worked in excess of forty (40) hours.

For non-exempt employees, all overtime hours must be approved in advance by the employee’s supervisor or a member of management from within the department or division.

Overtime pay is calculated on a weekly basis. Actual hours worked on the job are used when calculating overtime pay. Paid absences, including vacation, holiday, sick, funeral and jury duty are not counted as hours worked when calculating overtime pay.

2.12 ATTENDANCE & PUNCTUALITY

Regular attendance during all scheduled hours of work, reporting for work on time and continuing to work to the end of the workday or work week, as necessary, is expected of every employee.

If you find it necessary to be tardy or absent from work due to illness, accident, emergency, or any other reason, you must contact and speak with your supervisor as soon as possible. Leaving a voice message or asking another employee to speak to your supervisor for you will not be considered sufficient notice. If you are not able to reach your direct supervisor or the Manager of **your** program, then you should speak to the Program Director.

Any employee absent without notification for three (3) consecutive workdays will be considered to have voluntarily resigned.

Your attendance is part of your total work record. Unauthorized absence, excessive absence, a pattern of absence, habitual absence, lateness, early departures, failure to follow the notice procedure set forth above, and abuses of lunch or break times will be subject to disciplinary action, up to and including termination.

2.13 REQUESTS FOR TIME OFF

Requests for time off must be made electronically and/or in writing within a reasonable period of time prior to the time that is requested. If adequate notice is not provided, the request may be denied. The request for time off may also be denied based on the staffing needs of the department or division.

Requests for time off should be directed to your immediate supervisor.

2.14 RETURNING TO WORK AFTER AN ABSENCE

If you are absent from work for any reason, contact your program Manager when you return.

Catholic Charities, in its discretion, may require documentation from a health care provider to verify the need for any absence due to illness or injury.

For your absences due to illness or injury of three (3) consecutive days or more, a certificate from your health care provider will be required to certify that you are able to return to work.

2.15 PERFORMANCE EVALUATIONS

Our performance evaluation program is designed to provide a basis for better understanding between you, your supervisor and Catholic Charities with respect to your job performance, potential and professional development. *New employees will generally receive a performance evaluation at the end of the introductory period. Thereafter, all full-time employees will generally receive performance evaluations at least once a year.*

2.16 PROMOTIONS/TRANSFERS

Catholic Charities believes that promotions from within build a strong team. Therefore, although it has no obligation to do so, Catholic Charities will consider current employees for promotion into newly created or vacant positions whenever possible. Any employee desiring to be

considered for promotion or transfer should consult with the appropriate Program Director with respect to the vacancy.

III. EMPLOYEE CONDUCT

3.01 HEALTH & SAFETY

Safety is the personal and individual responsibility of everyone at Catholic Charities. Employees are expected to do their part by working in a safe manner, reporting unsafe conditions, keeping their work space neat and clean and, above all, using good common sense. Employees are required to:

- Report any unsafe conditions to your supervisor.
- Report all injuries, no matter how minor.
- Avoid any attempt to lift or push objects that may be too heavy.
- Avoid tampering with electrical equipment or electrical panel boxes.
- Avoid blocking fire extinguishers, exits or doorways.
- Adhere to all policies affecting safety in the workplace.

Depending upon your program assignment, there may be particular safety requirements that must be followed to ensure the safety of clients and fellow employees. Your supervisor will notify you of any particular safety requirements pertaining to your program.

Working safely at Catholic Charities is a condition of employment. You are responsible for complying with the safety rules which have been established for your protection.

Any on the job accidents or incidents, no matter how slight must be reported on an accident form to the employee's supervisor and the Administrative Assistant within twenty four hours of the accident/incident or on Monday following the weekend of the accident/incident. An accident form may be obtained from the front office or from the Administrative Assistant.

3.02 WORKPLACE THREATS & VIOLENCE

Catholic Charities is committed to providing a safe environment for our employees, clients and visitors. Catholic Charities has zero tolerance for violence. Any person who displays any violence or threatens violence in the workplace is subject to disciplinary action up to and including termination. Talk of committing violence or joking about committing violence will not be tolerated. Violence in the workplace includes, but is not limited to, physically harming another, shoving, pushing, brandishing weapons and explicit or implicit threats or talk of committing violence.

It is everyone's responsibility to help prevent violence in the workplace. You must report to your supervisor what you see in the workplace that could indicate a co-worker is in need of help. You should also report any incident that may involve a violation of Catholic Charities' policies that are designed to provide a comfortable workplace environment. All reports will be investigated and information will be kept as confidential as possible under the circumstances.

Employees should always call 911 if they believe they, a fellow employee or a client are in immediate danger and then contact their supervisor or other Agency management personnel to advise them of the situation once the immediate danger has ceased.

3.03 CORPORATE COMPLIANCE PLAN & CODE OF ETHICS

Catholic Charities operates under the Corporate Compliance Plan adopted by the Roman Catholic Diocese of Syracuse, NY, Inc. Included in the Corporate Compliance Plan is a Code of Ethics. A copy of the Corporate Compliance Plan will be provided to you at the time of hire and, thereafter, is available for your review in every agency program and department. All employees are required to sign an acknowledgement of receipt and review of the Corporate Compliance Plan.

Failure to adhere to the Corporate Compliance Plan, including the Code of Ethics will result in disciplinary action, up to and including termination of employment.

If you have any questions or concerns regarding the Corporate Compliance Plan, or to report a suspected violation of the Corporate Compliance Plan, please call the Catholic Charities Hotline at 1-866-460-2024. All employees have a responsibility to report any suspected behavior or actions which are or could be a violation of the compliance plan to the Compliance Officer or management of the Agency. Retaliation against an employee who, in good faith, makes a report of a suspected violation of the Corporate Compliance Plan will not be tolerated and will itself be subject to disciplinary action, up to and including termination.

3.04 RULES OF CONDUCT

In order to operate efficiently and provide a safe work environment, Catholic Charities has adopted the following rules of conduct. In all instances, Catholic Charities employees shall conduct themselves in a professional and ethical manner to fellow workers, supervisors, clients, land owners, as well the general public.

The following list is not all-inclusive but, rather, is intended to illustrate types of conduct that are unacceptable. Engaging in conduct that is inconsistent with these rules will be considered on a case-by-case basis. Disciplinary action will be determined by the agency and may range from verbal warning to immediate termination, depending upon the circumstance, and prior record of disciplinary action. At the sole discretion of Catholic Charities, employees may be subject to a suspension pending the results of any investigation into potential misconduct.

- Insubordination.
- Violation of any rule or policy.
- Absence without proper notice.
- Leaving work for personal reasons during work hours without informing your Supervisor.
- Careless or poor work performance.

- Abuse, misuse or deliberate destruction of agency property, equipment or vehicles.
- Reporting to work under the influence of alcohol or other drugs.
- Possession, sale, consumption, or delivery of intoxicants or illegal drugs while on Catholic Charities or client premises on Catholic Charities business, or in Catholic Charities vehicles.
- Possession of firearms, fireworks, explosives, or any other weapon while on Catholic Charities or client premises on Catholic Charities business, or in Catholic Charities vehicles.
- Dishonesty, including falsification of application, personnel records, time reports, expense reports or other records.
- Theft or misappropriation of agency property.
- Sleeping or loafing on the job.
- Physical, written, verbal or sexual harassment of employees, clients or vendors.
- Excessive taking of breaks, absenteeism and/or tardiness.
- Failure to adhere to the Corporate Compliance Plan or report compliance issues or violations.
- Failure to respect Catholic Charities' positions or philosophies in carrying out job responsibilities.
- Any other actions that compromise the public image of Catholic Charities.

3.05 CONFIDENTIALITY

The protection of Confidential Information is essential to Catholic Charities' business. For purposes of this section, "Confidential Information" means any and all sensitive or confidential information relating to Catholic Charities, its affiliates, and, most importantly, the individuals being served by Catholic Charities, including, but not limited to, information of a commercial nature (e.g., Catholic Charities' financial information) and information of a private nature (e.g., clients' medical or personal information, including the identity of and treatments being provided to individual's being served by Catholic Charities), disclosed to or known by you as a consequence of or through your employment with Catholic Charities (including information conceived, originated, discovered or developed by you), which information is not otherwise generally known in the profession or is public knowledge.

Employees may not disclose, release, or make available without authorization from management any Confidential Information to any person, inside or outside the agency, other than where necessary to treatment or to otherwise carry out the assigned responsibilities of the job. Employees are also expected to continue to keep Confidential Information confidential after leaving employment with Catholic Charities. In addition to any civil liability, employees who disclose

Confidential Information will be subject to disciplinary action up to and including termination of employment.

3.06 EMPLOYEE RELATIONS WITH CLIENTS

Because caring for our clients and serving their needs is the foundation of Catholic Charities, the following guidelines have been established to assist employees in relating with clients. **Failure to comply with any one of these guidelines will be considered a serious offense and will result in disciplinary action, up to and including termination of employment.**

- Clients should be treated with courtesy, dignity and respect.
- Clients are to be treated in a way that acknowledges and respects their religion, race and cultural identity.
- Employees shall only supervise drug administration to clients as prescribed by a health care provider.
- **Employees may not accept gifts, favors or services in excess of \$25.00 in value from clients or their families. If a client or family of a client insists on providing a gift in recognition of good service, it should be suggested that they make a contribution to the program. Employees must report all gifts to their supervisors.**
- Employees wishing to take clients for any unscheduled activity must have written approval from the Program Director, Associate Director or their supervisor prior to the activity.
- Employees should not verbally or physically abuse clients or otherwise mistreat them.
- Employees are required to immediately report any known or suspected abusive behavior involving a client.
- Employees may not enter into any relationship with a current or former client outside of the responsibilities of the job assignment. Specifically, employees are prohibited from entering into a personal, business, social, romantic, or sexual relationship with clients.
- Employees may not borrow or take clients' property for their personal use.
- Employees may not sell personal property or commercial goods to clients.
- Employees may not take clients to their home or other facilities, nor visit clients at their homes or other facilities, unless part of a documented treatment plan or with advance approval of a supervisor, Associate Director or the Program Director.
- Employees may not accept clients into their homes as visitors.
- Employees should refrain from discussing their personal issues or problems with clients.

3.07 CONFLICTS OF INTEREST – OUTSIDE EMPLOYMENT

Employees should avoid becoming involved in outside business or employment which could create a conflict with Catholic Charities’ interests. Employees also should not improperly use their position with Catholic Charities in order to benefit themselves, relatives or friends.

All employees will be required to review, sign and adhere to the Diocesan Conflict of Interest Policy. Failure to do so will result in disciplinary action, up to and including termination of employment.

3.08 NEPOTISM & FRATERNIZATION

Catholic Charities is committed to providing equal employment opportunities to its employees. Intimate relationships at work have the potential to interfere with Catholic Charities’ ability to provide equal employment opportunities for its employees, and in some instances, may constitute sexual harassment or other unlawful discrimination. To minimize conflicts of interest which often occur as a result of intimate relationships, Catholic Charities strongly discourages its employees from entering into intimate relationships with other employees for which they have professional supervisory responsibility.

While relatives of employees may be employed by Catholic Charities, a familiar or intimate relationship among employees can also create an actual or a potential conflict of interest in the employment setting, especially where one relative has professional supervisory responsibility over another relative. To avoid this problem, Catholic Charities may refuse to hire or place an individual into a position, or allow an individual to remain in a position, where the potential for favoritism or conflict exists.

If two employees marry, become related, or enter into a romantic relationship, or in other cases where a conflict or the potential for conflict arises between an employee and another employee, even if there is no professional supervisory responsibility involved, Catholic Charities reserves the right to separate the employees by reassignment or termination from employment, at the sole discretion of Catholic Charities. Employees who enter into such a relationship with another employee or who become aware of such relationship where professional supervisory responsibility exists, should report it to The Corporate Compliance Officer so that appropriate steps may be taken consistent with this and other Catholic Charities policies.

For the purposes of this policy, a “relative” is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

For purposes of this policy, an individual has “professional supervisory responsibility” for another individual if he or she performs functions, including, but not limited to, supervising, evaluating, hiring, coaching, counseling, recommending, advising, or making decisions that

confer benefits such as compensation, promotions or other decisions which may impact upon other employment opportunities.

3.09 DRUG-FREE WORKPLACE

Catholic Charities is committed to providing employees with a work environment that is free of the problems associated with the use and possession of illegal drugs, controlled substances or alcohol. All employees are required to fully comply with the provisions of this policy.

“Controlled substances” are defined as those drugs listed in Schedules I through V of Section 202 of the federal Controlled Substances Act, 21 U.S.C. 812, and include but are not limited to marijuana, cocaine (including “crack” and other cocaine derivatives), morphine, codeine, phenobarbital, heroin, amphetamines, and many barbiturates.

Illegal drugs include all controlled substances under federal or state law not prescribed for current personal treatment by a licensed medical professional and all other substances not prescribed for the employee by a medical professional whose use is capable of creating adverse effects on a person’s physical, emotional or mental state, including, but not limited to, all types of narcotics, hallucinogens, depressants and stimulants.

All employees are prohibited from using, selling, purchasing, dispensing, distributing, possessing or manufacturing alcohol or illegal drugs, or attempting to do any such act, on Catholic Charities property, including Catholic Charities vehicles, or during working hours, and from reporting to work or performing any work with alcohol or illegal drugs in their system.

Further prohibited is the use, sale, possession, distribution, dispensation, formulation, manufacture or transfer of controlled substances or illegal drugs on non-working time to the extent such use impairs an employee’s ability to perform his/her job or affects the reputation of Catholic Charities to the general public or threatens its integrity.

If you are taking drugs prescribed by a physician, dentist or other licensed practitioner which could affect your job performance and physical/mental capabilities, you may obtain a written statement from your attending physician specifying any work restrictions. This statement should be given to Human Resources prior to you starting work under the influence of this drug(s) which may affect your job performance or ability to work safely. Employees who are taking any prescription or over-the-counter medication that may impair performance or effect judgment so as to place the employee or others at risk of injury should inform their supervisor. All prescriptions and over-the-counter medications are to be kept in their original containers, unless otherwise permitted.

Catholic Charities reserves the right to ask any employee on a random basis to take a medical test, including blood or urine tests, to determine whether he/she is under the influence of controlled substances, illegal drugs or alcohol. Refusal to take a test will normally result in termination. If an employee exhibits behavior which causes Catholic Charities to have a reasonable suspicion that the employee is using illegal drugs or alcohol in violation of this policy, the employee may be required to take a drug/alcohol test. Behavior that may create reasonable suspicion includes, but is not limited to, sudden change in work performance, violation of safety procedures, involvement in an

accident, discovery of drugs or alcohol, odor of alcohol or other substance and excessive absenteeism.

Any employee that refuses to take a drug/alcohol test or tests positive for prohibited drug/alcohol use may be subject to disciplinary action up to and including termination.

Catholic Charities will treat all information relating to drug/alcohol testing and results as strictly confidential. Result of testing will be sent only to Corporate Compliance. Such information will only be shared to the extent that necessary in connection with disciplinary action.

Catholic Charities reserves the right to search agency premises and property, including work areas and vehicles on agency property, at any time.

3.10 EMPLOYEE ASSISTANCE PROGRAM

EAP is a 24 hour 7 days per week, confidential service that is free to Catholic Charities Employees. Catholic Charities believes in providing a confidential avenue for assistance to any employee who is experiencing issues in his or her personal life that are interfering with the ability to perform the responsibilities of the job. This includes drug and alcohol abuse. Information about the program is given to all employees when hired. The information is also available at www.theEAP.com Or 1-800-252-4555 and 1-800-225-2527. All requests are confidential.

3.11 TOBACCO AND SMOKE FREE WORKPLACE

In consideration of the needs and concerns of all employees and in compliance with state laws, the use of all tobacco products, including but not limited to, cigarettes, cigars and chewing tobacco as well as clove cigarettes or similar non-tobacco smoking products, is prohibited throughout Catholic Charities' premises, except in designated outdoor areas. Smoking of any kind is also prohibited in all Catholic Charities' vehicles. Employees who are assigned to work in the community must refrain from using tobacco products while on assignment or with a client of Catholic Charities.

Catholic Charities' clients or visitors are required to comply with this policy while on Catholic Charities' premises. Employees violating this policy will be subject to disciplinary action, up to and potentially including termination.

3.12 CRIMINAL ACTS

If you are charged with any crime other than a minor traffic offence, you must notify your supervisor within twenty-four (24) hours of being so charged. Employees violating this policy will be subject to disciplinary action, up to and including termination.

In the event that you are arrested for Driving While Intoxicated, Driving While Under the Influence, Hit and Run, Reckless Driving or similar offences involving operation of a motor vehicle while impaired, you must notify your supervisor and the Corporate Compliance Officer within twenty-four (24) hours of the arrest. Such arrests will result in the immediate suspension

of any driving privileges. Convictions that Catholic Charities believes to be job related may result in an unpaid suspension or termination.

Additionally, if at any time you have more than four (4) points on your driving record, you are to notify your Program Manager immediately. The accumulation of such points within a certain period of time may result in your driving privileges for Catholic Charities being suspended and/or your employment being terminated.

* The following sections of this handbook provide and are intended as a brief introduction to the agency's pay practices and benefit programs. A more thorough explanation of the benefit plans and programs discussed herein are contained in the Summary Plan Descriptions, Plan or Program Agreements and Insurance Policies which are available from Catholic Charities' administrative offices. If there is an inconsistency between this handbook description and the Plan documents or Insurance contracts, the terms of the Plan or contract will control. Catholic Charities reserves the right, in its discretion and without prior notice, to modify, add or discontinue the benefits for eligible employees described in this Handbook, including but not limited to changing the share of premium which Catholic Charities pays.

IV. COMPENSATION & BENEFITS*

4.01 PAY PRACTICES

Generally, paychecks are distributed on a bi-weekly basis and will represent compensation for the preceding two-week pay period. In event that agency is closed on a payday, paychecks will be distributed on the preceding day.

All employees have the option of having their pay directly deposited into a bank account.

Employees are reminded that wage and salary matters are considered confidential. You are expected to maintain this confidence. Violation of this confidence is discouraged.

For more information on Catholic Charities pay practices, please consult with your supervisor or the Administrative Assistant.

Paychecks

Non-Exempt employees are required to log on to ADP on a daily basis to record their hours of work, including their lunch period. Failure to follow procedure could result in a delay of your paycheck.

Employee paychecks will be distributed on a biweekly basis. All required deductions such as federal and state taxes as well as all voluntary deductions such as health insurance, etc... will automatically be withheld from paychecks.

4.02 HEALTH AND DENTAL INSURANCE

Participation in Catholic Charities' health and dental insurance plans is available to all full-time employees' and part-time with benefits employees. Eligible employees may participate in the health and dental insurance plans subject to all terms and conditions of the plans. For more information or questions about your health or dental insurance benefits, refer to the Summary Plan Description describing these benefits or contact the Administrative Assistant.

If an employee elects to resign his/her position with the Agency or is terminated, insurance coverage will continue to the end of the month in which the resignation/termination occurs, and thereafter may be extended consistent with the Consolidated Omnibus Budget Reconciliation Act (COBRA).

4.03 LIFE INSURANCE

Participation in Catholic Charities' group life insurance plan is available to all full-time employees and part-time with benefit employees. Each employee is covered one time the amount of their annual salary. The amount of contribution by Catholic Charities is subject to change at any time at the discretion of Catholic Charities

Each participant in Catholic Charities' group life insurance plan is responsible for insuring that Catholic Charities has up to date and current information concerning the participant and his or her choices of beneficiary.

4.04 RETIREMENT PLANS

Participation in Catholic Charities' Retirement Plan is available to all full-time employees and part-time with benefits employees. For more information or questions about the Retirement Plan, refer to the Summary Plan Description for the Plan or contact Human Resources.

Each participant in Catholic Charities' Retirement Plan is responsible for insuring that Catholic Charities has up to date and current information concerning the participant and his or her choices concerning any options that may be available under the Retirement Plan.

4.05 SHORT-TERM DISABILITY INSURANCE

Catholic Charities' Short-Term Disability Insurance program is designed to help stabilize your income in the event that you become unable to work due to illness or injury. Employees must notify Human Resources immediately if they anticipate being off work for more than **three (3) days**. While wage benefits are not available during the first **three (3) days**, employees may use and receive pay for any unused vacation or sick/personal time.

A disability form will be sent for completion by the employee and his/her physician. The completed form must be returned to the Administrative Assistant. For more information or questions about short-term disability insurance benefits, refer to the Summary Plan Description or Insurance Policy describing the benefits or contact the Administrative Assistant.

4.06 WORKERS' COMPENSATION INSURANCE

Catholic Charities carries a Workers' Compensation Insurance Policy which covers all employees in the event that they are injured while on the job. Catholic Charities pays the entire premium cost for this insurance.

Under this insurance, an employee who is injured while on the job is eligible to receive payments for medical expenses and loss of earnings, up to limits specified by law. While wage benefits are not available during the first seven (7) days, employees may use and receive pay for any unused vacation or sick/personal time.

For all on-the-job injuries or accidents, even if minor, an Incident Report must be filed with the Administrative Assistant and notification of the injury or accident must be provided to your Supervisor as soon as possible and no later than twenty-four (24) hours after the injury or accident. Failure to receive medical treatment in a timely manner may result in serious complications and also may jeopardize your eligibility for workers' compensation benefits.

For more information or questions about workers' compensation benefits, refer to the Summary Plan Description or Insurance Policy describing the benefits or contact the Administrative Assistant.

4.07 SOCIAL SECURITY

All employees are covered by Social Security, a federal program known officially as the Federal Insurance Contributions Act (FICA). Social Security is an important benefit which provides death, disability and retirement benefits. It also provides health insurance to the elderly and disabled. The cost of this coverage, by law, is divided equally between the employee and the agency. Contribution rates, eligibility, and level of benefits are subject to changes mandated by law.

V. TIME AWAY FROM WORK

5.01 HOLIDAYS

Catholic Charities observes the following holidays:

<u><i>New Year's Day</i></u>	<u><i>Labor Day</i></u>
<u><i>Martin Luther King Jr. Day</i></u>	<u><i>Columbus Day</i></u>
	<u><i>Veterans Day</i></u>
<u><i>Presidents' Day</i></u>	<u><i>Thanksgiving Day</i></u>
<u><i>Good Friday</i></u>	<u><i>Day after Thanksgiving</i></u>
<u><i>Memorial Day</i></u>	

Fourth of July

Christmas Day

When the Holiday falls on a Saturday or Sunday, it will be celebrated on the Friday or Monday of traditional observance.

Full-time employees are eligible for paid holidays as long as they are actively working. Employees that are required to work on Holidays will be able to take a paid day off within six months of the Holiday observance.

*Full-time regular employees out on leave including but not limited to; workers compensation, disability, personal leave and family medical leave, the employee is not eligible for paid holidays.

Part-time employees with benefits and part-time employees without benefits are eligible for paid holidays. Holiday pay will be provided only for the regularly scheduled hours that fall on a holiday. IE: If you normally work Monday thru Friday 10-2 and the holiday falls on Monday you would be paid four (4) hours for Monday; but if you normally work Tuesday thru Friday 10-2 and the holiday falls on Monday you would not be eligible to receive any holiday pay.

5.02 VACATION TIME

All regular full-time and part-time employees with benefits are eligible to earn paid time off of work for the purpose of vacation. For eligible employees, vacation time will accrue on a per pay period basis according to the following schedule, which is based on the length of employment with the agency:

<u>Length of Employment</u>	<u>Vacation Time Provided</u>
0-5 years	Three Weeks/105 hours
5 years-10 years	Four Weeks/140 hours
10 years and up	Five Weeks/175 hours

Part-time employees will have their vacation time pro-rated according to the number of hours worked per pay period.

Employees are not eligible to take vacation within the first six (6) months of employment, although vacation is accrued during this period.

Accrued vacation time that is not used will be forfeited at 11:59pm on December 31 of each year. Employees will be allowed to carry over up to five (5) days of accrued vacation time into the New Year with approval from their supervisor. Any vacation time that is carried over from the previous year must be used by March 31st of the following year.

Requests to use vacation time should be submitted in writing to your supervisor at least two (2) weeks in advance.

Program Directors are responsible for implementing this policy and must plan effectively to permit employees to utilize vacation.

5.03 SICK TIME

The purpose of sick leave is to provide continuity of service and income for employees who must be absent due to illness. Sick leave is accumulated by regular full-time employees at the rate of seven (7) hours per month worked for a maximum of eighty four (84) hours per year. Part-time employees can accrue sick leave credits calculated with a pro-rata formula based on a maximum accrual rate of one (1) day per month.

Sick leave is accrued based on actual work hours per month (140 hours). Sick leave with pay can only be taken when an employee is unable to present to work due to illness. With administrative approval, sick leave may be granted for a family illness. The employee may be asked to furnish a doctor's certificate or reasonable proof of his/her supervisor when absent.

5.04 EMERGENCY CLOSING

Decisions related to closing one or more offices due to severe weather conditions shall be determined by the Executive Director or his/her designee. No time off will be charged for closings. If an employee is unable to report to work due to weather conditions on a day when the office is not closed, the time will be treated as paid time off and will be deducted from vacation hours.

5.05 LEAVES OF ABSENCE

General

Eligible employees must apply for a leave of absence, preferably at least 30 days before the commencement of the leave. When it may not be practical for an employee to apply for a Medical Leave in advance, the employee must apply for a leave as soon as possible.

Employees who request leaves of absence will be advised of the conditions upon which the leave will be granted prior to the commencement of the leave, including any requirement to provide medical certification to support the leave request.

Catholic Charities will notify the employee when a requested leave of absence from normal duties is covered by the Family Medical Leave Act (FMLA).

A leave of absence may be immediately terminated if the employee engages in any conduct which is inconsistent with the purpose of the leave (e.g. working for other employers while on a medical leave of absence).

Catholic Charities shall require an employee to use his/her accrued sick days, personal days and vacation days during any and all leaves of absence. The balance of the leave shall be unpaid.

Benefits During Extended Leave of Absence:

During any kind of approved extended leave of absence, disability, etc... vacation and sick time will not accrue. IF you wish for your insurance to continue during an extended leave, you must make arrangements with the accounting office to pay applicable premiums on a monthly basis. Total leave of absence will not exceed six months. This is to include any short term leave of absences taken within a twelve month period.

Eligibility/Approval

Although Catholic Charities reserves the right to grant or deny a request for a leave of absence, as well as require medical certification and/or military certification demonstrating eligibility for a leave of absence, a request for a leave of absence generally will be approved based upon the following:

1. **Medical Leave** - An employee who has worked for Catholic Charities for a minimum of one (1) year and 1,250 hours in the proceeding twelve (12) months is entitled to Medical Leave if he/she is unable to perform the essential functions of his/her regular position because of a serious health condition and is under the care of a health care provider.

An employee who is granted a Medical Leave must return to active employment when able to perform the essential functions of his/her regular position or at the expiration of the leave of absence, whichever is earlier. Subject to applicable law, failure to so return will result in termination of employment and the termination or reduction of benefits in accordance with applicable policies or plan provisions.

An employee who is granted a Medical Leave must not engage in activities during the leave that Catholic Charities considers unreasonable under the circumstances (e.g., engaging in other employment) or that might prolong the disability. If so, Catholic Charities reserves the right to end the leave and terminate the employee.

2. **Child Care Leave** - An employee who has worked for Catholic Charities for a minimum of one (1) year and 1,250 hours in the proceeding twelve (12) months is entitled to Child Care Leave to care for his or her newborn child or a child placed with him or her for adoption or foster care if the employee intends to return to Catholic Charities at the expiration of the leave.

Child Care Leave is only available and must be completed within twelve (12) months of the birth or placement.

3. **Family Medical Leave** - An employee who has worked for Catholic Charities: 1) for at least twelve (12) months; and, 2) for at least 1,250 hours during the year preceding the leave is entitled to Family Medical Leave to care for his or her child, spouse or parent who has a serious health condition if the employee intends to return to Catholic Charities at the expiration of the leave.

4. **Service member Exigency Leave** - An employee who has worked for Catholic Charities: 1) for at least twelve (12) months; and, 2) for at least 1,250 hours during the

year preceding the leave is entitled to Service member Exigency Leave to address a qualifying exigency (emergency) arising out of the fact that his or her child, spouse or parent who is on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation, if the employee intends to return to Catholic Charities at the expiration of the leave.

5. **Injured Service member Leave** - An employee who has worked for Catholic Charities: 1) for at least twelve (12) months; and, 2) for at least 1,250 hours during the year preceding the leave is entitled to Injured Service member Leave to care for his or her child, spouse, parent, or next of kin who is recovering from a serious illness or injury sustained in the line of duty while on active military duty with a branch of the Armed Forces of the United States if the employee intends to return to Catholic Charities at the expiration of the leave.
6. **Military Leave** - The employee must be inducted (either voluntarily or involuntarily) into the Armed Forces of the United States and ordered to active duty or the employee is a member of the National Guard or Reserves and ordered to active duty.

Length of Leave

1. Catholic Charities calculates employees' entitlement to any leave of absence that is covered by Family and Medical Leave Act by using a "rolling" twelve month period. In that regard, an employee's entitlement to such a leave will be determined by a review of the twelve (12) month period immediately preceding the requested leave.
2. An eligible employee may be granted a Medical, Child Care, Family Medical, Service member Exigency, or Injured Service member Leave of Absence as follows:
 - a. **Medical Leave** – may be approved up to a maximum of ***six (6) months***, less any Child Care, Family Medical, Service member Exigency, or Injured Service member Leave taken during the twelve (12) month period immediately preceding the requested leave. Subject to the provisions of paragraph 3 below, an approved Medical Leave may be taken intermittently or on a reduced schedule.
 - b. **Child Care Leave** - may be approved up to a maximum of twelve (12) weeks, less any Medical, Family Medical, Service member Exigency, or Injured Service member Leave taken during the twelve (12) month period immediately preceding the requested leave. Child Care Leave may not be taken intermittently or on a reduced schedule basis.
 - c. **Family Medical Leave** - may be approved up to a maximum of twelve (12) weeks, less any Medical, Child Care, Service member Exigency, or Injured Service member Leave taken during the twelve (12) month period immediately preceding the requested leave. . Subject to the provisions of paragraph 3 below, an approved Family Medical Leave may be taken intermittently or on a reduced schedule basis.

- d. **Service member Exigency Leave** - may be approved up to a maximum of twelve (12) weeks, less any Medical, Child Care, Family Medical, or Injured Service member Leave taken during the twelve (12) month period immediately preceding the requested leave. Subject to the provisions of paragraph 3 below, an approved Service member Exigency Leave may be taken intermittently or on a reduced schedule basis.
 - e. **Injured Service member Leave** - may be approved up to a maximum of twenty-six (26) weeks, less any Medical, Child Care, Family Medical, or Service member Exigency Leave taken during the twelve (12) month period immediately preceding the requested leave. Subject to the provisions of paragraph 3 below: an approved Injured Service member Leave may be taken intermittently or on a reduced schedule basis.
- 3. An employee may take Medical, Family Medical, Service member Exigency, or Injured Service member Leave intermittently or on a reduced schedule as determined by Catholic Charities, only under the following circumstances, unless otherwise agreed to by Catholic Charities:
 - a. The employee has a disability, which substantially limits him or her in a major life activity, and intermittent Medical Leave is necessary to accommodate such employee in the performance of the essential functions of his or her position.
 - b. The employee has a serious health condition, which, because of medical necessity, requires intermittent Medical Leave.
 - c. The employee has a child, spouse, or parent with a serious health condition that, because of medical necessity, requires intermittent Family Medical Leave.
 - d. The employee has a qualifying exigency (emergency) arising out of the fact that his or her child, spouse or parent who is on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation, which requires intermittent Service member Exigency Leave.
 - e. The employee has a child, spouse, parent, or next of kin who is recovering from a serious illness or injury sustained in the line of duty while on active military duty with a branch of the Armed Forces of the United States, which, because of medical necessity, requires intermittent Injured Service member Leave.
- 4. Military Leaves will be approved for the period of active duty.
 - 5. It is the policy of Catholic Charities to comply with applicable statutory leave requirements. A leave of absence granted under this policy shall run concurrently with statutorily required leaves of absence.

Effective Date

The effective date of a leave is the first working day of absence, regardless of approval date.

End of the Leave

A leave of absence may end in one of the following ways:

1. **The employee returns to work.** If an employee returns to work prior to the expiration of the leave, and the employee would not have been affected by a layoff or a change in Catholic Charities' organization while on leave, the employee will be reinstated to the same position or a position of similar status and pay.

While an employee is on an approved leave, Catholic Charities will take such steps as it considers reasonable (e.g.: leaving a position temporarily vacant, filling a position temporarily, etc.), with the objective of reinstating the employee in the position vacated when the leave began. However, there is no guarantee that an employee who is granted a leave will always be reinstated in the original position.

Prior to returning from a Medical Leave, the employee must present a release signed by the health care provider permitting him/her to return to the job.

Two weeks prior to the date of return to work or expiration of the leave, the employee must report to his/her supervisor to give notice of his/her intention of returning to his/her job. Failure to return to work at the end of the leave will be considered a voluntary resignation.

Returning from a Military Leave entitles the employee to the veteran's re-employment rights as prescribed by law.

2. **The employee does not return to work and is terminated.** The employee may fail to return by the established expiration date, may resign, retire, violate the conditions of the leave or may have been affected by a layoff or a change in Catholic Charities' organization.

The effective date of termination will be: 1) the expiration date established for the leave, or 2) the date the employee notifies Catholic Charities that he/she will not be returning, or 3) the notification date provided by the employer when there is a layoff, a change in Catholic Charities' organization or when the employee has violated the conditions of the leave, whichever occurs first. The employee will be notified of his/her options relative to the conversion of certain insurance benefits as in the case of any termination.

5.06 BEREAVEMENT LEAVE

In the event of a death in the “immediate family,” a regular full-time employee will be granted a leave of up to five (5) consecutive workdays with pay for the time actually lost from work on regularly scheduled workdays as a result of the death in the family.

Members of the “immediate family” are defined as spouse, mother, father, children, brother, sister, mother-in-law, father-in-law, grandchildren, grandparents, or one who served in loco parentis for the employee or employee’s spouse.

Bereavement leave will not apply if an employee is on vacation, holiday, or otherwise not scheduled to work. Verification for bereavement leave may be required.

5.07 JURY DUTY

Employees summoned for jury duty will be allowed the necessary time off from work to perform this civic responsibility. Employees should provide at least two (2) weeks advance notice of jury duty. Time off from work for jury duty will not be paid by Catholic Charities, except that employees will receive the first \$40.00 of their regular daily wages during the first three days of jury duty service in state or local court. Employees are to report to work during regular hours if their presence is not required in court for the entire work day. Catholic Charities will require documentation from the court affirming the employee’s jury duty.

5.08 DISCIPLINARY PROCEDURE:

Should your performance, work habits, overall attitude, conduct, attendance, productivity, and/or demeanor become unsatisfactory in the judgment of Catholic Charities of Chenango County, management based on the policies and procedure, rules and or regulations, you will be subject to disciplinary action up to and including dismissal. The normal procedure for this disciplinary process is as follows:

Step One: Verbal Warning, which will be documented for documentation purposes only.

Step Two: Written Warning

Step Three: Suspension, without pay

Step Four: Termination

Management reserves the right to bypass any or all of the above steps.

Dispute Resolution Systems:

Catholic Charities of Chenango County’s policies, rules and practices are designated to benefit both employees and the agency. Program Supervisors and Directors are responsible for applying and

enforcing policies and procedures consistently. Employees who believe that they have been treated unfairly or in a manner inconsistent with established policies may question or challenge a decision of action through the agencies dispute resolution system.

The dispute resolution system will consist of a four step procedure as outlined below. Employees will have ten working days in which to appeal a decision from one step to the next. Similarly, a decision at each step of the process must be rendered within ten working days.

Step One: Employees should discuss the problem or concerns with their immediate supervisor. If the complaint directly concerns the supervisor, the employee may initiate the process at the second step.

Step Two: If meeting with the supervisor does not settle the complaint (s), employees may pursue the matter the Program Director. If the program director is your immediate supervisor, please go directly to step three.

Step Three: In the event the meeting with the Program Director fails to resolve the situation, the employee may appeal to the Corporate Compliance Officer.

Step Four: If your situation is still not resolved you may appeal to the Executive Director, whose decision on the matter will be final.

There is one exception to the complaint handling process outlined above. Temporary employees may not pursue a complaint beyond the third step of the process.

This procedure should not be construed as preventing, limiting or delaying Catholic Charities of Chenango County from taking disciplinary action against any individual up to and including termination, in circumstances such as those involving problems of overall performance, attitude, or demeanor where the agency deems disciplinary action appropriate.

VI. MISCELLANEOUS

6.01 EMPLOYEE FILES/CHANGES IN PERSONAL INFORMATION

Catholic Charities will maintain up to date records for all employees. Employee files are the property of Catholic Charities. Active employees will be permitted to review a copy of their employee file upon submission of a written request to your Program Director.

You are responsible for notifying the Administrative Assistant of any changes in your address, telephone number, or family status. This is important in case of emergency, and to ensure that the deductions from your paycheck are correct. Also, from time to time we send out important information in Catholic Charities mailers.

6.02 ATTIRE/APPEARANCE

All employees are expected to maintain a personal appearance that is neat, professional and in concert with Catholic Charities' image and the employee's position and job duties. Specific

requirements may vary with respect to different assignments and/or programs, and should be discussed with your supervisor.

Generally, employees who work in an office setting are expected to wear “business casual” attire while at work. *Some job positions require uniforms, which, if applicable, will be provided to the employee and must be worn by the employee during all working hours.*

If an employee reports to work improperly dressed or groomed, the employee will be required to return home to change clothes or take other appropriate action, and will not be compensated for any work time missed as a result.

6.03 INTERNET & ELECTRONIC COMMUNICATIONS – ACCEPTABLE USE

Electronic communication tools that may be provided by Catholic Charities include, but are not limited to, e-mail, voice mail, telephone, cell phones, PDAs, modems, personal computers and fax. These tools are important resources that enhance our competitive advantage. These tools are provided to Catholic Charities’ employees to improve communications and relationships between employees and clients, suppliers and business partners, and to assist in gathering information from internal and external resources to further research for business purposes. Electronic communications are to be used in a manner that is consistent with Catholic Charities’ philosophy and principles. In using electronic communications, each employee must always use integrity and professionalism and comply with all laws and corporate policies. All information transmitted by, received from or store in these systems is the property of Catholic Charities.

The internet is a business tool for Catholic Charities. Unnecessary or unauthorized internet usage takes away from work time, consumes supplies and ties up printers. Unlawful internet usage may also expose Catholic Charities to significant legal liabilities. In addition, Catholic Charities insists that you respect the copyrights, software licensing rules, property rights, privacy and prerogatives of others, just as you would in any other business dealings.

Electronic communication tools and their contents are Catholic Charities’ property, including employee’s PC’s and laptops. Catholic Charities reserves the right to monitor and inspect without notice all matters on or within all of Catholic Charities’ systems, including but not limited to, any and all e-mail, internet and intranet applications, to ensure their appropriate use. Employees have no expectation privacy with respect to any use of these systems, including, but not limited to, their office PC’s, assigned laptops, e-mail or voicemail. External communications should be viewed as open to the public domain and should not contain Catholic Charities’ or its clients’ confidential, medical or proprietary information. Catholic Charities reserves its right to monitor telephone calls made using the Catholic Charities telephone system, and telephone calls and/or text messages made using cellular telephones or other wireless devices provided, or reimbursed for, by Agency.

Employees must report any theft, damage, or malfunction of any of these resource tools to their supervisor within 24 hours or the employee will be held responsible for the monetary value of the item. If the loss, damage, or malfunction is due to employee negligence, the employee will be responsible for the damage or loss.

Because of the danger of viruses and other problems, employees may not: (1) download any material from the internet or otherwise introduce into or place and programs or materials on Catholic Charities' computer systems without express permission from Catholic Charities; (2) use Catholic Charities' computer systems as a way to facilitate communication through personal e-mail and instant messaging accounts or for solicitations of any kind; or (3) download, access or otherwise obtain or play any games(s) from any internet site, over the internet or from any other type of internet source.

Under no circumstance may an employee connect a personal computer to Catholic Charities network.

Acceptable Use of Electronic Communications

- Internal communication with other Catholic Charities employees regarding Catholic Charities' business matters.
- External communications with clients, suppliers and business partners regarding business matters.
- Accessing information resources for appropriate business, technical and/or research purposes.

Unacceptable Use of Electronic Communications

Unacceptable use includes, but is not limited to, the following:

- Misrepresenting oneself as other individual or Catholic Charities.
- Revealing proprietary or confidential information, official Catholic Charities information, employee information or copyrighted materials.
- Accessing, distributing, creating, downloading or storing materials which could be considered unethical, inappropriate, offensive, disrespectful or abusive to others, including but not limited to, pornographic or obscene materials (including jokes), hate mail, discriminatory remarks, abusive, indecent, or objectionable language, or other antisocial behaviors.
- Conducting illegal activities.
- Representing personal opinion as that of Catholic Charities.
- Disparaging comments about Catholic Charities, its officers or employees, or its clients.
- Using electronic communication for personal use without obtaining prior approval when additional service fees could be incurred by Catholic Charities.
- Interfering with the performances of the employee's job or the jobs of the other employees.
- Sending (uploading) or receiving (downloading) information in violation of its copyright.
- Excessive use of telephones, including cell phones, for personal matters.

- The unauthorized transmission of information that is confidential or proprietary to Catholic Charities.

Social Networking

Social networking tools create new opportunities for communications and collaboration but also lead to new responsibilities for Catholic Charities employees. All Catholic Charities policies, rules, and guidelines, including but not limited to this social networking policy, apply to employees' on-line activities while at work or while using Catholic Charities-provided communication equipment.

This policy applies to employees who use the following while at work:

- Multi-media and social networking sites, including but not limited to MySpace, Facebook, LinkedIn, Yelp!, and Ping.fm;
- Blogs, including but not limited to Agency-sponsored blogs;
- Micro blogs, including but not limited to Twitter;
- Wikis, including but not limited to Wikipedia;
- Content-sharing sites, including but not limited to YouTube, Flickr, Delicious, and Digg;
- On-line forums and chat rooms; and
- Any other Internet activity involving user-generated content.

The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy. Where no policy or guideline exists, employees should use their professional judgment and take the most prudent action possible.

Additionally, all employees should consider and adhere to the following principles concerning on-line activity, whether it is at work or outside of work:

1. Personal blogs should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views of the Catholic Charities that is, make your writing clear that you are speaking for yourself and not on behalf of Catholic Charities.
2. Information published on your blog(s) should comply with Catholic Charities' confidentiality and disclosure of proprietary information policies. This also applies to comments posted on other blogs, forums, and social networking sites.
3. Use common sense and be respectful to Catholic Charities, other employees, clients, partners, and competitors.
4. Social media activities should not interfere with work commitments.
5. Your online presence reflects Catholic Charities. Be aware that your actions captured via images, posts, or comments can reflect that of Catholic Charities.

6. Do not refer to Catholic Charities, its clients, employees, partners, or vendors without their express consent.
7. Respect copyright laws and reference or cite sources appropriately. Plagiarism applies online as well.
8. Catholic Charities logos and trademarks may not be used without written consent.
9. Do not independently create Catholic Charities-named groups.

Violations of this policy will result in disciplinary action, up to and including termination of employment.

6.04 HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

While not all services provided by Catholic Charities are subject to HIPAA requirements, Catholic Charities requires all of its employees to ensure the confidentiality of protected health information (“PHI”) maintained by the agency.

PHI includes information concerning employee and/or client medical conditions, health status, claims experience, medical histories, physical examinations, genetic information and evidence of disability. PHI also refers to individually identifiable health information received by the agency’s group health plans and/or received by a health care provider, health plan or health care clearinghouse that relates to past or present health of an individual or for payment of health care claims.

Catholic Charities will consider any breaches in the privacy and confidentiality of handling of PHI to be serious. The failure to maintain such privacy and confidentiality will result in disciplinary action, up to and including termination of employment.

For more information concerning Catholic Charities’ HIPAA policy, please contact *the individual who oversees HIPAA compliance within the Agency.*

6.05 AGENCY CELL PHONES

Depending upon your position, the agency may provide you with an agency-owned cellular telephone. Employees that are provided with a cellular telephone must respect and use proper care with the cellular telephone. Agency-provided cellular telephones are intended to be used primarily for business purposes. If you are provided with a cell phone, and you are contacted on the cell phone by your Supervisor or a member of management, you must take the call or timely return any messages left for you.

Any misuse or abuse of cellular telephone privileges will result in disciplinary action, including the loss of such privileges, and/or termination of employment.

Cell phones and the cell phone numbers are the property of Catholic Charities. As such, upon separation of employment the cell phone and phone number are to be returned to the Agency.

6.06 PERSONAL CALLS & VISITORS & MAIL

Excessive personal calls, including the use of personal cell phones (including text messaging) during the work day can interfere with employee productivity and be distracting to others. Employees are encouraged to make/take personal calls and text messages to friends and family members during scheduled lunch or dinner breaks and non-work hours only. Flexibility will be provided in circumstances demanding immediate attention. Employees should also make friends and family members aware of this Policy.

Any visits from personal guests, friends or family members should be limited to meal and break periods. All visitors must enter through the front door and report to the front desk.

Employees should refrain from having personal mail sent to their workplace. Catholic Charities cannot guarantee that personal mail intended for an employee and delivered to the workplace will remain confidential or that it will reach the employee.

6.07 PERSONAL PROPERTY

Catholic Charities is not responsible for any loss or damage to, or theft of, any personal property that you bring to work. You should take appropriate steps to protect your personal property from damage or theft. By way of an example, you should not leave money or valuables at your work area while you are away from it for any period of time. You should also immediately report any damage to or theft of any personal property to your supervisor.

6.08 SOLICITATIONS & DISTRIBUTIONS

In order to avoid unnecessary annoyances and interruptions from your work, solicitation by an employee of another employee is prohibited while either person is on working time. Employee distribution of literature, including handbills, in work areas is prohibited at all times. Trespassing, soliciting or distribution of literature by non-employees on agency premises is prohibited at all times.

6.09 MEDIA SPOKESPERSON

All communications to any member of the press regarding Catholic Charities are to be handled by the Executive Director. If a member of the media contacts you for any reason concerning your job or Catholic Charities, direct the inquiry to the Executive Director and immediately notify your supervisor.

6.10 REQUESTS FOR EMPLOYMENT REFERENCES

Requests for employment references should be forwarded to The Administrative Assistant, whose response will be limited to the verification of dates of employment and job position. If as an active employee you receive a request for employment verification regarding a former or active employee, please direct the request to The Administrative Assistant.

6.11 BUSINESS & TRAVEL EXPENSES

Expenses incurred in furtherance of agency business will be reimbursed if substantiated by receipts. For employees who travel away from their home city in furtherance of agency business for an overnight night, actual and reasonable expenses for transportation, lodging and meals will be reimbursed. At all times, the employee should use discretion in choosing reasonably priced transportation, lodging and meals.

No request for expense reimbursement will be granted unless the expense is authorized in advance by the employee's supervisor and accompanied by receipt(s).

6.12 MILEAGE REIMBURSEMENT

It is the policy of Catholic Charities to reimburse employees for use of their personal vehicles in the performance of their jobs in the form of mileage reimbursement. The rate of the reimbursement is established by the agency. Employees who use their own vehicle for agency business in excess of their normal commute to and from the employee's assigned place of work will be compensated consistent with agency policy. Commuting miles are the miles that you travel between your home and your normal workplace. Your normal workplace is generally the location you report to on a daily basis, however if you normally report to more than one location on a consistent basis, your commuter miles may look a bit different than those for someone who is traveling to the same location daily. If this is the case please clarify with your supervisor or the Financial Director so that your documentation is correct. It is against the law to reimburse for commuting miles and you are required to satisfy the normal commute provision once daily unless you are traveling outside of the normal work area. If further clarification is needed it is your responsibility to do so before completing your paperwork.

Mileage sheets are available on line, they must be completely filled out and signed by your supervisor. If you need further clarification please see your supervisor or the Financial Director.

All business related travel costs must be estimated and approved in advance by your supervisor, Director or the Executive Director. Travel advance requests must be signed and submitted to the accounting department 10 days prior to your departure. For travel to all day conferences when there are no commuting miles (travel between home and your normal workplace, you may claim mileage from your home and back to the conference.

Additionally, the agency will reimburse individuals for other related expenses such as parking, tolls etc..... Receipts must be obtained to substantiate these types of expenses and should be attached to and detailed on a Catholic Charities Receipt Summary Form. This form is to be submitted along with your mileage and will be reimbursed.

6.13 USE OF VEHICLES, DRIVERS' LICENSES & INSURANCE

Certain employees may be provided with a Catholic Charities owned or leased automobile. Employees that are provided with a vehicle must respect and use proper care with the vehicle. This

includes proper usage and maintenance. All repairs and/or maintenance must be authorized by a supervisor and will be paid by agency directly. Catholic Charities vehicles are to be driven only by the employee assigned to the vehicle.

Persons under the influence of alcohol or drugs are prohibited from operating a Catholic Charities owned or leased vehicle.

Employees driving a Catholic Charities-owned or leased vehicle are required to maintain a valid state driver's license with the proper classification for the vehicle which they will be operating. Failure to do so will lead to loss of driving privileges and/or termination of employment. Employees provided with a Catholic Charities-owned or leased vehicle must notify a supervisor immediately in the event that the employee is cited by law enforcement for any moving violation or in the event that the employee's driver's license is suspended or revoked, and failure to do so may lead to disciplinary action up to and including termination.

Misuse or abuse of an agency vehicle may result in the loss of agency vehicle privileges and may lead to disciplinary action up to and including termination. If you have any questions about proper use of a vehicle, please contact your immediate supervisor for additional information.

Employees who use their own vehicles for Catholic Charities' purposes maintain a valid state driver's license with the proper classification for the vehicle which they will be operating and possess a current state inspection sticker. The Agency reserves the right to request proof of valid insurance, a valid driver's license and current inspection sticker.

Employees who regularly transport Catholic Charities' clients or who use a personal vehicle to conduct Catholic Charities' business must maintain automobile insurance coverage of at least \$100,000.00 for bodily injury liability and \$300,000.00 for property damage liability.

Any on the job accident involving a vehicle must be reported to your supervisor and the Administrative Assistant within twenty-four (24) hours of the accident. In addition, if you are involved in an accident while driving an agency vehicle or a personal vehicle on agency business, even if there is no substantial damage or personal injuries, you must complete and file a Written Vehicle Report, which includes a Personal Injury Report, with the Administrative Assistant within twenty-four (24) hours of the accident. In the event that the accident involves an agency vehicle, you must also include a police report concerning the accident. Diocese of Syracuse Motor Vehicle Operators Policy and Procedure Manual is located in each agency vehicle glove compartment and also available thru your immediate supervisor. This policy and procedure manual must be adhered to in complete form.

Violations of this policy will result in disciplinary action, up to and including termination of employment.

VII. SHOULD YOU LEAVE US

7.01 NOTICE OF RESIGNATION

For salaried employees, Catholic Charities requests at least **four-weeks written notification of resignation** so that Catholic Charities can insure sufficient coverage or replacement of the employee's duties.

For hourly employees, Catholic Charities requests at least **two-weeks written notification of resignation**.

Once notification of resignation has been submitted, no form of paid time off may be taken. Catholic Charities reserves the right to immediately accept such resignation if it determines that the services of the employee are no longer needed, in which case the employee will be compensated for all regularly scheduled shifts remaining during the notice period.

7.02 SEPARATION FROM EMPLOYMENT

Upon separation from employment with Catholic Charities, whether it is voluntary or involuntary, all employees must:

1. Turn in all Catholic Charities property, including but not limited to: keys, tools, parts, equipment, literature, manuals, Employee Handbook, computers, and all paperwork.
2. Provide a forwarding address for year-end tax information; and
3. Complete an exit interview.

7.03 BENEFITS UPON SEPARATION FROM EMPLOYMENT

Vacation Pay – Compensation for unused, accrued vacation time will be provided upon separation from employment, provided, however, that no compensation for unused, accrued vacation will be provided if the employment ends within six (6) months of the employee's date of hire, regardless of the reason for the separation from employment.

Sick and Personal Time – Compensation for sick and/or personal time will not be provided upon voluntary or involuntary termination. Any unused, accrued sick or personal time is forfeited upon separation from employment, regardless of the reason for the separation from employment.

Health Insurance Benefits – Continuance or termination of benefits will be in accordance with the Consolidated Omnibus Budget Reconciliation Act (COBRA).

ADDENDUM

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement - FMLA requires covered employees to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons: (1) For incapacity due to pregnancy, prenatal medical care or child birth; (2) To care for the employee's child after birth, or placement for adoption or foster care; (3) To care for the employee's spouse, son or daughter, or parent who has a serious health condition; or (4) For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements - eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings. FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections - During FMLA leave, the employer must maintain the employee's health coverage during any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements - Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition - 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 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regiment of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave - An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave - Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

Employee Responsibilities - Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 day's notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures. Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities - Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility. Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

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

Enforcement - An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

ACKNOWLEDGEMENT OF RECEIPT OF EMPLOYEE HANDBOOK

I understand that this Employee Handbook describes important information about Catholic Charities and I understand that I should consult my supervisor regarding questions not answered in the handbook.

I have entered into my employment relationship with Catholic Charities voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or Catholic Charities can terminate the relationship at will, with or without cause at any time.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to Catholic Charities' policy of employment-at-will. I also acknowledge that such revised information may supersede, modify, or eliminate existing policies. Only the Executive Director has the authority to adopt revisions to the policies in this handbook. All such changes will be communicated through official notices.

Furthermore, I acknowledge that this handbook is not a contract of employment. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and revisions made to it. I also understand that this employee handbook is the property of Catholic Charities, and is for the confidential use and information of employees of Catholic Charities. It may not be copied and must be returned to Catholic Charities upon request or upon termination of employment.

Employee's Signature

Date

Employee's Name (Typed or Printed)