APPENDIX II: EMPLOYEE HANDBOOK
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Welcome! You are now part of an organization dedicated to providing the highest quality of service to children, families, and residents of the San Diego Community. As an NHA employee, we believe you will contribute directly to our continued success, and we hope you will take to heart the importance of our historical beginning as a settlement house assisting immigrants in transitioning into the San Diego community.

In order to advance NHA’s Mission, management has intentionally created an inclusive and intellectually vibrant work community comprised of individuals from a multitude of backgrounds and experiences with distinct needs and goals. Each of us has chosen to be a part of this community, and therefore have an obligation to NHA to strive to build and maintain a culture and climate based on mutual respect and caring.

When a group of people come together in a work environment, it is expected that everyone demonstrate reasonable tolerance to the behavior of others, provided such behavior is not unlawful and/or does not represent a violation of NHA policy. There are specific principles of community and code of conduct NHA expects every member to acknowledge, value and practice. These principles are expressed in NHA’s policies and procedures, and summarized in this Handbook.

Community building is our business. At NHA, we provide more than physical or emotional support – we instill a belief of a better tomorrow through education and wellness. With its long, rich history and national and international recognition for its efforts and accomplishments, NHA has become a vital resource for the entire San Diego region.

This Employee Handbook (“Handbook”) is to help you become acquainted with the employment policies, practices, and benefits of NHA. This Handbook applies to all employees, except as noted herein for collective bargaining unit employees. The terms and conditions of employment and benefits for those employees who are members of the collective bargaining unit are contained in the most recent collective Bargaining Agreement (“CBA”). In the event of a conflict between the CBA and this Handbook, the CBA shall control.

I extend to you my personal best wishes for your success at the Neighborhood House Association.

Rudolph A. Johnson, III
President and CEO
Neighborhood House Association
Document Disclaimer

This Handbook is not a contract and is not intended to create express or implied contractual obligations. As a growing and changing organization, circumstances will undoubtedly require that provisions of this Handbook, or the policies and procedures on which they are based, may be modified, supplemented, or deleted from time to time without prior notice. The sole exception is the At-Will Employment Policy, which is discussed below.

Except for the At-Will Employment Policy, NHA reserves full and sole discretion to add to, modify, or delete provisions of this Handbook, or the policies and procedures on which they are based, at any time without advance notice. All such revisions, deletions, or additions to the Handbook must be in writing and must be approved by NHA’s President/CEO. No oral statements or representations can change the provisions of this Handbook.

This Handbook supersedes and replaces all previous personnel policies, practices, and guidelines to the extent they are inconsistent with the information provided herein. This Handbook is the property of NHA. It is intended solely for individual reference by employees of NHA. Distribution of this Handbook outside of NHA is strictly prohibited.

Some subjects described in this Handbook are covered in detail in official administrative policy documents. Refer to these documents for specific information inasmuch as the Handbook only briefly summarizes those guidelines and benefits.

You are required to sign and date the Acknowledgement Form provided on the intranet and forward it as instructed in the Acknowledgment. Each/every employee is responsible for reading and understanding this Employee Handbook. For clarification of any subject stated herein, please discuss the matter with NHA’s Human Resources (HR) Department.
VISION STATEMENT
Healthy and educated communities—where dreams become reality

MISSION STATEMENT
To enrich lives through a continuum of education and wellness services

CORE VALUES
Service Excellence: Consistently delivering exceptional service that demonstrates ‘I CARE’

Integrity
Honesty in words and actions. Transparent and responsible stewardship

Courtesy
Treating all with dignity and respect

Attentiveness
Noticing and considering the needs of others, the agency, and community

Responsiveness
Engaging in positive action to support meeting needs

Excellence
Delivering optimal quality service and products with professionalism, effectiveness, and compassion
Neighborhood House Association History

The origins of NHA date back to the late 1880’s in San Diego County when the organization operated primarily as a settlement house assisting Hispanic and other immigrant families to become acclimated to the mainstream community. In 1914, San Diego Normal School’s College Women’s Club, now known as San Diego State University’s American Association of University Women, operated NHA and named it Neighborhood House (this is considered our anniversary year).

Neighborhood House, with other organizations such as the Red Cross, YMCA, and the Boy Scouts, became a charter member of the local Community Chest in 1920. The Community Chest is known today as the United Way of San Diego. In 1923, Neighborhood House was incorporated as a 501(c)(3) non-profit organization and has grown steadily to become the far-reaching community service organization it is today.

NHA takes great pride in being recognized as one of the largest multi-purpose social service organizations in San Diego County. More than 100 years after our founding, NHA continues to evolve through introduction of its latest innovative service delivery approach built around our **Continuum of Care** model. This concept includes future plans to establish a charter school which will provide programs addressing all phases of the human life cycle.
I. POLICIES AND PROCEDURES

At–Will Employment
All employees, excluding collective bargaining unit employees, are employed by NHA on an “at-will” basis. This means that both you and NHA have the right to modify or terminate the employment relationship at any time, with or without cause, and with or without notice, for any reason not prohibited by law. Similarly, in accordance with the at-will employment relationship, employees may be demoted or disciplined and the terms of their employment may be altered at any time, with or without cause, and with or without notice, at the sole discretion of NHA.

Nothing contained in any other NHA document or communication, whether oral or written, shall modify the at-will nature of any employment at NHA. Nothing contained in this Handbook describing at-will employment shall be construed to limit any National Labor Relations Act (NLRA) Section 7 activity by NHA employees. By accepting employment and by continuing to work for NHA, you agree to the at-will nature of the employment relationship as described herein.

NHA’s President/CEO shall have the sole authority to modify this arrangement, to enter into an agreement for a specified period of time, or to make any agreement contrary to this at-will employment policy. Any and all modifications to the at-will employment policy must be signed by NHA’s President/CEO and the employee, and must express a clear and unambiguous intent to modify the at-will nature of the employment relationship.

An employee’s length of service, any oral representation(s), including statements made by any supervisor, manager or agent of NHA, written documents, including performance evaluations, and/or other actions taken by NHA, including the granting of promotions, bonuses, and/or merit increases, will not create any express or implied agreement that your employment is anything other than “at-will.”

Open-Door Policy
NHA’s Open-Door policy is designed to encourage collaboration, teamwork, and employee participation in decisions affecting them and their daily professional activities. Office doors are to remain open during the business day unless the occupant is away from the office or conducting a confidential conversation or meeting. A locked office should not be entered unless authorized by the occupant. Exceptions may include designated employees who have been given authorization by NHA’s President/CEO. Violation of this policy may lead to disciplinary action, up to and including termination.

At some time, an employee may have a complaint, suggestion, or question about his or her job, his or her working conditions, or the treatment he or she is receiving. An employee’s good-faith
complaint(s), question(s), and suggestions are also of concern to NHA. NHA will not discipline or otherwise penalize you for raising a concern or making a complaint.

When an employee has job-related concerns or complaints, NHA encourages him or her to take the following steps: As soon as possible after the events that cause the concern, the employee should bring the situation to the attention of his/her immediate supervisor. If the issue is with his/her immediate supervisor, the employee may bring the matter to any other level of management in his or her direct chain of command. NHA emphasizes that an employee is not required to complain first to his/her supervisor. The employee’s immediate supervisor or other management representative will make certain an employee’s concern or complaint is addressed and that a reasonable solution or explanation, as appropriate, is provided.

Employees are encouraged to pursue discussion of their work-related concerns until the matter is fully resolved. Although NHA cannot guarantee in each instance that the employee will be satisfied with the result, NHA will attempt in each instance to explain the result to the employee if the employee is not satisfied. NHA will also attempt to keep all such expressions of concern, the results of any investigation, and the terms of the resolution confidential. In the course of investigating and resolving the matter, however, some dissemination of information to others may be necessary or appropriate.

As stated in procedures for “Reporting Violations of Policy/Inappropriate Activities”, an employee may also immediately report their concern to the Legal Department in writing, addressed to the attention of the General Counsel. The concerns will be reviewed and either an investigation will take place and/or the HR Department will intervene to consider possible solutions to resolve the matter.

**Equal Employment Opportunity**

It is NHA’s policy to provide equal employment opportunities for all of its applicants and employees. NHA does not unlawfully discriminate in any phase of employment, including without limitation: recruitment, hiring, placement, promotion, discipline, termination, transfer, compensation, benefits, training, and the educational, social, or recreational programs offered by NHA.

NHA does not tolerate discrimination on the basis of race, ethnicity, color, national origin, ancestry, religious creed, religion, age, physical and/or mental disability, medical condition (including but not limited to, HIV and AIDS), genetic characteristics, genetic information, marital status, domestic partnership status, sex (which includes pregnancy, childbirth, breastfeeding, and medical conditions related to pregnancy, childbirth, or breastfeeding), gender, gender identity, gender expression, sexual orientation, family care and medical leave status, sick leave status, military and veteran status, military caregiver status, or any other
basis protected by local, state, and/or federal laws. NHA also prohibits unlawful discrimination based on the perception that anyone has any of the aforementioned characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

NHA will comply with and strive to achieve all of the affirmative action and other hiring requirements and goals established in the Head Start and Early Start statutes, regulations, and rules. NHA prohibits harassment of any individual on any of the above bases. In addition, NHA will not condone or tolerate any retaliation against an employee for making a complaint of any suspected violation of policy or improper activities, or for cooperating in an investigation of such a complaint. If NHA determines that a violation or retaliation has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by NHA to be responsible for improper conduct or retaliation will be subject to appropriate disciplinary action, up to and including termination.

For information about the types of conduct that constitute impermissible harassment and NHA’s internal procedures for addressing complaints of harassment, please refer to corporate policy #104 and corporate policy #116 available under “Agency Resources” on the intranet.

**Employment of Individuals with Disabilities**

NHA provides equal employment opportunities to qualified individuals with disabilities in accordance with the provisions of Section 504 of the Rehabilitation Act of 1973, The Americans with Disabilities Act (“ADA”), The ADA Amendments Act of 2008 (“ADAAA”), and all regulations properly issued thereunder. Under the ADA, reasonable accommodations will be provided to qualified job applicants and employees in accordance with these laws.

The ADA and ADAAA protect disabled individuals from discrimination in employment to the fullest extent required by law. No program or activity administered by NHA shall exclude from participation, deny benefits to, or subject to discrimination, harassment, or retaliation, any individual solely by reason of their disability. Equal employment opportunities will be extended to qualified disabled persons in all aspects of the NHA-employee relationship, including recruitment, hiring, upgrading, training, promotion, transfer, discipline, layoff, recall, and termination. NHA further affirms that it will provide reasonable accommodations to the known physical or mental limitations of an otherwise qualified disabled employee or applicant.

If an employee becomes unable to perform the essential functions of his or her current position because of a disability, NHA will endeavor to provide reasonable accommodations. NHA will participate in a timely, good-faith, interactive process as required by law with the disabled employee to determine which effective reasonable accommodations, if any, can be made in response to a request for accommodations.
The “Interactive Process” is the method by which employers and employees arrive at reasonable accommodations if one exists. NHA will engage in the interactive process to the extent required by law. You should inform the Human Resources Benefits Department that an accommodation is necessary in order to perform your essential job functions or to receive equal benefits and privileges of employment.

An employee’s request for accommodation may be submitted orally or in writing. The interactive process includes evaluating the employee’s functional abilities and limitations, analyzing the position requirements, and exploring options available for accommodation.

Accommodations which may be considered include, but are not limited to, modification of existing facilities, restructuring the position or altering how or when job duties are performed, modifying work schedules, acquiring or modifying equipment or devices, providing assistive technology or specially-designed furniture, granting leaves of absence, and reviewing current NHA vacancies. Please note requests for accommodations will be evaluated on a case-by-case basis and assessed against the operational needs of NHA’s daily business practices.

**Equal Business Opportunity**

It is the policy of NHA not to discriminate against any potential or current business partner, customer, vendor, or supplier based on race, ethnicity, color, national origin, ancestry, religious creed, religion, age, physical and or mental disability, medical condition (including but not limited to HIV and AIDS), genetic characteristics, genetic information, marital status, domestic partnership status, sex (which includes pregnancy, childbirth, breastfeeding, and medical conditions related to pregnancy, childbirth, or breastfeeding), gender, gender identity, gender expression, sexual orientation, military and veteran status, political affiliation, protected union activity, or any other basis protected by local, state, and/or federal laws.

All such persons and entities shall be treated with dignity and respect, and shall not be unreasonably interfered with in the conduct of their duties and responsibilities. NHA will endeavor to create a business partner, customer, vendor, and consultant base which reflects the diverse population of the San Diego County. NHA will comply with all applicable laws governing equal business opportunities to ensure that no unlawful discrimination occurs against any potential or current business partner, customer, vendor, or consultant.

Each employee is responsible to act in a manner that promotes equal business opportunities to all qualified vendors and contractors, both on their premises and at NHA. To promote fair employment of minority and low income individuals, NHA will seek to ensure that all contractors, vendors, and service companies contracted by NHA are equal opportunity employers. Furthermore, NHA shall attempt to contact minority owned and operated suppliers, retailers, and contractors.
Anti-Harassment and Discrimination Policy

NHA is committed to providing a workplace free of unlawful harassment and/or discrimination. This includes sexual harassment (which includes harassment based on gender, gender identity, gender expression, sexual orientation, pregnancy, childbirth, or related medical conditions), as well as harassment and/or discrimination based on such factors as race, ethnicity, color, national origin, ancestry, religious creed, religion, age, physical and/or mental disability, medical condition (including but not limited to, HIV and AIDS), genetic characteristics, genetic information, marital status, domestic partnership status, sex (which includes pregnancy, childbirth, breastfeeding, and medical conditions related to pregnancy, childbirth, or breastfeeding), gender, gender identity, gender expression, sexual orientation, family care and medical leave status, sick leave status, military and veteran status, military caregiver status, or any other consideration made unlawful by federal, state, and/or local laws or any other basis protected by federal, state, and/or local laws.

NHA prohibits all such harassment and will not tolerate harassment of its employees, whether by co-workers, managers, supervisors, or non-employees with whom NHA has a business, service, or other professional relationship. Similarly, NHA will not tolerate harassment by its employees of non-employees with whom it has a business, service, or professional relationship. It is the policy of NHA to treat all employees, applicants, guests, clients, and contractors with utmost respect.

Defined harassment includes verbal, physical, and visual conduct which creates an intimidating, offensive, or hostile working environment or which interferes with an employee’s work performance. Such conduct constitutes harassment when (a) submission to the conduct is made either an explicit or implicit condition of employment; (b) submission or rejection of the conduct is used as the basis for an employment decision; or (c) the harassment interferes with an employee’s work performance or creates an intimidating, adverse, or offensive work environment.

The following partial list provides some illustrative examples of harassing conduct prohibited by this policy:

- Derogatory comments or jokes, slurs, epithets, or teasing based upon an employee’s protected status as noted above, including a person’s race, color, ancestry, ethnic heritage, mental or physical disability, age, appearance or other classification protected by law

- Threats of violence, bodily harm, hitting, pushing or other aggressive physical contact, physical intimidation using inappropriate gestures, or impeding or blocking another’s movement or otherwise physically interfering with normal work
• Visual conduct such as derogatory or sexually explicit gestures, posters, photographs, cartoons, screen savers, email messages, and internet material

Nothing under this section of the Anti-Harassment and Discrimination Policy is designed to prohibit or restrict in any way an employee’s right to self-organize, concerted activity, or any other conduct permitted under the National Labor Relations Act, including but not limited to Sections 7 and 8 of the Act.

Abusive Conduct (Anti-Bullying Policy)

NHA defines abusive conduct (bullying) as “conduct of an employer or employee in the workplace, with malice, that a reasonable person would find hostile, offensive, and unrelated to an employer’s legitimate business interests.”

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives, that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is substantiated, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. NHA considers the following types of behavior examples of bullying:

• Verbal bullying: Slandering, derogatory remarks, epithets, ridiculing, or maligning a person or their family; persistent name calling that is hurtful, insulting, or humiliating; using a person as the butt of jokes; abusive and offensive remarks

• Physical bullying: Pushing, shoving, kicking, poking, tripping, assault, or threat of physical assault; damage to a person’s work area or property

• Gesture bullying: Nonverbal threatening gestures or glances that convey threatening messages

• Exclusion: Socially or physically excluding or disregarding a person in work-related activities, including gratuitous sabotage or undermining of a person’s work performance

Nothing under this section of the Anti-Bullying Policy is designed to prohibit or restrict in any way an employee’s right to self-organize, concerted activity, or any other conduct permitted under the National Labor Relations Act, including but not limited to Sections 7 and 8 of the Act.
Anti-Discrimination/Anti-Harassment Complaint Procedure

No employee should have to endure harassing conduct. An employee who believes they have been unlawfully discriminated or retaliated against, harassed, bullied, or who has witnessed any such conduct, must report it immediately to the HR Employee Relations Manager who will serve as NHA’s EEO/Discrimination/Harassment Officer. An employee may instead report the harassment to their immediate supervisor or any other member of management. Supervisors are required by law and NHA policy to report such conduct. The complaint should include details of the incident or incidents, names of the individuals involved, and the names of any witnesses to help ensure that the complaint can be thoroughly investigated.

NHA mandates employees, whether as a victim or a witness, to promptly report any incidents of harassment, discrimination, retaliation or bullying in order that NHA may take prompt investigatory and corrective action. Every reported complaint of discrimination, harassment, or any other suspected improper activity, will be investigated thoroughly, fairly, and in a timely manner by qualified personnel that provides all parties appropriate due process and reaches reasonable conclusions based on the evidence collected. The investigation will be documented and tracked for reasonable progress and closed within a timely manner. All reports will be kept confidential to the extent possible. If at the end of the investigation misconduct is found, appropriate remedial measure shall be taken, up to and including termination.

NHA will not condone and will not tolerate retaliation against any employee for making a good-faith complaint of unlawful discrimination, retaliation, harassment, or suspected improper activities, or for cooperating in an investigation of such a complaint. If NHA determines that a policy violation or retaliation has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by NHA to be responsible for a policy violation, other inappropriate activity, or retaliation, will be subject to appropriate disciplinary action, up to and including termination.

Every newly hired NHA supervisor is required to undergo sexual harassment training within their first six (6) months of employment and at least once every two (2) years thereafter. In addition, all employees promoted to a supervisory or management position must undergo at least two (2) hours of interactive sexual harassment training within the first six (6) months of assuming a new supervisory or management position. An employee who fails to comply with this section may be subject to disciplinary action, up to and including termination.

Retaliation

NHA does not condone, and will not tolerate, retaliation against any employee for making a claim of discrimination, participating in a discrimination proceeding, opposing any suspected violation of policy or improper activities, or for cooperating in an investigation of such a complaint. If NHA determines a violation or retaliation has occurred, appropriate remedial action
will be taken. Any employee determined by NHA to be responsible for improper conduct or retaliation will be subject to disciplinary action, up to and including termination.

**Immigration Law Compliance**

In compliance with the federal Immigration Reform and Control Act of 1986, and California state law requirements, if applicable, NHA is committed to employing only individuals who are authorized to work in the United States. Each new employee, as a condition of employment, must complete the *Employment Eligibility Verification Form I-9* and present documentation establishing identity and employment eligibility. Providing false documentation or making false statements on the verification shall be grounds for immediate discharge.

If, during the course of employment, NHA is obligated to obtain further information relating to your authorization to work in the United States, you are required to furnish the information requested. Your failure to cooperate in furnishing such information may result in discipline, discharge, or other actions in accordance with applicable law.

**Job Openings or Vacancies**

When job openings or vacancies exist, NHA will post a notice on the NHA website of any such positions. Except in cases of exceptional need, NHA will not fill any job openings or vacancies unless the notice has been posted on the NHA website for at least ten (10) business days. NHA may, in its discretion, choose to advertise any such job openings or vacancies to the public.

**Minimum Qualifications**

NHA will evaluate the skills, education, and experience of each job applicant. All new hires, current employees, and consultants must possess the abilities necessary to perform the duties of their respective positions. If applicable law or regulation require specific credentials or conditions, such conditions must be satisfied as well.

For Head Start positions, the Policy Council must approve eligibility lists of interviewees in each job classification. All job applicants are required to complete an NHA application form and to provide professional references. Qualified current and former Head Start parents shall receive preference for employment in Head Start positions. The HR Department will check references on all candidates prior to offering employment. Background clearance is required for all employees, and fingerprinting for certain NHA positions.

**Introductory Period**

NHA seeks employees who can work cooperatively with each other and can perform their tasks efficiently. For newly hired and promoted employees, in an effort to determine if the employment is mutually satisfactory, NHA has an Introductory Period of no less than six (6) calendar months (unless a longer period is indicated in the specific job description). At the end
of the Introductory Period, you will be given a written evaluation in which NHA will assess where your performance is satisfactory and where improvement may be needed. Any such evaluation is not and should not be construed as a promise of continued employment or an alteration of the at-will employment relationship.

If your overall rating is satisfactory, the Introductory Period will end. NHA reserves the right to extend the Introductory Period at its discretion. If your overall rating is less than satisfactory, or if you have been absent from work for the equivalent of a two-week period or more, your Introductory Period may be extended once for a specified period equal to the time absent from the job, or in the case of a less than satisfactory performance, not to exceed sixty (60) calendar days. If your Introductory Period is extended, another evaluation will be performed at the end of the extension period to determine if your performance has become satisfactory.

Promotions for employees who have not yet completed their Introductory Period are prohibited unless the promotion is a required business necessity or approved at the discretion of NHA’s President/CEO.

**Promotional Opportunities**

Except in cases of exceptional need, notice of openings which present promotional opportunities for employees will be posted on NHA’s website in appropriate work locations for at least ten (10) workdays. If one or more employees meet the requirements and have demonstrated the ability to do the job, the hiring authority or designee shall select a candidate for the position. If no candidate meets the requirements or has the ability to do the job, the hiring authority will request open or in-house recruitment.

**Employment of Relatives/Personal Relationships**

NHA is not obligated to hire or employ any member of an employee’s immediate family except as required by law. As a general rule, NHA will not hire members of an employee’s immediate family if the employee is in a position which has the responsibility of hiring or selecting staff, or if the employee is in a position that would directly supervise or direct the work of the member(s) of their immediate family.

NHA may hire relatives of current employees only if (a) the individuals concerned will not work in a direct supervisory relationship with one another, and (b) their employment will not pose difficulties for supervision, security, or morale. “Relatives” are defined as spouse, registered domestic partner, children, stepchildren, domestic partner’s children, siblings, parents, grandparents, grandchildren, and persons related by marriage, i.e., mother-in-law, father-in-law, brother-in-law or sister-in-law. To qualify/register a domestic partner as a member of an employee’s immediate family, the employee must complete and sign a declaration of domestic partnership form provided by the HR Department.
Current employees who marry, become domestic partners, or become related by marriage will be permitted to continue employment with NHA only if they do not work in a direct supervisory relationship with one another, or otherwise pose difficulties for supervision, security, safety, or morale. If employees who marry, become domestic partners, or become related by marriage pose such difficulties, NHA will attempt to reassign one of the employees to another position for which they are qualified. If no alternative position is available, one of the employees must voluntarily resign. The decision as to which employee leaves will be left solely to the employees. In the event no alternative position is available and neither employee voluntarily leaves NHA, the employee with less length of service will be terminated.

The President/CEO of NHA is responsible in his sole discretion for making decisions regarding whether the employment of relatives in any given situation poses difficulties for supervision, security, safety, or morale.

**Personnel Files**

In accordance with applicable California law, employees shall have the right to inspect and obtain copies of documents included in their personnel files as follows:

- NHA can require reimbursement of actual copying costs;

- The inspection will be allowed and a copy provided within thirty (30) calendar days after NHA receives the written request, unless the parties agree to an extension which does not exceed the date of inspection and provision of copies to more than thirty-five (35) calendar days after NHA’s receipt of the written request;

- Personnel records will be made available for inspection by a current employee at their work location or another location agreeable to the parties. If inspection occurs at another location, the employee’s travel time to and from that location is compensable;

- Personnel records will be made available for inspection by a former employee at the place where the records are stored unless the parties agree to another location or the former employee can obtain a copy by mail. The former employee may be required to reimburse NHA for actual copy costs and postage expenses. If the employee was terminated for a violation of law or employment policy involving harassment or workplace violence, NHA can mail a copy of the personnel file, but not charge for the mailing expenses.

Employees shall have the right to submit a written response or comment to any document included in their personnel file, and NHA shall include any such written response or comment in
their personnel file. NHA shall maintain the confidentiality of all documents included in the personnel file in accordance with applicable California law.

**Employee References**

All inquiries from prospective employers concerning employment related information on current and former employees should be directed to NHA’s HR Department. NHA’s policy is to verify titles and dates of employment only, unless the employee provides specific written authorization to release additional information. Letters of reference pertaining to employee work performance may not be issued by management and NHA letterhead may not be used for references of any kind.

**Visitors**

Individuals visiting any NHA facility must enter through the main entrance, check-in with the receptionist/front desk, and receive a visitor's ID badge. Visitors must wait in the lobby area until their employee escort arrives. Visitors include suppliers, friends, customers, and relatives. NHA visits should be kept to a minimum. Visitors must check-out with the receptionist/front desk and leave through the building’s main entrance.

**Volunteers and Interns**

All volunteers and interns must be coordinated through the HR Department. Volunteers and interns are provided with an orientation which includes, at a minimum, their specific duties and responsibilities, the goals and underlying philosophy of Head Start or other NHA Programs, and the ways in which those goals are implemented. Volunteers and interns are oriented in NHA’s transition activities for children and seniors either entering or leaving the Head Start Program or other NHA Programs.

All program volunteers and interns (excluding Special Event volunteers) must undergo a criminal background check prior to commencement of service. Volunteers and interns working directly with children or seniors for more than one (1) day must also provide evidence of a clear Tuberculosis (TB) test. Volunteers and interns in child day care centers must also provide proof of immunity to measles and pertussis, and must obtain an influenza vaccination, or provide a medical exemption.

**II. EMPLOYMENT CATEGORIES**

NHA utilizes the following terms to describe the classifications of employees and their employment status. An employee’s classification will determine the employee’s eligibility for certain benefits as discussed later in this Handbook. These categories do not in any way modify the at-will employment policy or provide any guarantee of continued employment.
Exempt Employees
Exempt employees are those whose positions meet specific tests established by state and federal law, and who are exempt from overtime pay and certain other requirements.

Non-Exempt Employees
Non-exempt employees are those whose positions do not meet state and federal exemption tests, and who are paid for overtime work. Non-exempt employees may not receive compensatory time off in lieu of overtime pay.

Regular Full-Time Employees
Regular full-time employees are routinely scheduled to work 30 or more hours per workweek and are not in a variable hour status, as defined below. Regular full-time employees will receive all legally mandated benefits, including Workers’ Compensation Insurance and State Disability Insurance, unless otherwise required by local ordinance or applicable state law, and are eligible for NHA’s benefits, subject to the terms, conditions, and limitations of each benefit program as may exist from time to time.

Regular Part-Time Employees
Regular part-time employees are those who are routinely scheduled to work less than 30 hours per workweek and are not in a variable hour status, as defined below. Regular part-time employees will receive all legally mandated benefits, including Workers’ Compensation Insurance and State Disability Insurance, unless otherwise required by local ordinance or applicable state law, but are ineligible for most NHA benefits. Eligibility will be governed by the terms, conditions, and limitations of each benefit program as may exist from time to time.

Variable Hour Employees
An employee is a variable hour employee if, based on the facts and circumstances at the start date, it cannot be determined that the employee is reasonably expected to work on average at least 30 hours per week. A new employee who is expected to work initially at least 30 hours per week may be a variable hour employee if, based on the facts and circumstances at the start date, the period of employment at more than 30 hours per week is reasonably expected to be of limited duration and it cannot be determined that the employee is reasonably expected to work on average at least 30 hours per week over the initial measurement period.

Variable hour employees who reach an average of 30 hours per week over a twelve (12) month measurement period are eligible for certain benefits NHA provides, subject to the terms, conditions, and limitations of each benefit program as may exist from time to time.
Employment Status Change
NHA may change the employment classification and pay of any employee at any time based on the nature of the employment assignment, subject to applicable laws.

Rehire
NHA is not obligated to rehire any employee whose employment was previously terminated. If, however, an employee whose employment was terminated is rehired by NHA within twelve (12) months of the date of separation, the employee shall be credited with the length of service they had as of the date of termination.

III. WORK SCHEDULE

NHA’s normal business hours are from 7:30 a.m. to 5:30 p.m. Monday through Friday. NHA reserves the right to establish and to modify any employee’s work schedule in its sole discretion to the extent permitted by law.

Attendance and Punctuality Guidelines
A good attendance record reflects positively upon your contributions to NHA and its continued success. Daily punctuality is an indication of your personal and professional responsibility.

Frequent absence is defined as up to three (3) unscheduled absences in a rolling sixty (60) calendar-day period. Frequent absences may be grounds for disciplinary action, up to and including termination.

Excessive absence is defined as five (5) unscheduled absences in a rolling sixty (60) calendar-day period. Excessive absence may be grounds for disciplinary action, up to and including termination.

Examples of violations of NHA’s punctuality and attendance policies and procedures which apply to all employees (exempt and non-exempt) are:

- Number of absences, number of times coming in late, and number of early departures, all of which exceed the attendance policy allotment and/or negatively impacts NHA’s activities and operations
- Failing to obtain permission for leaving early or coming in late
- Failing to provide advance notice for all absences
- Failing to report an absence properly
- Failing to submit medical certification upon request
Tardiness and Absence Notification

Employees must arrive at their job location and be ready to start work at the beginning of their assigned shift. Employees must be ready to resume work on time after authorized rest and meal periods. Tardiness may lead to discipline, up to and including termination.

Although traffic or weather conditions might seem to be an excuse for being late, you should always plan your commute to work so as to arrive on time, by leaving earlier to avoid traffic congestion or when the weather is inclement. When tardiness is unavoidable, employees must, when possible, notify their supervisor of how late they will be.

Repeated or excessive tardiness will lead to disciplinary action up to and including termination. Tardiness is deemed excessive if an employee is frequently or unnecessarily late, or demonstrates a pattern of tardiness.

If you are going to be absent from work, you must make reasonable attempts to personally speak to and notify your immediate supervisor as far in advance as is feasible under the circumstances, but no later than one (1) hour before the start of your workday. If direct contact is not successful, an email or written note must be provided. Failure to provide this notice may subject you to discipline, and repeated failure to provide this notice may subject you to discipline up to and including termination.

An employee who is absent for three (3) consecutive business days without notifying NHA will be assumed to have voluntarily abandoned their position with NHA and may be removed from NHA’s payroll. NHA will make reasonable attempts to contact you using the information on file with the HR Department before considering you as having voluntarily abandoned your position to confirm whether or not it is necessary to provide reasonable accommodations.

Rest Periods

NHA provides all non-exempt employees with an opportunity to take a fifteen (15) minute paid rest period for every four (4) hours worked or a major fraction thereof. It is your responsibility to take your rest periods. If any non-exempt employee believes they are unable to take or are not being permitted to take a rest period, the employee must immediately contact their primary supervisor or HR.

When possible, non-exempt employees should take their rest periods in the middle of each work period. Because NHA counts and pays this time as time worked, non-exempt employees may not be absent from their workstations beyond the allotted rest times. Non-exempt employees are not to sign in and out for rest periods on the TimeStar system or on any other time recording system. Under no circumstances may employees skip their rest periods in order to leave work early or combine rest periods with other rest periods or meal periods. Moreover,
failure to take rest periods, to cut them short, or take them late is a violation of company policy and grounds for discipline, including termination.

**Lactation Break**

NHA will provide a reasonable amount of break time to accommodate a female employee's lactation needs. The break time should, if possible, be taken concurrently with other break periods already provided. Non-exempt employees should clock out for any lactation time taken which does not run concurrently with normally scheduled rest periods. Such time will generally be unpaid. NHA will also make a reasonable effort to provide the employee with the use of a private room or other location in close proximity to the employee's work area for lactation time. Employees should notify their immediate supervisor or the HR Department to request lactation time. NHA does, however, reserve the right to deny an employee's request for a lactation break if the additional break time will seriously disrupt operations.

**Meal Periods**

NHA provides all employees who work in excess of five (5) hours in a workday with one (1) unpaid meal period of a minimum of thirty (30) minutes and a maximum of sixty (60) minutes each workday. Employees working eight (8) hours or more in a workday are entitled to a sixty (60) minute unpaid meal period. Unless otherwise approved by the employee's primary supervisor, a non-exempt employee must take their meal period at the meal time assigned. Meal periods **must** be taken before the end of the employee’s fifth hour of work. During meal periods, employees will be relieved of all duties and are free to leave the premises.

Employees who work in excess of ten (10) hours in one (1) day are entitled to take a second thirty (30) minute unpaid meal period. This meal period must be taken before the end of the tenth hour of work. This meal period can be waived if: (1) such agreement is in writing, signed by the employee and the employee’s manager or supervisor, and revocable at any time by the employee, (2) the total hours worked by the employee is no more than twelve hours, and (3) the employee did not waive or fail to take his or her first meal period.

Please note that no NHA manager or supervisor is authorized to instruct or approve an employee's wish to forego a meal or rest period. Moreover, failure to take meal periods, to cut them short, or take them late is a violation of company policy. Employees should immediately report a manager’s or a supervisor’s instruction to skip, to cut short, or take a late meal period, to the HR Department.

Under no circumstances may employees skip their meal periods in order to leave work early. Any violation of these policies is grounds for discipline, including termination. If any employee believes they are unable to take or are not being permitted to take a meal period, the employee must immediately contact their primary supervisor or HR.
Meal Period Waivers
Non-exempt employees are required by law to take a minimum of a thirty (30) minute meal period for every work period of more than five (5) hours. If six (6) hours will complete the workday, the employee and their supervisor may mutually agree to waive the meal period. The waiver must be in writing, signed by the employee and supervisor, and must be voluntary. Employees may not take the thirty (30) minute meal period as time off at the beginning or end of the workday, nor may employees work through their mandatory meal periods in order to perform make-up time.

On-Duty Meal
Certain non-exempt employees may be able to enter into an agreement for an “on-duty” meal period. NHA shall permit an “on-duty” meal period only in those rare circumstances when the nature of the work prevents an employee from being relieved of all duties. “On-duty” meal periods must be agreed to in advance and must be memorialized in a writing signed by the employee and the HR Manager.

Non-exempt employees who work more than one (1) on-duty meal period in one (1) week must contact the HR Manager about the on-duty meal periods. Any non-exempt employee who fails to abide by this policy will be subject to discipline.

IV. PAY POLICIES

NHA will pay all employees in accordance with applicable law. NHA reserves the right to modify, without advance notice, the pay policies outlined, to the extent modification is consistent with applicable law. To the extent there is any conflict between the policies in this Handbook and the terms of an employee’s offer letter, the offer letter will be the prevailing agreement.

NHA provides competitive wages for comparable work in the industry. It is NHA’s policy to review its wage and salary structure routinely to ensure it is competitive with similar industries and employers in the communities it serves. NHA’s compensation program ensures each position has an authorized job title and a written job description. Each position is typically assigned an appropriate salary range based on the relative internal and comparable market value. Wage increases are typically scheduled annually and are contingent upon satisfactory performance, available funding, and at NHA’s discretion.

Timekeeping
All employees are required to keep daily time records indicating specific hours worked and absences during each workweek. Federal and state laws require NHA to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is defined as time actually spent on the job performing assigned duties.
All employees are required to log on to NHA’s web based payroll system, TimeStar, before performing any work. Non-exempt employees are not permitted to perform any work after logging out/clocking out. Non-exempt employees must log on to TimeStar and clock in/out at the actual time they (1) report for work; (2) report out for a meal period; (3) report back from a meal period; (4) cease work for the day. Time records should not reflect an automatic listing of scheduled hours, but must reflect actual hours worked, regardless of whether or not actual hours are the same as scheduled hours. NHA’s TimeStar system creates time records that are official NHA documents.

All employees are required to make sure their attendance records are accurate. Attendance records must reflect all time worked. Employees validate their time records through the TimeStar system. When an employee validates their time record through the TimeStar system, they are acknowledging that the time reflected on this record is accurate and fully reflects all time worked.

Supervisors must approve entries, sign, and submit a TimeStar Report to the Payroll Department by 12:00 p.m. on each Thursday following the pay period end date. You must report any inaccuracies immediately to your supervisor, and to the Payroll Department. To correct errors, supervisors must review and update the TimeStar system. All TimeStar Reports must be accurate, complete, and signed by the supervisor before being transferred to Payroll. Supervisors who are continually late submitting or validating time records may be subject to disciplinary action.

Total hours worked must not exceed eight (8) hours per day unless authorized by the employee’s primary supervisor. Non-exempt employees may not begin working more than ten (10) minutes before the beginning of their scheduled workday unless otherwise authorized by their primary supervisor. Similarly, non-exempt employees may not continue working more than ten (10) minutes past the end of their scheduled workday, unless authorized by their primary supervisor.

Falsifying or altering time records, or logging in or out for another employee is grounds for disciplinary action, up to and including termination. In the event an employee fails to log in or out as required, the employee must immediately raise the issue with their supervisor so that NHA may make the appropriate adjustments in the payroll system. If an employee believes they have not been paid correctly, they should immediately notify their supervisor and/or the HR Department.

**Workweek**

Unless otherwise provided, for the purposes of calculating overtime, the workweek is defined as beginning at 12:00 a.m. on Thursday and ending at 11:59 p.m. on the following Wednesday.
**Work Day**
The normal workday consists of eight (8) hours of work with an unpaid meal period. The supervisor will establish regular work times for their program in consideration of operational requirements. Staffing needs may require irregular work hours on a continuous basis. Under special circumstances, and with the approval of the primary supervisor or Legal Department, an employee may be assigned a work schedule that differs from NHA’s regular work hours. The supervisor will inform employees of their daily scheduled hours of work, including meal and rest periods.

**Overtime**
NHA will pay all non-exempt employees overtime in accordance with its legal obligations. Under current law and policies, all non-exempt employees who work more than eight (8) hours in one workday or more than forty (40) hours in one workweek will receive overtime pay as computed below:

- Overtime at the rate of one-and-one-half (1½) times the employee’s regular rate of pay for all hours worked in excess of forty (40) hours in any one (1) workweek;

- Overtime at the rate of one-and-one-half (1½) times the employee’s regular rate of pay for all hours worked in excess of eight (8) hours in any one (1) workday and for the first eight (8) hours on the seventh day of work in any one workweek;

- Overtime at the rate of double the employee’s regular rate of pay for all hours worked in excess of twelve (12) in one workday, and for all hours worked in excess of eight (8) on the seventh consecutive day of work in one (1) workweek;

- Only those hours actually worked are counted to determine an employee’s overtime pay. Holiday, sick, and vacation days are not considered hours worked when calculating overtime;

- An employee may not “pyramid” overtime to earn overtime on top of overtime already paid. For example, an employee who worked a total of fifty (50) hours for the week (10 hours each day), would receive ten (10) hours of daily overtime only. They would not receive ten (10) hours of daily and ten (10) hours of weekly overtime for the fifty (50) hour work week.

**Pre-Authorization: Non-exempt employees may not work overtime without the prior, express approval of their primary supervisor.**
“Off-the-Clock” Work
Non-exempt employees may not perform any work “off the clock” under any circumstances. All work must be paid. If an employee is requested to work “off the clock,” the employee must report this immediately to their supervisor, HR Manager, or the Legal Department. Failure to do so will lead to disciplinary action, up to and including termination.

Reporting Time Pay
NHA pays reporting time pay in accordance with applicable California law and local ordinance. A non-exempt, full-time employee who reports to work at NHA’s request, whether for a regularly scheduled shift or otherwise, but is furnished less than a full day’s work, will be paid a minimum of four (4) hours’ pay at the employee’s regular rate without regard to the number of hours actually worked, unless the reasons for lack of work are beyond NHA’s control. Reporting time pay will not be paid to an employee on paid standby status who is called to perform assigned work at a time other than the employee’s scheduled reporting time. Reporting time hours are not counted as “hours worked” for overtime purposes beyond the time in which work is actually performed.

Financial Hardship/Pay Advances
NHA does not advance wages or salaries. In the event an employee has a financial hardship or fiscal emergency, they may be eligible to draw against their accrued vacation. A financial emergency is defined as: (a) a death in the immediate family; (b) a health care or housing crisis for the employee, to include but not be limited to, an immediate family member. An employee must have more than forty (40) hours of accrued vacation at the time of the request, have completed their introductory period, and present a written request to their immediate supervisor. Once the hardship request is granted, an employee must have at least forty (40) hours of accrued vacation remaining. The Human Resources Department shall approve all requests for an accrued vacation draw. An accrued vacation draw is limited to two (2) vacation draws per calendar year.

Compensatory Time Off
Compensatory time off in lieu of overtime pay is not permitted.

Cost Of Living Adjustment (COLA)
A COLA may be given to regular employees based on available program funds.

Pay For Performance (Merit Increase)
NHA utilizes a merit based incentive salary schedule with salary ranges of minimum, midpoint and maximum. Each year, the CEO and the CFO will determine the pool of merit increase funds available based on the objectives of the compensation program and the financial resources available.
Merit pay is intended to reward productive performance. Larger merit increases will be awarded to employees who consistently exceed performance standards. Increases will not be granted to employees whose performance has been rated as unsatisfactory overall.

To be eligible for a merit increase, an employee must be employed with at least six (6) months of continuous service before the merit award date. An employee whose pay is at the maximum of the salary range may not be granted an increase that would cause the base salary to exceed the maximum of the range for that position. Employees who are currently at the maximum (former step 9) of their ranges will have an opportunity to earn lump sum or one-time payments based upon positive performance evaluations.

In accordance with NHA guidelines, supervisors will recommend: a) whether an employee should receive any merit increase based on their annual performance review and b) the amount of increase appropriate for the performance results. The following factors are the basis for awarding merit pay to employees:

- The employee’s performance as reported in the annual performance review;
- The appropriate pay level within the range for the employee considering the employee’s performance and performance of others in the range;
- Pay increase funds available;
- Recommendations of supervisors, as approved by executive officers.

Merit increases require the recommendation of the employee’s immediate supervisor and the approval of the appropriate executive officer. Employee performance is to be formally reviewed at least once each year. The focus of the review is to discuss the employee’s performance for the rating period, review standards for the position, communicate the amount of the employee’s merit increase and set goals for the next rating period.

Payment of Wages
Employees are paid biweekly, every other Thursday. The current payroll schedule is posted on NHA’s secure intranet and updated each calendar year. Checks are distributed by the employee’s immediate supervisor at the employee’s work station on the date assigned for payment. Employees who are not present when paychecks are distributed may claim their paychecks from the Payroll Department. Barring exceptional circumstances, only the employee will be able to pick up their paycheck.

Payment on Resignation or Termination
Accrued vacation, work time, and sick leave if eligible, will be paid on the day of termination or within 72 business hours if the employee resigns without prior notice.
Administrative Pay Corrections
NHA is committed to accurate payment, prompt paycheck distribution, and immediate correction of payroll errors. In the event there is an error in the amount of pay, the employee must promptly bring the discrepancy to the attention of the Payroll Department so corrections can be made as soon as possible.

Underpayment will be corrected on the next regular paycheck or by a manual check after the discovery of the error if requested by the employee. Overpayment will be corrected on the next regular paycheck. In the case of a large discrepancy, NHA and the employee shall arrange a schedule of repayment to minimize any financial burden.

Pay Deductions and Garnishments
NHA is required by law to make certain deductions from every employee’s compensation. Among these are applicable federal, state, and local income taxes, as well as social security taxes up to a specified limit known as the Social Security Base. NHA will garnish wages to the extent it receives an order from a governmental entity requiring NHA do so.

NHA offers programs and benefits beyond those required by law and employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs. Program details and eligibility are discussed in further detail in the Employee Benefits section.

Compensation Increases during Leaves of Absence
Employees are not eligible for any salary increases while on a leave of absence, whether the leave is paid or unpaid to the extent permitted by law. To the extent an employee is on a leave of absence during a time when NHA otherwise would have been considering increases in compensation, that employee will be considered for a salary increase when the employee returns to work.

Travel and Business Expenses
NHA will pay directly or reimburse all reasonable and necessary expenses incurred while an employee is on NHA business and authorized travel. The following expenses will be considered reasonable: business-related telephone calls, airfare, bus fare, and automobile mileage, lodging, and registration fees. Reimbursement is subject to per diem rates. The cost of fines or penalties resulting from violation of law, e.g., parking or speeding citations, or any other moving violation, while using personal or NHA vehicles for NHA business, will not be paid or reimbursed.

- NHA program contracts shall specify the maximum reimbursement allowed per program. Contract travel regulations are available in the Fiscal Department;
• An employee may use their own automobile for NHA business if they have submitted current proof of liability insurance to the Fiscal Department;

• Overnight out-of-town travel must be approved in advance by the employee’s designated General Manager or Vice President;

• An employee can request the *per diem* in advance for out-of-town travel by submitting evidence of the out-of-town activity to the Fiscal Department;

• If an employee seeks reimbursement, they must file all business expense reports and receipts within five (5) days of the return from travel in order that NHA may process reimbursement.

V. CODE OF CONDUCT

NHA maintains a high level of public trust and professional responsibility in the communities it serves. NHA’s reputation is founded upon the ethical standards observed by every person performing services for the organization. Employees and volunteers of NHA are constantly observed since much of NHA’s work is done in full view of the community. As a result, NHA cannot tolerate actions which jeopardize the trust and the good name NHA has earned and enjoys. By accepting employment or volunteer work with NHA, you accept responsibility to NHA and to your fellow worker(s) to adhere to certain rules of behavior and conduct. This code is designed to ensure employees cooperate with each other and NHA in the performance of their work.

Because specific rules cannot cover every situation, NHA expects all employees and volunteers to use common sense as a guide to proper conduct. All employees and volunteers are required to adhere to the policies and procedures documented in this Employee Handbook, which may be amended from time to time. Accordingly, absent other specific policies adopted by NHA, employees and volunteers are expected to abide by and adhere to the following Code of Conduct:

• Employees must carry out with efficiency the directives received from their supervisors. Insubordination or refusal to follow or carry out a supervisor’s directive will not be tolerated

• Employees must present a good image of NHA to the community
Employees must wear appropriate clothing and use good judgment to avoid styles that are offensive or unacceptable to the communities NHA serves. (NHA’s formal Dress Code is discussed later in this Employee Handbook)

Desks, working areas, and files are for NHA materials only. NHA is not responsible for the loss of anyone’s personal property

Employees may not use, carry, transport, or sell alcoholic beverages or illegal drugs during working hours or on NHA property. Employees and volunteers are not to report to work while under the influence of alcohol or illegal drugs

Employees may not engage in fighting, scuffling, and horseplay or other dangerous conduct on the job. Such behavior will not be tolerated

Commission of a crime or conviction of any criminal offense may jeopardize an employee’s employment with NHA

Employees may not engage in falsifying, fabricating, or misrepresenting information or documents provided to or from NHA. Knowingly omitting information requested by NHA in any way will not be tolerated

Confidential, nonpublic information about NHA’s employees and clients is not to be sold, divulged, used, or made available to anyone outside NHA except when conducting authorized NHA business. This prohibition includes selling, divulging, using or making available mailing lists, names, addresses, telephone numbers, and any records. Requests for any of the foregoing information should be referred to a member of NHA’s Senior Staff. Prior approval by the Legal Department is required before any such information may be released. The HR Department handles verification of employment or other related information concerning past or present employees

Employees are encouraged to take part in constructive community activities to the fullest extent they can as long as participation does not interfere with their work. If outside activities take place during regular working hours, employees must obtain approval from their supervisor before engaging in the activity

Employees should be courteous and respectful to clients at all times. Employees are not to argue with clients
• Employees may not engage in misappropriation, misuse, unauthorized removal or possession of any property belonging to or controlled by NHA, its guests, clients, contractors or fellow employees;

• Employees may not use, carry, transport, or sell firearms or any other weapon during work hours or on NHA property

• No employee shall release information on behalf of NHA to the news media concerning NHA in the form of a press release nor may they call a press conference without written permission from the President/CEO or their designee

Head Start and Child Development Program employees will respect and promote the unique identity of each child and family, and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability.

Head Start and Child Development Programs employees must also follow Program confidentiality policies concerning information about children, families, and other staff; ensure that no child is left alone or unsupervised while under their care; demonstrate positive methods of child guidance; not engage in corporal punishment, emotional or physical abuse, or humiliation; employ methods of discipline that do not involve isolation of children; not use food as punishment or reward, nor deny the basic needs of children. An infraction of this rule may lead to immediate termination.

Nothing under this section of the Code of Conduct is designed to prohibit or restrict in any way an employee’s right to self-organize, concerted activity, or any other conduct permitted under the National Labor Relations Act, including but not limited to Sections 7 and 8 of the Act.

Children’s Rights Violations - Zero Tolerance

Federal and state rules and regulations applicable to NHA mandate that children’s personal rights be respected and that NHA respond to suspected or known child abuse or sexual abuse, whether it occurs inside or outside of its Head Start Programs. NHA employees must ensure that positive methods of child guidance be employed at all times. Accordingly, it is the policy of NHA that the following types of conduct are not acceptable and will not be tolerated:

• Leaving children alone or unsupervised
• Imposing corporal punishment or emotional or physical abuse/humiliation
• Isolating children as punishment
• Using food as punishment or reward
• Denying children’s basic needs as punishment
Further, all Head Start employees must immediately advise the HR Department of (a) all pending and prior criminal arrests and charges related to child sexual abuse and their disposition; (b) all convictions related to such matters; and (c) all convictions of violent felonies. An infraction of this rule may lead to immediate termination.

Head Start employees shall be required to periodically certify in writing that they have informed the HR Department of any such incident. This is a “zero tolerance” policy, meaning that an employee’s violation of this policy will subject the employee to immediate termination without resort to any type of disciplinary procedure.

Despite the foregoing zero-tolerance policy, an employee’s employment with NHA is at-will and, accordingly, may be terminated by the employee or NHA at any time without prior notice.

**Dress Code**

NHA requires employees to always appear for work in attire that is appropriate and suitable for the work setting. This may vary slightly from one area to another depending on the nature of the work, exposure to the general public, customers, and the environment.

The following guidelines are not intended to be all-inclusive, but rather should help set the general parameters for appropriate attire and guidelines for good judgment and common sense about items not specifically addressed. The principal goal is to ensure a professional appearance. It is prudent for employees to be mindful of the day’s activities when selecting what to wear.

**Professional Business Attire**

Employees are expected at all times to present a professional, businesslike image to customers and the public. Acceptable personal appearance, like proper maintenance of work areas, is an ongoing requirement of employment with NHA. Radical departures from dress code policy or personal grooming and hygiene (such as offensive body odor) are not permitted.

If an employee is hosting or attending meetings with customers or vendors from other offices, they should refrain from wearing casual attire unless they know that meeting attendees will also dress in similar attire.

Office workers and employees who have regular contact with the public must comply with the following personal appearance standards:

- Employees must wear their NHA ID badge and any NHA issued uniform at all times while working at an NHA worksite
• All clothing, make-up, and facial hair should be clean and neat in appearance

• Hair should be clean and neatly arranged

• Excessive tattoos and body piercings (other than earrings) should not be overtly visible

• Employees should not wear tank tops, halter tops, revealing or low-cut blouses, tops that resemble underwear, tops that reveal a bare midriff, transparent tops, and visible undergarments

• Skorts, skirts, dresses, and similar clothing must be at least fingertip length, as measured with arms and hands extended by the side of the body

• Jeans (except on Fridays, and days when employees are in pre-service or in-service training), shorts or pants made of spandex material, athletic clothing, T-shirts, shorts, sandals, novelty buttons, baseball hats, or hats of any type, and similar items of casual attire are not permitted. Employees are permitted to wear jeans on “casual” Friday or the last business day of NHA’s workweek

Employees who do not regularly meet the public should follow basic requirements of safety and comfort, but should present as neat and businesslike appearance as working conditions permit. Open-toed shoes are not permissible when safety is compromised. When selecting footwear, safety should be the guiding factor. Certain employees may be required to meet special dress, grooming, and hygiene standards such as hairnets or serving gloves depending on the nature of their job.

At its discretion, NHA may allow employees to dress in a more casual fashion than is normally required. On these occasions, employees are still expected to present a neat appearance and are not permitted to wear ripped or disheveled clothing, athletic wear, or similarly inappropriate clothing. No set of instructions can anticipate every possible combination of clothing that is acceptable or inappropriate. If in doubt about the suitability of an outfit, you should not wear it to the office or worksite.

Any employee who does not meet the standards of this policy will be required to undergo corrective action, which may include leaving the premises. Non-exempt employees (those employees subject to the minimum wage and overtime requirements of the Fair Labor Standards Act) will not be compensated for any work time missed because of failure to comply with this policy. Violations of this policy may also result in disciplinary action.
Nothing under this Dress Code section is designed to discriminate against an employee’s religious creed, including but not limited to, an employee’s religious dress or grooming practices. If an employee believes that this Dress Code prohibits or restricts in any way an employee’s religious creed, please notify HR immediately.

**Employee Standards of Performance and Discipline**

Employees are expected to observe certain standards of job performance and good conduct. When performance or conduct does not meet NHA standards, NHA will endeavor, when it deems appropriate, to provide the employee with a reasonable opportunity to correct the deficiency. If the employee fails to make the correction, they will be subject to discipline up to and including termination.

NHA reserves the right to terminate any employment relationship, to demote, or otherwise discipline an employee without resort to any disciplinary procedures in accordance with the at-will nature of the employment relationship.

**Performance Evaluation**

Performance evaluations are conducted as an ongoing process performance management process by a supervisor with the employee. This activity consists of informal and formal evaluations. Informal evaluations will be given as needed by supervisors to provide feedback and direction to help maximize the employee’s performance. The formal evaluation process is an established system to ensure that all employees receive performance reviews on a scheduled basis. Its purpose is to review the individual’s overall performance and attainment of prior goals and to set new performance goals and objectives for the next review period. Employees receive their first evaluation upon completion of their introductory period and annually thereafter.

**Performance Evaluation Process**

Performance Evaluation reminders are sent to the Vice President of each area or program. Alerts are sent thirty (30) days before the review due date to immediate supervisors. The process is as follows:

1. Supervisor logs into “NHA Workflow” under the “My Applications” tab on the intranet to complete a performance evaluation.

2. The completed evaluation is sent to the next level manager for review and final approval.

3. Vice President must approve or disapprove performance evaluation.
4. Supervisor meets with the employee to discuss performance.

5. Supervisor logs into NHA Workflow to electronically sign and forward evaluation to employee.

6. Employee has five (5) business days from receipt of the appraisal to submit it to the NHA Workflow and electronically sign, comment and forward the evaluation to HR.

Supervisors and employees are held accountable for completing performance evaluations in a timely manner. NHA will provide employees with copies of their completed performance evaluations at the time they are placed in their personnel file with copies of any documents NHA believes reflects their performance, conduct, or any disciplinary action taken. Any such evaluation is not and should not be construed as a promise of continued employment or an alteration of the employees’ at-will employment status.

**Disciplinary Action**

NHA has an established disciplinary procedure to deal with problems in the workplace or with individual performance. This procedure is intended as a guide to inform employees of needed improvements or changes in their performance. When it becomes necessary to discipline an employee due to inappropriate behavior, progressive measures may be considered.

Policy violations from employees in positions of responsibility (including those exempt from overtime), managers, and supervisors, are likely to bypass progressive disciplinary procedures and result in immediate termination.

Following are typical progressive disciplinary steps; however, the severity and circumstances of a violation could result in immediate suspension or termination. NHA’s progressive disciplinary model in no way limits, modifies, or alters the at-will nature of any employee’s employment relationship with NHA.

**Disciplinary Procedure**

First Offense (Counseling) – The focus is on fact-finding and guidance to encourage desirable behavior instead of using penalties to discourage undesirable behavior. The counseling session should be documented, signed, and dated by both the supervisor and the employee and retained in the supervisor’s file with a copy sent to the HR Department. An employee’s signature is not required if the employee refuses to sign the document.

Second Offense (Written Warning) – This involves a written description of the incident resulting in discipline, the needed improvement, consequences for non-compliance, and specified time frame for improvement. The document should be signed and dated by both the supervisor and
the employee. An employee’s signature is not required if the employee refuses to sign the document. A copy should be given to the employee; the original, along with previous documented counseling session, should be placed in the employee’s personnel file in the HR Department.

Third Offense – This may include (after consultation with the HR Department) one or more of the following: (a) a written reprimand, (b) suspension, or (c) termination.

NHA reserves the right to impose what it deems to be the most appropriate form of discipline in response to any poor performance, misconduct, or other violation of NHA policy(s), up to and including termination of employment. While NHA practices a progressive approach to disciplinary actions, employees have no right, by any provision of this Handbook or otherwise, to warnings or less severe forms of discipline prior to termination of employment. As discussed earlier in this Handbook, all employment is for an unspecified term and is at the mutual consent of the employee and NHA. Employment is at-will which means employees may resign at any time and NHA may terminate the employment at any time, with or without cause, and with or without advance notice.

**Termination**

The President/CEO or designee may terminate employees as necessary, provided such termination or discipline is not contrary to law. An individual’s employment may terminate arising from disciplinary action, resignation, disability, retirement, and layoff; or, as consistent with the nature of the at-will relationship, at any time for any lawful reason. NHA reserves the right to reduce its workforce. Except for employees covered by a collective bargaining agreement, there shall be no employee grievance or appeal rights of management’s decision regarding a termination or disciplinary action.

Termination of Head Start personnel shall follow NHA’s policies and procedures which have been presented to and reviewed by the Policy Council. Such termination request shall conform to the NHA Policy relating to Internal Conflict Resolution/Policy Council.

**Voluntary Termination**

NHA will consider an employee to have voluntarily terminated their employment if an employee does any of the following:

- Voluntarily resigns
- Fails to return from an approved leave of absence or from a layoff on the date specified by NHA, without notice to, or approval by, their supervisor
• Fails to report to work for three (3) consecutively scheduled workdays without notice to NHA

**Involuntary Termination**
An employee may be terminated involuntarily for reasons which may include poor performance, misconduct, or other violations of NHA rules of conduct. NHA reserves the right to discharge or demote any employee with or without cause and with or without prior notice, as consistent with its at-will employment policy.

**Termination Due to Reorganizations, Economics, or Lack of Work**
From time to time, NHA may need to discharge an employee as a consequence of reorganizations, job eliminations, an economic downturn in business, or lack of work. Should NHA consider such terminations necessary, NHA will attempt to provide all affected employees with advance notice when practicable.

**Reduction in Force**
NHA reserves the right to reassign employees to a lateral position, demote an employee to a lower job classification and pay, or layoff an employee. The order of layoff shall be based on the business needs of NHA.

**Transfers**
NHA may require an employee to make either a temporary or long-term job transfer to accommodate the organization’s needs. Employees may request a voluntary job transfer. To be eligible for a voluntary transfer, the employee must meet the requirements of the new position, have completed their six (6) month introductory period, and have a satisfactory performance record. A supervisor may consider a request for transfer to a different position, but is not obligated to fulfill an employee’s transfer request.

**Demotion**
Based on the at-will nature of the employment relationship with NHA, an employee may be demoted at will by NHA. If an employee is demoted, the employee shall be placed on the new salary range of a rate which is closest to the salary rate they earned in the higher class. Voluntary demotions do not require that the employee serve a new introductory period. Involuntary demotions do require the employee serve a new introductory period.

**Exit Interview and Return of Property**
When possible, an exit interview will be conducted by the HR Department on the employee’s last day of employment. Employees must return all NHA property upon termination of employment, or immediately upon request. Employees are responsible for returning any company business records, documents, and property issued to them and/or in their possession.
Failure to return such items and/or continued unauthorized use of such items may result in legal action against the former employee.

**Conflict Resolution/Policy Council**

In the event of conflict between the President/CEO and the Policy Council, or the Policy Council and the NHA Board, with respect to an employment decision relating to a non-represented Head Start employee, the Head Start General Manager shall meet with the President/CEO and negotiate an agreement. In the event an alleged infraction by a Head Start employee involves a violation of a zero-tolerance policy established by NHA including, but not limited to: (a) substance abuse; (b) harassment/discrimination; (c) theft of NHA property; (d) violence in the workplace; (e) children’s rights; or (f) a code of conduct situation involving imminent peril to body or property, the decision to terminate the Head Start employee shall not be subject to the conflict resolution process.

In the case of termination of employment where the Head Start employee timely exercises the Conflict Resolution Process and the President/CEO or Board’s decision is in conflict with the Policy Council, the procedure is as follows:

**Step One:**

- Employee submits their written request for conflict resolution to the HR Department within ten (10) days of the management personnel action;

- President/CEO and Head Start General Manager meet in good faith and negotiate an agreement;

- The proposed resolution is be submitted to the Executive Committees of the Policy Council and the Board;

- The Board and Policy Council Executive Committees review the proposed resolution and agree or disagree;

- If there is a disagreement between both bodies, impasse resolution process is initiated;

- An arbitration team is established and the finding of the arbitration is binding;

If the employee exercises Step Two of the conflict resolution process, the procedure is as follows:
Step Two:
- Employee submits their written request for conflict resolution to the HR Department within ten (10) days of conclusion of Step One of the Conflict Resolution Process;
- HR Department submits the request to the Head Start General Manager;
- Head Start General Manager forwards the request to the Board and Policy Council Executive Committees for review;
- If no resolution is agreed upon, the impasse resolution process is initiated (in accordance with the impasse procedures referenced in the NHA Shared Decision-Making Manual approved by the Board and Policy Council, as revised from time to time.

Conflict of Interest
All employees, consultants and volunteers associated with NHA are required to exercise their best judgment in the interest of NHA in all matters in which they act on behalf of NHA, free of the adverse influence arising from a self-interest conflict with, or adverse to, the interests of NHA.

There are certain situations always considered to be prohibited by NHA and in conflict with its interest. Absent full and complete disclosure and authorization by the President/CEO or a majority of disinterested Board of General Managers, no person may:

- Obtain a significant financial or other beneficial interest in another supplier or vendor in which NHA has existing or prospective business relations
- Engage in a significant personal business transaction involving NHA for profit or gain
- Accept money, gifts of other than nominal value, excessive hospitality, loans, or other special treatment from any supplier, vendor, or customer in which NHA has existing or prospective business relations
- Compete unfairly with NHA by divulging confidential or proprietary corporate information, luring away its employees or customers, or working on a competing business while being paid by or serving as a volunteer for NHA
- Acquire information about a business opportunity through association with NHA and disclose it to a third party or invest in the opportunity without first offering it to NHA
All employees and volunteers associated with NHA are required to adhere to the Conflict of Interest policy. Failure to comply with this policy, including failure to disclose any actual or potential conflicts, or situations with a tendency to give rise to the appearance of a conflict, may result in discipline, up to and including termination of employment.

Nothing under this section of the Conflict of Interest is designed to prohibit or restrict in any way an employee’s right to self-organize, concerted activity, or any other conduct permitted under the National Labor Relations Act, including but not limited to Sections 7 and 8 of the Act.

**Outside Employment**

Employees should consult with their immediate supervisor prior to engaging in outside employment. Outside employment will be permitted as long as the employee continues to meet NHA’s performance standards and corporate policies.

If NHA determines that outside employment is adversely affecting an employee’s job performance, the employee will be asked to terminate the outside employment or will be terminated by NHA, consistent with the at-will employment relationship. Outside employment includes contract services. Outside employment must not present a conflict of interest.

**Drug and Alcohol Use Policy/Right to Inspect**

NHA recognizes drug and alcohol use as a potential health, safety, and security problem. As a result, the unlawful use, manufacture, distribution, dispensing, being under the influence, sale, concealment, transportation, negotiation for the sale of or the possession of drugs, drug paraphernalia, alcohol, marijuana, or controlled substances by employees or volunteers during working hours at NHA, any other facility used or managed by NHA, or in an NHA vehicle, is strictly prohibited. Violation of this policy is strictly enforced and will result in disciplinary action, including termination from employment.

NHA management personnel shall take reasonable measures to recognize inhalant, drug or alcohol use by employees and to see that any such use does not jeopardize the safety of NHA’s operations or otherwise adversely affect NHA facilities or its employees. Based upon a reasonable suspicion of substance use and/or if an employee is involved in an on-the-job accident which results in an injury while using power tools or operating a vehicle, such employee may be required to undergo a compulsory medical examination, including drug and alcohol screening. Any employee required to take a mandatory drug test will also be required to authorize in writing the disclosure of the results of such test under this policy. Failure to immediately submit to an alcohol and/or drug test as directed by NHA’s management personnel will be considered insubordination and may result in termination of employment.
Drugs, Alcohol, Inhalants
NHA prohibits the use of any drugs, inhalants, or substances which may affect an employee’s senses, responses, motor functions, or alter a person’s perception while working. The lawful use or possession of medication or controlled substances prescribed by a licensed physician or the use or possession of a non-prescription medication is permitted. Any employee taking a drug whose physician, pharmacist, or which medication warning indicates that the drug may impair such person’s ability to perform the essential functions of their job, must advise their supervisor prior to reporting to work under the influence of such drug. Failure to advise the supervisor may result in discipline for poor performance or misconduct.

An employee may be obliged to take a leave of absence if their doctor concludes that they cannot do their job safely and efficiently because they are using prescription or over-the-counter medicine. It is an employee’s responsibility to determine from their physician whether a prescribed drug may impair job performance.

Alcoholic Beverages
NHA policy prohibits the use or presence of alcoholic beverages at the workplace or at NHA events, except where specifically and expressly authorized by the President/CEO or designee. Employees will be considered under the influence if tests reveal body alcohol content of .08 or higher.

Unauthorized Items
The possession or use of any drug paraphernalia used or designed for use in testing, packaging, storing, injecting, ingesting, inhaling, or otherwise introducing into the human body of a substance is prohibited. Any employee requiring the use of items necessary for ingestion of a prescribed medication is permitted to use such items. The employee must notify their immediate supervisor or the HR Department of the need for this accommodation.

Prescription Drugs
While performing work for NHA, an employee shall not consume a prescribed drug more often than the physician has set out on the label on the prescription vial. An employee may consume only prescription drugs specifically prescribed for that employee.

Inspection to Administer and Enforce Policy
In order to promote a safe, productive, and efficient workspace, NHA reserves the right to inspect employees, as well as any articles and property in their possession, in the event NHA has a reasonable suspicion that the employee possesses any unauthorized alcohol or drugs or other inappropriate material. NHA also reserves the right to inspect desks, boxes, packages, containers, articles in such areas, and other objects or belongings brought onto NHA property which might conceal alcohol, illegal drugs, and/or other inappropriate material. NHA asks and
expects all employees to cooperate fully with NHA in connection with the administration of this policy.

**Excessive Use of Personal Cell Phones on Work Time**

In addition to Head Start protocols which prohibit employees from using personal cell phones on work time while supervising children, all NHA employees are prohibited from excessive use of their personal cell phone, including texting or surfing the internet, while on NHA work time. Excessive use or repeat infractions may result in disciplinary action up to and including termination.

**Gift and Donation Acceptance Policy**

It is the policy of NHA to only accept gifts or donations which are consistent with NHA’s mission and which conform to the donor’s intended purpose. The Community Affairs Department is responsible for administering this policy.

NHA employees are prohibited from personally soliciting donations or gifts on behalf of NHA without prior approval from the Community Affairs Department or the President/CEO. NHA’s procedures are designed to collect all donations in a secure and responsible manner and to acknowledge and recognize donors in a timely manner. The Fiscal Department is the record-keeper for all collected or pledged donations. Any person who violates this policy will be subject to disciplinary action up to and including termination of employment or termination of the work relationship, and any other appropriate action.

**Partisan Political Activities**

NHA prohibits the making of direct or indirect contributions or expenditures of NHA funds or assets in connection with any election, fund-raising event, or other political activity, without the prior approval of NHA’s legal counsel. This prohibition extends, in addition to any direct or indirect payment, gift, loan, deposit or guarantee, to the performance of services and the furnishing of anything of value by any employee or General Manager as part of their duties for NHA. Any expenditure by NHA is to be carefully documented to ascertain who is paying for a specific outlay.

No NHA manager, employee, General Manager, contractor, or vendor shall apply any pressure, direct or implied, on any other NHA employee, General Manager, vendor or contractor which infringes upon such individual’s right to decide whether, to whom, and in what amount, a personal political contribution is to be made. NHA shall not participate or intervene in any political campaign (including the publishing or distribution of statements) on behalf of any candidate for public office.
NHA employees, consultants, and volunteers are subject to restrictions on providing voters or prospective voters with transportation to the polls or similar assistance in connection with an election while on NHA time. All employees, consultants, and volunteers are prohibited from conducting certain voter registration activities at an NHA service location or at NHA headquarters.

Each employee remains free, of course, to spend their own time and funds supporting political candidates and issues in a lawful manner provided in so doing they do not identify or portray themselves as representing NHA, and further provided that such employee does not seek, nor is reimbursed by NHA for any such activities.

**Solicitation and Distribution**

NHA does not allow an employee to solicit another employee during either employee’s working time. Employees may solicit other employees during non-working time, such as rest periods and meal periods. NHA does not allow one employee to distribute literature to another employee (other than in connection with the performance of the employee’s regular duties) when either employee is on working time. Nothing in this Handbook is intended to prohibit participation in an NHA authorized fundraising campaign or other authorized employee recreational event.

**Community Affairs**

It is the policy of NHA to provide the news media with prompt and accurate information. The President/CEO or designated Community Affairs representative are the only spokespersons who are officially authorized to communicate with the media. No staff member or volunteer is allowed to communicate with the media or provide any information, data, reports or memos. The release of any verbal or written information must be approved by the President/CEO or designated Community Affairs representative.

If the media contacts an employee during or after work hours, the employee should refer the caller to the Community Affairs Department and must not answer any questions the reporter may ask. Staff and volunteers are not allowed to provide any comments “off the record.” Any person who violates this policy will be subject to disciplinary action up to and including termination of employment.

**Social Media and Web Posting Policy**

NHA recognizes that the internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media, such as Facebook, Twitter, LinkedIn, You Tube, videos, still photos, blogs, video blogs, podcasts, instant or text messages, email, online services or accounts, internet web site profiles or locations, and other forms of social media not mentioned herein. However, the use of social media can pose risks to
NHA's confidential, nonpublic, and proprietary information, reputation, and brands, and can jeopardize the company's compliance with business rules and laws.

It is NHA's policy to respect the intellectual property rights of others. Accordingly, employees may not upload or post any material infringing upon any copyright, trademark, patent, trade secret, or other proprietary rights of any third party, including but not limited to, the unauthorized reproduction of copyrighted material, the digitization and the distribution of photographs from magazines, books, or other copyrighted software. This policy applies to all NHA employees and volunteers:

- NHA's social network and media sites will be operated exclusively by the Community Affairs Department
- Only NHA's Community Affairs Department will be allowed to create any social media page on behalf of NHA or represent NHA in any manner on any social media site
- Employees may request updates to content, photos, status, and event listings on the social networking sites. Requests must be submitted, via email only, to communityaffairs@neighborhoodhouse.org a minimum of three (3) days before the requested posting date. Community Affairs has the right to edit or choose not to post employee submittals
- NHA reserves the right to delete any comments, fans, or friends, or to modify rules and protocols at any time in its sole discretion
- Only first names are to be used on any of NHA’s social network and media sites. Employee, client, or volunteer full names and/or photos will only be used with permission by the employee and never in conjunction with the employee’s specific location
- Personal information, i.e., home addresses, telephone numbers, physical descriptions, etc., about anyone affiliated with NHA in any way shall not be posted on any NHA social networks
- All photos posted on NHA’s social network and media sites must have a signed authorization/release on file

Confidential and Proprietary Information
In the course of their work, NHA employees may have access to nonpublic confidential or proprietary information about NHA, its subsidiaries and their employees, customers, vendors, contractors, or joint venture partners. It is each employee's responsibility not to reveal or divulge any such information unless it is necessary to do so in the performance of their duties.
Disclosure of confidential or proprietary information may occur only after consultation with the Legal Department. Every person who receives confidential or proprietary information must hold it in trust for NHA, must take steps to guard against its inadvertent disclosure, and may not use the information for a private purpose of any kind.

Access to confidential and proprietary information should be on a “need-to-know” basis only and must be authorized by the Legal Department. Even inadvertent disclosure of such information can subject an employee and NHA to severe penalties.

It is not possible to identify all possible forms of confidential or proprietary information. Clearly, any item labeled confidential or proprietary should be treated as such. A few common examples of confidential or proprietary information include: (a) information contained in personnel files, including financial information, home address and telephone numbers, social security number, and medical information; (b) financial results, including known but unannounced earnings or losses, or projections of the same; (c) execution or termination of significant contracts with an employee, vendor, contractor, or other business partners; (d) significant developments involving corporate relationships; (e) positive or negative developments in outstanding litigation or litigation exposure due to actual or threatened litigation; and (f) pending or threatened regulatory or other government action.

If there is any doubt whether information is publicly known, or is considered confidential or proprietary, employees should consult their supervisor or NHA’s Legal Department.

All employees are required to sign a non-disclosure agreement. Employees who improperly use confidential business information will be subject to disciplinary action, up to and including termination of employment. The duty of confidentiality does not terminate with the end of the employment relationship — the duty is ongoing even after the employment relationship ends.

Nothing under the sections of the: (1) Partisan Political Activities, (2) Solicitation and Distribution, (3) Media Relations, (4) Social Media and Web Posting Policy, and (5) Confidential & Proprietary Information sections is designed to prohibit or restrict in any way an employee’s right to self-organize, concerted activity, or any other conduct permitted under the National Labor Relations Act, including but not limited to Sections 7 and 8 of the Act.

**Authorship and Inventions**

NHA is engaged in a continuous program of research, development, production, and marketing in connection with its business. It is critical NHA preserves and protects its proprietary information, trade secrets, confidential information, and all related intellectual property rights, including designs, inventions, improvements, technical information, know-how, technology, and
suggestions relating in any way to the products or services of NHA, whether or not copyrightable or patentable (collectively referred to as “Intellectual Property”). Accordingly, as a condition of employment, employees do transfer to NHA any and all Intellectual Property for NHA’s sole use and benefit which employees have to date, or will in the future conceive, develop, contribute to, or acquire during their entire employment with NHA. NHA may request for employees to sign conveyance or transfer documents of any such rights. These rights shall be deemed “work-for-hire” and are deemed transferred to NHA regardless whether an employee signs any conveyance or transfer.

The obligation of employees to convey or transfer rights does not apply to an invention or other work(s) developed by the employee entirely on their own time without using NHA’s equipment, supplies, facilities, or trade secret information, unless those inventions or other works: (a) relate, at the time of their conception or reduction to practice, to NHA’s business or its actual or demonstrably anticipated research or development, or (b) result from any work performed by the employee for NHA. It is NHA’s intention to administer this policy in accordance with the requirements of all applicable laws.

Reporting Violations of Policy/Improper Activities
It is the policy of NHA to comply with all applicable federal and California law, and regulations as well as other corporate policies adopted by the Board of General Managers. Every employee, General Manager, contractor and vendor is responsible for reporting any suspected or actual violation thereof.

Should an employee become aware of, or suspect, a violation of federal, California, or local law, or a violation of any corporate policy, such violation or potential violation must be reported immediately to the Legal Department, Attention: EVP & General Counsel, Neighborhood House Association, 5660 Copley Drive, San Diego, California, 92111, via telephone at 858-715-2642 ext. 170, via facsimile to 858-357-8664, or via email to legaldept@neighborhoodhouse.org. Employees may also use the Report form available on NHA’s MetaStorm BPM system, also available on NHA’s Intranet site under NHA Resources, Corporate Policy 116 – Reporting Violations of Policy/Inappropriate Activities to anonymously report any suspected wrongdoing.

Upon receiving a report an investigation will take place. After the investigation the General Counsel and/or the HR Department will make appropriate recommendations to management for further action if any, including disciplinary action, action to correct the offense and prevent similar occurrences, or disclosure of the offense to the proper authorities.

No employee, contractor, or vendor shall be penalized, in any respect, for reporting any offense or potential offense in which the employee, contractor, or vendor is not engaged. NHA does not condone, and will not tolerate, retaliation against any person for making a complaint of any
suspected violation of policy or improper activities or for cooperating in an investigation of such a complaint. If NHA determines that retaliation has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any person determined by NHA to be responsible for improper conduct or retaliation will be subject to appropriate disciplinary action, up to and including termination of the employment relationship.

VI. NHA PROPERTY

All NHA property must be maintained according to NHA rules and regulations. NHA reserves the right to inspect all NHA property to ensure compliance with its rules and regulations, without notice to the employee and/or in the employee’s absence. Prior authorization must be obtained before any NHA property may be removed from the premises. An employee’s personal property, including, but not limited to, packages, purses and backpacks, may be inspected upon reasonable suspicion of unauthorized possession of NHA property.

Inspections of Work Stations and Personal Belongings
NHA reserves the right to search work stations, lockers, desks, NHA vehicles, lunchboxes, briefcases, purses, coats, toolboxes, and other personal property of employees, and their contents, for illegal drugs, alcohol, weapons, and stolen property, collectively referred to as “contraband,” among other things. NHA reserves the right to inspect all NHA property to ensure compliance with its rules and regulations, without notice to the employee and/or in the employee’s absence.

Employees have no reasonable expectation of privacy in, and may not withhold permission for, NHA searches of NHA-supplied containers, including desks, lockers, toolboxes, and NHA vehicles. Employees who, if requested, fail to cooperate in any inspection will be subject to disciplinary action, including possible suspension or termination. NHA is not responsible for any articles that are lost, damaged, stolen, or destroyed.

Email, Voicemail, Texting and Computer Network System Privacy
All NHA owned computers, fax machines, telephones, email, voicemail systems, Blackberries, and related software “electronic systems” are provided to certain employees as a business tool to assist them in carrying out NHA business and performing their job duties. Any data, files or images, contained in electronic systems are likely to be considered business records owned by and subject to NHA’s right of inspection. All other NHA policies, including but not limited to, harassment, confidentiality and proprietary information, apply to all users of electronic systems.

NHA respects the individual privacy of its employees. However, an employee cannot expect privacy rights to extend to work-related conduct or the use of NHA-owned equipment or supplies. Employees should be aware of the following policies:
- NHA’s right to access information. Although employees have individual access codes to voicemail, email, and computer network systems, these systems are accessible at all times by NHA, and may be subject to periodic unannounced inspections by NHA for business purposes. All system pass codes must be available to NHA, and employees may not use pass codes that are unknown to NHA. Backup copies of email and voicemail are maintained and can be referenced for business and legal reasons.

- When an email or other electronic record created and maintained in an employee’s department is no longer essential to performing ongoing functions, it should be disposed of in the same manner as any obsolete or useless paper record. Confidential emails must be handled in an appropriate manner. NHA routinely retains backup of emails for a period of ninety (90) days. After this period, messages will be deleted from NHA servers, provided they are not subject to a Document Preservation Notice (as provided in the Record Retention Policy).

- Systems use is restricted to NHA business. Employees are expected to use the email, voicemail, and computer network systems for NHA business only and not for personal purposes. Personal purposes include, but are not limited to, soliciting or proselytizing for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations.

**Impermissible Content**
Employees are prohibited from using NHA’s information systems in any way that is unlawful, inappropriate, or contrary to NHA’s best interests, or in any manner that may be disruptive or offensive to others, including but not limited to, the transmission of sexually explicit messages, cartoons, ethnic or racial slurs, or anything that may be construed as harassment, bullying, or disparagement of others.

**Password Security and Integrity**
Employees are prohibited from the unauthorized use of the access codes of other employees to gain access to their email and voicemail messages. Personal or other inappropriate use of NHA’s information systems will result in disciplinary action up to and including termination.

**Record Retention**
NHA’s Record Management Program (RMP) is designed to capture and document all NHA business transactions which fairly reflect its activities. The program also has a retention limit for business records which satisfies the requisite time periods for business and legal documents.
The Record Retention Schedule, found on NHA’s Staff Intranet site, shows the length of time records created or received by NHA must be retained and when, if ever, they must be disposed of promptly and properly. Before destroying documents, it is important to follow any Document Preservation Notice or consult with NHA’s Legal Department. All NHA employees are required to comply with the procedures established under the RMP.

**Off-Duty Use of Facility**
Employees are prohibited from being on NHA premises or making use of NHA facilities while not on duty. Employees are expressly prohibited from using NHA facilities, property, or equipment for personal use.

**Security**
The security of facilities, as well as the welfare of our employees, requires that every individual be constantly aware of potential security risks. An employee should immediately notify their manager when unknown persons are acting in a suspicious manner, in or around the facilities, or when keys, security passes, or identification badges are lost or misplaced.

**Cameras**
NHA uses video cameras in open work areas to provide better safety, theft prevention, and as a classroom training tool. Because the cameras are not hidden and are in public common work areas, employees should not have expectations of privacy. NHA has created procedures to maintain the confidentiality of such video footage, including limiting access to the video and establishing a routine destruction schedule.

**NHA Trademark Policy**
NHA regulates the protection and use of its Intellectual Property which includes, but is not limited to, the names, logos, trademarks, service marks, word marks, insignias, or other images (whether or not registered) commonly associated with NHA such as the following, collectively known as the “Marks”:

To maintain consistency in the use of NHA’s Marks, the following shall apply:

- All usage is subject to prior approval by NHA’s Legal Department;
• NHA Marks may not be altered without the written authorization of the Legal Department;

• NHA Marks shall not be used in connection with the endorsement and/or promotion of a private/public event, group or business, including displays on the internet, unless by written contract authorized by NHA’s Legal Department;

• Employees and volunteers should avoid displaying NHA’s Marks at public events where there is reasonable likelihood that display of the Marks is likely to be misconstrued as an implied endorsement by NHA of the event, statement, and/or position presented;

• Employees and volunteers must observe NHA’s Code of Conduct whenever displaying NHA’s Marks.

VII. HEALTH, SAFETY, AND SECURITY

NHA has established and maintains a safe and healthy work environment in compliance with federal and state safety regulations. Employees must obey safety rules and exercise caution in all work activities. Employees must report unsafe conditions to their supervisor immediately. All employees, including non-supervisory staff, are expected to correct or contribute to the correction of unsafe conditions as quickly as possible.

Please review the Employee Safety Manual or consult with the NHA Safety Manager for specific information concerning NHA’s Safety and Health programs.

Healthy Work Environment
To comply with California state law and to preserve a healthy work environment, NHA shall maintain a smoke free workplace. Smoking, including cigarettes or e-cigarettes, is prohibited at all NHA locations, including private offices, restrooms and staff rest areas, classrooms, and playgrounds. A Head Start or Child Development employee who wishes to smoke during break or lunch must do so outside of the facility and out of sight of any children. Any employee found violating this policy will be subject to disciplinary action, up to and including termination. Employees who smoke do not receive extra break time.

Employee Safety
It is the policy of NHA to provide a healthy and safe place of employment for all employees, to abide by all regulations as they pertain to our industry, and to integrate good safety habits into every aspect of NHA’s activity. To this end, NHA has established a functioning committee to ensure that safety is a continuing effort. The success of any safety program, however, depends upon the safety consciousness and intelligent cooperation of everyone.
Equipment
Employees are expected to follow operating instructions and safety standards when using NHA equipment. The supervisor will establish each employee’s responsibility for the maintenance and safety of NHA property. The employee must notify the supervisor of tools in need of repair.

Accident Reporting
At the time of an occupational accident or injury or illness, employees should immediately notify their supervisor. It is the employee’s responsibility to immediately inform their supervisor of all accidents and injuries, even those of a minor nature, which occur in the course of their employment. If an injury is immobilizing, causing unconsciousness, or is life threatening, immediately call 911. The supervisor will promptly contact NHA’s Workers’ Compensation Administrator to ensure appropriate action is taken.

Summary of NHA’s General Safety Guidelines

- NHA requires that safety be a commitment of all employees;
- NHA is committed to providing the necessary protective equipment for an employee’s performance of their normal job duties;
- All employees are expected to maintain a safe work condition and environment at all times. Employees must follow the established safety procedures as outlined in the NHA’s Employee Safety Manual, as revised from time to time, and must obey all posted safety signs and notices. Failure to follow such safety procedures, signs, and notice may subject an employee to discipline, up to and including termination;
- In the case of an incident or emergency, all employees should be aware of the evacuation plan for their work site and the location of the posted emergency telephone numbers for medical services, the police department, and the fire department;
- In the event of a work-related injury or illness, employees must immediately complete a written report of the injury or illness, or provide their immediate supervisors with the information necessary to complete a written report;
- In the event of a work-related injury or illness, NHA is committed to care and financial support as prescribed in the California Workers compensation system;
- NHA is committed to early return to work strategies for employees who suffer work-related injuries or illnesses, consistent with the rules of California Workers compensation system and the economic feasibility of providing such opportunities;
• NHA will not tolerate fraudulent claims under the California Workers compensation system. Such fraudulent claims may subject an employee to discipline, up to and including termination, as well as civil and criminal penalties.

Driving Safety - Use of NHA Vehicles for Business
NHA may assign vehicles to certain employees for purposes of conducting NHA business. Prior to being assigned an NHA vehicle, an employee must provide NHA with proof of a safe driving history, and must be approved by NHA’s insurance carrier. NHA may revoke the assignment of an NHA vehicle at any time.

NHA vehicles shall be used for NHA business only and shall not be used for an employee’s personal business. Employees assigned NHA vehicles shall abide by and adhere to Vehicle Usage Guidelines, to the fullest extent applicable. Employees assigned an NHA vehicle shall not allow any unauthorized individuals, including friends and family members, to operate the vehicle. Additionally, unauthorized passengers are not permitted in NHA vehicles. Employees who use NHA vehicles must immediately notify their supervisor in the event (a) the employee’s driver’s license is suspended or revoked, or (b) the driver’s license classification is changed.

Employees assigned NHA vehicles who engage in reckless driving, receive more than two (2) traffic violations, or violate any provisions of this policy are subject to discipline, up to and including termination. Employees assigned NHA vehicles who are arrested for convicted of driving while intoxicated or under the influence of alcohol or drugs while using an NHA vehicle are subject to immediate termination.

In the event of an accident or collision while driving an NHA vehicle, the employee is required to proceed as follows:

• Employee must notify the police immediately in the event of any bodily injury and/or property damage;

• Employee should not admit liability and must not discuss the accident with anyone other than the investigating police officer, and a representative of NHA’s insurance carrier;

• Employee should immediately notify their supervisor or manager of the accident;

• Employee must obtain the vehicle license number of any other vehicles involved in the collision, as well as the name, address, telephone number and driver’s license number of the driver of the other vehicle(s) and of any other witnesses;
- Employee should request the identification card regarding insurance coverage from the driver of any other vehicle(s) involved in the collision and record the information contained on the card;

- Employee must provide NHA a record of all information and details of the accident in a written accident report. The written accident report must be submitted to NHA as soon as possible after the accident.

All employees are required to abide by and adhere to all applicable laws, statutes, and regulations regarding the operation of motor vehicles. Any fines, penalties, or citations issued to an employee while operating an NHA vehicle shall be the employee’s personal responsibility.

**Driving Safety - Use of Personal Vehicles for NHA Business**

Employees using their personal vehicles to conduct business for NHA must be covered, at their expense, by public liability and property damage insurance satisfying the legal minimum requirements under California law. NHA suggests, however, that employees maintain such insurance coverage in the amounts of $100,000/$300,000/$25,000.

Employees using their personal vehicles to conduct NHA business must provide NHA with their current certificate of insurance, including vehicle identification number, insurance carrier, limits of coverage, and policy terms. Employees using their personal vehicles to conduct NHA business must notify their supervisor in the event their license is suspended or the vehicle registration is not current. Employees failing to maintain at least the minimum insurance coverage under California law, who fail to provide NHA with a current certificate of insurance, or who fail to notify their supervisor of a suspended license, may not be reimbursed for mileage expenses and may be subject to discipline up to and including termination. Any fines, penalties or citations issued to an employee while operating a personal vehicle on NHA business will be the employee’s personal responsibility.

**Prohibited Use of Cell Phones While Driving**

In the interest of the safety of our employees and other drivers, NHA’s employees are prohibited from using cell phones, including texting, while driving on NHA business. In the event a job requires an employee keep their cell phone turned on while driving and they are required to use the cell phone for NHA business, the use of hands free devices is not permitted. Instead, the employee must stop and pull over the vehicle at a safe location before using the phone.

**Workplace Violence Prevention**

NHA is committed to providing a violence free workplace, and strictly prohibits employees, consultants, clients, visitors, or anyone else on NHA’s premises or engaging in any NHA related
activity from behaving in a violent or threatening manner. In connection with this policy, NHA seeks to prevent workplace violence before it begins and reserves the right to discipline (up to and including termination) any employee for engaging in any behavior which suggests a propensity towards violence, even prior to the occurrence of any violent behavior. NHA reserves the right to discipline (up to and including termination) any employee for engaging in any violent behavior.

Every threat of violence is serious and must be treated as such. Threatening behavior may include such actions as:

- Making statements to harm another individual or to destroy property or encouraging others to do so on an employee’s behalf;
- Throwing objects;
- Making menacing gestures or engaging in physically aggressive or violent behavior;
- Expressing “grudges” against co-workers;
- Displaying a demonstrated pattern of refusal to follow NHA policy or procedures, or other behavior indicating the individual may pose a danger either to self or to others
- Attempting to intimidate or harass other individuals.

If an employee observes or becomes aware of any of the above-listed actions or behavior by another employee, a client, a consultant, a visitor, or anyone else, the employee is required to notify their immediate supervisor or anyone at the executive level of NHA.

All reports of workplace violence will be taken seriously and will be thoroughly investigated. In appropriate circumstances, NHA will inform the reporting individual of the results of the investigation. To the extent possible, NHA will maintain the confidentiality of the reporting individual and of the investigation. However, NHA may need to disclose the facts of or the results of the investigation, including the identity of the reporting individual, in circumstances it deems necessary and/or appropriate. NHA does not condone and will not tolerate retaliation against any employee or individual who reports workplace violence.

In cases where NHA determines a threat of violence has been made or was reasonably perceived to have been made, or actual violence occurred or was reasonably perceived to have occurred, disciplinary action may be imposed, up to and including immediate termination. In appropriate situations, employees who violate this policy may be required to obtain counseling or other available assistance to protect the safety of the employee, other individuals, and/or property.
VIII. TIME OFF/LEAVES OF ABSENCE

Vacation
Regular full-time and regular part-time employees are eligible for paid vacation leave. Vacation leave is intended as a period of rest and relaxation away from the job and is in the best interest of both NHA and the employee.

All Introductory Period employees accrue, but are not entitled to use such time until their introductory period has been successfully completed. Members of the collective bargaining unit should refer to the Collective Bargaining Agreement for rules about vacation and sick time accruals and usage.

Accrual of Paid Vacation

Regular Full-Time Employees*
Regular full-time employees accrue paid vacation as follows:

<table>
<thead>
<tr>
<th>LENGTH OF EMPLOYMENT</th>
<th>ACCRUAL OF PAID VACATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Years 1 through 5</td>
<td>6.67 hours/month (2.00 weeks/10 days year)</td>
</tr>
<tr>
<td>Years 6 and through 10</td>
<td>10.00 hours/month (3.00 weeks/15 days year)</td>
</tr>
<tr>
<td>Years 11 and beyond</td>
<td>13.33 hours/month (4.00 weeks/20 days year)</td>
</tr>
</tbody>
</table>

NHA may, in its discretion, grant paid vacation to regular full-time employees (regardless of their hire date) in excess of the amount to which they would otherwise be entitled under this policy based on their length of service.

Regular Part-Time Employees*
Regular part-time employees accrue paid vacation on the same basis as full-time employees to be pro-rated based on their percentage of paid-time status hours. For example, a regular part-time employee who works twenty (20) hours per week will accrue vacation at the rate of 3.33 hours per month until the end of Year 5, 5.00 hours per month in Years 6 through 10, and 6.67 hours per month in Years 11 and beyond.

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1 Accrual of paid vacation is calculated to increase upon completion of the seventy-third (73) month of employment.

2 Accrual of paid vacation is calculated to increase upon completion of the one-hundred and thirty-third (133) month of employment.

*If hired on or before April 30, 2007 accrual rates are available in the Human Resources Department.
NHA may, in its discretion, grant paid vacation to regular part-time employees (regardless of their hire dates) in excess of the amount to which they would otherwise be entitled under this policy based on their length of employment.

**No Accrual of Paid Vacation While on Unpaid Leave of Absence**
Regular full-time and regular part-time employees otherwise eligible to accrue paid vacation under this policy will not accrue paid vacation while on unpaid leaves of absence.

**Scheduling Vacations**
NHA must approve the scheduling of all vacations. NHA will attempt to accommodate all requests to take vacation, but reserves the right to deny any request based on the needs of NHA’s programs or scheduling conflicts. Employees are encouraged to schedule periodic vacations with their supervisor. Employees desiring to use vacation which has not been previously scheduled, e.g., for family emergencies, must notify their supervisor of the absence. The supervisor may require the employee to furnish satisfactory evidence justifying any such request. NHA encourages regular full-time and regular part-time employees who accrue paid vacation to use this paid time off.

**Cap on Accrual of Paid Vacation**
To promote the use of paid vacation, the amount of paid vacation that can be accrued is capped at three hundred (300) hours. In other words, the maximum amount of paid vacation a regular full-time and regular part-time employee can accrue is three hundred (300) hours. Once an employee reaches this cap for accrued paid vacation, the employee ceases to earn or accrue any additional paid vacation until the employee’s amount of accrued paid vacation falls below the three hundred (300) hours cap.

**Use of Accrued Paid Vacation While on Unpaid Leave of Absence**
An employee who is taking an unpaid leave of absence must deplete all accrued time off banks prior to being placed in an unpaid leave status. Accrued time off ceases when the employee moves to unpaid status; accrued time off resumes upon the employee’s return to paid status.

**Payment of Accrued Paid Vacation When Employment Terminates**
Regular full-time and regular part-time employees who terminate their employment with NHA, whether voluntarily or involuntarily, and regardless of the reason, will be paid for all accrued vacation time.
Holidays
The following school holidays are observed. Whenever practical, NHA holidays are scheduled in conjunction with the schedule established by the San Diego Unified School District.

- New Year’s Day
- Martin Luther King’s Birthday
- Lincoln’s Birthday
- Presidents’ Day
- Cesar Chavez Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day
- New Year’s Eve Day

When a holiday occurs on a Saturday, NHA will usually observe the holiday on the preceding Friday, and when a holiday occurs on a Sunday, NHA usually will observe the holiday on the following Monday.

Eligibility for Paid Holidays
When an observed holiday falls on a regularly scheduled workday or during a company mandated furlough for a regular full-time employee, the employee shall be paid a regular workday’s regular pay. When an observed holiday falls on a regularly scheduled workday or during a company mandated furlough for a regular part-time employee, the employee will be paid regular wages for the amount of time the employee normally would have been scheduled to work on that day. An employee on an unpaid leave of absence is not eligible for holiday pay.

Holidays Falling During a Paid Vacation
If an observed holiday occurs during the vacation of an employee who accrues paid vacation, the employee will receive holiday pay and will not be deemed to have used any accrued vacation for that day.

Floating Holidays – Exempt Employees Only
On occasion an exempt employee may be required to work on an NHA holiday as necessary to perform program operations. When working on a holiday, the exempt employee shall accrue one (1) hour of floating holiday time for each hour of holiday worked. Floating holiday time must be taken within six (6) months of the pay period in which it is earned. Therefore, floating
holiday hours shall be carried no more than six (6) months. Floating holiday hours shall be paid at the exempt employee’s regular hourly rate. Any unused floating holiday after six (6) months will be paid to the employee on their next payroll check.

**Work on Holidays – Non Exempt Employees Only**
When a regular full-time non-exempt employee or a regular part-time non-exempt employee works on a holiday, NHA shall pay the employee, in addition to the regular pay received for the holiday, at one and one-half (1.5) times the employee’s regular hourly wage rate for all hours actually worked on the holiday.

**Furlough Days**
The President/CEO, at his discretion, may impose furlough days as needed at various times throughout the year. Furlough days are unpaid.

**Personal Days**
All regular full-time and part-time employees are entitled to two (2) paid personal days per calendar year to be used for the employee’s birthday, or other holidays or religious events not recognized by NHA only. These personal days are available for use from date of hire. Whenever possible, employees must submit a written request through TimeStar to their supervisors to take paid personal days at least fourteen (14) calendar days in advance. Members of the collective-bargaining unit should refer to the Collective Bargaining Agreement for more information about personal day usage.

NHA will attempt to accommodate requests for paid personal days even when less than fourteen (14) calendar days’ notice is given; however, NHA reserves the right to deny any request for paid personal days based on the needs of NHA’s programs or scheduling conflicts. On each authorized paid personal day, employees will receive the pay they would have received if they had been working their regular schedule. This is a full-day time off benefit, not an incremental hourly departure from your position. Paid personal days may not be carried over from year to year and are forfeited upon termination of employment.

**Paid Sick Leave**
Regular full-time and regular part-time employees accrue sick leave from date of hire, which they are entitled to use on their 90th day of employment. Members of the collective bargaining unit should refer to the Collective Bargaining Agreement for more information about sick leave accrual and usage. Unused sick pay is carried forward into the next year.

Variable hour employees receive forty (40) hours of paid sick leave at the commencement of employment. The employee may begin to use paid sick time in one (1) hour increments on the 90th calendar day following the commencement of employment, up to a maximum of forty (40)
hours per year. Upon each annual anniversary date of the date of hire, eligible variable hour employees shall receive forty (40) hours of paid sick leave, and unused annual sick hours will carry over to the next year up to a maximum of 80 hours per year.

Where the need for leave is foreseeable, NHA requires reasonable advance notice. This means that for planned medical appointments and the like, notice should be given as soon as the employee is aware of the need for leave. Failure to properly communicate regarding the need for sick leave could result in a sick leave request being rejected and/or approved untimely.

**Accrual for Employees**

Regular full-time and regular part-time employees begin to accrue paid sick leave from their date of hire. Regular full-time employees accrue paid sick leave at the rate of 5.33 hours per month (8 days per year), and regular part-time employees are entitled to paid sick leave based on their percentage of paid time status hours. For example, a regular part-time employee who works twenty (20) hours per week will accrue paid sick leave at the rate of 2.67 hours per month.

**Cap on Accrual of Paid Sick Leave**

Paid sick leave accrual is capped at three hundred sixty (360) hours or forty-five (45) days. Therefore, the maximum amount of paid sick leave regular full-time and regular part-time employees can accrue will be three hundred sixty (360) hours or forty-five (45) days. Once an employee reaches the cap for accrued sick leave, the employee ceases to earn or accrue any additional paid sick leave until the employee’s accrued sick leave falls below the cap of three hundred sixty (360) hours.

**Sick Leave Redemption**

After ten (10) years of service, employees will be paid for twenty-five percent (25%) of any unused sick leave, not to exceed twenty-three (23) days. After fifteen (15) years of service, employees will be paid for fifty (50%) of any unused sick leave, not to exceed thirty-five (35) days. After twenty (20) years of service, employees will be paid for seventy-five percent (75%) of any unused sick leave, not to exceed forty-four (44) days. Sick leave redemption will be paid at the employee’s most recent rate of pay.

**Use of Paid Sick Leave**

Paid sick leave can be used for an employee’s own illness, medical treatment, or preventative care, or to attend to a family member’s illness, medical care, or treatment. It can also be used for purposes of seeking treatment, attending legal proceedings or similar activities stemming from the illness or treatment.

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3 Accrual rates for regular full-time and regular part-time employees hired on or before April 30, 2007 are available in the Human Resources Department.
from the employee or employee’s family member being a victim of domestic violence, sexual assault, or stalking. Sick leave can be used if NHA is closed due to a public health emergency or the employee’s child’s school or daycare is closed due to a public health emergency. For purposes of paid sick leave, the family members for whom sick leave may be used shall be governed by applicable California law.

Once an employee has used all accrued paid sick leave, the employee may request and use paid personal days, paid vacation, or an unpaid leave of absence. Employees eligible for state disability insurance and/or paid family leave benefits shall be required to use any accrued paid sick leave (as well as any other accrued paid time off) before receiving the State Disability Insurance and/or certain paid family leave benefits.

Requirements Attendant to Use of Paid Sick Leave
An employee must leave a message for their immediate supervisor prior to the start of the employee’s shift and must reasonably attempt to personally speak to the supervisor or someone above the supervisor within one (1) hour before the start of the employee’s shift. Failure to provide this notice may result in the leave being unpaid and may subject the employee to discipline, and repeated failure to provide this notice may subject the employee to discipline up to and including termination. Any employee’s failure to provide the required notice of sick leave for three (3) consecutive business days may be considered job abandonment and treated as a voluntary resignation.

Medical Certification
NHA may require an employee to submit medical certification for more than three (3) consecutive business days of sick leave absence. In addition, NHA may require an employee to provide a doctor’s release to return to work for sick leaves of more than three (3) consecutive business days. Unless advance approval is received from the HR Department, managers and supervisors should not require an employee to submit a medical certification or doctor’s release if the employee will miss or has missed work for three (3) consecutive business days or less.

State Disability Insurance (SDI)
California State Disability Insurance (SDI) is a partial wage-replacement insurance plan for California workers. The SDI program is State mandated and funded through employee payroll deductions. SDI provides affordable, short term benefits to eligible workers who suffer a loss of wages when they are unable to work due to a non-work related illness or injury, or a medically disabling condition from pregnancy or childbirth. Additional details regarding California State Disability Insurance can be obtained through NHA’s Benefits Department.
Paid Family Leave (PFL) Program
Paid Family Leave (PFL) is a partial wage-replacement insurance plan for California workers. The PFL program is a component of the SDI program and is funded through employee payroll deductions. PFL provides affordable, short term benefits to eligible workers who suffer a loss of wages when they are unable to work in order to bond with a newborn baby, adopted or foster child or care for a seriously ill parent, child, spouse, or registered domestic partner. Employees cannot receive PFL and SDI benefits for the same period. Additional details regarding the Paid Family Leave Program can be obtained through NHA's Benefits Department.

Sick Leave Integration with SDI and PFL
NHA will integrate accrued sick leave with SDI or PFL payments. NHA shall integrate sick pay with SDI or PFL benefits so that the combined income shall equal the employee's regular salary. NHA sick leave integration shall be charged to the employee’s sick leave account. If the sick leave account is exhausted, the employee’s vacation accrual may be integrated. As required by law, both NHA and the employee contribute to Social Security and Medicare taxes by payroll deduction.

Family and Medical Leave Act / California Family Rights Act
NHA will comply with all applicable provisions of the federal Family and Medical Leave Act ("FMLA") and the California Family Rights Act ("CFRA"), including providing unpaid leaves of absence of up to twelve (12) weeks in certain circumstances, and up to twenty-six weeks to care for an injured military service member. The definition of immediate family found in the FMLA and CFRA will be followed. The specific FMLA or CFRA requirements, including the rights and obligations of employees, notification requirements, and NHA’s obligations, are available from the HR Department.

Leaves of absence provided under the FMLA and/or the CFRA will be deemed to run concurrently with most other leaves of absence.

Under the federal Family Medical Leave Act (FMLA), employees who have been employed with NHA for at least twelve (12) months, have worked at least 1,250 hours in the previous twelve (12) months, and are employed at a work site where there are 50 or more employees of NHA employed within 75 miles, may be eligible for unpaid family and medical leave of up to twelve (12) workweeks in a twelve (12) month period. The twelve (12) month period will be measured from the first day the employee uses any Family Medical Leave. Benefit accruals will be suspended during an unpaid leave period. Upon return to active employment, benefit accruals will resume.

Eligibility for FMLA leave may result from incapacity due to pregnancy, prenatal medical care or childbirth; to care for a newborn, newly adopted or foster child within the first year after the
birth or placement for adoption or foster care; to care for a spouse, son, daughter, parent or registered domestic partner who has a serious health condition; or for an employee’s own serious health condition which adversely affects their job performance.

Employees must request leave in writing at least thirty (30) days in advance for planned absences, or as soon as the employee is aware of the need for leave under unforeseen absences. Information and forms can be accessed on the Employee Self-Serve (ESS) or you may contact the Benefits Department/Leave of Absence Administrator to obtain the Leave Request Form. A medical certification must be provided before the leave begins or, in the event of an emergency, within fifteen (15) days after the leave commences. Failure to provide notice and the required certification may result in denial or deferral of the requested leave.

Employees may obtain FMLA/CFRA leave on an intermittent or reduced schedule basis when it is medically necessary to care for their child, spouse or parent with a serious health condition, or for their own serious health condition or to care for a new child. Leave due to qualifying exigencies may also be taken on an intermittent basis in minimum one (1) hour increments. NHA may require an employee to transfer temporarily to an alternative position which better accommodates the recurring periods of leave, for which the employee is qualified and which has equivalent pay and benefits. A certification regarding the medical need for intermittent leave or a reduced schedule will be required.

Further time off after expiration of FMLA or CFRA leave may be granted as a reasonable accommodation. The employee must submit a request for an extension of leave to the Benefits Department before the scheduled return to work date. The appropriate form can be obtained from the Benefits Department. The request for an extension must be supported by an appropriate medical certification.

When a leave ends, NHA will reinstate the employee to the same position unless the position ceased to exist because of legitimate business reasons unrelated to the FMLA or CFRA leave. If the same position is not available because of legitimate business reasons, NHA may offer the employee a comparable position in terms of such issues as pay, location, job content, and promotional opportunities, if available. An employee returning from FMLA or CFRA leave has no greater right to reinstatement than if the employee had been continuously employed. For more information regarding this topic, contact the Benefits Department.

**Pregnancy Disability Leave**

Under the California Fair Employment and Housing Act (FEHA), employees who are disabled by pregnancy, childbirth, or related medical conditions are eligible to take a pregnancy disability leave. Accordingly, NHA provides employees up to 17.33 weeks of leave for disability due to an employee’s pregnancy, childbirth, or related medical conditions. Moreover, even after pregnancy disability leave is exhausted, an employee may have a right to more unpaid leave as
a reasonable accommodation. Employees who are affected by pregnancy, childbirth, or a related medical condition are also eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if such a transfer is medically advisable.

Pregnancy disability leave does not need to be taken in one continuous period, and may be taken intermittently, or on a reduced-hours schedule, as medically advisable. Employees are entitled to a reasonable accommodation for pregnancy, childbirth, or related medical conditions upon receipt of medical certification from the employee’s health care provider.

Employees who need to take pregnancy disability leave must inform NHA, preferably in writing, when a leave is expected to begin and how long it will likely last. Employees should give thirty (30) days’ advance notice or, if not possible, as much advance notice as is possible.

Any request for a pregnancy disability leave must be supported by medical certification from a health care provider which shall provide the following information: (a) the date on which the employee became disabled due to pregnancy, (b) the probable duration of the period or periods of disability, and (c) an explanatory statement that due to the disability, the employee is unable to work at all or is unable to perform any one or more of the essential job functions of her position without undue risk to herself, her pregnancy, or other persons.

In the case of a pregnancy disability transfer, the medical certification shall provide the following information: (a) the date on which the need to transfer became medically advisable, (b) the probable duration of the period or periods of the need to transfer, and (c) an explanatory statement that due to the employee’s pregnancy, the transfer is medically advisable.

Upon expiration of the time period for the leave or transfer estimated by the health care provider, NHA may require the employee to provide another medical certification if additional time is requested for leave or transfer.

Pregnancy Disability Leave is unpaid. Benefit accruals will be suspended during an unpaid leave period. Upon return to active employment, benefit accruals will resume.

Application for State Disability Insurance (SDI) benefits is available during a pregnancy disability period, and the Paid Family Leave (PFL) program is available for newborn bonding after medical release from pregnancy disability. An employee interested in SDI and PFL benefits may apply through the California Employment Development Department (EDD). Payments for SDI and PFL may be integrated with any sick leave benefits to which an employee may be entitled and/or vacation, or paid personal days if such benefit is elected. Additionally, an employee may receive short term disability benefits if voluntarily enrolled in the short term disability plan. Use of short
term disability benefits, sick leave, vacation, paid personal days or SDI will not extend the period of the approved leave.

In order that an employee's return to work may be properly scheduled, an employee is requested to provide NHA with at least two (2) weeks advance notice of the date she intends to return to work. When a leave ends, NHA will reinstate the employee to the same position unless the position ceased to exist because of legitimate business reasons unrelated to the pregnancy disability leave. If the same position is not available because of legitimate business reasons, NHA may offer the employee a comparable position in terms of such issues as pay, location, job content, and promotional opportunities, if available. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed. For more leave information regarding this topic, contact the Benefits Department.

Military Leave
NHA will comply with all applicable provisions of federal and California law regarding leaves of absence for military service, including permitting a spouse to take up to ten (10) days of leave to spend time with a spouse who has been deployed to military conflict.

Military Family Leave Entitlements
Exigency Leave is available for eligible employees with a spouse, son, daughter or parent on covered active duty or called to covered active duty status. They may use their twelve (12) week entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single twelve (12) month period. A covered service member is: (a) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or (b) a veteran who was discharged or released under conditions other than dishonorable at any time during the five (5) year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

Bone Marrow / Organ Donor Leave
An employee who provides written verification to NHA that the employee is an organ or bone marrow donor (required for medical necessity) is entitled to receive paid job-protected leave if
the employee has been employed for at least 90 continuous days. This leave may be taken in one or more periods as necessary in order to donate. Eligible organ donors are entitled to a leave of absence not to exceed thirty (30) business days in any one (1) year period of time. Eligible bone marrow donors are entitled to a leave of absence not to exceed five (5) business days in any one (1) year period. Employees will be required to use up to five (5) days of their vacation for bone marrow donor leave and up to two (2) weeks of their vacation for organ donor leave. This leave does not run concurrently with FMLA or CFRA.

**Child’s School-Related Activity**
Under certain circumstances, regular employees may request time off to participate in activities of their child’s school, and/or to find, enroll, re-enroll a child in school or with a licensed childcare provider. To be eligible for time off under this policy, an employee must be the parent, guardian, or grandparent of a child who is in preschool, kindergarten, grade school or high school between ages one (1) and eighteen (18). The employee must provide reasonable notice of the planned absence to their supervisor before taking the time off. The employee must provide documentation from the child’s school verifying that the employee participated in the activity on a specific date and a particular time. The employee may not take more than forty (40) hours off for this purpose per year, or more than eight (8) hours off in any calendar month of the school year.

Employees may also take a reasonable amount of time off to appear at their child’s school following their child’s suspension. If both parents/guardians of a child are employed with NHA, only one (1) parent/guardian may take time off under this policy. The first parent/guardian to give appropriate notice of the need for time off under this policy will receive the time off. In some cases, permission may be granted to provide both parent/guardian the opportunity to take time off simultaneously. Any employee who takes time off under this policy must use any accrued vacation time, personal leave or compensatory time for the absence.

**Jury Duty Leave**
NHA supports its employees’ civic responsibility to serve on jury duty. During the first six (6) months of employment, employees may use any accrued paid time off, or may take unpaid time off for jury duty. After completing six (6) months of employment with NHA, employees will be entitled to up to one (1) week of paid jury duty leave per year. The employee must promptly notify their supervisor when they receive a summons for jury duty.

The employee is required to report for work during periods while on jury duty when they are excused from appearing in court. NHA will pay the employee at their regular hourly wage rate for regularly scheduled hours missed due to jury duty, less any jury duty fees (but not transportation and parking compensation) received from the court by the employee. The employee is responsible for submitting documentation of time served on jury duty and the
amount of compensation received from the court. The employee’s failure to provide proper documentation may result in disciplinary action and a possible loss of the jury duty benefit.

**Witness Duty Leave**

Employees who are required by law to appear in court as a witness will be allowed an unpaid leave of absence as long as they provide NHA with reasonable advance notice of the witness duty, as well as appropriate documentation verifying the witness duty time served. Employees may, at their option, use paid personal days or paid vacation for such leaves. Employees on leave for witness duty are expected to report for work whenever the court schedule permits. Employees who appear as a witness at the request of NHA will be paid their regular wages.

**Religious Leave**

NHA will comply with all applicable provisions of federal and California law regarding leaves of absence for religious purposes. If granted and subject to any reasonable conditions NHA may impose on the leave of absence, employees may, at their option, use paid personal days or paid vacation for such leaves. If an unpaid personal leave is granted, the employee shall be entitled to return to a job in the same classification he or she worked prior to commencing the leave.

**Bereavement Leave**

After completing their six (6) month introductory period, employees are entitled to up to four (4) days per calendar year (regardless of the number of qualifying events) of paid bereavement leave for the death of an immediate family member. On each day of authorized bereavement leave, employees will receive the pay they would have received if they had been working their regular schedule. An employee may not receive more than four (4) paid days per calendar year of Bereavement Leave.

Immediate family means an employee’s spouse, domestic partner, cohabitant, child, stepchild, grandchild, parent, stepparent, mother-in-law, father-in-law, son-in-law, daughter-in-law, grandparent, great grandparent, brother, sister, half-brother, half-sister, stepsibling, brother-in-law, sister-in-law, aunt, uncle, niece, nephew, or first cousin (that is, a child of an aunt or uncle).

**Time off for Voting**

In the event an employee does not have sufficient time outside of working hours to vote in a statewide election, the employee may take enough working time off to enable them to vote. Such time off shall be taken in a manner which minimizes the actual time away from the workplace, and the time taken off shall be combined with the voting time available outside of working hours. Under these circumstances an employee will be allowed a maximum of two (2) hours on the Election Day without loss of pay. Deductions will not be made from the salary of
an exempt employee for time taken off for voting. Where possible, the employee shall give their supervisor at least two (2) days’ notice that time off to vote is needed.

**Domestic Violence/Sexual Assault Leave**

Employees who are victims of domestic violence, sexual assault, or stalking may take unpaid leave in blocks, intermittently, or on a reduced leave schedule. Domestic Violence/Sexual Assault Leave is available to employees with a family member (child, spouse, parent, parent-in-law, grandparent, or person with whom the employee has a dating relationship) who is a victim of domestic violence, sexual assault or stalking. The amount of leave an employee may take is limited to a “reasonable” amount consistent with state law and NHA’s personal leave policy.

Domestic Violence/Sexual Assault leave may be taken for the following purposes:

- To seek health care treatment for physical or mental injuries from domestic violence, sexual assault, or stalking, or attend to such health care treatment for a family member;

- To obtain (or assist a family member in obtaining) services from a domestic violence shelter, rape crisis center, or other social services;

- To obtain (or assist a family member in obtaining) mental health counseling related to domestic violence, sexual assault, or stalking; or

- To participate in safety planning, to temporarily or permanently relocate, or to take other actions to increase the safety of the employee or family member relating to domestic violence, sexual assault, or stalking.

When possible, employees must give advance notice of the intention to take leave. If advance notice is not possible, employees (or their designees) must give notice of the need for this leave no later than the end of the first day the employee takes the leave. NHA requires verification in support of the need for leave, e.g., police reports, court documents, or the employee’s own written statement of the need for the leave. Except where disclosure is authorized or required by law, NHA will maintain strict confidentiality of all information provided by the employee in conjunction with Domestic Violence/Sexual Assault Leave.

**Civil Air Patrol Leave**

Members of the Civil Air Patrol may be allowed a leave of absence to respond to an emergency service operation. To be eligible the employee must have been employed by NHA for at least a 90-day period immediately preceding the commencement of leave. Civil Air Patrol leave is limited to a total of 10 days per year. Leave for each emergency operational mission may not
exceed 3 days, unless the government entity authorizing the mission extends it and NHA approves the additional time off.

Employees requesting time off must notify their direct supervisor as soon as possible after learning the intended dates upon which such leave will begin and end. Employees must be prepared to provide certification from the proper Civil Air Patrol authority to verify the employee's eligibility for the leave requested. Upon expiration of the leave, an employee will generally be reinstated to their position with equivalent seniority, benefits, pay and other terms and conditions of employment. Civil Air Patrol leave is unpaid; however, employees may use accrued paid time off for this purpose.

**Volunteer Firefighter, Rescue Peace Officer, and Emergency Rescue Personnel Leave**
NHA will provide temporary leaves of absence of up to 14 days per calendar year to employees who serve as volunteer firefighters, reserve peace officers, or emergency rescue personnel for the purpose of engaging in fire, law enforcement, or emergency rescue training.

**Personal Leave**
An employee may request an unpaid personal leave of absence for up to thirty (30) days. All regular employees employed for a minimum of 90 days and who are in good standing, i.e., are not on a Performance Improvement Plan (“PIP”), are eligible to apply for an unpaid personal leave of absence. Departmental requirements will all be taken into consideration before a request is approved. Approvals of the immediate Supervisor and Human Resources are required.

The maximum period of time for any leave (individual or combined) is six (6) months unless otherwise required by law or collective bargaining agreement. NHA paid benefits for all leaves, excluding workers’ compensation, will be provided by NHA up to a maximum of twelve (12) weeks unless otherwise required by law. Benefits will continue while on workers’ compensation for a period up to a maximum of six (6) months.

Requests for unpaid personal leave may be denied or granted by NHA for any reason or no reason at NHA’s sole discretion. NHA reserves the right to terminate employment for any reason or no reason during a personal leave of absence. Please contact Human Resources for more information on request procedures.

An employee must return to work on the scheduled return date or be considered to have voluntarily resigned from their employment. An extension may be approved in limited circumstances. While on unpaid personal leave, an employee will not accrue any employee benefits, such as paid vacation and sick leave. An employee will be required to pay their full
cost for the maintenance of health insurance and other similar benefits while on unpaid personal leave.

**Administrative Leave (with or without Pay)**

Administrative leave is initiated by NHA. Administrative Leave is a temporary leave from the employee’s worksite. Typically, an employee may be placed on administrative leave in order that an employment investigation can be conducted or a fitness for duty evaluation can be completed. The HR Department will determine whether the administrative leave will be with or without pay. Other leaves may be available in accordance with local, state, and/or federal law.

**IX. EMPLOYEE BENEFITS**

The following information represents a summary of current benefits included in NHA’s Benefits Program. This information is intended to answer general questions regarding benefit eligibility, coverage, and administrative procedures, but is not meant to replace existing benefit brochures or insurance certificates. In the event of a conflict between this summary and the existing brochures or certificates, the latter shall take precedence.

This portion of the Employee Handbook covers some important and basic features of insurance and other benefits as an employee of NHA. Management reserves the right to change or modify the benefits provided to its employees, in accordance with applicable law. This information does not replace or modify the official documents, texts, and contracts which legally govern their operation. Please refer to the group insurance program handbooks for full details on the insurance programs.

The terms and conditions of employment and benefits for those employees who are members of the collective bargaining unit are contained in the most recent Collective Bargaining Agreement (CBA). In the event of a conflict between the CBA and this Employee Handbook, the CBA shall control.

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| Long-Term Disability Insurance | Employee Assistance Program |
| Benefits Continuation (COBRA) | Tuition Reimbursement |

**Group Insurance**

The Benefits Program at NHA consists of several components, each of which is designed to meet the specific needs of employees and their families. Eligibility begins the first of the month following thirty (30) days of regular employment.

The foundation of the program includes medical plan options, dental plan options, a vision care plan, flexible spending accounts, life insurance, accidental death and dismemberment insurance, long-term disability insurance, and an Employee Assistance Program. Other voluntary benefits such as supplemental life insurance, personal short-term disability income, critical illness with optional cancer insurance, and accident insurance are also available through NHA.

**Medical Plans**

NHA currently offers HealthCare Reform compliant medical plans. Coverage includes: office visits, hospital services, urgent care, emergency care, prescription drugs, family planning, maternity, rehabilitation care, ambulance, mental health, substance abuse, and chiropractic care.

**Dental Plans**

NHA currently offers Dental Plans. Coverage under the Dental Plans includes: general services, periodontics, oral surgery, crowns and bridges, prosthetics, out of area emergency care, and orthodontia services.

**Vision Plan**

NHA currently offers a Vision Plan. Coverage under the Vision Plan includes an exam and eyeglass lenses each 12 months, and frames every 24 months. Contact lenses are covered in lieu of frames and lenses.

**Flexible Spending Accounts (FSA)**

NHA offers Flexible Spending Accounts which allow employees to pay for non-reimbursable healthcare expenses or dependent day care expenses with pre-tax dollars deducted each pay period. In the FSA, employees can use tax-free money to pay for out-of-pocket medical, dental, or vision expenses. The Dependent Care Account allows employees to use the tax-free money to pay for before-school care, after-school care, au pair expenses, preschool, nursery school expenses, summer day camp, or elder care/custodial expenses. By enrolling in these accounts employees can realize significant tax savings throughout the year. Contact the Benefits Department for additional details.
Life Insurance
All regular employees are eligible to receive life insurance paid for by NHA. NHA will provide a minimum of $25,000 term life insurance.

Accidental Death and Dismemberment (AD&D)
All regular employees are eligible to receive Accidental Death and Dismemberment insurance paid for by NHA. NHA will provide a minimum of $25,000 AD&D.

Long-Term Disability (LTD)
The Long-Term Disability Plan offers financial assistance for disabilities and illnesses lasting for more than six (6) months. NHA pays for basic coverage equal to 60% of an employee’s monthly base pay up to a maximum monthly benefit of $10,000 for two (2) years.

Benefits Continuation (COBRA)
The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under NHA’s health plan when a “qualifying event” would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee’s hours or a leave of absence; an employee’s divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Employees should advise the HR Department as soon as possible regarding a “qualifying event.” Under COBRA, the employee or beneficiary pays the full cost of coverage at NHA’s group rates, plus an administration fee. NHA provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under NHA’s health insurance plan. The notice contains important information about the employee’s rights and obligations.

Retirement Plan
NHA offers a 401(k) retirement plan and Roth 401(k) plan as part of its benefit package. Both plans are for the exclusive benefit of eligible employees and their beneficiaries. An employee is eligible to participate in the retirement plans from their first date of regular employment. You will be eligible to participate for purposes of matching contributions when you have completed six (6) months from initial date of employment.

For purposes of matching contributions, your entry date will be the first day of the month coinciding with or next following the date you satisfy the eligibility requirement. Employees who contribute at least 3% of their compensation to the 401(k) retirement plan or Roth 401(k) plan (individually or combined) will receive the NHA contribution of six percent (6%). Participants are fully vested after three (3) years. Contact the Benefits Department for more information.
regarding NHA’s retirement plans. Management reserves the right to modify the 401(k) and Roth 401(k) plans at any time.

**Workers’ Compensation**

NHA provides workers’ compensation insurance at no cost to the employee. This program covers partial loss of wages and the cost of medical treatment due to illness or injury incurred on the job. Subject to legal requirements, workers’ compensation insurance provides benefits after a short waiting period or upon hospitalization.

Employees are responsible for immediately reporting all work related accidents while at work or while participating in an NHA sponsored activity to their supervisor. The combined insurance and leave benefit shall not exceed an individual's base salary.

NHA will comply with all applicable provisions of California Workers’ Compensation laws, including providing unpaid leaves of absence to employees in the event of work related injuries or illnesses. Employees on Workers’ Compensation leaves of absence may use any accrued paid sick leave (as well as any other accrued paid time off) to supplement the Workers’ Compensation benefits.

**Return-to-Work Program (RTWP)**

NHA is committed to the well-being and safety of our employees. As a result of our commitment, we have implemented a Return-to-Work Program. Our goal is to return all employees to work as soon after an accident as safely and medically possible. To do this, our organization will provide transitional return to work duties and assignments to our injured employees.

NHA defines transitional duty as modified duties within the employee’s physical abilities, knowledge and skills. Transitional duty positions are developed and assigned using the known physical condition as defined by the authorized treating physician. Transitional duty positions are developed with consideration of the employee’s physical condition, the business needs of NHA and the availability of transitional duties. Transitional duty assignments may be in the employee’s regular department whenever suitable or appropriate; however, the availability of suitable work may make it necessary for the injured employee to work in another department.

NHA may also offer temporary alternative work through the Nonprofit Return-to-Work Program, in conjunction with its workers’ compensation carrier, at a local nonprofit service vendor whereby the injured worker may continue receiving pay at their regular rate. Human Resources will coordinate the work assignment along with the appropriate supervisor(s) based upon the skills and training of the employee, the transitional tasks available at the time, and the needs of
the organization. If an injured employee refuses the transitional duty offered, it may disqualify them from further temporary disability payments made by NHA’s workers’ compensation carrier.

A refusal to participate in the Return-to-Work Program places the employee off work. RTWP is not intended to last an indefinite period of time. The maximum amount of time employees may remain on RTWP is ninety (90) days per claim. Employees on RTWP are required to adhere to their doctors’ restrictions. If employees are asked to work outside their work restrictions or their work restrictions change, they should notify their supervisor or HR immediately.

**Employee Assistance Plan (EAP)**

It is the policy of NHA to assist employees with confidential counseling and referral services that will help in solving personal challenges, both on and off the job. Employees who are experiencing personal challenges are encouraged to seek assistance from the NHA’s Employee Assistance Program. The EAP is available for all employees and their household family members 24 hours a day, seven days a week. For EAP information, contact the Benefits Department.

**Tuition Reimbursement**

NHA offers tuition reimbursement for full-time employees who have given a minimum of 24 months of service, have had satisfactory performance reviews for the previous 24 months, and who have not been involved in disciplinary action within in the past 18 months from the time of reimbursement request. Eligible courses for reimbursement must directly relate to the current position held by the employee, or a position to which the employee may reasonably be expected to advance within NHA. More criteria for eligibility can be found on the Staff Intranet or by contacting the HR Department.
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