



YOUTH FOCUS

Personnel Policies

Neither this manual (the “Personnel Policies”) nor any other document used prior to or in the course of employment with Youth Focus, Inc. (“Youth Focus” or the “Agency”), including but not limited to employment applications, letters of employment, and/or recruitment materials, is intended to create a contract of employment, and these documents shall not create an express or implied contract of employment.

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1:02 Employment-At-Will

Policy:

Youth Focus, Inc., (“Youth Focus” or “the Agency”) is an at-will employer. Employees may voluntarily resign from employment at any time for any reason. Youth Focus reserves the right to discharge any employee at any time and for any reason.

Neither the Personnel Policies nor any other document used prior to or in the course of employment, including but not limited to employment applications, letters of employment, recruitment materials, or other written or verbal statements, is intended to create a contract of employment, and these documents shall not create an express or implied contract of employment. Completion of the initial employment period or probationary period shall not alter the at-will status of the employee.

No individual member of the Youth Focus staff or Board of Directors is authorized to modify the Personnel Policies by making any oral or written agreement to the contrary. The Board of Directors is responsible for the adoption of personnel policies and any policy revisions. The Personnel Policies may be changed without notice at any time at the discretion of the Board of Directors.

2:01 Equal Employment Opportunity

Policy:

Youth Focus shall provide equal employment opportunities to all employees and applicants for employment. No person shall be discriminated against because of race, color, religion, sex, national origin, age, veteran's status, pregnancy, disability, or sexual orientation.

Equal employment opportunity will be applied in recruitment, hiring, compensation, fringe benefits, staff development and training, promotion and any other condition of employment, regardless of race, color, religion, sex, national origin, age, veteran's status, pregnancy, disability, sexual orientation.

Procedures:

1. It is the intention of Youth Focus to give equal opportunity for advancement to its employees.
2. All necessary record-keeping and notice requirements shall be met in order to comply with applicable statutes and regulations.
3. Employees who believe they are being or have been discriminated against or harassed must immediately report any such conduct to a member of management. See the Agency's Open Door Policy.
4. To request reasonable accommodation for a disability, an employee must submit a written statement to the Human Resources Director that indicates the nature of the claimed disability and identifies the employee's abilities and limitations with respect to the claimed disability. The statement should also indicate what adjustment or change is requested in the employee's job because of limitations caused by the disability.
5. Retaliation is prohibited against an employee who reports a perceived discrimination or harassment.

2:02 Applicability and Dissemination of the Policies

Policy:

The Personnel Policies shall apply to all full-time and part-time employees unless otherwise stated.

Procedures:

1. A newly hired employee will receive an abbreviated copy of the Personnel Policies and a written job description.
2. Each employee will be asked to sign an acknowledgment that he or she has received the Personnel Policies. Policies not included in the Personnel Policies are available for review by contacting the Human Resources Director. The signed acknowledgment will be placed in the employee's personnel file.
3. The Agency will to keep employees advised of changes to the Personnel Policies. Policies and procedures, however, may be modified at any time without notice and without revising the Personnel Policies or other policy statements. When written notification of changes is provided to employees, employees will be asked to sign an acknowledgment of the notice, which will be placed in the employee's personnel file.

3:01 Selection Process

Policy:

Youth Focus seeks to have the most qualified applicants for all employment positions. Existing employees will be notified of current vacancies by posting all openings on our web site. Former recipients of Youth Focus services may be eligible for hire, if qualified for available positions.

Procedure:

1. Application forms approved by the Executive Director will be used. This application will include educational and work history. Applications are active for sixty (60) days.
2. Documentation of References
References will be checked for all applicants and shall be documented on approved forms.
3. Testing
In the case of certain positions where specific job skills are required, performance tests measuring these skills may be required.
4. Interviews
Applicant interviews shall be held by the Executive Director, Human Resources Director or his/her designee to determine the applicant's competence for the position in question. The Executive Director has final approval of the selected applicant.
5. Verification of Licensure, Education and Experience
All applicable licensure/certification of applicants shall be verified prior to employment. Education and relevant experience of professional staff will also be verified.
6. Pre-Employment Drug Screening
Youth Focus conducts pre-employment drug screening. All offers of employment are conditional pending receipt of satisfactory drug screening results.
7. Criminal Record Checks
All offers of employment are conditional pending satisfactory results of

a criminal record check(s).

8. Statewide Healthcare Registry Check

All offers of employment are conditional pending satisfactory results of checks through the North Carolina Department of Health and Human Services registries for healthcare personnel.

9. Job Descriptions

Applicants are provided a copy of the job description during the interview process.

10. Final candidates are given the opportunity to interview with the hiring manager and other currently-employed personnel, as needed.

11. Hiring records are maintained in accordance with all legal requirements.

12. Standard Questions

Various types of interviews may be utilized to determine knowledge, skill, or ability. Interviews are structured to ensure similar information is gathered from all candidates.

3:02 Nepotism

Policy:

Persons may not be employed when they will be subject to the hiring or supervision of or a member of their family. Youth Focus prohibits the hiring of board members or the family members of board members. For the purposes of this policy, family is defined as any person related to the employee by blood, marriage, or adoption in the following degrees: parent, child, sibling, spouse, grandparent, grandchild, in-law, aunt, uncle, or cousin.

3:03 Outside Employment

Policy:

Except as provided below, Youth Focus neither encourages nor objects to employees holding outside employment with an entity other than Youth Focus. Outside employment shall include but is not limited to:

- the ownership or operation of a business;
- employment as a consultant or advisor; and/or
- employment in another social services-related agency.

However, such employment must not conflict with the performance of assigned Youth Focus duties, take place during an approved family or medical leave of absence, nor be in competition with Youth Focus.

Procedures:

1. Youth Focus' determination of whether the outside employment is acceptable depends upon the specific duties of the employee and the actual or potential relationship between the outside employer and Youth Focus.
2. Employees must report all outside employment to the Executive Director, Human Resources Director or his/her designee. The Executive Director must report any outside employment he or she has to the Chairman for the Board of Directors.
3. If a conflict of interest is found to exist, the situation will be discussed and corrective action to eliminate the conflict of interest will be taken by either the employee or Youth Focus, including but not limited to the employee's resignation from such outside employment or his/her termination from employment at Youth Focus.

3:04 Probationary Period

Policy:

All newly hired employees and employees who are transferred or promoted to a new job within Youth Focus shall be placed in a probationary status. As a disciplinary tool, employees may be returned to a probationary status. Upon successful completion of any probationary period, the employee shall continue to be subject to employment at will.

Procedures:

1. The initial probationary employment period will be six months. The period may be extended or reinstated on a case-by-case basis in the sole discretion of the Human Resources Director and/or Executive Director.
2. During the probationary period, the employee's job performance will be monitored on a regular basis by the supervisor.
3. Prior to the conclusion of this period, a written performance appraisal will be conducted. The written appraisal shall be placed in the employee's personnel file.

3:05 Pre-Employment Drug Testing

Policy:

Within two weeks of receiving a conditional offer of employment, all applicants for employment will be required to submit to pre-employment drug testing by a laboratory approved under state law. If the test result is positive for the presence of illegal drugs, the applicant will not be hired.

Each applicant will be required to sign a consent form, consenting to the test and authorizing Youth Focus to obtain records relating to such pre-employment drug testing as well as other drug testing that may be required during the period of employment with Youth Focus.

Procedure:

1. After receiving a conditional offer of employment, Youth Focus staff will have the potential employee sign the consent to drug testing and release of information form.
2. The initial pre-employment drug testing may only be performed at the approved testing center designated by the Executive Director or Human Resources Director. Youth Focus will pay for the cost of any initial pre-employment and for-cause drug testing.
3. If the employee's initial screen shows a positive result, the sample will be submitted for a confirming test by the approved laboratory utilizing gas chromatography with mass spectrometry or an equivalent scientifically accepted method.
4. If the confirming test produces a positive result, the laboratory will preserve a portion of the sample for 90 days from the date the results of the test were mailed or otherwise delivered to the Agency. The employee has the right to have his or her sample re-tested by the same or another approved laboratory at the employee's expense. To exercise this right, the employee will need to submit a written request to the Executive Director.
5. Applicants and employees are not required by law to submit to the test. However, if an individual refuses to submit to the test or tries to avoid the test or to affect the results of the test by any trick or device, the individual will not be hired or the employment of such individual will be terminated.

3:06 Drug & Alcohol Testing

Policy:

Youth Focus may require an employee to undergo drug and/or alcohol testing during employment. Any employee whose appearance, behavior or performance leads a supervisor or a member of management to have reasonable cause (as defined below) to suspect that the employee is under the influence of drugs or alcohol while on duty shall be subject to drug and/or alcohol testing.

Definitions:

1. "Under the Influence" means, for the purposes of this policy, that the employee is affected by a drug or alcohol or the combination of a drug and alcohol in any detectable manner, except prescription drugs properly used by an employee under a physician's care.
2. "Drug" means any drug which is not legally obtainable, or which is legally obtainable but is not being legally used or is being abused. The term includes, but is not limited to, prescribed drugs not legally obtained and prescribed drugs not being used for the prescribed purposes.
3. "Reasonable cause" means that Youth Focus has reason to believe the actions, appearance and/or conduct of the employee are indicative of the use of an illegal drug or being under the influence of alcohol. Youth Focus will only conduct reasonable cause testing when there are objective facts and reasonable inferences which can be drawn from those facts. The objective facts and inferences may be based upon, but are not limited to, the following items: (i) observable phenomenon such as direct observation of drug or alcohol use and/or the physical symptoms or manifestations of being under the influence of a drug or alcohol; (ii) abnormal conduct or erratic behavior while at work; (iii) a report of drug or alcohol use provided by a reliable and credible source; (iv) evidence that an employee is involved in the use, possession, sale, solicitation, or transfer of drugs or alcohol while on the job, or on company premises, or (v) the occurrence of an accident or "near accident" while on the job. Below are examples of behaviors that may constitute reasonable cause, but this list is not exhaustive:
 - a. The smell or odor of alcohol on the individual;
 - b. Strange or erratic behavior significantly different from the

- employee's normal behavior;
- c. Bloodshot eyes or dilated pupils;
- d. Excessive grogginess or excessive giddiness;
- e. Inability to stand or walk normally; and/or
- f. Slurring speech.

Procedure:

Any employee who is undergoing medically prescribed treatment with a prescription drug that may affect the employee's ability to perform on the job must report this treatment to his or her supervisor prior to beginning work. Failure to do so may result in disciplinary action, up to and including termination.

Any supervisor or member of management who has reasonable cause to believe that an employee is under the influence of a drug or alcohol shall require that the employee be tested by a qualified laboratory for the presence of such drugs and/or alcohol. Testing will be conducted in accordance with all applicable laws. Any employee who refuses such testing shall be subject to termination.

Whenever possible the supervisor or member of management shall have at least one other employee witness the behavior of the employee in question. After it has been determined that reasonable cause exists, the following steps should be followed:

1. The supervisor should then conduct a private meeting with the employee to address the impairment or suspicion of use. In some cases, the supervisor may determine that it is appropriate to include another supervisory staff member in this meeting. When possible, the Executive Director should be notified prior to the meeting. When this is not possible, notification should occur as soon as possible.
2. If the employee admits to alcohol or drug use in violation of this policy, he/she is to be suspended from work without pay, pending investigation. This investigation will be made by the Executive Director and/or the supervisor. Outcomes may include referral to a treatment program and/or disciplinary action up to and including termination.
3. If the employee denies the use of drugs or being under the influence of alcohol while working, with the approval of the Executive Director, he/she is

to be referred immediately to a designated testing facility and given the opportunity to prove that he/she is not under the influence of alcohol or drugs through approved testing. The employee is to be suspended from work, without pay, pending test results and investigation. Transportation to the designated testing facility will be provided by Youth Focus.

4. If, after testing, the results are negative, the employee may return to work and receive payment at the base rate for the hours the employee was scheduled to work while on suspension. The returning employee will meet with his/her supervisor, who will discuss the situation and determine if additional action needs to be taken.
5. If the results are positive, the employee will continue on suspension without pay pending an internal investigation. This investigation will be made by the supervisor and/or the Executive Director. The results of such internal investigations may include disciplinary action, up to and including termination.
6. The employee may refuse to consent to these tests. If the employee refuses to submit to testing or attempts to alter the outcome of testing, he/she will be suspended without pay pending further review by the supervisor and the Executive Director. The employee's work history, job responsibilities and performance will be considered in this review. However, refusal may be construed as insubordination and be grounds for disciplinary action, up to and including termination.

Any employee with a positive drug or alcohol screening test and who disagrees with the results thereof may, at their expense, immediately notify Youth Focus that they want the original specimen retested. Any employee requesting a retest of the original specimen will be responsible for the expenses of the retesting and informing the lab which performed the original test of this request. The employee will be reimbursed for these expenses if the retest is negative.

Confidentiality

All information regarding test results will be confidential. Only designated management personnel will have access to this information. Test results will not be provided without written consent from the employee as required by law.

3:07 Voluntary Non-Compensated Work

Policy:

Professional (exempt) employees are permitted, but not required, to volunteer in Youth Focus programs where volunteering is not similar to their job responsibilities.

3:08 Employment References

Policy:

All requests for employment references shall be directed to the Human Resources Director or the designee of the Human Resources Director.

Procedure:

Information released will be limited to factual information contained in the employee's personnel record.

4:01 Work Week and Hours of Work

Policy:

Youth Focus shall establish the time and duration of working hours as required by the work load, program service needs and the efficient management of human resources.

Procedures:

1. The normal work week is usually five days, Monday through Friday, 8:00 AM to 5:00 PM, totaling 40 hours, exclusive 1 hour daily for lunch. Hours of work may include time for planning and preparation, staff meetings, program coverage, supervisory conferences, training sessions and any activity where an employee officially represents Youth Focus.
2. For non-exempt employees, overtime is work beyond 40 hours during the Agency's work week. All overtime work requires the prior approval of the supervisor. If an employee works unapproved time, he or she will be subject to disciplinary action, up to and including termination.
3. Overtime compensation is determined in accordance with the provisions of the Fair Labor Standards Act ("FLSA") and will be paid at a rate of time and one-half.

4:02 Pay Periods

Policy:

Exempt employees shall be paid twice monthly on the 15th and the last day of each month. Non-exempt employees shall be paid every two weeks. Youth Focus complies with all federal, state and local laws governing compensation of employees, including but not limited to the FLSA. Improper deductions from pay are prohibited. No employee shall be disciplined for voicing a concern in good faith regarding an error in the calculation of his/her pay.

Procedures:

1. If the regular payday occurs on a Saturday, Sunday or holiday, employees will be paid on the last business day immediately preceding the regular payday.
2. Employees who believe that a deduction has been made from their pay improperly should contact the Human Resources Director to voice their concerns. The Human Resources Director will investigate the matter and make a decision with respect to the deduction from pay.
3. Employees will be reimbursed for any deduction determined to have been made improperly and the Agency will endeavor not to make the same mistake in the future.

4:03 Inclement Weather

Policy:

Given that a majority of Youth Focus' programs are 24/7 facilities that require continual staffing, we are not in a position to close or otherwise alter the work schedule due to inclement weather. As a result, employees must use their own best judgement in reporting to work or leaving early during inclement weather.

Procedures:

1. Residential programs depend upon uninterrupted staffing in order to ensure the safety of the clients in those programs as well as to meet mandated staffing ratios that must be maintained at all times. Staff members scheduled to work at residential programs during inclement weather are expected to make every effort to be present for their scheduled shifts. The importance of this is heightened by the fact that staff already present in the programs during a weather event are not authorized to leave the facility until they are relieved by incoming staff members.
2. Staff will notify their immediate supervisor in a timely manner if they believe inclement weather will affect their attendance at work. Staff should verify in advance what the time requirements are for reporting an absence or tardiness for all of the programs within which they work.
3. If inclement weather affects attendance, employees can be paid for missed hours through the use of vacation leave, petty leave, compensatory time, or banked holiday hours. Employees may have the chance to make up the missed time if work schedules permit and the request is approved in advance by their supervisor. If none of these stated options are available, the hours would be accounted for as unpaid leave and this needs to be communicated to the administrative office at a minimum of 5 days prior to the next scheduled payroll.

4:04 Accidents/Injuries - Reporting Procedures

Policy:

There shall be a formal process for reporting client, visitor, and employee (job-related) injuries, steps to take in the event of an injury, and procedures to address any risk management issues which may be involved.

Procedure:

Employee Accidents

1. All job related accidents, injuries, and occupational illnesses, regardless of how minor, must be immediately reported by the employee to his/her immediate supervisor or the department head. At that time, an Incident/Injury Report must be completed by the employee or the supervisor if the employee is unable to complete the form. All requested information on the form must be provided.

If the employee requires no medical attention, the Incident/Injury Report form should be sent directly to the Human Resources Director.

If the employee requires medical attention, the employee will be referred to an authorized health care provider. If a serious injury is involved, the employee should be referred to the nearest emergency room. The Human Resources Director authorizes visits as appropriate.

2. Appropriate reporting procedures to OSHA and the Industrial Commission will be handled by the Human Resources Director.
3. All Incident/Injury Reports will be reviewed by the Safety Committee and appropriate recommendations, actions, and monitoring will be carried out by the proper administrative personnel, as deemed appropriate.

The employee's supervisor must approve/co-sign the Incident/Injury report.

A Workman's Compensation injury report, completed by the Human Resources Director, must be completed for on-the-job injuries that require medical attention.

Visitor Accidents

Immediate assistance should be provided to any visitor injured on Youth Focus premises. The Safety Director should be notified and an investigation performed if appropriate. Visitors who have been injured will be encouraged to be evaluated or treated by a health care provider. Incident Reports should be completed by any employee(s) who witness the accident/injury.

Client Accidents

Client accidents should be reported in writing on an Incident Report Form by the employee who discovers or witnesses the accident. Immediate assistance should be given to the client. Employee witnesses should document the client's condition, note the circumstances surrounding the accident and include any other relevant information. Notification to the parent/guardian should be made.

4:05 Immediate Threat to Life, Health and/or Property

Policy:

Any condition that poses an immediate threat to life, health and/or property shall not be allowed.

Procedure:

Any employee who becomes aware of an immediate threat to life, health and/or property must immediately report this to the Safety Director or if he/she is not available, to the employee's supervisor. The Safety Director or supervisor is authorized to take any appropriate action necessary to eliminate the threat.

5:01 Salary Ranges

Policy:

Youth Focus offers a fair and equitable program of compensation based on salary ranges which maintain internal equity for similarly qualified employees and which promote external competitiveness.

Procedures:

1. Salary ranges are approved by the Executive Director. At least every three years, ranges will be reviewed and may be revised based on local salary trends.
2. Starting salaries for new employees customarily fall between the minimum and mid-point of the range for the respective positions. This allows for progressive growth.
3. When ranges are revised, salaries falling below the new minimums of the given ranges are automatically adjusted upward.

5:02 Salary Increases

Policy:

Youth Focus may, in its discretion, grant annual salary increases based on the results of an employee's yearly performance appraisals and the availability of funds.

Procedures:

Merit Increases - Youth Focus uses a pay-for-performance system where the amount of increase varies depending upon the employee's overall performance. The Board of Directors adopts an operating budget which may include a lump sum amount for any increases in salaries or wages earned. Any increases are made in the sole discretion of the Agency, after having considered the results of the performance appraisal process and other factors.

5:03 Holidays

Policy: All full time staff at Youth Focus are given **11 holidays (88 hours) each year.**

Procedures: Due to the different staffing needs between residential and non-residential Youth Focus programs, these holidays will be observed accordingly:

Staff at Non-Residential Programs

Staff in non-residential programs will observe Standard Holidays according to the following schedule:

New Year's Day
Dr. Martin Luther King, Jr.'s Birthday
Easter (Good Friday)
Memorial Day
Independence Day
Labor Day
Veterans Day
Thanksgiving - 2 Days (Thursday and Friday)
Christmas - 2 days (Christmas & day designated by Exec. Director)
88 hours total

Procedures for Staff at Non-Residential Programs:

1. A holiday that occurs on a Saturday is observed on the preceding Friday. A holiday that falls on a Sunday is observed either on the following Monday or on a day designated by the Executive Director.
2. If a non-exempt employee in a non-residential program is required to work on an Agency-observed holiday, the employee will be paid for the hours worked in addition to the eight hours of holiday pay.
3. Employees may, with the prior approval of the Executive Director, substitute, for religious beliefs, holidays of their own choosing for any of the above listed holidays. Employees are expected to submit this request a minimum of one week prior to both the standard holiday and the requested holiday.

Staff at Residential Programs:

Effective June 1, 2017, staff at residential programs will be given the equivalent of **11 floating holidays (88 hours)** as Accrued Holiday Leave to be used at the employee's discretion **with prior supervisor approval.**

Procedures for Staff at Residential Programs:

1. Accrued Holiday Leave is accrued on the 1st of the month at a rate of 7.34 hours/month (7.34 x 12 months = 88 hours)
2. Advanced supervisor approval is required **at least one week prior** to the use of Accrued Holiday Leave although greater advance notice will increase a supervisor's ability to accommodate the request and plan accordingly for adequate staffing coverage.
3. Newly hired staff receive 7.34 hours of Accrued Holiday Leave for the month they are hired and then according to the schedule as indicated in item number one.
4. An employee may carry over a maximum of 16 hours of Accrued Holiday Leave as of the first day of the month in which their full time date of hire occurred (ie, If your full time date of hire is 10/25, your full time accrual marker date is October 1st.) Any Accrued Holiday Leave over 16 hours will be forfeited on the first day of that month.
5. Accrued Holiday Leave will not be advanced. Employees should plan how they will use Accrued Holiday Leave throughout the year with prior supervisor approval to ensure they have a sufficient balance and approval for the time off they wish to observe.
6. If a non-exempt employee in a residential program works on New Year's Day, Thanksgiving Day, Christmas Eve, or Christmas Day, the employee will be paid an additional hour for each hour worked on that specific day.

5:04 Paid Annual Leave (PAL)

Policy:

Youth Focus shall grant paid annual leave (PAL) to all HR designated full time employees who are eligible for full benefits (medical/dental/vision, life/disability insurances, etc). PAL may be used for vacation, short term illness, emergencies, and other personal business requiring time away from work.

Procedures:

1. Paid annual leave (PAL) begins to accrue on the employee's full time date of hire.
2. Effective 6/1/17, full-time employees shall earn PAL according to the following schedule based on years of employment and job related experience as determined by the Director of Human Resources:

Years of job related experience prior to Youth Focus:	Number of Days Earned Each Year at Youth Focus									
	During Year 1	During Year 2	During Year 3	During Year 4	During Year 5	During Year 6	During Year 7	During Year 8	During Year 9	During Year 10+
	Less than five yrs of job related experience	18	19	21	22	23	24	25	26	27
Five or more yrs of job related experience	21	22	24	25	26	27	28	28	28	28
Ten or more yrs of job related experience	23	24	26	27	28	28	28	28	28	28

Years of job related experience prior to Youth Focus:	Number of Hours Per Month Earned Each Year at Youth Focus									
	During Year 1	During Year 2	During Year 3	During Year 4	During Year 5	During Year 6	During Year 7	During Year 8	During Year 9	During Year 10+
	Less than five yrs of job related experience	12.00	12.67	14.00	14.67	15.33	16.00	16.67	17.33	18.00
Five or more yrs of job related experience	14.00	14.67	16.00	16.67	17.33	18.00	18.67	18.67	18.67	18.67
Ten or more yrs of job related experience	15.33	16.00	17.33	18.00	18.67	18.67	18.67	18.67	18.67	18.67

Years of job related experience prior to Youth Focus:	Number of Hours Per Month Earned Each Year at Youth Focus (Hours:Minutes)									
	During Year 1	During Year 2	During Year 3	During Year 4	During Year 5	During Year 6	During Year 7	During Year 8	During Year 9	During Year 10+
	Less than 5 yrs of job related experience	12:00	12:40	14:00	14:40	15:20	16:00	16:40	17:20	18:00
Five or more yrs of job related experience	14:00	14:40	16:00	16:40	17:20	18:00	18:40	18:40	18:40	18:40
Staff hired w/ 10 yrs job related experience	15:20	16:00	17:20	18:00	18:40	18:40	18:40	18:40	18:40	18:40

[Employees advance to the next yearly column at the anniversary of their full time date of hire.]

3. PAL is accrued on the 1st of each month.
4. An employee may carry over a maximum of 80 hours of PAL as of the first day of the month in which their full time date of hire occurred (ie, If your full time date of hire is 10/25, your full time accrual marker date is October

1st.) Any PAL over 80 hours will be forfeited on the first day of that month.

5. Approval of PAL:

PAL may be taken once earned by an employee provided the supervisor approves the leave and can arrange for the leave to be taken without interfering with the operation of Youth Focus. In the cases of planned absences and vacations, the employee is expected to submit a written request to use PAL to their supervisor a minimum of one week in advance.

In the case of illness or emergencies, employees must report this as soon as possible to his or her supervisor. Absences reported and approved a minimum of 24 hours before the start of the work shift are considered Scheduled Absences under the Attendance Policy. Absences reported to the supervisor less than 24 hours prior to the start of the work shift are considered Unscheduled Absences. A report to the employee's supervisor is expected for each absent day. (See Policy # 9:07 "Attendance Policy" for further clarification.)

6. The Executive Director, in his or her sole discretion, may advance up to 16 hours of an employee's unearned PAL from his/ her anticipated PAL within the current PAL year. If the employee should terminate his or her employment prior to earning sufficient PAL to cover that which was borrowed, an amount equal to the PAL taken and not earned shall be deducted from the employee's final pay. Such deductions will be in accordance with all applicable state and/or federal laws.

7. PAL is an earned benefit, therefore, upon separation from employment employees are compensated for any accrued and unused PAL when the employee provides and works a 30 day advance notice and is not terminated for cause. (See Policy # 8:03 "30 Day Notice of Resignation" for further clarification. "For Cause" terminations are defined in Policy # 6:04 – Discipline & Dismissal.)

5:05 Other Leave With Pay

Policy: Youth Focus grants leave with full pay for specified purposes:

Procedures:

1. Extended Sick Leave:

- A. Full-time employees accrue extended sick leave at the rate of 4 hours/month on the 1st of each month. Employees may accrue up to a maximum of 480 hours.
- B. Effective June 1, 2017, accrued sick time will become extended sick leave. Upon separation from employment, regardless of the reason, employees are not compensated for unused extended sick leave.
- C. Employees hired prior to 08/26/2008 who have accrued in excess of 480 hours may keep the hours accrued above 480 but do not accrue additional hours of extended sick leave unless they fall below the 480 total.
- D. Extended sick leave may be used beginning on the fourth day of a consecutive absence due to illness, hospitalization, surgery, outpatient treatment or parental leave (see #5 below) if documented by a treatment provider. The employee shall submit to the Executive Director, Human Resources Director, or immediate supervisor documentation from the treatment provider for all consecutive days of absence and shall periodically update this information with subsequent documentation from the treatment provider as required. If documentation by the treatment provider is not provided, absences will be classified as PAL. If it is a serious health condition under an approved FMLA, the Agency may require periodic reports as appropriate for the particular condition.
- E. Advancing Extended Sick Leave Credit - The Executive Director, in his or her sole discretion, may advance up to 40 hours of extended sick leave to an employee who has

exhausted all available leave time of any type because of an accident, major operation or illness. If the employee should terminate his or employment prior to earning sufficient leave to cover that which was borrowed, an amount equal to the extended sick leave taken and not earned shall be deducted from the employee's final pay. Such deductions will be in accordance with all applicable state and/or federal laws.

2. **Bereavement:**

In the event of a death in the immediate family, extended sick leave may be used for up to 40 hours without utilizing PAL. Immediate family is defined as: spouse, child, step-child, parents (including in-laws and step-parents), siblings, step-siblings, grandparents, or grandchildren. The Executive Director may allow other requests on a case by case basis.

3. **Civil Leave**

- A. Jury Duty: An employee called for jury duty or as witness for the Federal or State governments or a subdivision thereof, shall be entitled to leave with pay for such duty, up to a maximum of 10 days.
- B. Non-work Related Litigation: An employee who is a party or witness in non-work related litigation shall be required to take PAL, compensatory time, or leave without pay if called to appear in court.

4. **Military Leave**

Eligible employees absent for active duty or reserve military service covered by the Uniformed Services Employment and Re-employment Rights Act of 1994 (USERRA) will be granted leave for this service. Employees absent for active duty or reserve military service may use accrued PAL. Employees should submit a written request for military leave to their supervisor 30 days before the absence begins or as soon as possible. Employees with active duty training assignments or inactive duty training drills for less than 31 days are required to return to work for the first regularly

scheduled shift following completion of service, after the expiration of an eight hour “rest period” and travel time. Employees on longer military leave must apply for reemployment in accordance with all applicable state and federal laws. Every reasonable effort will be made to return eligible employees to their previous position or a comparable one. If reemployed, they will be treated as though they were continuously employed for purposes of determining benefits based on length of service in accordance with USERRA.

5. Parental Leave

An eligible employee absent from work due to pregnancy, childbirth, adoption or related conditions may utilize PAL, compensatory time, accrued holiday leave, extended sick leave, and/or leave without pay. The first three days of parental leave would come from PAL before accessing extended sick leave. Once extended sick leave is exhausted, the remaining allowed time off would come from accrued PAL. Upon depletion of accrued PAL, any remaining allowable time would be taken as leave without pay. For further information, please refer to section 5:06 Family and Medical Leave.

5:06 Family and Medical Leave Act Policy

A. Medical Leave for an Employee's Serious Health Condition

1. Scope – In accordance with the Family and Medical Leave Act of 1993 (“FMLA”), an unpaid medical leave of absence will be granted for up to 12 weeks in a 12-month period for eligible employees who have been employed for 12 months and have worked 1250 hours preceding the commencement of the leave and have a serious health condition that makes the employee unable to perform the functions of his or her position. In instances where an employee has an actual disability which requires a leave beyond 12 weeks, the Agency may offer additional leave as an accommodation of such disability, if it does not create an undue hardship for the Agency and is not indefinite in nature. Any requests for leave beyond the 12 weeks available under the FMLA must be approved by the Executive Director.
2. Terms and Conditions of Leave
 - a. Employees desiring family or medical leave must give Youth Focus at least 30 days notice, or notice as soon as reasonably practicable, of the need for such leave. Such notice should be provided to the Human Resources Director.
 - b. A medical leave of absence will generally be granted to an eligible employee for a serious health condition upon request and with a physician's written certification of the medical condition requiring such leave. The completed medical certification must be provided within fifteen (15) days of the date of the leave request. The medical certification form will be provided by the Agency. If the employee fails to provide the required medical certification, the Agency may delay the commencement of or deny the leave. Any unapproved absence(s) may result in disciplinary action, up to and including termination. Employees may be required to obtain second or third medical opinions at the Agency's expense.
 - c. Employees will be required to furnish at their expense recertification relating to a serious health condition every thirty (30) days, following the initial time period set forth by the health care provider in the medical certification. Additionally,

there may be other situations where the Agency may require recertification of a serious health condition.

- d. While on medical leave, the employee must provide periodic reports concerning his/her medical status and intent to return to work in accordance with the terms of this policy. Employees must return to work on the next working day after release by a physician. An employee who fails to report to work after release by a physician will be considered to have voluntarily resigned.
- e. The 12-month period used by the Agency to calculate available leave is measured on a rolling year basis.

3. Reinstatement

- a. Subject to certain exceptions, employees who are out on qualifying FMLA leave for 12 weeks or less will be reinstated to the same position he or she held when leave commenced or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. However, an employee has no greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA period.
- b. For leaves which extend beyond 12 weeks or in those cases where the employee does not meet the requirements for FMLA-approved leave, the Agency will attempt to return the employee to the same or similar job, but the Agency cannot guarantee that a job will be available.
- c. If leave is for the employee's own serious health condition, upon returning to work, the employee will be required to present a fitness-for-duty certificate, indicating the employee's ability to perform the essential functions of the position, prior to being restored to employment.

4. Termination

- a. An employee who does not return to work when his or her approved FMLA leave expires or who does not timely provide a fitness-for-duty certificate from the health care provider will be considered to have voluntarily resigned, unless the Agency, in its discretion, grants the employee additional leave.
- b. If an employee is released by his or her physician to return to work, but fails to timely report, he or she will be considered to have voluntarily resigned.

B. Leave for Birth or Placement of a Child or the Serious Health Condition of an Immediate Family Member

1. Scope –In accordance with the FMLA, an unpaid leave of absence for up to 12 weeks in a 12-month period will be granted, for eligible employees who have been employed for 12 months and have worked 1250 hours preceding the commencement of the leave for the following reasons:
 - a. For the birth of the employee's child (leave must be concluded within 12 months of birth);
 - b. For the placement with the employee of a child through adoption or foster care (leave must be concluded within 12 months of placement);
or
 - c. For the care of a spouse, child, or parent of the employee who has a serious health condition.
2. Eligible spouses employed by the Agency are jointly entitled to a combined total of twelve (12) workweeks of family leave for the birth or placement of a child for adoption or foster care.
3. Terms and Conditions of Leave
 - a. Employees desiring family or medical leave must give Youth Focus at least 30 days notice, or notice as soon as reasonably practicable, of the need for such leave. Such notice should be provided to the Human Resources Director.
 - b. For leave to care for a spouse, child, or parent with a serious health condition, the employee will be required to furnish a medical certification in support of the leave request. The completed medical certification must be provided within fifteen (15) days of the date of the leave request. The medical certification form will be provided by the Agency. If the employee fails to provide the required medical certification, the Agency may delay the commencement of or deny the leave. Any unapproved absence(s) may result in disciplinary action, up to and including termination. Employees may be required to obtain second or third medical opinions at the Agency's expense.
 - c. For leave to care for a spouse, child, or parent with a serious health

condition, the employee will be required to furnish at their expense recertification relating to a serious health condition every thirty (30) days, following the initial time period set forth by the health care provider in the medical certification. Additionally, there may be other situations where the Agency may require recertification of a serious health condition.

- d. While on leave, the employee must provide periodic reports concerning his/her status or the status of the family member for whom the employee is caring.
- e. The 12-month period used by the Agency to calculate available leave under the FMLA for the birth or placement of a child or to care for a family member with a serious health condition will be measured using a rolling year.
- f. Any requests for leave beyond the 12 weeks available under the FMLA must be approved by the Executive Director.

4. Reinstatement

- a. Subject to certain exceptions, employees who are out on qualifying FMLA leave for 12 weeks or less will be reinstated to the same position he or she held when leave commenced or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. However, an employee has no greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA period.
- b. For leaves which extend beyond 12 weeks or in those cases where the employee does not meet the requirements for FMLA-approved leave, the Agency will attempt to return the employee to the same or similar job, but the Agency cannot guarantee that a job will be available.

5. Termination

- a. An employee who does not return to work when his or her approved FMLA leave expires will be considered to have voluntarily resigned.

C. Servicemember FMLA

- 1. Scope- In accordance with the National Defense Authorization Act amendment to the FMLA, eligible employees are entitled to take unpaid

leave in certain circumstances for a covered family member's service in the Armed Forces.

2. Terms and Conditions of Leave

- a. Leave to Care for An Injured or Ill Service Member. An eligible employee will be entitled to a total of 26 workweeks of leave during a 12-month period to care for a service member, who is the employee's spouse, son, daughter, parent, or next of kin and has incurred an injury or illness in the line of duty while on active duty in the Armed Forces, provided such injury or illness may render the family member medically unfit to perform duties of the member's office, grade, rank, or rating. A leave of absence will be granted to the family of a service member to care for the service member who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness. Leave to care for an injured or ill service member, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in a single 12-month period.
- b. Leave Due to a "Qualifying Exigency." An eligible employee will be entitled to up to 12 workweeks of leave during any 12-month period when there is an "qualifying exigency" arising out of a covered family member's active duty or call to active duty in the Armed Forces in support of a contingency plan.
- c. Youth Focus may require the employee to support the request for leave by a certification as prescribed by federal regulation or issued by the health care provider of the employee's spouse, son, daughter, parent, or next of kin.

3. Reinstatement

- a. On return from leave taken under the Service member FMLA, an employee will be reinstated to his or her former position, if available, and if not available, to a position with equivalent benefits, pay, and other terms and conditions of employment.

4. Termination

- a. An employee who does not return to work when the leave expires or who does not provide a physician's note extending the leave will be considered to have voluntarily resigned.

D. Terms and Definitions

1. Serious Health Condition= Illness, injury, impairment, or physical or mental condition that involves:
 - a. Inpatient Care; or
 - b. Continuing treatment which includes:
 1. A period of incapacity of more than three consecutive calendar days and any subsequent treatment that involves:
 - a) Treatment two or more times by a health care provider.
 - b) Treatment by a health care provider on at least one occasion which results in a regime of continuing treatment.
 2. A period of incapacity due to pregnancy or prenatal care.
 3. Any period of incapacity due to a chronic health condition which is defined as:
 - a) one which requires periodic visits for treatment.
 - b) one which continues over an extended period of time.
 - c) one which may cause episodic rather than a continuing period of incapacity (e.g. asthma, diabetes, epilepsy)
 4. A period of incapacity which is permanent or long term due to a condition for which treatment may not be effective.
 5. Any period of absence to receive multiple treatments after an accident or other injury or for a condition that would likely result in a period of incapacity of more than three consecutive days (e.g. chemotherapy, radiation).

F. INTERMITTENT AND REDUCED-SCHEDULE LEAVE

An employee may take FMLA leave intermittently or on a reduced schedule only under the following circumstances, unless otherwise agreed to by the Agency:

1. 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.
2. The employee has a serious health condition which requires intermittent medical leave.
3. The employee has to care for a spouse, child, or parent with a serious health condition on an intermittent basis.
4. The employee has a spouse, son, daughter, parent, or next of kin who is a service member supporting a contingency operation or in need of care for serious injury or illness.

G. BENEFITS WHILE ON LEAVE

1. Continuation of Benefits - Youth Focus will continue the employee's health insurance under the same conditions as if the employee were working. If the employee fails to return to work after the leave is over and if the failure is due to reasons other than: (1) the continuation, recurrence, or onset of a serious health condition which would entitle you to FMLA; or (2) other circumstances beyond the employee's control, Youth Focus may require employee to reimburse the Agency for premiums that it paid for the employee's health and disability insurance during the leave.
2. Required Paid Leave Substitution - If leave is requested for the birth, or placement for adoption or foster care of a child, the employee is required to substitute any accrued vacation, personal or sick leave for some or all of the 12 week period. If leave is requested due to a serious health condition of the employee or member of the employee's family, the employee is required to substitute any accrued vacation, personal, compensatory or sick leave for some or all of the 12 week period. If leave is requested under the FMLA and the Service

member FMLA, the employee is required to substitute any accrued vacation, personal or sick leave for some or all of the respective 12 week or 26 week periods.

H. OTHER LEAVES OF ABSENCE

Requests for leaves other than those allowed under the Family and Medical Leave Act may be granted at the discretion of the Executive Director or his/her designee for up to six months, and extended for a total of one year. Upon return from such a leave, the Agency will make every effort to provide the employee with a position; however, the Agency cannot guarantee that a job will be available.

5:07 Leave Without Pay

Policy:

Where circumstances surrounding a leave request do not fall within the provisions of the Agency's paid leave or the Family and Medical Leave Act policies, the employee may be granted leave without pay in the Agency's sole discretion. Examples of such leave might be due to illness, extended bereavement leave, educational leave, or military service.

Procedures:

Youth Focus Leave of Absence Requests must normally be completed and approved at least two (2) weeks prior to the leave. During a leave without pay, an employee does not accrue Paid Annual Leave (PAL) or Extended Sick Leave (ESL). However, the Agency will continue to provide health insurance benefits to the extent that it has provided them previously, with the employee responsible for the total cost. Requests should be reviewed on a case-by-case basis by the Executive Director or Human Resources Director taking into account the effect the leave would have on the Agency. Youth Focus cannot ensure that employment will be available to an employee who goes on leave without pay. However, the supervisor shall attempt to secure a temporary replacement for an employee who takes a leave of absence without pay and, if feasible, to return the employee to his/her former position.

5:08 Compensatory Leave

Compensatory leave is a privilege given by Youth Focus to exempt employees. Exempt employees may accrue compensatory leave for hours worked over 40 hours in a work week as approved by the Executive Director. Compensatory leave may not be advanced before it is earned. Time taken off using compensatory leave must be approved by the employee's supervisor prior to the leave being taken. Under no circumstances will employees be paid for compensatory time earned but not taken.

5:09 Job Expenses

Policy:

Employees shall be fully reimbursed for authorized expenses incurred in the course of conducting Youth Focus business.

Procedures:

1. Reimbursable expenses related to the employee receiving training include workshop fees, transportation, mileage, tolls, parking, meals and lodging. Expenses for meals and lodging must be reasonable and approved by the employee's supervisor.
2. Employees must receive prior approval from their supervisor for reimbursement of job-related expenses that will result from the employee being away from home.
3. A cash advance for approved expenses may be issued upon request. An expense voucher and supporting receipts must then be submitted upon completion of travel or the employee can accept the established "per diem" rate for meals, in which case receipts are not required.

5:10 Medical Insurance Waiver

Policy:

An employee may waive the right to Youth Focus hospital and medical insurance by signing a waiver statement. The statement includes the following:

- Medical insurance is carried on the employee through another contract.
- Youth Focus is not responsible for any medical cost incurred by the employee except as may be required under applicable workers compensation laws.
- The employee may, with 60 days notice prior to an enrollment period, elect to enroll in the Youth Focus medical insurance plan.

Procedure:

1. The employee will be compensated by Youth Focus for electing to provide their own coverage.
2. All compensation for this election will be added to the employees taxable wages.
3. This compensation will equal one-half of the actual cost of the employee's health insurance, up a maximum of the cost of such insurance if it had been provided through the Agency's coverage.

6:01 Personal Appearance of Employees

Policy:

A standard of dress and grooming which is appropriate to the work environment and to the performance of the job is required.

Procedures:

1. Each employee is expected to exercise good judgment and common sense in determining what is considered to be in good taste by the community and appropriate for the work environment.
2. The employee is expected to correct problems brought to her or his attention by her or his immediate supervisor.

6:02 Harassment

Policy:

Youth Focus is committed to protecting the rights and dignity of each individual it serves and of every employee who provides those services. A fair and productive working environment shall be maintained, free of unlawful and improper harassment, discrimination, or intimidation. Offenders are subject to disciplinary action. This Policy applies to all work-related activities of all employees and non-employees of the Agency while they are on Youth Focus property. It also applies to employees when they are participating in a work-related activity off-site--such as a business trip, conference or Agency-sponsored event.

Procedures:

1. Harassment generally includes any unwelcome or unsolicited verbal, physical or sexual conduct which creates an intimidating, hostile or offensive working environment.
2. Examples of prohibited conduct include, but are not limited to, the following:
 - a. Verbal harassment - derogatory or vulgar comments including jokes, insults or slurs regarding a person's race, sex, religion, ethnic heritage or physical appearance. Also prohibited is the distribution of written or graphic material having the same effect.
 - b. Physical harassment - hitting, pushing or other aggressive action or threats to take such action.
 - c. Sexual harassment - unwelcome sexual advances or comments, gestures or physical conduct of a sexual nature. Also prohibited is the use of one's authority and power to coerce another individual into sexual relations or to punish the other for his/her refusal.
3. Harassment is serious misconduct which will not be tolerated. Any employee who believes that he or she has been subjected to or witnesses discriminatory harassment should report the conduct immediately to any supervisor to whom the employee feels comfortable speaking, the Executive Director, the Human Resources Director, and/or the Board of Directors pursuant to the Agency's Open Door Policy. All complaints and related information will be investigated promptly and appropriate corrective and disciplinary measures will be taken, up to and including immediate

termination of the employment of an individual who is determined to have exhibited harassing behavior.

4. Because of the need to conduct a thorough investigation, we cannot guarantee absolute confidentiality for a complaint. Youth Focus restricts knowledge of a harassment complaint, or of information developed in the course of a harassment investigation, to those with a “need to know.” The Agency expects all participants in the complaint resolution process--complainants, investigators, witnesses and alleged harassers--to respect the confidentiality of the proceedings.
5. Any Youth Focus employee who is determined to have made knowingly false or malicious complaints, or to have committed an intentional breach of confidentiality, will be subject to disciplinary action, up to and including discharge.
6. This Policy is also intended to address conduct by non-employees with whom you come into contact, either at the workplace or in the course of your work-related activities. Youth Focus does not expect you to submit to such treatment as a condition of your employment. While the Agency may not have the same degree of control over the conduct of such third parties, Youth Focus will take appropriate action in the event of a confirmed report of third-party harassment. Such action may include complaining to the offender’s employer, working with the third party’s employer to modify the offender’s behavior, denying the offender permission to enter Youth Focus premises or restricting his access to certain areas; or terminating business relations with the third party.

6:03 Substance Abuse

Policy:

Youth Focus will not tolerate the unlawful manufacture, use, sale, dispensing, or possession of illegal drugs, narcotics or alcohol on its premises or while conducting Youth Focus business off premises. Employees involved in these activities may be subject to immediate dismissal. Violation of this policy will result in disciplinary action, up to and including termination of employment, and may have legal consequences. Youth Focus encourages employees to seek assistance for their problems which may affect their performance.

Procedure:

It is the policy, therefore, of Youth Focus that the manufacture, distribution, dispensing, possession, or use of an illegal drug, controlled substance or alcohol is strictly prohibited in the work place or during working hours and that the following actions will be taken if the policy is violated:

1. The individual in question will be considered for dismissal from his/her position of employment.
2. If dismissal is not appropriate, then the employee will be referred for drug or alcohol abuse assistance or participation in a rehabilitation program approved for such purposes by a federal, state, or local health, law enforcement or other appropriate agency. In Guilford County there are several such approved agencies including Alcohol Drug Services. Additionally, all full-time employees may purchase care privately either through out-of-pocket or through coverage provided by the Agency sponsored health insurance company.

6:04 Discipline and Dismissal

Policy:

Youth Focus reserves the right to take disciplinary action up to and including termination of employment for situations including, **but not limited to**, the following:

1. Poor performance
2. Excessive absenteeism or tardiness
3. Failure to follow policies of Youth Focus
4. Negligent or careless action resulting in property damage or physical injury of others
5. Theft or other illegal acts
6. Dishonesty
7. Insubordination
8. Threats or acts of physical violence
9. Falsification or material omission of information on the application for employment
10. Violation of substance abuse policy
11. Abuse or neglect of a Youth Focus client
12. Breach of confidentiality

Procedure:

1. Disciplinary action, a return to probationary status, or dismissal of an employee by a supervisor must be approved by the Executive Director.
2. Both exempt and nonexempt employees are subject to unpaid disciplinary suspensions for violations of the Agency's conduct policies. In the case of exempt employees, the suspension will be for no less than a full day.

6:05 Confidential Information

No employee shall disclose confidential, privileged or proprietary information concerning clients, personnel matters, property, or affairs of Youth Focus, nor shall an employee under any circumstances use such information to advance the financial, political, or other private interests of themselves or others. Employees should be aware that the confidentiality of client information is protected by state and federal law. Disclosure of confidential, privileged or proprietary information is grounds for discipline including termination of employment.

6:06 Gifts and Favors

Any gift received by a Youth Focus employee whose value exceeds twenty five dollars (\$25), whether in the form of service, loan, thing, or promise, by any person, firm, or corporation interested directly or indirectly in any manner whatsoever in business dealings with Youth Focus, shall be reported to the Executive Director. If any employee has an influence over any decision pending with the person, firm, or corporation making the offer of the gift, the employee must refuse to accept it. Monetary gifts for services performed by Youth Focus shall be refused by all employees.

6:07 Driving Youth Focus Vehicles

Policy:

Only authorized employees and volunteers with valid drivers' licenses may operate Youth Focus vehicles. Non-employed family members are not authorized to drive Youth Focus vehicles. No employee or volunteer shall operate Youth Focus vehicles for personal use.

Procedure:

1. The Executive Director or his/her designee may authorize employees and volunteers to operate Youth Focus vehicles for Youth Focus purposes.
2. Any employee with knowledge of unauthorized or improper use of a Youth Focus vehicle shall immediately notify the Executive Director.

6:08 Fund Raising/Solicitation of Donations

Policy:

All solicitations for donations of any kind for the use of Youth Focus, Inc. shall be done in accordance with all United Way guidelines and approved in advance by the Board of Directors. Furthermore, while the Volunteer Services Program may from time to time conduct solicitations, there is no obligation or continuing expectation that Volunteer Services is required to conduct annual fund raising.

Procedure:

1. Complete the Fund Raising Request Form, available from the Executive Director, in advance of making fund raising requests.
2. The Youth Focus Board of Directors will review and determine approval of all fund raising requests.

6:09 Long Distance Calls and Stamp Sales

Policy:

No personal long distance phone calls should be made on Youth Focus office phones unless you can charge those calls to your home phone, calling card or call collect. Youth Focus, Inc. also does not sell or provide stamps to employees.

6:10 Blogging and Cybersmearing

Policy:

Employees are prohibited from using Youth Focus equipment or computers for weblogging or accessing social network sites at any time. Employees are prohibited, while at work or otherwise, in engaging in cybersmearing (spreading false information about the Agency or about a manager, coworker, or client via the Internet). Similarly, employees are prohibited from spreading negative information for personal or malicious reasons while at work and from using the Agency's systems to spread negative information for personal or malicious reasons at any time. Employees are prohibited from divulging confidential company or client information via the Internet or through any other means.

Procedure:

1. When blogging or using the Internet or social networking sites off Youth Focus premises to communicate during non-work hours, you are expected to:
 - a. Respect the Agency's rules regarding confidential and proprietary information;
 - b. Refrain from disparaging the Agency or its clients;
 - c. Make clear that the views expressed in the blog or social networking site are personal to you and do not necessarily represent those of the Agency;
 - d. Use common sense and be respectful to the Agency, its employees, agents, and clients in all communications.

6:11 Personal and Work Relationships

Policy:

The development and maintenance of a friendly atmosphere throughout the Agency's operations both with clients and among employees at all levels is encouraged, however, it is important to remember that Youth Focus is a professional place of employment where work time is for work. Employees should understand that even in a consenting relationship there are substantial risks of charges of sexual harassment or favoritism when workplace romances or sexual relationships exist, and after they are terminated.

Procedure:

1. Any relationship that interferes with the efficiency or effectiveness of any employee will not be condoned and may result in disciplinary action.
2. Any employee involved in a consensual romantic or sexual relationship with another employee that is a directly reporting subordinate must discuss the matter with the Human Resources Director, so that the implications for the workplace can be assessed, and arrangements made to ensure that business-related decisions are made in an appropriate and unbiased setting.
3. An employee's failure to report a relationship with a directly reporting subordinate will be regarded as a serious lapse in his or her judgment and may be grounds for appropriate disciplinary action including termination of employment.

7:01 Performance Appraisal

Policy:

Performance appraisals are conducted at the end of the initial probationary period and annually thereafter. Performance appraisals are personal and highly confidential. Youth Focus's formal system of evaluation is designed to ensure that all persons are given equal consideration for promotional opportunities.

Procedures:

1. The performance appraisal is conducted by the immediate supervisor and approved by the Executive Director. The performance appraisal shall evaluate the employee on numerous characteristics including outcome oriented performance expectations, clearly defined performance expectations for the future, and recommendations for further training or skill building.
2. The employee should have the opportunity to add comments to the appraisal form. Both the supervisor and employee are required to sign the form. If the employee refuses to sign, the supervisor should note on the form that the employee refused to sign it. The Executive Director examines each appraisal and signs the form indicating his/her concurrence with the results.
3. A copy of the appraisal may be given to the employee and the original is maintained in the employee's personnel file.
4. The appraisal of the Executive Director is conducted by the personnel committee that is appointed by the Chairman of the Board of Directors.

7:02 Promotion

Policy:

Youth Focus, while reserving its right to fill vacancies above entry level from the outside, encourages employees to seek internal promotional opportunities.

Procedures:

Vacancy notices will be posted on designated bulletin boards and distributed throughout the Agency.

8:01 Separation Payments

Employees shall be paid for accrued and unused Paid Annual Leave (PAL), except when the employee is discharged for cause or fails to give 30 days notice of their intent to terminate employment. No employee shall be paid any severance pay or for any accrued sick leave, accrued personal leave or accrued compensatory time. See policy 6:04 for definition of “for cause” discipline and dismissal.

8:02 Exit Interview

Policy:

The Executive Director or his/her designee shall conduct and record an exit interview with all employees leaving the Agency, if possible. In the case of the Executive Director, the Chairperson of the Personnel Committee shall conduct the interview.

Procedures:

1. Information should be recorded regarding reasons for leaving, departure date, applicable termination payments and the employee's forwarding address.
2. During the exit interview, employees should be advised of eligibility for continued group medical benefits (COBRA) and Retirement Plan options. In addition, employees should be informed of the Agency's post-employment reference policy.
3. As part of the exit interview, employees must submit all Youth Focus property in their possession, including:
 - Keys;
 - the Personnel Policies;
 - Staff Development Manual;
 - Any confidential or proprietary information of Youth Focus; and/or
 - Any other documents or items belonging to Youth Focus.

8:03 30 Day Notice of Resignation

Effective 6/1/2017, all employees are required to give at least 30 day notice prior to leaving employment with Youth Focus. In order to satisfy a 30 day notice requirement, an employee is expected to work his or her regular schedule during the notice period. Employees may not use paid leave time after they have given their 30 day notice. Failure to work a 30 day notice as defined above will cause an employee to not be paid for any accrued Paid Annual Leave (PAL). Exceptions to this policy for legitimate leave time requests must be approved by the Executive Director or the Human Resources Director.

9:01 Grievance Process

Policy:

The Agency provides a systematic process for the objective hearing and orderly handling of employee grievances. A grievance is a complaint concerning the application of policies and procedures governing personnel practices or working conditions.

Procedures:

1. All information concerning an employee grievance will be held in confidence, to the extent possible.
2. Most employee complaints can be resolved informally through established supervisory channels. Informal resolution of a grievance is encouraged. If this fails and resolution seems improbable, employees may use the grievance procedures and are not to be penalized for doing so.
3. The employee should submit his or her grievance in writing to the Human Resources Director. An investigation of the grievance will be conducted by the Human Resources Director and (if applicable) a meeting will be held with all relevant parties to work out a mutually satisfactory resolution.
4. If no resolution can be reached, the aggrieved employee may appeal in writing to the Executive Director. The Executive Director will review all relevant information and determine resolutions as appropriate. Decisions by the Executive Director are final except as outlined in item five below.
5. If the grievance concerns the Executive Director and the employee does not feel comfortable discussing the matter with the Executive Director, the employee should report the matter to the Human Resources Director who shall conduct a preliminary investigation and make a report to the Board Chairman who will convene a meeting of the Personnel Committee of the Board. If, based on the preliminary investigation, the Board feels that there is reasonable cause to investigate further the Board shall employ a qualified attorney to investigate and recommend action to the Board.

9:02 Layoffs and Recalls

Policy:

The Executive Director or his/her designee will make the final decision on eliminating positions (reduction in force) if budgetary considerations make such reductions necessary or if scheduled staff exceeds staffing needs.

Procedure:

1. The decision regarding which employees will be affected by a reduction in force will be based on a number of factors including the length of time the employee has been employed, the performance of the employee, and the overall needs of the Agency.
2. Displaced employees will be considered for placement in other jobs within the organization. Work habits and employee performance will be considered for job placement. Displaced employees are not, however, guaranteed employment within the Agency.
3. If more than one employee expresses an interest for the same position, employees will be allowed to submit a written request for consideration. Written requests must be signed and dated and in some cases, employees may be interviewed.
4. Should business needs dictate a recall, employee performance will be considered as the primary factor with regard to who is recalled to work.

9:03 Access to Employee Records

Policy:

Employee records and all matters associated with hiring practices, terminations, as well as overall information and documentation of all Youth Focus employees are confidential. All personnel records are the property of Youth Focus.

Procedure:

1. No employee has access to another employee's record with the exception of the Executive Director and Human Resources Director.
2. A supervisor may have access only to records of the employees with whom they have a direct reporting relationship. The supervisor may only review the employee's record in the presence of the Executive Director or the Human Resources Director.
3. An employee may review his or her own personnel file with permission of the Human Resources Director. An employee must contact the human resources department in advance to review such records.

9:04 Employee Input

Policy:

When the personnel policies and procedures are changed, amended, or updated the Board of Directors may seek employee input regarding those changes.

Procedure:

1. An employee representative will generally meet with the Board of Directors or the designated Committee that is revising the policies to provide input.
2. All employees will periodically be given a copy of any changes to the policies.

9:05 The Open Door Policy

The Open Door policy was established to welcome and encourage employees to go to their supervisors with their ideas, suggestions, or problems. Youth Focus sincerely wants and needs healthy and open communications between employees and management, because our success depends upon our working together as a team.

We support the Open Door Policy by assuring employees that their ideas or problems will be handled to the best of our ability based upon a dedication to fair treatment and respect for each other as partners in our success. Worthy ideas and suggestions will receive proper recognition and credit. Complaints will be properly investigated and handled.

How the Open Door Policy works:

- If you have an idea, or a problem that is bothering you, or if you just would like to talk about something, then see your supervisor who will welcome the chance to listen to you, and then discuss the matter with you.
- We encourage you to present your idea, problem, etc. in person; however, you can send it to your supervisor in writing if you prefer.
- You will receive an answer to your idea or problem in person from your supervisor. The answer will be in writing if you present your idea or problem in writing.
- We want you to feel free to deal with your supervisor because he or she is the best person to assist you; however, we recognize there may be times when this is difficult. If the matter cannot be discussed with your immediate supervisor, or if you are still dissatisfied after discussing the matter with your supervisor, you can go directly to higher levels of management for assistance.
- If warranted, you should proceed up the chain of command, which generally includes the immediate supervisor, Human Resources Director, Executive Director, and/or the Board of Directors.

We want you to feel free to use the Open Door Policy because we believe that by talking things over we can improve Youth Focus and find the proper solution to any questions or problems.

9:06: Personal Identifying Information Security and Disposal

Policy:

It is the policy of Youth Focus to eliminate the unnecessary collection and use of Personal Identifying Information, take all reasonable measures to safeguard such information in the Agency's possession, and ensure the secure disposal of such information.

Procedure:

Personal Identifying Information includes any of the following:

- Social security or employer taxpayer identification numbers
- Drivers license, state identification card, or passport numbers
- Checking or savings account numbers
- Credit or debit card numbers
- Personal Identification (PIN) Codes
- Electronic identification numbers, personal email names or addresses, Internet account numbers, or Internet identification names
- Digital signatures
- Biometric data
- Fingerprints
- Passwords
- Parent's legal surname prior to marriage
- Any information that can be used to access a person's financial resources

Collection of Personal Identifying Information – Collection of Personal Identifying Information shall be limited to that information necessary for legitimate business needs and to comply with government reporting requirements. Employees are required to make efforts to reduce the amount of Personal Identifying Information collected and to use alternative information for identification purposes (e.g., assigned numbers) when feasible. Collection and use of Social Security numbers should be restricted to that required by law and/or for which no other identifying information may be substituted.

Access to Personal Identifying Information – Access to Personal Identifying Information is limited to those employees who have a need to know the information for legitimate business purposes.

Security of Personal Identifying Information - All records containing Personal Identifying Information, whether in electronic or physical format,

are considered highly confidential and must be secured to prevent unauthorized access by third persons.

Appropriate security measures must be taken to prohibit unauthorized or unlawful access to Personal Identifying Information. Such measures include password-protected access to electronic data, utilizing locked desk drawers or file cabinets, and storing sensitive data in rooms with controlled access and check out procedures. No employee may share a password that provides access to Personal Identifying Information with any person outside Youth Focus or any person within Youth Focus who does not have a business need to know it.

Care should be taken to ensure that Personal Identifying Information displayed on computer screens is not visible except to authorized employees and that computer passwords are kept confidential. Computer screens should not be left unattended without password protected screen-savers. Manual records should not be left where unauthorized personnel have access to them. Employees must secure Personal Identifying Information in their work areas prior to leaving the office for the day. Employees may not remove Personal Identifying Information from the office or access such information remotely without approval from the Executive Director.

Disposal of Personal Identifying Information - Documents containing Personal Identifying Information shall be disposed of in a manner that ensures that the information is not accessible to any unauthorized person. Employees are required personally to destroy hard copy or electronic documents containing Personal Identifying Information by shredding, burning or pulverizing the documents so that the information cannot be practicably read or reconstructed. Alternatively, employees should confirm that such documents are placed in sealed bins specifically designated for the disposal of this information. Personal Identifying Information must never be discarded in unsecured trash bins, recycling receptacles, or other publicly accessible locations. Consumer reports, credit reports, background checks, drug screens, tax forms, bank statements, and financial records contain sensitive information that should be treated in accordance with this policy.

Electronic Data - Secure methods must also be used to dispose of electronic data, documents, disks, tapes or any other medium upon which Personal Identifying Information is stored electronically. An employee using Personal Identifying Information in electronic form is responsible for deleting the data when it is no longer needed. Disks or other medium containing Personal Identifying Information should be destroyed to the point

of being rendered unusable.

In addition, prior to disposal of hardware, the Agency's Executive Director or his or her designee is responsible for:

- Removing or neutralizing the magnetic fields of computer tapes, discs, and data storage devices to prevent recovery of data
- Using appropriate utilities to remove Personal Identifying Information from all data storage and computers being sold, replaced, donated, or discarded
- Erasing computer discs and storage devices to be reused using the appropriate utilities to prevent recovery of data
- Destroying discarded tapes and discs to prevent recovery of data

Specific Prohibition on the Use and Disclosure of Social Security Numbers - Employees shall not:

1. Communicate or otherwise make available to the general public an individual's social security number
2. Print or imbed a social security number on any card required for an individual to access products or services provided by Youth Focus
3. Require the transmittal of a social security number over the Internet [unless the connection is secured or the social security number is encrypted.]
4. Require use of a social security number to access an Internet website [unless a password or unique personal identification or other authentication device is also required to access the Internet website]
5. Print an individual's social security number on any materials that are mailed to the individual.
6. Sell, lease, loan, trade, rent, or disclose an individual's social security number to a third party without obtaining the individual's written consent to the disclosure. Exceptions to this rule may only be approved by the Executive Director if after exercise of reasonable diligence Youth Focus has reason to believe that the third party has a legitimate purpose for obtaining the individual's social security number.

Permissible Uses and Disclosure of Social Security Numbers - Social Security numbers may be disclosed without consent in these limited circumstances:

1. When a Social Security number is included in an application or in documents related to an enrollment process or to establish, amend, or terminate an account, contract, or policy
2. To confirm the accuracy of a social security number for purpose of obtaining a credit report or background check
3. For the prevention or detection of crime such as when the Agency collects, uses, or releases a social security number to investigate or prevent fraud
4. When the Agency collects, uses, or releases a social security number to conduct social or scientific research
5. When the Agency is legally obliged to release the social security number, such as pursuant to a Court order, warrant, subpoena, or other legal provision
6. When the Agency provides the social security number to a federal, state, or local government entity, including a law enforcement agency, court, or their agents.
7. When a social security number has been redacted to include only the last four digits or less.

Unauthorized Disclosures or Security Breaches - Each employee has a duty promptly to report any unauthorized use, disclosure or disposal of Personal Identifying Information to his/her supervisor or the Executive Director. If Youth Focus confirms that a security breach of Personal Identifying Information has occurred, Youth Focus will take steps to secure the information and provide notice to affected individuals as required by the North Carolina Identity Theft Protection Act or other applicable law.

Responsibility for Management of the Policy

The responsibility for managing the Policy (Policy Administrator) is delegated to the Executive Director or his/her designee. The Policy Administrator shall be responsible for the process of document destructing that occurs under this policy and for monitoring compliance.

The Executive Director (Policy Administrator) shall suspend the application of the Policy with respect to the destruction of any records or documents if litigation or a government investigation is foreseeable or imminent.

Employee Training, Supervision, and Compliance

All employees are required to attend a training session on the Agency's security and disposal requirements that apply to both hard copy and electronic documents containing Personal Identifying Information. Supervisors are responsible for ensuring that employees attend this training and adhere to this policy. Each employee who completes training is required to sign a certification verifying that the employee has received, understands, and agrees to abide by Youth Focus' "Personal Identifying Information Security and Disposal Policies And Procedures."

Failure to abide by the Agency's "Confidential Information Disposal Policies and Procedures" will subject an employee to disciplinary action, up to and including discharge.

Youth Focus will conduct periodic audits to ensure compliance with this policy.

9:07 Attendance Policy (Effective 6/1/2017)

Policy:

Standard work hours are established by Youth Focus for all positions as a necessary requirement to meet regulatory standards and ensure the stable, professional functioning of the agency and its programs. Staff attendance in all positions impact the entire team and is an important factor in creating a positive work environment for all. Accordingly, all employees (exempt and non-exempt) are expected to be at their designated work area at their assigned times and ready to work.

There are three types of absences for employees:

1. Scheduled Absences

Scheduled absence is time off which has been preapproved by the supervisor at least 24 hours prior. Authorization of scheduled time off, including requiring additional notice time, is at the Program Director's discretion, depending upon workload and scheduling requirements. Scheduled absences do not negatively impact an employee's attendance record and, therefore, are not included in any corrective action process.

2. Unscheduled Absences

Unscheduled Absence is defined as time off from work that is not preapproved by the supervisor 24 hours in advance. These are events when an employee notified their supervisor of the absence less than 24 hours before the start of the shift, and received the supervisor's approval for the absence. (For example, the employee wakes up the morning of their shift and contacts their supervisor to let them know he/she is sick and the supervisor gives his or her approval. This will still be considered an unscheduled absence.)

3. Absences Without Notice

Employee absences without notification or supervisor approval prior to the start of the work shift are more serious in nature. These types of absences have a greater potential to impact the safety of clients and other staff members. Upon the supervisor's discretion, absence with no notice may result in immediate disciplinary action up to and including termination. This includes not showing for a scheduled shift, not notifying the supervisor of the absence, or taking requested time even though it was not approved by the supervisor. Note that these events are also considered to be Unscheduled Absences, and as such are subject to the Corrective Action outlined below.

Procedure:

1. Under this attendance policy, both the employee and the supervisor have specific responsibilities:

Employee Responsibility:

- Accurately reflecting time worked within the agency's time management system by punching into the time management system when beginning work and punching out when ending work (Punching in and out means entering your arrival or departure time in the time management system through approved methods.)
- Safe-guarding time management system log-in credentials as sharing this information with others is prohibited and could be grounds for disciplinary actions up to and including termination. If the employee suspects their log-in credentials have been compromised, they are responsible for immediately reporting this to their supervisor
- Ensuring that they only punch in and out for themselves
- Regularly reviewing their time record for accuracy of daily time worked and accrued leave time within the agency's time management system (Employees should immediately report any discrepancies to their supervisor.)

Supervisor Responsibility

- Fairly and consistently applying the Attendance Policy
 - Appropriately marking absences as scheduled or unscheduled in the time management system according to the Attendance Policy
 - Regularly reviewing system generated attendance records for each supervisee to ensure accuracy
 - Timely reporting of any discrepancies to the relevant Program Director and/or Administrator
 - Implementing the corrective action process as outlined below
 - Notifying the Director of Human Resources when employees have been out of work for more than three consecutive days under the care of a treatment provider
2. **Unscheduled Absences and Absences Without Notice** are tracked using a rolling twelve-month period (a 365 day look back from the date of the absence). For example, if an employee is late on October 25, 2017, the supervisor will review **Unscheduled Absences and Absences Without Notice** occurring between October 26, 2016 through October 25, 2017.

3. The time management system will use the following definitions to assign attendance points:

Unscheduled Absence	Definition	Points
Tardy	Arriving late for scheduled start time, 1 to 59 minutes*	1
Leaving Early	Leaving early for scheduled shift, 1 to 59 minutes*	1
Partial Absence	Arriving late or leaving early 1 to 4 hours of a scheduled shift	2
Absence	Absent more than 4 hours of a scheduled shift (consecutive work days missed due to the same event will count as one absence for the purpose of point accrual)	3
Holiday Absence	Unscheduled absences (tardy, leaving early, partial absence, or absence) on the following days will have additional points: New Year's Day, Thanksgiving Day, Christmas Eve, and Christmas Day (For example, if an employee is 30 minutes late for a scheduled shift on Christmas Day, he/she will earn a total of 3 points.)	+2

*Note: The time management system will round arrival and departure times upon punching in and punching out. Unscheduled Absences are calculated after this rounding occurs within the system.

4. Staff who punch in earlier than their scheduled arrival time and/or punch out later than their scheduled departure time will accrue one attendance point when this is not at the supervisor's request.
5. Full time employees who maintain 9 or less attendance points on the date of their anniversary of full time hire will earn an additional 8 hours of PAL on that date for the upcoming year only.

Likewise, part time employees are eligible to earn additional paid hours for excellent attendance upon the date of hire anniversary. The attendance point level to earn this benefit will be prorated according to the number of days worked in the past twelve months. The eight hours of additional pay will be similarly prorated according to the total number of hours worked in the past twelve months.

For example, a part-time employee who works a total of 200 calendar days for a total of 960 hours would qualify for 3.7 hours of pay provided they stay at or below 7 attendance points.				
	Prorated %	Full Time	Prorated	
		Points/Hours	Points/Hours	
200 days/260 FT Equivalent	76.92%	x 9 points =	6.92	rounded to 7 attendance points
960 hours/2080 FT Equivalent	46.15%	x 8 hours =	3.69	rounded to 3.7 hours of pay

Only staff who have a specific assigned start and departure time are eligible for this additional paid time.

6. Supervisors will use the following definitions to determine the appropriate corrective action level.

Attendance Points for All Employees Regardless of FTE (In a rolling twelve months)	Corrective Action
15	Supervisor Review (Verbal)
18	1 st Written Warning
21	2 nd Written Warning
24	Further Disciplinary Action (up to and including termination)

7. Patterns

Supervisors should periodically review attendance records to determine any patterns of unacceptable absenteeism and take appropriate action. These patterns might not exceed the attendance standards, but demonstrate attendance abuse. Examples of unacceptable absenteeism patterns include but are not limited to:

- Frequently punching in before or after the scheduled start time
- Consistently receiving a deduction for attendance on the annual performance appraisal
- Cycles of corrective action for attendance points alternating with periods of perfect attendance
- Absences that demonstrate a trend, such as same day of the week, day after payday, day after scheduled time off, holidays, or days before and after holidays