

YWCA IS ON A MISSION

Employee Handbook

Rev. 8.24.2026

Dear YWCA Team Member:

Welcome to the YWCA of Annapolis and Anne Arundel County. With a local history dating back to 1920, we are proud to be Anne Arundel County's comprehensive provider of crisis intervention, stabilization, and long-term advancement services for individuals affected by domestic violence, sexual assault, sex trafficking and teen dating violence. Serving almost 10,000 individuals annually, the YWCA depends on an excellent base of staff and volunteers to ensure the provision of exceptional services.

What you should know about the organization is that we are *progressive*; there are very few organizations that resemble the forward thinking and action the YWCA has demonstrated. We are able to do this because of the skill set and vision of the team members we bring on board. It is therefore our expectation that you will challenge yourself, think creatively, prioritize teamwork and uphold the mission of the organization.

In providing quality services, we must also ensure consistent policies and procedures behind the scenes. This manual, in addition to your position description, provides clear direction on the functioning and expectations of the organization as they pertain to your position. The written policies in this manual supersede anything that is verbally communicated.

Please note updates to the Employee Handbook are held in the Agency Share drive and can be accessed by current employees from any company computer. The current version of the handbook supersedes all prior versions and may be subject to change as the organization deems necessary from time to time.

This handbook and each of its provisions is to be interpreted and/or applied in accordance with all applicable federal, state and local laws. Insofar as there is or may appear to be a conflict between the wording of any provision of this handbook and applicable law, the law shall take precedence and the provision in question shall be interpreted and applied in a way that conforms to the law.

You will be provided with many opportunities to guide the culture of the organization through your participation in committees, events and daily engagement with clients and peers. We look forward to your input and the contributions you will make to the YWCA of Annapolis & Anne Arundel County.

Again, welcome to the YWCA and we wish you the very best,



Molly Knipe
CEO

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I. Introduction

NOTE ON AT-WILL EMPLOYMENT

The YWCA is an at-will employer. Either the employee or the YWCA may terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in this handbook shall limit the right for employment to terminate at-will.

No supervisor or representative of the YWCA is authorized to enter into an agreement, express or implied, with any employee for employment other than at-will. Only the CEO has any authority to enter into any agreement for employment for any specified period of time. Any such agreement by the CEO shall be in writing.

This handbook is not an expressed or implied contract.

MISSION & VISION

Mission (National and Local YWCA):

YWCA is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

Vision (Specific to the YWCA of Annapolis and Anne Arundel County):

The YWCA of Annapolis and Anne Arundel County envisions a community where every individual is respected and celebrated for their unique contributions to family and society. We see a time where every person is secure, fully independent, and healthy in body, mind and spirit.

Value Statements:

- Prioritizing openness, honesty and building trust with each other, our clients and partners;
- Dismantling systems of inequality and promoting social justice;
- Creating a nurturing and supportive environment for our staff and clients, offering guidance without judgement;
- Thinking creatively to address the evolving needs of our staff, clients and community;
- Listening, learning and collaborating with receptiveness.

MARYLAND NON-PROFITS STANDARDS FOR EXCELLENCE

GUIDING PRINCIPLES

We are committed to following the guiding principles of the Standards for Excellence promulgated by the Maryland Nonprofits organization. The Standards for Excellence are a set of established benchmarks and procedures used to measure managerial, fiscal, programmatic and ethical accountability in nonprofit organizations. The YWCA has maintained certification under the Standards for Excellence from 2001 through present. Only 5% of Maryland nonprofit organizations have attained this status due to the rigorous process to achieve this designation.

The Standards for Excellence are intended to describe how the most well managed and responsibly governed organizations should, and do, operate. They provide benchmarks to determine how well an organization is fulfilling its obligations to those who benefit from its programs, to contributors, and to the public.

1. MISSION AND PROGRAM

Nonprofits are founded for the public good and operate to accomplish a stated purpose through specific program activities. A nonprofit should have a well-defined mission, and its programs should effectively and efficiently work toward achieving that mission. Nonprofits have an obligation to ensure program effectiveness and to devote the resources of the organization to achieving its stated purpose.

2. GOVERNING BODY

Nonprofits are governed by an elected, volunteer board of directors which should consist of individuals who are committed to the mission of the organization. An effective nonprofit board should determine the mission of the organization, establish management policies and procedures, assure that adequate human resources (volunteer or paid staff) and financial resources (earned income, government contracts and grants, and charitable contributions) are available, and actively monitor the organization's financial and programmatic performance.

3. CONFLICT OF INTEREST

Nonprofit board and staff members should act in the best interest of the organization, rather than in furtherance of personal interests or the interests of third parties. A nonprofit should have policies in place, and should routinely and systematically implement those policies, to prevent actual, potential, or perceived conflicts of interest.

4. HUMAN RESOURCES

A nonprofit's relationship to its employees and volunteers is fundamental to its ability to achieve its mission. Volunteers occupy a special place in nonprofit organizations, serving in governance, administrative and programmatic capacities. An organization's human resource policies should address both paid employees and volunteers, and should be fair, establish clear expectations, and provide for meaningful and effective performance evaluation.

5. FINANCIAL AND LEGAL

Nonprofits must practice sound financial management and comply with a diverse array of legal and regulatory requirements. A nonprofit's financial system should assure that accurate financial records are kept and that the organization's financial resources are

used in furtherance of the organization's charitable purposes. Organizations should conduct periodic reviews to address regulatory and liability concerns.

6. OPENNESS

Nonprofits are private corporations which operate for public purposes with public support. As such, they should provide the public with information about their mission, program activities, and finances. A nonprofit should also be accessible and responsive to members of the public who express interest in the affairs of the organization.

7. FUNDRAISING

Charitable fundraising provides an important source of financial support for the work of most nonprofit organizations. An organization's fundraising program should be maintained on a foundation of truthfulness and responsible stewardship. Its fundraising practices should be consistent with its mission, compatible with its organizational capacity, and respectful of the interests of donors and prospective donors.

8. PUBLIC AFFAIRS AND PUBLIC POLICY

Nonprofits provide an important vehicle through which individuals organize and work together to improve their communities. Nonprofits should represent the interests of the people they serve through public education and public policy advocacy, as well as by encouraging board members, staff, volunteers and constituents to participate in the public affairs of the community.

PUBLIC POLICY POSITIONS:

The YWCA of Annapolis & Anne Arundel County holds a number of policy positions, in support of the mission and vision of the organization.

1. Prevent Gender-Based Violence and Support Survivors

Women and girls of all ages, income levels, racial and ethnic communities, sexual orientations, gender identities, and religious affiliations continue to experience violence in the form of domestic violence, sexual assault, dating violence, stalking, and trafficking. As the largest network of domestic and sexual violence service providers in the United States, YWCA works for practical solutions to protect survivors, hold perpetrators accountable, and eradicate all forms of gender-based violence.

2. Civil Rights: Protect the Rights and Safety of Marginalized Communities

YWCA's intersectional mission to eliminate racism and empower women demands that we show up to advocate against the oppression that historically marginalized groups and individuals endure. We recognize the interconnected experiences of discrimination and disadvantage that women face from their overlapping identities.

3. Racial Justice: Eliminate Policies and Practices that Criminalize People of Color

The YWCA is committed to ensuring everyone is afforded equal opportunity and equal protection under the law. Additional emphasis, by all YWCA organizations across the country, is placed on renewing the call to end the criminalization of individuals of color.

4. Economic Security - Expanded Opportunities for Women's Successful Workplace Participation

Equal pay, workplace fairness, and access to high-skill and high-wage jobs are essential to women's economic advancement in the 21st century. As breadwinners, caretakers, and essential drivers of our nation's economy, women should not have to choose between their livelihood and their health, their family, or their safety.

5. Voting Rights:

The YWCA supports legislation that ensures that all eligible voters are able to routinely, easily, and successfully exercise their right to vote. Voting rights laws must ensure that traditionally-disenfranchised voters, such as women and communities of color, are able to fulfill their constitutionally-protected right to vote.

6. Affordable Healthcare

Quality, affordable, culturally-competent health care is critical to everyone. But for many women, children, people of color, and trauma survivors, getting the medical care and insurance coverage they need is a struggle. Moreover, unequal access to health care is a driving factor in racial disparities in maternal and other health outcomes in the U.S.

7. Child Care: Increase Access to Quality, Affordable Childcare and Early Education Programs:

Child care and early learning programs are essential for working women and for our nation's economic future. The COVID-19 pandemic escalated already-existing barriers to women's economic participation, inequities for women and families of

color, and the capacity challenges that have plagued childcare providers for generations. Our nation's post-COVID recovery requires that we build an equitable, sustainable childcare infrastructure that meets the needs of all women, families, and childcare providers.

8. Federal Budget / Appropriations

YWCA is on the front lines of communities, strengthening the pillars of economic security for women and families and meeting their needs in moments of crisis. Every day, we see first-hand the critical difference that federal funding for housing, childcare, domestic violence, workforce development, and other services makes in communities served by YWCAs.

Additionally, the YWCA of Annapolis & Anne Arundel County generally supports the Advocacy Agenda as published by the YWCA USA at <https://www.ywca.org/advocacy/advocacy-agenda/>

ORGANIZATIONAL STRUCTURE

The **Senior Management Team** consists of the Chief Executive Officer (CEO), Chief Operating Officer (COO), Chief Finance Officer (CFO) and Program Directors (Clinical, Legal, Residential, Community-Based Services). Program Coordinators will also be included as topic area(s) require. This management group is responsible for assessing strategic direction, outlining best practice, establishing annual budgets, and administering programs and policies.

The **Board of Directors** has an important role in overseeing the governance and fiscal ethics of the organization. Our volunteer Board consists of individuals who are committed to the mission of the organization. The CEO is responsible for the daily operations, programmatic direction of the organization and establishment/maintenance of the policies and procedures while the Board of Directors provides fiscal and governance oversight.

CHIEF EXECUTIVE OFFICER:

The **Chief Executive Officer (CEO)** is the organization's chief spokesperson. Per the bylaws, the YWCA Board of Directors has one sole employee, the CEO. The CEO is responsible for establishing the strategy, budget, program guidelines, maintaining relationships with funders, approving policy positions, lobbying efforts, human resources determinations, day to day operations and development of new ideas, programs/programming and funding streams. The CEO is the only person that may enter into contracts or approve expenditures on behalf of the organization.

II. Workplace Practices

SUBJECT: CONFLICT OF INTEREST**POLICY:**

The YWCA expects employees and volunteers to scrupulously avoid any conflict, direct or indirect, between any respective individual, professional or business interests and the interests of the YWCA or its clients. Therefore, the YWCA requires each staff member, Board member and volunteer to agree to:

- Enter into no business action or relationship that compromises, or appears to compromise, the best interests of the YWCA and its standing in the community
- Accept no gift, entertainment, service, or special favor, or promise of future benefit from any person or firm doing business with the YWCA of more than nominal value (\$25)
- Not use or make available for benefit or advantage, except in conformity with YWCA policy, the property, records, services, name, emblem, or endorsement of the YWCA affiliation of the employee or volunteer
- Safeguard the privacy of the YWCA volunteers and donors

PURPOSE:

To define guidelines to avoid conflict of interest.

PROCEDURES:

Determining a Conflict of Interest - Staff and volunteers covered under this policy are hereinafter referred to as “interested parties.” A conflict of interest may exist when the interests or concerns of an interested party may be seen as competing with the interests or concerns of the organization. There are varieties of situations, which raise conflict of interest concerns including, but not limited to, the following:

Financial Interests - A conflict may exist where an interested party or a relative or business associate of an interested party directly or indirectly benefits or profits as a result of a decision or transaction entered into by the organization. Examples include situations where:

1. the organization contracts to purchase or lease goods, services, or property from an interested party or a relative or business associate of an interested party;
2. the organization purchases an ownership interest in or invests in a business entity owned by an interested party or by a relative or business associate of an interested party;
3. the organization offers employment to an interested party or a relative or business associate of an interested party, other than a person who is already employed by the organization;
4. an interested party or a relative or business associate of an interested party is provided with a gift, gratuity, or favor of a substantial nature from a person or entity which does business or seeks to do business with the organization;

5. an interested party or a relative or business associate of an interested party is gratuitously provided use of the facilities, property, or services of the organization.

Other Interests - A conflict may also exist where an interested party or a relative or business associate of an interested party obtains a non-financial benefit or advantage that they would not have obtained absent their relationship with the organization, or where their duty or responsibility owed to the organization conflicts with a duty or responsibility owed to another organization. Examples include:

- an interested party seeks to obtain preferential treatment by the organization for themselves, a relative, or business associate;
- an interested party seeks to make use of confidential information obtained from the organization for their own benefit or for the benefit of a relative, business associate, or other organization; or
- an interested party seeks to take advantage of an opportunity or enables a relative, business associate or other organization to take advantage of an opportunity which they have reason to believe would be of interest to the organization.

Disclosure of Actual or Potential Conflicts of Interest

An interested party is under a continuing obligation to disclose any actual or potential conflict of interest as soon as it is known or reasonably should be known.

An interested party shall complete a questionnaire (included at the time of hire, below, and to Board members annually) to fully and completely disclose the material facts about any actual or potential conflicts of interest. The disclosure statement shall be completed upon their association with the organization, and shall be updated annually thereafter. An additional disclosure statement is to be filed at such time as an actual or potential conflict arises. Disclosure statements will be maintained in the employee file and may be requested of employees at any time.

Whenever there is reason to believe that an actual or potential conflict of interest exists between the **YWCA** and an interested party, the CEO shall determine the appropriate organizational response.

Procedures for Addressing Conflicts of Interest - Specific Transactions

Where an actual or potential conflict exists between the interests of the YWCA and an interested party with respect to a specific proposed action or transaction, the YWCA shall refrain from the proposed action or transaction until such time as the proposed action or transaction has been approved by the CEO and/or disinterested members of the Board.

The following procedures shall apply:

- An interested party who has an actual or potential conflict of interest with respect to a proposed action or transaction of the corporation shall not participate in any way in, or be present during, the deliberations and decision making of the organization with

respect to such action or transaction. The interested party may, upon request, be available to answer questions or provide material factual information about the proposed action or transaction.

- The CEO and/or disinterested members of the Board may approve the proposed action or transaction upon finding that it is in the best interests of the corporation. The CEO and/or Board shall consider whether the terms of the proposed transaction are fair and reasonable to the organization and whether it would be possible, with reasonable effort, to find a more advantageous arrangement with an entity that is not an interested party.
- Approval by the CEO and/or disinterested members of the Board shall be by vote of a majority of Directors in attendance at a meeting at which a quorum is present. An interested party shall not be counted for purposes of determining whether a quorum is present, or for purposes of determining what constitutes a majority vote of directors in attendance.
- The minutes of the meeting shall reflect that the conflict disclosure was made, the vote taken and, where applicable, the abstention from voting and participation by the interested party.

Violations of Conflict of Interest Policy

If the CEO or designee, or Board of Directors has reason to believe that an interested party has failed to disclose an actual or potential conflict of interest, it shall inform the person of the basis for such belief and allow the person an opportunity to explain the alleged failure to disclose.

If, after hearing the response of the interested party and making further investigation as may be warranted in the circumstances, the CEO and/or Board determines that the interested party has, in fact, failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

RESPONSIBILITY:

It is the responsibility of all employees, volunteers, CEO, and Board of Directors to adhere to this policy.

SUBJECT: CONSULTING AND HONORARIA**POLICY:**

If an employee is asked to consult with others or to speak at a conference as a representative of the YWCA, prior approval must be obtained from the CEO. All monetary compensation earned as a representative of the YWCA shall be paid to the YWCA. This includes, but is not limited to, compensation paid for speaking engagements, written work, and attendance at events.

PURPOSE:

To clarify appropriate actions for employees in the event of being offered an honoraria or fees for participating with or assisting other entities as a representative of the YWCA.

PROCEDURES:

Obtain prior approval to accept invitations to consult with others or to speak at conferences (or similar) from the CEO.

Submit all monetary compensation earned from activities outlined in the Policy to the Chief Financial Officer.

RESPONSIBILITY:

It is the responsibility of all employees to adhere to this Policy.

SUBJECT: DRUG-FREE, SMOKE-FREE, and ALCOHOL-FREE WORKPLACE

POLICY:

The YWCA prohibits the unlawful manufacture, distribution, dispensing, possession, use or abuse of illicit drugs, alcohol, or prescription drugs if used in a way that is illegal or counter to this Policy concerning controlled substance in the workplace.

Use or possession of illegal drugs, drug paraphernalia, controlled substances, and/or abusively used legal substances is prohibited both within and outside the workplace. The workplace includes the YWCA's offices and all premises used to further our programmatic objectives including YWCA owned, leased or operated facilities, desks, storage areas, private vehicles or other personal property while working.

Employees will not work or report to work having alcohol or illegal substances in their systems, nor consume while working. The CEO will make any exceptions for dispensing or consuming alcohol at the workplace or in connection with YWCA events.

The organization also does not allow smoking, including vaping, on the property and/or at any time when the employee is representing the organization, paid or unpaid.

PURPOSE:

To promote a healthy work environment and comply with the requirements of the Drug-Free Workplace Act of 1988.

PROCEDURES:

A. Definitions:

1. "Drugs" means any substance taken into the body which may impair one's mental faculties and/or physical performance
2. "Abuses" means any use of illegal drug, or use of any drug, including alcohol, over the counter, or prescription drugs, when use is not in conformance with prescription requirements or circumstance where use is not permitted
3. "Discipline" includes all disciplinary actions up to and including termination of employment.

RESPONSIBILITY:

It is the responsibility of all employees to report any violations of this policy to the Chief Executive Officer or designee.

SUBJECT: EQUAL EMPLOYMENT OPPORTUNITY**POLICY:**

In order to provide equal employment and advancement opportunity to all individuals, the YWCA makes employment decisions based on job related criteria such as merit, qualifications and abilities. The YWCA provides equal employment opportunities to all employees and applicants for employment without regard to race, creed, ethnicity, religion, gender, sex, gender identity or expression, sexual orientation, national origin, marital status, age, disability, pregnancy, childbirth or related medical condition, citizenship status, military or veteran status, genetic information, union affiliation or any other characteristic protected by federal, state or local laws. The YWCA complies with applicable state and local laws governing non-discrimination in employment in every location in which the YWCA has programs.

Discriminatory practices under these laws also include:

- harassment on the basis of race, creed, ethnicity, religion, gender, sex, sexual orientation, national origin, marital status, age, disability, or status as a covered veteran;
- retaliation against an individual for filing a charge of discrimination, participating in an investigation, or opposing discriminatory practices;
- employment decisions based on stereotypes or assumptions about the abilities, traits, or performance of individuals of a certain sex, race, age, religion or ethnic group, or individuals with disabilities; and
- denying employment opportunities to a person because of marriage to, or association with, an individual of a particular gender, race, religion, national origin, or an individual with a disability. Title VII also prohibits discrimination because of participation in schools or places of worship associated with a particular racial, ethnic, or religious group.

PURPOSE:

The YWCA continues to support and be committed to the principle of equal employment opportunity.

PROCEDURES:

1. Contact the CEO or designee for assistance with any questions about Equal Employment Opportunity.
2. Any employee or applicant for employment who believes that unlawful discrimination has occurred must consult with the CEO or designee within 7 working days following the alleged discriminatory action. Employees can raise concerns without fear of retaliation.

RESPONSIBILITY:

It is the responsibility of all employees to report any violations of this policy to the CEO or designee.

SUBJECT: HARASSMENT AND DISCRIMINATION

POLICY:

The YWCA does not condone or excuse harassment of any kind. The YWCA prohibits employees from discriminating against or harassing their colleagues based on any protected characteristic. The YWCA will take immediate steps to address complaints.

PURPOSE:

The YWCA is committed to a work environment in which each individual is treated with dignity, respect and fairness. Verbal or physical conduct by any employee that harasses, disrupts or interferes with another employees' work performance, or creates an intimidating, offensive or hostile environment will not be tolerated.

PROCEDURES:

1. Unlawful harassment and/or identified discrimination may include but is not limited to:
 - Verbal conduct such as epithets, derogatory comments, slurs, or unwanted sexual advances, invitations or comments
 - Use of language, relating to protected characteristics, that is derogatory, divisive or otherwise demeaning
 - Visual conduct such as derogatory posters, photography, cartoons, email, drawings or gestures
 - Physical conduct such as assault, unwanted touching, blocking normal movement, or interfering with work directed at an employee because of the employee's sex or race or any other protected basis
 - Threats and demands to submit to sexual request in order to keep one's job or avoid some other loss, and offers of job benefits in return for sexual favors
 - Employment decisions concerning hiring, promotion, compensation or firing, which are made based solely upon race, gender, national origin, or any other protected class; and/or
 - Retaliation for having reported or threatened to report discrimination or harassment
2. In order to take appropriate corrective action, the YWCA must be aware of harassment or related retaliation. Therefore, anyone who believes they have experienced or witnessed harassment or related retaliation should promptly report such behavior immediately to their supervisor and the CEO. The CEO or designee will investigate all such complaints.

RESPONSIBILITY:

It is the responsibility of all employees, contractors, and volunteers to uphold this Policy in both letter and spirit so that individuals do not suffer any form of harassment and that if they do, they are encouraged and supported in their complaint, with due regard to the rights of all parties involved.

SUBJECT: MICROAGGRESSIONS

POLICY:

Micro-aggressions are behaviors or comments made intentionally or unintentionally towards a coworker that is insensitive, biased or is an expression of negativity towards a marginalized group.

PURPOSE:

The YWCA is committed to creating awareness and a positive environment to identify and prevent microaggressions in the workplace.

PROCEDURES:

1. Educate employees about the different types of microaggressions.
2. Provide opportunity to obtain feedback and respond to incidents of microaggression in the workplace.
3. Create awareness by coaching employees how to identify microaggressions using examples.
4. Encourage open discussions regarding the importance of understanding and being sensitive to people from different cultures and backgrounds.
5. Investigate repetitive and blatant reports of microaggression that lead to discrimination and harassment.

RESPONSIBILITY:

The YWCA will implement strategies and training to help employees be aware of behavior or comments that could be construed as a microaggression. The YWCA encourages coworkers to collaborate in a positive discussion to prevent microaggressions. Repetitive and blatant incidents of microaggression will be escalated to the CEO and follow the organization's progressive discipline process.

REPORTING:

Concerns may be reported through the formal grievance procedure/form and/or through the organization's human resources consulting firm at jphillip@ywcaaac.org.

III. Responsibilities & Expectations

SUBJECT: ATTENDANCE AND PUNCTUALITY

POLICY:

Employees are to be present when scheduled to fulfill organizational, community, professional, and employment commitments.

PURPOSE:

To ensure the professional provision of services and upholding the image/reputation of the organization.

PROCEDURES:

1. If an employee is unable to report to work as scheduled, the supervisor is to be notified in advance via cell phone call, text, and office phone (until contact is made). If a voice mail message or text is left without response/confirmation, the next level of management must be notified via the same process.
2. If an employee is absent for two consecutive days without notification, the employee is considered to have voluntarily abandoned their position/terminated employment
3. Repeated absences or excessive tardiness may result in disciplinary action up to and including termination
4. If the employee absence is due to illness, the YWCA may require a doctor's note detailing diagnosis and the expected duration of the illness. A doctor's note may also be required to indicate if an employee is fit to return to work. Employee must conform to documentation requirements from the CEO or designee.
5. An employee's tardiness or absenteeism record may be a significant factor in evaluation of potential promotions or transfers
6. Employees of the YWCA are expected to maintain the YWCA as their primary job priority when making decisions regarding additional work and commitments
7. Any outside employment, school/classes, and other voluntary commitments that may impact availability for work must be reviewed and approved with the employee's immediate supervisor and COO in advance. Specific duration of request must be included. Outside employment/school does not excuse the employee from attending required meetings, events, and trainings of the YWCA.
8. Attendance at YWCA events (whether mandatory or optional) is part of the criteria for which an employee is evaluated and impacts the annual review rating/increase.
9. Management reserves the right to use its discretion in applying this policy under special or unique circumstances.

RESPONSIBILITY:

It is the responsibility of the Supervisor to document unscheduled employee absences, tardiness, and report concerns to the CEO or designee.

SUBJECT: CONFIDENTIALITY

POLICY:

The YWCA respects the confidentiality of all employees, clients and stakeholders. As such, specific precautions are taken to safeguard confidential and proprietary information.

PURPOSE:

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications.

PROCEDURE:

Confidential information can include: financial and marketing data, budget information, grant proposals, contract negotiations, research and program development ideas; strategy discussions and documents; long range planning; personnel actions such as promotions, demotions, terminations, personnel controversies, compensation, payroll data, performance appraisals, personal information of an embarrassing nature or that an employee specifically requested be kept confidential; information about program recipients or clients; certain legal advice, opinions, and documents. If there is any doubt if the information being handled is confidential, consult CEO.

Securing, using and/or sharing of YWCA property (all items listed above and all work generated as an employee of the YWCA) to/for/by/with another organization and/or for ANY purpose unrelated to the YWCA is **cause for immediate termination and may prompt civil legal action against the individual.**

When discussing or transmitting confidential information, the following guidelines are to be followed:

- Confidential information may not be disclosed except under the direct expressed consent of the Chief Executive Officer or designee.
- To release client information, a Release of Information [ROI] form must be used and approved by the program Director.
- Confidential information must be properly marked and secured before transmittal
- The recipient of the confidential information must have a legitimate need to know the information and a signed release has been provided to the YWCA
- Confidential data may not be displayed, stored or left where it can be easily observed
- Immediately inform supervisor of the loss of any device and/or confidential data
- Limit reproduction and distribution of such information
- Secure confidential documents in locked drawers, cabinets or containers when not in use
- All confidential information must be properly disposed of in the provided shredding receptacles, NOT in trash or recycling containers.
- Employee records may only be shared with the express written consent of the Chief Executive Officer
- No employee and/or client record may leave the YWCA offices

It is noted, understood and agreed through signature of receipt of the employee handbook that ALL team members consent to the use of video in public spaces of the YWCA and also the use, in perpetuity, of photographs of likenesses of the employee for the purpose of marketing and communications in support of the mission of the YWCA. The employee formally provides their consent and release of ownership and/or demand for compensation for such.

RESPONSIBILITY:

All employees are to ensure confidentiality and privacy in regard to history, records and discussions about clients and team members. The very fact that an individual is served by the YWCA must be kept private or confidential.

SUBJECT: CONTRACTS AND CONSULTANTS**POLICY:**

The YWCA ensures equity, appropriateness, and fiscal accountability surrounding all contracts and consultants. Only the CEO, or expressly stated designee, may enter into any form of binding contract on behalf of the organization.

PURPOSE:

The purpose of this policy is to ensure clarity around signature authority of the organization as to protect the organization's assets.

PROCEDURES:

From time to time, team members may be asked to research consultant and contractor options to best meet the programmatic and operational needs of the organization. Team members may inquire, under the direction of a supervisor, with the identified vendors of the YWCA to receive pricing and scope information. Formal approval of expenditures and other contractual commitments must be approved by the CEO.

In the case of work/projects exceeding \$3500, except where it places an undue burden on the operation of the organization, a minimum of two (2) bids/estimates will be obtained. The organization will utilize an assessment of "best value" when determining awardees.

RESPONSIBILITY:

It is the responsibility of employees to ensure only the CEO enters into binding agreements. Only the CEO or designee may direct an employee to solicit bids for goods and/or services.

SUBJECT: HOURS OF WORK

POLICY:

The YWCA of Annapolis and Anne Arundel County establishes the time and duration of working hours as required by client needs, community needs and daily workload. Normally, the standard workday is eight hours, Monday through Friday, with the exception of those days observed as holidays. The standard operating business hours are 8:30 a.m. to 5:00 p.m. with 30 minutes for lunch/break. The Harry & Jeanette Weinberg Residence operates 24 hours a day, seven days a week. Additional evening hours are available by appointment for a number of the organization's programs.

PURPOSE: To define the standard operating procedures for hours of work.

PROCEDURES:

1. To accommodate departmental needs, a modified work schedule may be implemented subject to the approval of the Chief Executive Officer
2. The standard workweek, for full time employees, consists of 40 hours
3. Employees with certain assignments may work different hours, as designated by their supervisor, and the total hours per week may differ accordingly. Schedules and scheduling system may be changed at any time based on the needs and structure of the organization
4. The supervisor, with the authorization of the CEO, will authorize exceptions to the standard workday schedule.

RESPONSIBILITY:

It is the responsibility of employees to report to work on time and through the duration of their shift/work day.

SUBJECT: ON-CALL REQUIREMENT

POLICY:

The YWCA of Annapolis and Anne Arundel County establishes the time and duration (shifts) of working hours as required by client needs, community needs and daily workload. For employees hired as part-time on-call/float or substitute status, all hours will be approved/requested by a program supervisor. Under this status there is no guaranteed minimum number of hours provided. Employees under this status are required to respond to all on-call/substitute shift requests with an affirmation of availability or with a decline of the available shift.

Failure to respond to 2+ shift notifications in a 30-day period and/or failure to work a shift for more than 60 days constitutes voluntary resignation*.

PURPOSE: To define the standard operating procedures for on-call/substitute status.

PROCEDURES:

To accommodate departmental needs, employees may be hired as on-call/float status. Employees under this status must accept or decline all requested shifts as appropriate:

1. All hours will be approved by a program supervisor
2. The failure of an on-call/substitute employee to work for a period of more than 60 days will constitute a voluntary resignation on behalf of the employee
3. Failure to respond to 2+ shift notifications in a 30-day period constitutes voluntary resignation*
4. The supervisor, will track shifts requested and accepted as appropriate
5. On-call/float staff do not have “regular” shifts. Such opportunities are available through regular position postings.

RESPONSIBILITY:

It is the responsibility of employees to respond to shift requests as appropriate and to ensure they remain active with the organization. The supervisor will document offered shifts and responses. If the employee does not work a shift in a 60-day period, this will constitute a voluntary resignation.

** It is the responsibility of the employee to ensure they have an active and regularly monitored (daily) email address and that this email address has been provided to the program supervisor.*

SUBJECT: OUTSIDE BUSINESS INTERESTS

POLICY:

Employees may have outside business interests or outside employment so long as it does not interfere with job performance or otherwise create a conflict of interest or an appearance of a conflict of interest. Improper outside activities include, but are not limited to:

- working for a competing organization or business,
- using the YWCA's time, facilities or equipment to engage in another business, occupation or activity,
- engaging in an outside activity (including outside employment, education and training) which results an inability to maintain the assigned job schedule and/or complete expected duties of the position including participating in team meetings, agency events, training, and other requirements,
- activities that present the appearance of a conflict, or
- activities that distract from performing job tasks satisfactorily.

PURPOSE:

To establish guidelines for outside business interests and other obligations.

PROCEDURES:

1. The YWCA is to be considered the employee's primary employer and outside employment schedules and/or function(s) may not conflict with the schedule and/or responsibilities/needs pertaining to the YWCA of Annapolis and Anne Arundel County.
2. Employees must notify their supervisor prior to accepting an additional position/school schedule/obligation.
3. Disclosure of all additional employment and educational commitments are to be provided at the start of employment and in advance of any point they are to be considered.

RESPONSIBILITY:

The CEO or designee must approve outside business, employment, educational and other commitments that may interfere with the requirements/expectations of the position.

SUBJECT: OWNERSHIP OF MATERIALS

POLICY:

All information that employees write, develop, receive, have access to or compile, including but not limited to email, publications, articles, prospects, presentations, reports, manuals, handouts, correspondence, proposals, plans, etc., during the performance of duties at the YWCA automatically becomes the property of the organization, whether or not written, developed, or compiled in the employee's home or on YWCA premises, and whether done during business hours or during other times.

PURPOSE:

To clarify ownership of intellectual property and associated materials while under the employ of the YWCA.

PROCEDURES:

1. Items (including but not limited to emails, publications, articles, presentations, reports, manuals, handouts, correspondence, proposals, plans, etc.) may not be copied, saved, and/or removed from the agency for ANY purpose. An employee is not to depart the organization with any agency information as it is considered proprietary.
2. Violation of this policy is cause for immediate termination. The organization may take appropriate civil legal action and seek monetary damages from the individual for any violation of this policy.

RESPONSIBILITY:

It is the responsibility of all employees to adhere to this Policy.

SUBJECT: PERSONAL APPEARANCE AND DRESS CODE

POLICY:

Employees are expected at all times to present a professional, business-like image to clients and the public.

PURPOSE:

To ensure employees dress in a manner that reflects well on the organization.

PROCEDURES:

1. Employees are to dress in business casual or business attire;
2. Certain attire may not be worn including, but not limited to:
 - baseball hats/hats indoors
 - hoods (other than for religious/cultural purposes)
 - bathing attire/beachwear
 - flip-flops/thong type sandals
 - halters (or anything showing the midriff)
 - jean jackets
 - leggings without a skirt or other garment over them
 - revealing clothing
 - shorts
 - spaghetti straps
 - sweatshirts with logo
 - t-shirts with graphics (the only exception being YWCA branded clothing)
3. Shoes: Open toe shoes are permissible during warm weather. Thong style shoes are not permissible.
4. Jeans: Must be clean and professional in appearance. Jeans that are ripped, have holes, or worn are not permitted. All jeans must be paired with a more formal pair of shoes and more formal top (blazer, sweater, button-down, accessories, etc.).
5. Body art such as tattoos or body piercing (other than ears) may not be exposed/visible during work hours.
6. Blankets and pillows are not allowed in the workplace.
7. Additional requirements in the courthouse include formality appropriate to the court setting.
8. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted.

RESPONSIBILITY:

It is the responsibility of managers and supervisors to interpret and enforce dress and grooming standards in their area of responsibility. Reasonable accommodation will be made for employees' religious beliefs wherever possible, consistent with the business necessity to present a professional appearance to the public.

SUBJECT: PERSONNEL RECORDS**POLICY:**

Federal and state law require the YWCA to keep certain employee records on file for specific lengths of time. These records are the property of the YWCA, and confidentially maintained in personnel files by the Chief Executive Officer or designee. Employees will not alter, remove, add or replace documents in personnel records. Any documents pertaining to current or past employee medical records are kept in a separate confidential file and secured. Information from the personnel records of current or past employees will not be released unless the YWCA is court ordered to release information or employees give authorization in writing.

PURPOSE:

To meet legal requirements, and establish safeguards to ensure security and confidentiality of the staff members' personnel records.

PROCEDURES:

1. Staff members should contact the Chief Executive Officer or designee to set up an appointment to review their personnel records.
2. Supervisory staff may review personnel records of those under their direct supervision. Hiring supervisors may have access to prior performance reviews of internal candidates. Supervisors should contact the Chief Executive Officer or designee to set up an appointment to review personnel records.
3. Staff members should inform the Chief Executive Officer or designee, in writing, of any changes in marital status, address, number of dependents, insurance beneficiary, telephone number, and who to notify in case of an emergency.

RESPONSIBILITY:

It is the responsibility of the Chief Executive Officer or designee to maintain the personnel records of the employees of the YWCA.

SUBJECT: REMOTE WORK**POLICY:**

Due to the nature of the work of the YWCA, telecommuting is utilized infrequently and typically reserved for periods of grant writing, grant review, strategic planning, and year-end summaries/annual report writing. Telecommuting time and changes to schedules need to be approved in advance by the CEO.

The YWCA provides crucial human services; in-person interactions at the office, safe house, court, and counseling are the norm and expectation. Only in specific circumstances, and at the direction of the CEO, will the YWCA provide opportunities for remote work.

Such arrangements will be at the discretion of the CEO and may change with limited notice based on the needs of the organization.

PURPOSE:

To provide clarity on procedure and expectations surrounding working remotely.

PROCEDURES:

1. When appropriate and workable for the continued effective and efficient operation of the organization, the organization may opt or allow remote work opportunities.
2. Employees participating in remote work due so at the discretion of the CEO or designee. If need, efficiency, staff vacancy or any other reason prompts a change, this will be done in the manner and timeline deemed appropriate by the CEO or designee.
3. If changes are required, the YWCA will provide as much notice as possible while reserving the possibility of an immediate change based on need.
4. CLB is to be used for personal time during the scheduled remote work day.
5. Team members must be readily available via phone and/or email during the work day while working remotely.
6. Employees working remotely, if not using CLB, must be available to report to a work site within 60 minutes as requested.
7. Employees must have childcare in place for the duration of working remotely.
8. Standing remote work schedule/day(s) may not be "swapped" for an alternate day of the week.
9. Employees are expected to adhere to all other applicable policies and procedures in this Employee Handbook while conducting Remote Work.

RESPONSIBILITY:

It is the responsibility of all employees to adhere to this Policy.

SUBJECT: COVID RESPONSE (AS RELATED TO LEAVE)

POLICY:

The YWCA requires team members to be cognizant of spread of infection and prevention. In the event a staff member tests positive for COVID-19, the staff member shall follow the protocols as outlined by the CDC, unless otherwise specified, in writing, by the YWCA. At the time of publication, vaccines are not required and time off should follow typical "sickness" protocols whereby an individual would not return to work while symptomatic.

PURPOSE:

The YWCA is committed to providing a safe environment and protecting staff and clients from the transmission of communicable disease.

PROCEDURES:

- A. Testing: In the event that a team member has been exposed or has reason to believe (symptoms, close contact testing positive, etc) they have been exposed, the team member is to promptly be tested.
- B. Test Results: Test results are available in minutes via a rapid test. The staff member should not return to work if the rapid test result is positive. The staff member is to notify their supervisor and follow the protocol and timeline below.
- C. Leave: Staff members who test positive for COVID are to utilize Combined Leave Benefit (CLB) upon positive test result as needed
- D. Return to Work: Staff may return to work when they are asymptomatic, including being fever free, for 48 hours.

RESPONSIBILITY:

It is the responsibility of all employees to follow this policy and report any violations of this policy to the Chief Executive Officer or designee. Failure to follow this policy, in full, will lead to disciplinary action up to and including termination.

SUBJECT: VIOLENCE IN THE WORKPLACE, WEAPONS AND FIREARMS

POLICY:

In order to ensure a safe environment, the YWCA prohibits the wearing, transporting, storage, or presence of firearms or other dangerous weapons in our facilities or premises. This applies to clients, staff, volunteers and visitors. For the purposes of this Policy, premises means: YWCA owned, leased or operated facilities, desks, storage areas, private vehicles or other personal property on YWCA premises.

PURPOSE:

Violence in the workplace is a serious safety and health issue. The YWCA is committed to preventing workplace violence and to maintaining a safe work environment. Therefore, the YWCA has established rules and regulations that promote a safe and positive work environment. Violation will likely lead to termination.

PROCEDURES:

- A. Definition: Firearms or other dangerous weapons include, but are not limited to:
 - 1. Any device from which a projectile may be fired by an explosive
 - 2. Any simulated firearm operated by gas or compressed air
 - 3. Sling shot
 - 4. Metal knuckles
 - 5. Any spring blade knife
 - 6. Any knife which opens or is ejected open by an outward, downward thrust or movement
 - 7. Any instrument that can be used as a club and poses a reasonable risk or injury
 - 8. Any chemical substance that poses a reasonable risk or injury
 - 9. Any shuriken ("throwing star" or "Ninja star") or similar
- B. Requirements and Prohibited Activities
 - 1. All threats (or action) of violence, both direct and indirect, should be reported as soon as possible to the employee's immediate supervisor or any other member of management.
 - 2. A conviction for weapons crimes while employed will be considered a violation of our Weapons and Firearms Policy. An employee so convicted will be subject to termination.
 - 3. Employees must notify the YWCA within three days if arrested or convicted of any crime (whether or not related to weapons).
 - 4. Volunteers are subject to the applicable requirements regarding the YWCA Weapons and Firearms Policy.
- C. Exemptions
 - 1. Any law enforcement personnel engaged in official duties
 - 2. Any person engaged in military activities sponsored by the federal or state government, while engaged in official duties

RESPONSIBILITY:

It is the responsibility of all employees to report any violations of this policy to the Chief Executive Officer or designee.

**SUBJECT: WHITLEBLOWER POLICY: CONFIDENTIAL REPORTING OF ALL
FINANCIAL IMPROPRIETY OR MISUSE OF YWCA RESOURCES**

POLICY:

The YWCA requires that all employees, members of the Board of Directors, or volunteers affiliated with the YWCA with information about known or suspected financial improprieties or misuse of YWCA resources, or other ethical problems report their concerns to the Chief Executive Officer (CEO). In the event that the allegations involve the CEO, the President of the Board of Directors shall be contacted. Employees may raise concerns without fear of retaliation.

PURPOSE:

To provide guidelines for reporting information concerning this Policy.

PROCEDURES:

1. Contact the CEO and/or the President of the Board of Directors to discuss information concerning this Policy.
2. The sources of reports about financial improprieties and misuse of YWCA resources will be held in confidence unless the individual who reports the situation agrees to reveal their identity or the report leads to legal actions and a court order is issued for information regarding the case.

RESPONSIBILITY:

It is the responsibility of anyone affiliated with the YWCA with information concerning financial impropriety or misuse of YWCA resources to contact the CEO and/or President of the Board of Directors.

SUBJECT: WORKPLACE INJURY**POLICY:**

The YWCA takes precautions to ensure a safe environment for staff, clients, and visitors. Despite precautions, an injury may occur at a YWCA-operated facility and/or in transit as part of the employee's regular work duties. It is the responsibility of the employee to promptly notify their supervisor or on-call supervisor as soon as reasonably feasible following the incident.

PURPOSE:

To ensure the timely and accurate reporting of an incident as to address the needs of the employee, conduct an investigation, and correct any potential workplace hazards if present.

PROCEDURES:

1. Immediately following an incident, or as soon as reasonably feasible, the employee is to contact their immediate supervisor and/or identified on-call supervisor and report the incident;
2. The employee is to communicate with their supervisor regarding the severity of the incident and notify the supervisor of any need for coverage (either immediately or ongoing);
3. The employee is to provide the formal incident report to the supervisor within 24 hours ("Employee's Report of Injury" form);
4. Employee is to seek medical treatment if warranted;
5. The Chief Executive Officer or designee is to complete an Employee's Report of Injury and forward to the Worker's Compensation carrier;
6. The employee is to provide a doctor's note stipulating any time off, modifications to duties, and clearance to return to work as appropriate;
7. Any questions regarding Worker's Compensation Claims should be directed to the Worker's Compensation Carrier (contact information available from CEO);
8. Per policy, all medical bills are to be submitted directly to the Carrier;
9. Per the State of Maryland, there is a 3-day waiting period prior to collecting lost wages; accrued CLB may be used during this time;
10. YWCA Administration to complete an investigation and make any changes deemed necessary in their sole discretion to help ensure the safety of staff, clients and visitors.

RESPONSIBILITY:

YWCA Employees, Supervisory Staff, and Chief Executive Officer are responsible for adhering to this policy.

IV. Leave Benefits and Policies

SUBJECT: ADMINISTRATIVE LEAVE

POLICY:

The YWCA may offer paid or unpaid administrative leave as part of the regular operating practices of the organization. Paid administrative leave typically results from weather events and/or investigations. Unpaid administrative leave typically results at the request of an employee for a family and/or health related emergency.

PURPOSE:

To provide clarity on types of administrative leave and how they may be requested, utilized and administered.

PROCEDURES:

The CEO will make the determination for paid administrative leave. Any exceptions to the policy will also be at the discretion of the CEO.

When requesting unpaid administrative leave, an individual is to put this request in writing and must include first and last day, appropriate level of detail, and must first use any available combined leave benefit (CLB). The YWCA follows the requirements of the Family and Medical Leave Act.

Should leave extend beyond a period of time that can be covered by team members, under FMLA, the organization will offer a position that is comparable, but may not be the same position the individual previously held.

RESPONSIBILITY:

Adhering to this policy is the responsibility of all team members.

SUBJECT: COMBINED LEAVE BENEFIT (CLB)**POLICY:**

The YWCA administers the Combined Leave Benefit (CLB) in which time off, pro-rated according to length of service and employee status, is accrued each pay period as a benefit to eligible employees.

PURPOSE:

The YWCA recognizes the importance of personal time off and provides employees the opportunity for eligibility and use of CLB.

PROCEDURES:**Accrual:**

1 to 4 years			5 to 9 years			10 or more years		
CLB Earnings			CLB Earnings			CLB Earnings		
hrs/wk	clb/pay	hrs/yr	hrs/wk	clb/pay	hrs/yr	hrs/wk	clb/pay	hrs/yr
40	6.15	160	40	7.38	192	40	8.62	224
35	5.38	140	35	6.46	168	35	7.54	196
34	5.23	136	34	6.28	163	34	7.32	190
32	4.92	128	32	5.91	154	32	6.89	179
31	4.77	124	31	5.72	149	31	6.68	174
30	4.62	120	30	5.54	144	30	6.46	168
29	4.46	116	29	5.35	139	29	6.25	162
28	4.31	112	28	5.17	134	28	6.03	157
26	4.00	104	26	4.80	125	26	5.60	146
25	3.85	100	25	4.62	120	25	5.38	140
24	3.69	96	24	4.43	115	24	5.17	134
22	3.38	88	22	4.08	106	22	4.73	123
21	3.23	84	21	3.88	101	21	4.52	118
20	3.08	80	20	3.69	96	20	4.31	112
0-19	0.00	0	0-19	0.00	0	0-19	0.00	0

1. The calendar year, January 1 through December 31, is used to determine yearly leave benefits.
2. Accrual of CLB begins the first date the employee is eligible for benefits.
3. All regular employees hired to work 20 hours per week or more accrue CLB. No temporary, contract, or employees working less than 20 hours per week shall be entitled to leave with pay.
4. CLB "years" are calculated based on the date the employee becomes eligible to receive benefits.

Scheduling and Use of CLB:

1. CLB may be used after an employee has earned CLB; there is no probationary period that must run prior to using CLB. The CEO must approve exceptions.
2. Supervisors **MUST APPROVE** all use of CLB, with the exception of illness and weather emergencies, prior to use.
3. When approving CLB requests, supervisors will consider staffing requirements, respective lengths of service, leave balances/prior leave schedule, and organizational commitments.
4. It is the responsibility of the employee to ensure they have adequate leave available to cover the duration of the request.
5. CLB will be scheduled in advance using the leave request form and sending the supervisor an Outlook calendar request.
6. Leave requests are to be provided a minimum of two weeks in advance. Essential personnel (ex. Safe House, Legal Advocates and main Reception) are to work with colleagues to arrange shift coverage. Coverage detail is to be included on the leave request form.
7. The supervisor or CEO may deny approval for time off when an employee has been counseled regarding use of leave.
8. The maximum amount of CLB that may be used in a pay period cannot exceed the employee's regularly scheduled hours.
9. CLB is not accrued while employees are on leave without pay.
10. Absences for religious holidays or other personal reasons may be charged to CLB with approval of the supervisor, unless the day is taken as a floating holiday.
11. Employees will not be paid in lieu of combined leave, and may not "work one's leave" for double pay.
12. A maximum of five (5) days (40 hours) of leave may be carried into a new calendar year only if requests during the prior calendar year were timely and repeatedly denied based on agency/programmatic needs. Combined leave carried over at 12/31 must be used by 2/28 of the new calendar year.
13. Any unused combined leave not used will convert to the employee's catastrophic illness bank.
14. Catastrophic illness bank hours do not get paid out at the time of termination of employment. The catastrophic illness leave bank is a reserve of leave available (not to exceed 90 days) to employees for instances of prolonged personal illness, injury, or incapacitating illness, as documented by a physician. This may also be used when an employee must care for a member of the immediate family who is suffering from a severe incapacitating illness, as documented by a physician. Employees are required to use accrued CLB balance prior to accessing catastrophic leave.

15. Employees are required to use accrued CLB during family and medical leaves prior to accessing unpaid leave relating to FMLA.
16. When a YWCA holiday falls during scheduled leave, it is counted as a holiday and not CLB.
17. If an employee has an illness lasting longer than three workdays that qualifies for Family and Medical Leave Act (FMLA) absences leave, the employee must submit a Request of FMLA Absence form. Certain absences qualify as FMLA absences, as described in the FMLA policy.
- 18. Leave may not be taken for the 2 weeks preceding, the day of and the day following YWCA fundraising and award/acknowledgement events (typically the annual Gala, “Bash for our Besties” and TWIN awards, but may include others as appropriate). Additionally, all employees are required to attend the Annual Meeting and agency all staff meetings. Team members are strongly encouraged to participate in team events/gatherings as this is included in annual performance evaluations.**

Payment of CLB upon Termination:

After 365 days of continuous service, an employee who retires or terminates with proper notification, following the Resignation Policy in this handbook, will receive payment for accrued combined leave not to exceed 160 hours. There will be no payment for balances in the catastrophic leave bank at time of termination or retirement. Payment of accrued CLB will be made to the estate of a deceased employee.

Abuse of CLB:

If an employee is absent two or more days, and has not requested CLB and/or has not provided a doctor's note within 24 hours of missed shift, this is considered abandonment of position and voluntary resignation. This is additionally the case if the employee did not follow to documented resignation procedure. As the appropriate procedures were not followed in this case, no pay out of accrued CLB will occur.

RESPONSIBILITY:

It is the responsibility of the supervisor to report misuse of CLB to the Chief Executive Officer or designee.

SUBJECT: WEATHER AND EMERGENCY CLOSURES

POLICY:

The CEO or designee may close the facilities due to inclement weather or emergency on days other than regularly scheduled holidays. The declaration may also indicate late arrival hours or early closures. All training programs will be canceled if the YWCA is closed; exceptions will be noted by the CEO or designee. Except in extenuating circumstances, **the YWCA follows Anne Arundel County Government (not Anne Arundel County Public Schools). If the County is Closed, the YWCA is likely remote.**

PURPOSE:

To establish policies and procedures for inclement weather and emergency closures applicable to YWCA staff and volunteers. The YWCA will make every effort to remain open for business; however, there may be instances where conditions make it ill-advised to do so. In all cases, employee safety will be the primary consideration. Conditions that may prompt the CEO or designee to close the facilities include, but are not limited to the following: severe weather, declared state of emergency, utility issues, natural disasters, terrorist issues, health related issues and other situations as warranted.

PROCEDURES:

The following procedures outline employer and employee obligations regarding reporting to work, use of leave and pay procedures when circumstances impact the organization's ability to be open for business.

1. YWCA supervisors must ensure adequate staffing of essential services during inclement weather or other emergencies
2. Instructions will be available on the headquarters (Arnold) YWCA voice mail by 7:00 a.m. **only if different than Anne Arundel County Government.**
3. The office may be scheduled to open or close at times other than normal business hours. If the YWCA is open, scheduled employees are expected to report to work. If the YWCA is closed, the absence is considered an excused absence for all scheduled staff, and will not be charged to CLB.
4. Employees may use CLB if they do not report to work, leave earlier than the scheduled closing time or arrive later than the scheduled opening. Administrative Leave will be granted to those employees previously scheduled to work if the YWCA is closed for the entire day. Employees who report to work will be paid for time worked.
5. In case of other emergency closings, such as electrical outages or flooding, the YWCA will attempt to use texts, telephone trees and voice mail to announce a YWCA closure.
6. Essential personnel (e.g., staff at Weinberg Residence) are required to follow the directive(s) of the program supervisor re: schedule. Essential personnel are to report to work; if unable to do so, they are to find coverage, notify their supervisor immediately and may be required to utilize CLB. Repeated call outs during inclement weather may lead to disciplinary action including and up to termination of employment.

7. It will almost always be the case that the YWCA will work remotely when County Government is delayed, closed, liberal leave, or working remotely.

RESPONSIBILITY:

The office of the Chief Executive Officer administers this policy.

SUBJECT: EXCUSED ABSENCES

POLICY:

The YWCA allows for the following excused absences, in addition to Combined Leave, and leave associated with the Family and Medical Leave Act:

- a) Jury Duty
- b) Military Leave Training
- c) Bereavement
- d) Voting
- e) Leave of Absence
- f) Weather or Emergency Closures

PURPOSE:

To provide guidelines for excused absences.

PROCEDURES:

1. **Jury Duty:** The YWCA cooperates with local, state, and federal courts by allowing employees to serve on juries without loss of pay or charges against leave credits. A copy of the juror summons must be provided to employee's supervisor in order to have the absence counted as an excused absence. If an employee is excused or released for any day or substantial portion of a day by the court, the employee is expected to return to work.

Employees on jury duty will receive full salary for each day of required jury service on which they were scheduled to work up to two (2) weeks.

2. **Military Training Leave:** Full-time, full year employees are granted up to ten (10) days leave for annual military training programs for the National Guard, the regular armed forces, or reserves. The YWCA will pay such an employee the difference between the compensation for military duty and their regular rate of pay, if military compensation is less than the employee's regular rate of pay.

If an employee is conscripted or enlist for an extended military obligation, they will not continue to receive compensation from the YWCA.

The Uniformed Services Employment and Reemployment Rights Act (USERRA) protects service members' reemployment rights when returning from a period of service in the uniformed services, including those called up from the Reserves or National Guard, and prohibits employer discrimination based on military service or obligation. The YWCA complies fully with USERRA and similar state laws. The YWCA reinstates employees returning from military leave as required by USERRA. When released from service, the employee should contact the CEO as soon as possible to discuss reinstatement.

3. **Bereavement Leave:** Full-time, and benefited part-time employees are granted one to three days of paid leave at full salary for a death in their immediate family, which includes the employee's spouse, life partner, children, parents, siblings, grandparents, and a spouse's/life partner's parents and siblings. Employees

must notify their supervisors of the date(s) of absence. The number of days approved of paid leave is determined at the sole discretion of the Chief Executive Officer and a specific number of days is to be requested, in writing, by the employee.

4. **Voting:** The YWCA encourages all employees to exercise their right to vote. With approval of the supervisor, up to two hours of paid leave will be granted if voting conflicts with employee's work schedule.
5. **Leave of Absence:** Upon written request, the YWCA may grant employees a leave of absence without pay for a specified period of time. For leave requests (outside of FMLA) that exceed 3 weeks, employees are to resign from their position and reapply at such time as they are able to return to work.

If leave request is for an employee's own serious health condition, or that of a family member, medical certification will be required. Periodic re-certifications may also be required. A leave of absence for certain health conditions may qualify as a Family and Medical Leave Act (FMLA) absence. (Check with an administrator to determine if the leave qualifies as an FMLA absence.)

If an employee is on an approved leave of absence, they can continue health insurance coverage by arranging to pay an amount equal to the administrative cost of insurance to the YWCA. Payments for health insurance must be made no later than the 15th of the month preceding coverage.

Employees do not earn annual leave during an unpaid leave.

6. **Weather-Related Closures:** See Weather and Emergency Closures policy.

RESPONSIBILITY:

Adhering to this policy is the responsibility of all team members.

SUBJECT: FAMILY AND MEDICAL LEAVE ACT (FMLA)**POLICY:**

Under the FMLA of 1993, eligible employees are entitled to up to 12 weeks of unpaid leave in a 12-month period. FMLA leave may be taken consecutively or intermittently (where medically necessary) by agreement with the YWCA. To be eligible for FMLA leave, an employee must have worked for the YWCA for 12 months and have worked at least 1,250 hours during the preceding 12-month period. FMLA leave can be taken for any of the following:

- The birth of an employee's child or to care for the employee's child
- The placement of a child with the employee for adoption or foster care
- When the employee is needed to care for a spouse, child, or parent who has a serious health condition
- When the employee is unable to perform the functions of his/her position because of a serious health condition

PURPOSE:

To provide the employee guidelines pertaining to the FMLA of 1993.

PROCEDURES:

1. A YWCA "FMLA year" is defined as the 12-month period measured backward from the initial date of FMLA leave. All FMLA absences during the previous 12 months will be counted toward the employee's 12-workweek FMLA entitlement.
2. Employees must provide notice in advance regarding the need for such leave. Notice should be given to the employee's supervisor. The supervisor must give notice to the Chief Executive Officer or designee.
3. Where the need for leave is not known in advance, the employee shall provide notice as promptly as possible but not later than three days after the leave commences.
4. FMLA leave is unpaid, however, any paid leave which has been earned or accrued will be substituted in place of the FMLA leave until that has been fully used. Accordingly, the paid and FMLA leave run concurrently. Any remaining FMLA leave will be unpaid.
5. Leave taken for birth, adoption, or foster care must conclude within 12 months.
6. To use this leave, employees will be required to provide:
 - Thirty days advance notice of the need to take FMLA leave when the need is foreseeable; or as soon as possible when the need for leave is not foreseeable.
 - A completed Request for FMLA Absence form; and
 - Upon request, medical certification supporting the need for leave if the reason for the leave request is due to a "serious health condition" (as defined by the FMLA) affecting the employee or an immediate family member, to be provided within 3 days of the start of the FMLA absence.
7. Employees may also be asked to provide:
 - Second or third medical opinions (at the employer's expense), as well as periodic re-certifications; and periodic reports during FMLA leave regarding employee status and intent to return to work.

ADDITIONAL INFORMATION:

1. For absences involving an employee's own serious health condition that lasts four workweeks or longer the employee will be required to provide a fitness for duty certificate from a health care provider before returning to work. The YWCA may delay restoration to employment until a fitness for duty certificate is provided. Employees will not be entitled to wages if a certificate has not been provided, explicitly stating the employee is cleared to work without restriction.
2. If leave is granted under this policy, group medical insurance coverage is retained at the same cost as what was paid for such coverage prior to taking leave. Arrangements for payment for the employee portion are made through the Chief Executive Officer or designee. If the employee fails to return to work at the completion of the 12-workweek FMLA entitlement period, the YWCA may terminate employment and recover the cost of any insurance coverage or health premiums it paid during FMLA leave from the employee. Employees may be entitled to continue insurance coverage under COBRA if the employee terminates employment.
3. On or before the expiration of the 12-workweek leave entitlement, employees are guaranteed reemployment with equal pay to the same or a comparable job.
4. During periods of **unpaid** leave, combined leave is not earned, and employees will not be paid for holidays. No payments will be made to the employee's YWCA Retirement Fund, Inc. account when on **unpaid** leave. If taking paid leave, the YWCA will continue payments to the YWCA Retirement Fund, Inc. account, and the employee will be able to continue optional, after-tax contributions to the employee's account.
5. For more detailed information on Family and Medical Leave, contact the Chief Executive Officer or designee.

RESPONSIBILITY

Adhering to this policy is the responsibility of all team members.

SUBJECT: HOLIDAYS

POLICY: The YWCA observes ten holidays each year as follows:

New Year's Day
Martin Luther King Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Thanksgiving Day
Friday following Thanksgiving
Christmas Eve
Christmas Day

The YWCA also provides 2 Floating Holidays per year for full time (32-40 hours per week) employees. These days are to be scheduled in the same manner as CLB. One is available beginning January 1 and the second available as of July 1. Floating holidays expire December 31 each year.

PURPOSE:

To identify the holidays observed by the YWCA and provide guidelines for identifying eligibility for staff to receive the benefit.

PROCEDURES:

- Holidays are observed on the date of the actual holiday.
- For employees employed outside of 24-hour crisis programs, Holidays occurring on a Saturday will be observed on the Friday preceding. Holidays occurring on a Sunday will be observed on the Monday following.
- Benefit eligible employees will receive the prorated amount of holiday pay based on their regularly scheduled hours.
- Employees must be in active pay status both the week before and the week following the YWCA holiday to be paid for the holiday.
- Personnel scheduled and working a holiday will be paid double time for the hours worked on the holiday; no additional time off will be provided.

RESPONSIBILITY:

It is the responsibility of the supervisor to report misuse of holiday leave to the Chief Executive Officer or designee.

V. Benefits

SUBJECT: BENEFITS AND INSURANCE COVERAGE

POLICY:

The YWCA provides its employees with certain benefits, as required by law, and other benefits, voluntarily. Eligibility for insurance coverage is based on an employee's classification and hours worked.

PURPOSE:

To provide guidelines for the benefits program offered by the YWCA.

PROCEDURES:

- **WORKERS COMPENSATION INSURANCE:** All employees are covered by workers' compensation insurance. The employee must report any accident or injury immediately to the appropriate supervisor. See Workplace Injuries policy.
- **UNEMPLOYMENT COMPENSATION:** The YWCA is self-funded. Qualification is determined by federal and state laws and guidelines.
- **MEDICAL INSURANCE COVERAGE:** The YWCA offers its employees the opportunity to participate in a group health insurance plan. The YWCA contributes a percentage of the Single HMO rate and the employee is responsible for the remainder of the premium through payroll deduction.

Open enrollment is offered annually.

New employees are eligible for health and dental insurance on the 1st day of the month following thirty (30) days of employment. Current employees who experience a qualifying event as outlined by the carrier may join the plan midyear.

If an employee is on unpaid leave, FMLA, or similar, all insurance premiums are due by the 15th of the preceding month of coverage. Employees must contact the Accounting Department to make payment. Failure to make payment may result in the discontinuation of benefits.

The insurance policies will govern when in conflict with the descriptions contained in this handbook.

- **DENTAL INSURANCE COVERAGE:** The YWCA offers eligible employees and their dependents dental insurance. The employee is responsible for paying the premium through payroll deduction.
- **VISION COVERAGE:** The YWCA offers eligible employees and their dependents vision insurance. The employee is responsible for paying the premium through payroll deduction.
- **COBRA:** The YWCA offers COBRA coverage for terminated employees. This coverage is administered through a third-party administrator. Notification of

eligibility and election procedures will be mailed to the ex-employees address on file by the Carrier.

- **DIRECT DEPOSIT:** The YWCA offers direct deposit of paychecks. All employees are required to utilize direct deposit within 15 days of the start of employment. Enrollment forms are provided as part of orientation and can be obtained from an administrator thereafter. NOTE: the first check will be “live” prior to direct deposit starting.
- **LONG TERM DISABILITY (LTD):** The YWCA provides LTD coverage for all benefit eligible employees at no cost to the employee.
- **LIFE INSURANCE:** The YWCA provides \$50,000 coverage for all benefit eligible employees at no cost to the employee.
- **RETIREMENT FUND:** The YWCA participates in the YWCA Retirement Fund, Inc. The YWCA Retirement Fund is a non-contributory 401(a) pension plan. This means that the YWCA contributes the full amount which is required to be credited to participants’ accounts. The employee, through payroll deduction, may add additional amounts. Participation is mandatory for all eligible YWCA employees. Immediately after fulfillment of eligibility requirements, enrollment in the Fund is a condition of employment with the YWCA.

Eligibility is defined by the YWCA as completion of at least 1,000 hours of service each year in two 12-month periods commencing on date of employment or any anniversary thereafter. The two 12-month periods need not be consecutive. Participation begins on the first day of the month after completion of these requirements, and will begin on the first day of the month following an employment anniversary date.

If an employee leaves YWCA employment before satisfying this participation requirement and is re-employed by a YWCA within a 24-month period, prior service will be counted toward eligibility. If an employee leaves YWCA employment after satisfying the participation requirement and is re-employed by a YWCA at any time, participation resumes immediately; it is not necessary to fulfill another eligibility period. The YWCA Retirement Fund, Inc. provides all retirement benefits. Currently, the YWCA of Annapolis and Anne Arundel County annually contributes 7.5% of eligible salaries and the National YWCA annually contributes 3% of eligible salaries for a total of 10.5%. *This percentage amount can change annually.*

The first day of employment is considered the first day worked within a program or department and the last day of employment is considered the last day worked within a program or department.

- **EMPLOYEE ASSISTANCE PROGRAM (EAP):** This program is available to all YWCA employees, spouses/partners and dependent children. The Health Advocate EAP+Work/Life program offers confidential access to a Licensed Professional Counselor and Work/Life Specialist for short-term assistance with personal, family, and work problems, free of charge. Specialists are also

available for help with managing time and locating resources and connecting with experts. Phone number: 877-240-6863. Online: HealthAdvocate.com/members.

- **BREAK TIME FOR NURSING MOTHERS (TIME TO PUMP/EXPRESS BREAST MILK):** The YWCA provides reasonable break time for an employee to express breast milk for her nursing child for one year after the child's birth, each time such employee has need to express the milk. In addition, the YWCA provides a place, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public. Refrigerators generally available to staff may be used for storage of the expressed breast milk. Containers are to be clearly sealed and labeled, and must be removed at the end of each shift/day. These break times will be compensated as regular break times.

RESPONSIBILITY:

Adhering to this policy is the responsibility of all applicable team members.

VI. Communication

SUBJECT: ELECTRONIC COMMUNICATIONS**POLICY:**

The use of any and all automation systems including but not limited to computers, laptops, fax machines, business/cell phones, and all forms of inter/intranet access is for YWCA (company) business and authorized purposes only.

PURPOSE:

To provide guidelines for appropriate use of electronic communications for employees, volunteers, and contractors.

PROCEDURES:

The use of company computers, networks, and internet access is a privilege granted by management and may be revoked at any time for inappropriate conduct carried out on such systems including but not limited to:

- Violating the laws and regulations of the United States or any other nation, state, city, province or other local jurisdiction in any way;
- Engaging in unlawful or malicious activities;
- Using abusive, profane, threatening, racist, sexist, or other objectionable language in either public or private messages;
- Sending, receiving, or accessing pornographic materials
- Opening emails from unknown sources;
- Failing to adhere to HIPAA standards regarding confidentiality of client or employee health information;
- Using social networking sites for purposes not relating to the business;
- Using technology to convey information that would be more appropriate to and/or should have been first discussed in person (ie performance issues, dissatisfaction re a colleagues words/behavior, makes assumptions that would benefit from 1:1 discussion);
- Stating things that one would not be comfortable saying face to face;
- Being crass, rude, hurtful, or otherwise offensive.

Electronic mail and internet usage may be monitored and audited at any time. By using these medias provided, the employee waives their privacy in all communications.

EMAILS: To ensure consistent professional messaging across the agency, the following "Out of Office" email message is to be used by all team members:

Thank you for your email - this is an auto response. I am currently out of the office and will return on XX.

If you should need immediate assistance, please call our main number (410) 626-7800 and your call will be directed accordingly. [Directors would replace this line to indicate a specific person, their phone number and email].

Our domestic violence and sexual assault hotlines are available 24/7 and can be reached by calling (410) 222-6800.

If this is an emergency, please call 911 or go to the nearest emergency room. For other mental health emergencies, the Anne Arundel County Crisis Response number is (410) 768-5522.

Thank you and I look forward to speaking with you upon my return.

ARTIFICIAL INTELLIGENCE (AI)

Artificial Intelligence (AI) is authorized in exceptionally limited capacities and will be approved directly by the CEO, COO or designee. AI is not to be used in generating colleague to colleague emails, memos or other communications within the organization.

The YWCA will offer AI platform(s) when and to whom the organization deems appropriate. Due to the confidential nature of agency information and need for accuracy, AI is not to be used in the finance department, outputs that contain client identifying information, nor documents containing staff names/financial/other confidential information.

Employees may **not**:

- Run any AI programs, other than those directly provided by the organization, on YWCA computers and/or laptops;
- Input any YWCA information on an AI platform on a non-YWCA device

This puts organizational property and data at risk.

RESPONSIBILITY:

It is the responsibility of the employee, volunteer or contractor to report the misuse of electronic communications to their supervisor or designee. Anyone who violates this policy or uses the Systems for improper purposes shall be subject to discipline, up to and including termination.

SUBJECT: PERSONAL AND LONG DISTANCE PHONE CALLS

POLICY:

Organization phones, including cell phones, are for the expressed use of organizational business. Phones are to be used for agency business only.

PURPOSE:

To provide clarification regarding appropriate use of agency resources.

PROCEDURES:

It is understood that employees will need to make short phone calls to manage personal schedules. Calls are to be kept to a minimum and should not interfere with regular business operations. Long distance phone calls should be done only in emergencies and international calls are not allowed.

RESPONSIBILITY:

It is the responsibility of all team members to follow this policy.

SUBJECT: USE OF CELLULAR PHONES & TABLETS**POLICY:**

Cellular phones are a necessary component of work for a portion of YWCA team members. The agency will provide a phone and/or allowance for employees where this is deemed a requirement. For employees with a phone and/or allowance, such phones are to be treated as company property and team members should be accessible during their scheduled hours. Supervisors are asked to check their phones during reasonable hours outside the work day to address any emergencies. Personal tablets (i.e. iPads, Chromebooks, Kindles, etc.) are not to be used while working.

PURPOSE:

To provide clarity surrounding appropriate use of cell phones & tablets.

PROCEDURES:

1. Phones will be assigned as deemed a necessity;
2. Cell phone numbers should be shared in a responsible manner;
3. Calls should be answered during regular schedule and, for managers, during reasonable hours beyond the "work day" in the case of an emergency;
4. Phones are to be returned in "like new" condition at the end of employment;
5. Damaged equipment and excessive charges will be the responsibility of the employee. Signing this Handbook constitutes acknowledgement and agreement that failure to return company property in like-new condition will result in a payroll deduction for the replacement of equipment/materials.

Personal phones and tablets, with the exception of supervisors/managers, are to be put away during the work day. Social media use, watching shows/movies, unrelated internet browsing, except while on break, is strictly prohibited during the work day. This also applies to prudent use of "smart watches" and similar devices with comparable functions.

Business numbers may be provided to those who may need to reach an employee for time sensitive matters.

RESPONSIBILITY:

It is the responsibility of all team members to follow this policy.

SUBJECT: VOICE MAIL GREETING AND VOICE MAIL

POLICY:

The YWCA maintains consistent voicemail greetings to ensure clarity for callers. Additionally, appropriate use of voicemail (including content) is an important facet of the organization.

PURPOSE:

To ensure consistency and professionalism for phone use.

PROCEDURES:

1. Voicemail to be set to a standard:

"You have reached (name). I am sorry I cannot take your phone call right now. If this is an emergency, please call the YWCA 24-hour hotline at 410.222.6800. Otherwise, please leave a message and I look forward to speaking with you upon my return".

2. Extended leave voicemail:

"Thank you for your call, you have reached (name). I am currently on leave from (date) to (date) and will not have access to email or voicemail during this time. If you need immediate assistance, please call (specific name of person covering during your leave) at (number) and they will be happy to assist you. Otherwise, please leave a message and I look forward to speaking with you upon my return".

3. Voicemail should always remain professional, neutral, and confidential. Do not leave a message that could be perceived as emotionally charged nor should client information or other confidential information be left in a voicemail.

RESPONSIBILITY:

It is the responsibility of all team members to abide by this policy.

VII. Employment Standards

SUBJECT: ANNOUNCEMENT OF JOB VACANCY AND HIRING

POLICY:

The YWCA believes that hiring qualified individuals to fill positions contributes to its overall strategic success. The YWCA will employ qualified individuals to fill positions based on their ability to meet the requirements of the position. The YWCA is an Equal Opportunity Employer.

PURPOSE:

To ensure the organization has the human resources needed to accomplish its mission and goals, we encourage both internal advancement and external competitiveness in recruiting and placing the most qualified applicant in an open position.

PROCEDURES:

1. **Job Posting:** To encourage employee applications and referrals, job postings are provided electronically and open for a minimum of five (5) business days.
2. **Advertising:** Positions may be advertised externally. The respective Program Director is responsible for placing all recruitment advertising.
3. **Applications and Interview Process:** All internal applicants meeting the minimum qualifications will be provided with an interview. External applicants must submit a cover letter and resume. Internal applicants must submit a cover letter, updated resume, and letter of support from their current supervisor. New employees are typically not considered for transfer to a new position for three months. Supervisors must be notified of intent to transfer by the employee. The prospective supervisor or designee will conduct initial structured interviews. Final candidates will have a second interview with the Chief Executive Officer.
4. **Reference Checks and Criminal Background Checks:** Once a decision has been made regarding interest in hiring an applicant, the prospective supervisor or designee will check references. All offers of employment are contingent upon satisfactory completion of references and criminal background check.
5. **Job Offers:** All job offers are made by the Chief Executive Officer. **Employees of the organization may not allude nor imply an offer of employment will be made nor discuss salary.** The Chief Executive Officer or designee will notify the applicant once satisfactory results of reference checks and criminal background checks are complete. Rejection letters will be coordinated by the prospective supervisor using the agency approved form letter.
6. **Appointments:** Under special circumstances, the Chief Executive Officer can appoint an employee to a position for an interim period.
7. **Initial Start Date and Orientation:** On the initial start date, employees will complete required paperwork such as the I-9, Federal and state tax forms. New hire orientation, Personnel Action Form and the New Hire Checklist form will be completed by the prospective supervisor and forwarded to the Chief Executive Officer or designee.

RESPONSIBILITY:

It is the responsibility of the prospective supervisor or designee to coordinate interviews and balance of hiring process in accordance with this Hiring Policy.

SUBJECT: CORRECTIVE ACTION / DISCIPLINE

POLICY:

The YWCA will utilize a formal progressive disciplinary process to address concerns of employee conduct. The steps of the progressive discipline may be altered based on the severity of the infraction, including immediate termination.*

PURPOSE:

To outline policies and procedures for disciplinary measures.

PROCEDURES:

1. Performance concerns and/or policy infractions will be clearly documented and reviewed by the supervisor with the employee. The employee is to work with their supervisor to outline the appropriate corrective action. The employee is to sign the warning form to indicate their receipt of the document. A copy of the documentation will be provided to the employee for their records and a copy will remain in the employee's file.
2. Disciplinary action is exercised at the discretion of management, based on the specific situation and its severity.
3. The CEO may send an employee home with pay during the investigative process.
4. Any employee of the YWCA, who is suspended, reduced in position for disciplinary reasons or terminated, shall be entitled to notice in writing of the grounds of the action, if any.

TYPE OF DISCIPLINE

The YWCA will provide progressive discipline (verbal warning, written warning, suspension, termination), except in those cases where the severity of the infraction warrants more severe discipline, whereby the type of warning or action may be more serious.

I. Warnings

Verbal: A verbal warning is given in an interview with the employee and is documented on the disciplinary action form as a verbal warning. Problem behavior or activity is clearly identified, and a corrective action plan is formulated for improvement.

Written: A written statement is provided clearly describing the problem behavior or activity and stating expectations for improvement, as well as the action that will be taken if improvement is not made.

II. Probation

Probation is used to clarify work performance standards, and to determine whether employee meets the standards required for continued employment.

III. Suspension

If satisfactory improvement is not observed, if the incident/conduct is repeated or if there is an additional violation before this action, or if the offense warrants more severe disciplinary action, the employee may be suspended from work without pay. Employees may not use Combined Leave during a suspension.

IV. Demotion

Demotion may be used as a form of discipline when discharge is not warranted, but the employee is not successfully completing the expected functions of their position satisfactorily;

V. Termination

The most serious disciplinary action that is imposed for continuous or extreme violations and major offenses is the discharge or termination of the employee.

RESPONSIBILITY:

The CEO and all levels of supervisors are responsible for administration and interpretation of this Policy.

In all cases, the employee will sign for receipt of the disciplinary action. This does not imply agreement/disagreement with the action, rather receipt. The employee may include any additional comments/response on the action/document.

* Nothing in this Policy obligates the YWCA to follow a pattern of progressive discipline, nor is it intended in any way to limit the YWCA's right to terminate an employee at any time, with or without cause, and with or without advance notice when warranted in the YWCA's sole discretion.

SUBJECT: EMPLOYEE GRIEVANCE

POLICY:

Employees are encouraged to follow the chain of command and attempt to resolve concerns directly with the involved colleagues and/or applicable supervisor(s). In some instances, that is not possible and a formal grievance may be filed. *This is intended for serious matters/policy infractions.*

An employee, without fear of retribution, may submit grievances, in writing, within five business days of the incident to the supervisor and Chief Executive Officer or designee. Information will include:

- Date, time and location of the incident
- Statement of facts
- Employee(s) involved
- Signature of the employee filing the grievance and date

PURPOSE:

To provide a formal process for the resolution of conflicts and/or concerns.

PROCEDURES:

Level I.

An employee with a grievance shall inform their supervisor using the Employee Grievance Form (included in Employee Handbook; see Appendix). The supervisor and staff member shall meet to discuss the grievance. The supervisor shall communicate a decision to the staff member in writing within five business days of the meeting.

If the staff member is not satisfied with the disposition of the disagreement and has communicated this to the Program Director, or if no decision has been rendered within five business days, the staff member will contact the Program Director (if not the immediate supervisor) first, and then Chief Executive Officer or designee if no response is provided by the Program Director within 5 business days.

Level II.

The Chief Executive Officer or designee will investigate the grievance, and take necessary action. Findings from Level I will be included in this process. The Chief Executive Officer or designee will meet with the staff member to review the facts and resolve the complaint. A written decision will be provided to the staff member within five business days of that meeting.

If the staff member is not satisfied with the decision of the CEO or no decision has been made in a timely manner, the staff member may request a meeting with the President of the Board of Directors and the CEO. This meeting can be requested through the CEO who will organize a meeting.

Level III.

The President of the Board of Directors, CEO and one other Board member (optional) will review the complaint and render a decision within 5 business days. This decision will be final.

The committee to hear appeals of the CEO is composed of the Board President, two Board members (one from the Executive Committee, and one who is not a member of the Executive Committee), plus a non-voting moderator (also a Board member) appointed by the Board President. No member of this committee may be a part of the special committee for the appraisal of the CEO, except the Board President.

Since the Board appoints the CEO, the CFO or designee will notify the Board President of formal complaints against the CEO.

All grievances will be kept on file with the Chief Executive Officer or designee as documentation of the grievance, its investigation, and the subsequent outcome. All parties will agree to keep information confidential unless sharing of information is necessary to complete a thorough investigation.

RESPONSIBILITY:

The Board of Directors, CEO and all levels of supervisors are responsible for administration of this Policy.

SUBJECT: EMPLOYEE REFERENCES AND REQUESTS FOR INFORMATION

POLICY:

The YWCA will only provide the following information: 1) dates of employment, 2) position(s) held, and 3) Eligibility for Rehire.

PURPOSE:

To establish guidelines in providing employee references and release of information.

PROCEDURES:

1. Reference requests are to be submitted via email to the CEO. A signed release from the employee must be attached. Only the Chief Executive Officer or designee can provide an employee reference of any kind. Any exception is at the sole discretion of the CEO.
2. For employment references, the YWCA will provide:
 - A. Dates of Employment
 - B. Position Held
 - C. Eligibility for Rehire (Y/N)
 - D. Provision of appropriate resignation notice
 - E. Adherence and appropriateness/professionalism during resignation/transition period (*This may include detail about employee's specific conduct as part of the transition period.*)
3. Only the CEO or designee may respond to inquiries for certain personnel information for a bank loan, to a medical professional, or for other personal business. In such instances, the Chief Executive Officer or designee, upon employee written request, will confirm wage or salary information that the employee has already provided. If the request is from a governmental agency, the employee must inform the Chief Executive Officer or designee, who will decide how to respond to the request. If the employee is under criminal investigation, the employee will not be contacted regarding the request.

RESPONSIBILITY:

Chief Executive Officer or designee and employee are responsible for adhering to this policy.

SUBJECT: EMPLOYEE REFERRAL BONUS

POLICY:

The YWCA values the skills and many contributions of our team members. By extension, we believe our team members know others who would be successful at the YWCA. The organization therefore offers a referral bonus for team members who successfully identify others to join the team.

PURPOSE:

To provide a monetary incentive to assisting the positive growth of the organization.

PROCEDURES:

Team members will notify a supervisor or hiring manager of an employee prospect for a specific position in advance of the interview. *Referring employee must formally submit the referral in writing to the CEO in advance of the interview to be eligible for the bonus.*

At 120 days of employment of a full time employee, the referring employee will receive \$250.00.

Following twelve (12) months of employment, and the new hire being in good standing, the referring employee will receive a second payment of \$500.00 (for a total of \$750).

If the new employee is not employed at any point in this schedule, that referral payment will not be provided.

Part time and per-diem referral bonuses will be paid at a proportionate rate. Ex. A referral that works consistently 20 hours a week would result in a 50% bonus of the amounts above.

RESPONSIBILITY:

Chief Executive Officer or designee and employee are responsible for adhering to this policy.

SUBJECT: EMPLOYMENT CATEGORIES**POLICY:**

Each employee's job position is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. All overtime work must be pre-authorized by the employee's supervisor. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by the CEO.

PURPOSE:

It is the intent of the YWCA to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These categories do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at-will at any time is retained by both the employee and the YWCA.

PROCEDURES / DEFINITIONS:

In addition to the NONEXEMPT and EXEMPT categories, each employee will belong to one other employment category:

1. Regular, Full-time/full-year –Employee who is regularly scheduled to work 40 hours per week. Regular, full-time employees are eligible to receive benefits.
2. Regular, Part-time/full-year – Employee who is not assigned to a temporary (see below) status, and scheduled to work less than 40 hours per week. Regular part-time employees who work 20 hours per week or more are eligible to receive retirement benefits (after meeting eligibility criteria) and employees who work 25 hours per week or more are eligible for health insurance benefits.
3. Float / On Call – Employee with part-time status but no fixed amount of hours guaranteed or span of time defined.
4. Temporary – an individual employed for a specific project, assignment or limited duration not to exceed six months, on a full-time or part-time basis. While temporary workers receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for the YWCA's other benefit programs.
5. Contract – an individual working on a fee-for-service basis according to the provision of the IRS and Fair Labor Standards Act regulations. All contractors must perform the tasks, and work the hours as defined in the contract. All contracts must be approved in advance of any commitments, and signed by the Chief Executive Officer (CEO) or designee. Contractors are not eligible for benefits.

RESPONSIBILITY: It is the responsibility of the CEO to administer this policy.

SUBJECT: EMPLOYMENT of RELATIVES

POLICY:

The YWCA permits members of the same family to work at the organization. The YWCA will not, however, consider or accept employment applications from individuals whose employment would result in a supervisor/subordinate relationship, employment within the same program and/or a potential conflict of interest.

PURPOSE:

To establish guidelines for employment of relatives.

PROCEDURES/DEFINITIONS:

Relatives are defined as: parent, spouse, child, sibling, grandparent, grandchild, aunt, uncle, cousin, in-law or step relative, or any person with whom the employee has a close personal relationship such as a domestic partner, romantic partner or co-habitant.

RESPONSIBILITY:

It is the responsibility of all team members to abide by this policy.

SUBJECT: JOB DESCRIPTIONS**POLICY:**

Job Descriptions are fundamental to sound management and salary administration. Each job description includes the job title, the classification, a statement of the basic purpose of the job, a list of specific responsibilities and essential functions of the job, a statement of minimal and desired qualifications and the physical requirements. A job description is available for each employee, is provided at the time of hire, signed by the employee and maintained in the employee file. This job description is the basis for performance reviews. Job responsibilities change from time to time, thus a job description may be reviewed and updated on occasion.

PURPOSE:

To establish guidelines for identifying job descriptions.

PROCEDURES:

The Chief Executive Officer or designee will:

- Define, review and update job descriptions
- Establish the essential job requirements
- Define the level of job responsibilities
- Define the job qualifications
- Establish the salary range and wage rate (as applicable)
- Coordinate the new or revised job description with requestor and supervisor
- Submit the job description for recommendations to the appropriate supervisor and other appropriate management staff

RESPONSIBILITY:

The CEO is responsible for administering this policy.

SUBJECT: PERFORMANCE APPRAISAL**POLICY:**

Performance management is critical to the success of the YWCA. Employees are scheduled to have a performance review annually based on a set of job responsibilities as outlined in the job description. The achievement of goals and objectives are assessed both through an employee self-evaluation and a final evaluation administered by the supervisor. The outcome of the performance review is to provide comments, identify development goals, and evaluate job performance.

All employees participate in reviews during their probationary period at 30, 60, and 90 days of employment.

Employees are then evaluated annually in June/July each year.

PURPOSE:

To establish a system for providing employees feedback on demonstrated performance.

PROCEDURES:

1. The CEO/COO will send, to all employees a self-evaluation form, and instructions;
2. Employees are to submit their self-evaluation to their supervisor no later than the date provided in the notification – typically around June 15th *(if employee fails to submit their self-evaluation by the deadline, the corresponding pay increase will be delayed until the next regularly scheduled review period)*;
3. Supervisors will provide final draft evaluations to COO within two weeks of the self-evaluation deadline (to be reviewed and returned to supervisors within two weeks)
4. Supervisors will schedule 1:1 meetings with each of their direct reports to review the evaluation, taking special note of development goals and both parties signing with a copy going to the employee and one being retained (on or before 7/31);
5. Supervisors will draft Personnel Action Forms (PAF) and forward to COO with a copy of the signed evaluation (on or before 8/5);
6. Letters issued to employees regarding their review and detail about raise (if applicable) prior to the implementation of the PAF

Note that supervisors and employees should be discussing the development goals as a regular function of the 1:1 supervision.

Supervisors are to consider and include funding in their respective budgets to facilitate costs associated with some development goals.

Regular attendance and participation in agency initiatives/activities and events is a valued component of employment and reflected in the annual review.

RESPONSIBILITY:

It is the responsibility of all team members to abide by this policy.

SUBJECT: RESIGNATION STANDARDS AND EXIT INTERVIEWS

PURPOSE:

To provide clarity on resignation expectations and the exit process.

POLICY:

As generally accepted professional standards, employees are to provide appropriate notice surrounding resignation and conduct themselves in a professional manner for the duration of their employment. While we understand these conversations can be uncomfortable for some individuals, the YWCA expects team members to be courteous to the organization and have that conversation in person.

PROCEDURES:

If and when the time comes that an employee decides to make a change in employment, the following is the required course of action:

1. Connect with supervisor and schedule a time to meet **in person** or utilize regularly scheduled 1:1 supervision time (a “letter on a chair” or email is not appropriate);
2. Initiate the conversation by simply stating, “I wanted to let you know that I have made a decision to make a change in my employment”;
3. Provide a signed and dated letter including:
 - A. Decision to resign;
 - B. Reason for resignation (optional);
 - C. Last day of employment (to be a minimum of 14 days from initial notification, 30 days for management);
 - D. Any requests surrounding desire to be an on-call employee and/or work in a volunteer capacity.
4. Work regularly scheduled shifts unless directed otherwise by supervisor or designee;
5. Return all company property (By signing for this employee manual, the employee provides expressed written consent to have a payroll deduction taken from their final paycheck for any property not returned to the organization within 72 hours of their last day of employment.
6. Please stay in touch! We like to know our team members are still doing well.

For the sake of a smooth transition, please note the following:

- Leave may not be taken and will not be paid once resignation/notice is provided nor in the last 14 days of employment, 30 for management;
- Providing less than 14 days notice (30 for management), absenteeism during this time, performance concerns and/or failure to return company property will result in notation in future employment references as “ineligible for rehire”. See *Employee References and Requests for Information Policy*.

RESPONSIBILITY:

It is the responsibility of the Chief Executive Officer or designee to schedule an exit interview with the employee.

VIII. Compensation and Accounting Procedures

SUBJECT: ADVANCE ON PAY

POLICY:

The YWCA will provide an advance on an employee's pay when there is a valid reason and the Chief Executive Officer approves the request.

PURPOSE:

To provide guidelines for advances on pay.

PROCEDURES:

1. Employees must submit the request for advance on pay in writing to the Chief Executive Officer.
2. State the amount of the advance needed and date needed.
3. If approval is given, the check will be drawn. The amount of the advance will be withheld equally from the employee's next two (2) paychecks.
4. Employees making the request must be in good standing and employed for a minimum of two years.
5. Employees can only request an advance on pay once within a six-month period.
6. The amount of the advance cannot exceed the amount of available CLB to the employee.

RESPONSIBILITY

It is the responsibility of all team members to abide by this policy.

SUBJECT: CHECK REQUESTS**POLICY:**

The YWCA requires that all employees use Check Request Forms to request payment for vendors, and for employee reimbursements.

PURPOSE:

To provide employees guidelines for submitting Check Request Forms.

PROCEDURES:

1. The Finance Office prints non-payroll checks once a week.
2. Submit requests as soon as possible to avoid requests for last minute checks. Attach an original invoice as documentation of the amount payable.
3. Be as detailed as possible when explaining the purpose of the check.
4. Type all forms submitted to the Finance Office and sign in blue ink.
5. Employees must sign the Check Request form and have it approved by the appropriate program/budget center supervisor. To charge an expense to more than one entity, the program/budget center supervisor of each entity must authorize the amount of their respective expenses. Similarly, to allocate an expense to more than one account, specify the amount to be charged to each account.
6. The Chief Executive Officer must approve all expedited check requests.

RESPONSIBILITY:

It is the responsibility of employees to submit Check Request Forms to department supervisors in a timely manner, not to exceed 14 days.

SUBJECT: EXPENSE REPORTS**POLICY:**

The YWCA requires that all employees submit expense reports by the 5th day of the month following the date expenses were incurred, using an expense report form. Sufficient documentation is required for all expenses.

PURPOSE:

To provide guidelines for completing and submitting expense reports.

PROCEDURES:

1. Department supervisors must approve all expenses.
2. Type all forms submitted to the Finance Office, sign in blue ink.
3. Allow 12 working days for processing expense reports.
4. Falsification and "padding" of an employee's expense report will likely result in termination.
5. In-Town Expenses:
 - Employees must date and list all expenses in chronological order. Provide detail on what, where, and why. Include the appropriate accounting code for all program-related expenses.
 - Each expense must be documented; receipts must be attached to the expense form and numbered in the order of occurrence. If a tear-off check stub is used as a receipt, the stub must reflect the date, name of the restaurant, and the amount.
 - All expenses must be associated to appropriate account numbers/cost centers, which can be obtained from the program/budget center supervisor.
6. Out-of-town Expenses:
 - If expenses are charged to accounts other than Travel Expenses (example, to Conference Fees and Expenses), indicate it clearly in the box labeled "business purpose."
 - If expenses are allocated to more than one entity or cost center, indicate the method for splitting the costs. Provide as much detail as possible on all miscellaneous expenses.
 - Receipts should be numbered in the order of occurrence and affixed to 8 1/2 x 11" sheets of paper attached to the report. Indicate on the expense report if employee paid for airline tickets and car rental charges or whether the expense was charged to corporate cards. A paid, itemized hotel receipt must be submitted to support hotel expenses. Only the room charges and any taxes paid should be indicated under the "hotel" expense heading. All other expenses listed on the hotel bill must be allocated to the appropriate expense heading.

- Attach meal receipts to the expense report, in the order of occurrence, and total meal charges for each day. If the receipt is a tear-off check stub, the stub must reflect the name of the restaurant, amount paid, and date.
- Explain all business meeting expenses in detail on the back of the report.
- The mileage reimbursement rate is \$0.70 per mile and will be reviewed annually. Note that mileage is calculated as the excess driven over the employees mileage between home and their identified work site. Mileage reimbursement is not provided for employees (who may be working remotely) to start and/or end their workday from a YWCA office.
- The per diem rate is \$15 breakfast, \$20 lunch, \$27.50 dinner. These amounts are only available when the conference, hotel, or venue does not include meals and will be communicated by a supervisor in writing when available.

Tax will not be reimbursed in the event that the tax-exempt card could have been used for the purchase.

Incomplete forms will be returned to the employee for correction, delaying payment. Forms not submitted/corrected by the deadline (above) may not be eligible for reimbursement.

RESPONSIBILITY:

It is the responsibility of employees to submit expense reports to Supervisors and the Finance Office by the deadline.

SUBJECT: OVERTIME FOR NONEXEMPT EMPLOYEES

POLICY:

In accordance with the provisions of the Fair Labor Standards Act, nonexempt employees will be paid at one-and-one-half times their normal hourly rate for hours worked in excess of 40 hours in any week (Sunday through Saturday). Due to these standards, nonexempt employees may not “flex” hours between weeks even if in the same pay period.

Program supervisors must approve all overtime prior to working overtime. Nonexempt employees may not work more than 40 hours per week without prior approval from supervisor.

Exempt employees are not entitled to overtime wages.

Comp time, banked time or “off-the-clock arrangements,” in lieu of hours actually worked is strictly prohibited unless approved by the CEO.

PURPOSE: To clarify method for accurately reflecting hours worked.

PROCEDURE:

All hours worked must be recorded appropriately on biweekly timesheets and paid at the applicable straight time and/or overtime rate during the payroll period worked. If an employee is asked to hold, bank or under report time, they must report it immediately to the CEO or designee.

RESPONSIBILITIES:

Supervisors must approve all overtime prior to working overtime.

SUBJECT: PAYROLL**POLICY:**

The YWCA pays employees on a bi-weekly basis, subject to certain withholding taxes and other required deductions.

PURPOSE:

To identify guidelines for payroll procedures.

PROCEDURES:

1. If the regular payday falls on a weekend or holiday, employees will receive ~~his/her~~ their paycheck on the last workday preceding the weekend or holiday.
2. Employees must complete a direct deposit enrollment form and submit it to their supervisor (to be forwarded to the CEO) within 15 days of employment.
3. The YWCA is required to make deductions from paychecks for federal and state withholdings, Social Security taxes (FICA), and Medicare. Employees may voluntarily authorize additional deductions for benefits plans or other items permitted by the YWCA. It is the employee's responsibility to be sure all such deductions are correct. The YWCA's pay practices, procedures and records govern all questions pertaining to hours worked and all other pay issues.
4. Employees are urged to review paychecks carefully for errors. If a mistake is suspected, it must be reported to the supervisor promptly.
5. See next section for details on Timesheets. Failure to submit timesheets to supervisors and/or the Office of Finance by deadline may result in delayed payment and/or disciplinary action. Timesheets submitted with errors will be returned to the supervisor/employee for correction and will likely delay pay for up to 10 days.
6. Terminated employees will receive their final paycheck at their home address on file. The final paycheck is typically a "live" check as opposed to direct deposit.

RESPONSIBILITY:

It is the responsibility of the employee to submit complete and accurate timesheets to supervisors by deadline.

It is the responsibility of supervisors to submit timesheets to the Accounting Department by deadline.

SUBJECT: TIMESHEETS

POLICY:

The YWCA of Annapolis and Anne Arundel County requires that all employees complete timesheets. Timesheets serve as the official source document for the entry of all compensable hours into the payroll system.

PURPOSE:

To provide employees guidelines for completing and submitting timesheets.

PROCEDURES:

1. Timesheets must be typed and signed in blue ink.
2. Do not use "white out" or pencil on timesheets.
3. Employees who have worked on a program or grant during the week must indicate the number of hours for each grant or program. Record the appropriate program name and financial code on the timesheet.
4. Employees must record their names as it appears on their Social Security card (no nicknames).
5. Employees are to submit timesheets to supervisors by 9:00 am Monday following the end of the pay period. Supervisors are to submit timesheets to Finance by 12:00 pm Tuesday following the end of the pay period.
6. The employee and supervisor shall sign and date the timesheet to verify the correctness of the information.
7. Falsification of the employee's timesheet, including not noting a late arrival or "padding hours" will result in immediate termination.

RESPONSIBILITY:

It is the responsibility of the employee to submit accurate timesheets to supervisors by deadline.

It is the responsibility of supervisors to submit accurate timesheets to the Accounting Department by deadline.

IX. Building Procedures

SUBJECT: BUILDING PROCEDURES AND ETIQUETTE

POLICY:

Employees, clients, contractors, volunteers, and members of the Board of Directors must adhere to all emergency procedures and building etiquette procedures.

PURPOSE:

To provide guidelines for emergency procedures and building in facilities owned/operated by the YWCA.

EMERGENCY PROCEDURES:

1. The buildings are equipped with manual pull stations to activate a fire alarm. The building fire alarm system is linked to the fire department.
2. In a fire emergency, go to the nearest exit stairwell, not an elevator, and walk down (or up) to street level. Find a safe place to stand; fire engines will pull up in front of the building shortly after the alarm sounds.

BUILDING ETIQUETTE PROCEDURES: (Arnold locations)

1. **Facility/Maintenance Needs:** Everyone is responsible for keep things in good working order. If an employee sees something malfunctioning, they must take steps to fix it. Notify supervisor of the steps taken and put a note on the item so others know the repair is in process.
2. **Computer Needs:** Contact the computer/IT support team at help@aeahelp.com or (410) 295-9500. They have remote access to YWCA computers and can fix problems while on the phone.
3. **Refrigerators:** Refrigerators are cleared out every Thursday. Please take home anything you don't want thrown away. Mark personal items and the date.
4. **Personal Possessions:** Personal possessions are allowed in the office, but employees do so at their own risk. Do not leave purses, keys, etc., on the desktop or anywhere that they will be visible. The YWCA assumes no responsibility for replacing personal possessions.
5. **Space Heaters:** Space heaters are not permissible in any YWCA office or premises.
6. **Radios at Work:** The YWCA hopes to provide pleasant working conditions for all employees. Use of radios is at the discretion of the supervisor. The operation of such devices must not disrupt the work of any employee. Employees may not wear earphones, earpieces or earplugs for phones or music while indoors or on duty.
7. **Lighting:** Public spaces of the YWCA buildings are to be brightly lit. Spaces are not to be dimmed during operating hours.
8. **Media:** Media (social, TV programming, podcasts, etc) is not permissible during the work day unless specific the professional development and at the express consent of the supervisor.
9. **Conference Rooms and Kitchens:** The kitchens and conference rooms on each floor are to be kept clean at all times. There is no cleaning crew assigned to clean dishes or coffee areas. The staff person responsible for a meeting or workshop is also responsible to see that the room is neat, clean, and ready for use by the next occupant including chairs being pushed in, handouts/materials being disposed of, and all surfaces cleaned up.

10. **Candles** and flammable items are not allowed.
11. **Office Décor** is to be kept limited. One large or two small pieces of personal art, maximum. Degrees and awards do not have a limit. Personal items should be limited to no more than a file box.
12. All meeting rooms must be **reserved in advance** through the front desk or shared facility calendar.

RESPONSIBILITY:

It is the responsibility of all employees, clients, contractors, volunteers and YWCA Board members to report concerns to the Chief Executive Officer or designee.

SUBJECT: VISITORS IN THE WORKPLACE

POLICY:

The YWCA allows visitors for short periods of time in the workplace. Employees must accompany visitors at all times. Visitors cannot unduly disrupt the work routine of any employee. Children and other minor visitors must not be left alone. Children (other than clients) under the age of 12 are not permitted in the Safe House, legal offices or Education & Wellness Building. Additionally, YWCA team members wishing for their children to be onsite during the work day for more than a few minutes need to obtain written permission in advance from their direct supervisor.

PURPOSE:

To provide guidelines for visitors in the workplace.

PROCEDURES:

1. For the purpose of the policy, visitors are defined as relatives and friends of the employee.
2. Under no circumstance should a visitor be allowed to remain in an area where employee or client records are accessible or visible.
3. Visitors should not unduly disrupt the normal work routine of the employees in the department they are visiting. The immediate supervisor will have the discretion to determine if the presence of a visitor is disruptive.
4. Although relatives and friends may find it necessary to visit during working hours, their presence should be limited to 15 minutes.
5. Visitors who are minors are to be approved in advance by the employee's supervisor. Children under the age of 12 are not permitted for any period of time in the Safe House or Education Building.
6. Youth family members require pre-approval from the CEO to assist a parent in the workplace. Date, task, duration and supervision are to be included in the request and typically only available on Fridays in the main office when clients not present.
7. Violations of this Policy will result in disciplinary action up to and including termination.

RESPONSIBILITY:

It is the responsibility of the supervisors to administer this Policy.

X. Ethics and Code of Conduct

SUBJECT: CODE OF CONDUCT**POLICY:**

The YWCA expects the highest standards of ethical behavior and professionalism from its employees. Employees should comply with all the Policies defined by the YWCA. Failure to comply with the Policies will result in disciplinary action up to and including termination. Employees shall not engage in any conduct that is unbecoming or will bring discredit to the mission, objectives or reputation of the YWCA or result in an environment that is not positive, including but not limited to:

- Insubordination;
- Theft;
- Sleeping on shift;
- Display of unacceptable emotional behavior that includes verbal or physical abuse and/or outbursts of anger;
- Use of technology to convey items that can be construed as being personal, emotionally charged, or of personal significance.
- Providing false information;
- Sharing confidential corporate or client information;
- Taking company property/information for personal or other use not related to the YWCA;
- Breach of trust/dishonesty;
- Falsification of company records;
- Gross negligence;
- Unsatisfactory job performance;
- Being argumentative, dismissive or generally contentious in communication and/or interaction with a supervisor;
- Generally negative, either directly or by way of verbal/electronic communications, of colleagues and/or workplace;
- Failure to follow procedural protections for confidential information;
- Failure to follow policies as outlined in this Handbook, other Standards of Operation (SOP) document, or client handbook.

PURPOSE:

To establish a basic standard for employee conduct.

PROCEDURES:

1. Failure to comply with the Code of Conduct will lead to disciplinary action (see Corrective Action / Discipline Policy) up to and including termination.

RESPONSIBILITY:

It is the responsibility of all employees to report violations of this policy to their supervisor, the Chief Executive Officer or designee.

SUBJECT: BACKGROUND CHECKS**POLICY:**

The YWCA may conduct a Criminal History Record Search (criminal background check) for applicants, current employees, volunteers who work with clients, and contractors who work with clients. The YWCA may also conduct searches on contractors and/or vendors not working directly with clients. Candidates under consideration for employment are also subject to a Criminal History Record Search. The YWCA will consider the time and nature of any conviction, and number of convictions when deciding whether to hire an applicant or place a volunteer who has been convicted of a crime. Employees may be subject to subsequent criminal background checks during employment. The YWCA may conduct Department of Motor Vehicle Checks for current employees, and for candidates under consideration for employment whose positions may reasonably require driving a vehicle.

PURPOSE:

To provide a safe, secure environment for YWCA employees, clients, volunteers who work with clients, and contractors who work with clients. In addition, to comply with contracts and state law, as required.

PROCEDURES:

1. Negative results for a current employee, volunteer who works with clients, contractor who works with clients, or candidate under consideration for employment will be immediately reviewed by the CEO or designee. The CEO will make decisions concerning employment.
2. If the applicant disputes the results of the criminal history background check, they must resolve the conflict with the appropriate jurisdiction. Current employees will be suspended with pay for up to 5 business days until the conflict is resolved. If not resolved, the paid leave will be deducted from the final check/leave balance.

RESPONSIBILITY:

1. It is the responsibility of employees to report any convictions to the Chief Executive Officer or designee immediately.
2. The CEO or designee is responsible for submitting the Release and Authorization Form to National Background Investigations, Inc. or Criminal Justice Information Systems Central Repository for processing (or other search firm as identified by the CEO).

SUBJECT: USE OF ORGANIZATIONAL GOODS AND RESOURCES

POLICY:

All YWCA goods are purchased, donated, or rendered for YWCA clients. Employees and volunteers are prohibited from consuming, using, or removing goods.

PURPOSE:

To ensure those YWCA goods directly serve and benefit YWCA clients and mission, and are not misappropriated, and to provide guidelines to staff and volunteers on the use of goods.

PROCEDURES:

1. The public may donate goods, or monies to purchase goods for the YWCA. The Client Relations Representative processes the donation when it is made directly at the front desk of the YWCA. YWCA goods include donations, purchased supplies, equipment, and all other agency property.
2. On occasion, the YWCA may have a surplus of equipment, property, or other goods. The distribution of such goods is at the discretion of the Chief Executive Officer or designee and will typically be donated to a partner nonprofit organization.
3. Any use of YWCA goods besides as described in this policy shall constitute theft, and is grounds for discipline, up to and including termination.

RESPONSIBILITY:

It is the responsibility of the employee to report the misuse of YWCA goods to the Chief Executive Officer.

XI: APPENDIX/FORMS

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**Conflict of Interest Policy and
Disclosure Statement**

Please complete the questionnaire below indicating any actual or potential conflicts of interest. In answering these questions, please refer to any current relationship or transaction, or any which have taken place in the last twelve months. If you answer “yes” to any of the questions, please provide a written description of the details of the specific action or transaction in the space allowed. Attach additional sheets as needed.

Financial Interests - A conflict may exist where an interested party, or a relative or business associate of an interested party, directly or indirectly benefits or profits as a result of a decision made or transaction entered into by the YWCA.

Has the YWCA contracted to purchase or lease goods, services, or property from you or from any of your relatives or business associates?

If yes, please describe:

Has the YWCA purchased an ownership interest in or invested in a business entity owned by you or owned by any of your relatives or business associates?

If yes, please describe:

Has the YWCA offered employment to you or to any of your relatives or business associates other than a person who was already employed by the YWCA?

If yes, please describe:

Have you or have any of your relatives or business associates been provided with a gift, gratuity, or favor of a substantial nature from a person or entity which does business or seeks to do business, with the YWCA?

If yes, please describe:

Have you or any of your relatives or business associates been gratuitously provided use of the facilities, property, or services of the YWCA?

If yes, please describe:

Did you obtain preferential treatment by the YWCA for yourself or for any of your relatives or business associates?

If yes, please describe:

Did you make use of confidential information obtained from the YWCA for your own benefit or for the benefit of a relative, business associate, or other the YWCA?

If yes, please describe:

Did you take advantage of an opportunity, or enable a relative, business associate or other organization to take advantage of an opportunity, which you had reason to believe would be of interest to the YWCA?

If yes, please describe:

I understand that the YWCA is to be considered my primary employer and outside employment schedules and/or function(s) may not conflict with my schedule and/or responsibilities with the YWCA of Annapolis and Anne Arundel County. I will notify my supervisor prior to accepting an additional position.

I further certify that the information set forth in the Disclosure Statement and any attachments is true and correct to the best of my knowledge. For employees and contractors, failure to follow this Policy may result in disciplinary action including termination.

Name: _____
(Please Print)

Signature: _____

Date: _____

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Disciplinary Action Form

Date: _____

Employee Name: _____

Incident or Activity: _____

Verbal Warning: _____

Written Warning: _____

Probation: _____

Suspension: _____

Demotion: _____

Termination: _____

Description of conduct and reference to specific policy as applicable (include date of incident and supporting detail):

Plan of Action:

Date(s) to be Reviewed:

Employee Comments:

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

A copy of this form is to be provided to the employee and a copy is to be maintained in the employee file. Signature signifies receipt only.

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Employee Grievance Form

Date: _____

To: _____

Submitted By: _____

1. State briefly the nature of the disagreement, and the specific event(s) related to the disagreement. Include names, dates, times, location etc.:

2. Was there a specific policy that was violated?

3. What steps were taken to resolve, if any, prior to submitting the formal grievance?

4. What is your desired outcome?

I agree to maintain strict confidentiality:

Name (Employee Signature): _____

Date: _____

Signature of Receipt (Supervisor):

Name: _____

Date: _____

So that a proper investigation/review can be conducted, the content of the grievance should not be discussed with anyone beyond the filer's supervisor and/or CEO.

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New Hire Checklist

Name:

Position:

Date of Hire:

- ☐ Accuracy of Resume and Legal Action Affirmation*
- ☐ Background Check results
- ☐ Conflict of Interest/Disclosure Statement*
- ☐ Credit Card Agreement (if applicable)
- ☐ Emergency Contact Form
- ☐ General Summary of "Office Norms"* (*Employee to keep a copy*)
- ☐ Getting to Know You
- ☐ Health Insurance Application (or Waiver)*
- ☐ I-9 Form* (*include copies of employment eligibility documents*)
- ☐ MD 507 Form*
- ☐ New Hire Access Form* (*Employee to keep a copy*)
- ☐ New Hire Orientation Checklist*
- ☐ Offer Letter*
- ☐ Payroll/Direct Deposit Form
- ☐ Personnel Action Form (PAF)
- ☐ Position Description*
- ☐ Professional Bio
- ☐ Professional License/Certifications (if applicable)
- ☐ Receipt Employee Handbook*
- ☐ References (2 Professional)
- ☐ Resume
- ☐ Technology Equipment Agreement (if applicable)
- ☐ W-4 Form*

Supervisor or designee

Employee Signature

Date

Date

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New Employee Orientation Checklist

All points of orientation must be completed and initialed by the supervisor or designee and/or within one week of the first day of work. The completed form must be submitted to the CEO.

Building(s)

- ☐ Key(s)
- ☐ Alarm Code
- ☐ Tour of building
- ☐ Explanation of other YWCA program site(s)
- ☐ Designated parking
- ☐ "Open and close" procedures
- ☐ Kitchen rules

Safety

- ☐ Emergency exit procedures
- ☐ Alarm "word"
- ☐ Panic button (if applicable)
- ☐ Serious Incident Report

Forms

- ☐ Timesheet form
- ☐ Timesheet Due Dates
- ☐ Check Request form
- ☐ Check Request Due Dates
- ☐ Travel Expense Voucher
- ☐ Leave Request form
- ☐ Employee Phone and Voice Mail List
- ☐ Organizational Chart
- ☐ Copy of the most recent YWCA Program Guide

Technology

- ☐ Review of computer system
- ☐ Assignment of laptop
- ☐ Assignment of e-mail address
- ☐ Procedure for addressing computer problems and/or desired enhancements
- ☐ Review of telephone system
- ☐ Assignment of extension and/or voice mailbox
- ☐ Voice mail message (in Employee Handbook)
- ☐ Long distance fax or telephone

New Hire Paperwork

- ☐ Health Benefits

- ☐ Retirement Benefits
- ☐ Pay Procedures
- ☐ Job Description
- ☐ Handling Confidential Information
- ☐ Performance Expectations/Goals

Job Resources

- ☐ Supplies
- ☐ Copier
- ☐ Computer printer
- ☐ Fax machine
- ☐ Postage
- ☐ Operations Manual (Program Specific)
- ☐ Vela

Finance

- ☐ Purchasing procedures
- ☐ Review of accounting codes

Employee: _____
Date

Supervisor: _____
Date

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YWCA Annapolis and Anne Arundel County

Receipt of Employee Handbook

I have received a copy and/or access to an electronic version of the YWCA of Annapolis and Anne Arundel County Employee Handbook. I understand that the most recent version of the Employee Handbook can be accessed on the YWCA website at www.annapolisywca.org.

I understand that it is my responsibility to read, be familiar and adhere to the policies and procedures in the Employee Manual. I agree without reservation to follow the policies and procedures contained in the Employee Manual as a condition of employment.

Failure to follow YWCA policies and procedures will result in termination.

Employee Name (Printed): _____

Date: _____

Employee Signature: _____

Employer Name (Printed): _____

Date: _____

Employer Signature: _____

EMPLOYEE'S REPORT OF INJURY

Employee's name: _____ Male____ Female____

Date of birth: ____/____/____ Home telephone # (_____) _____

Marital status: M / D / W / S Height/Weight: ____" / ____ lbs. ____Right- or ____Left-hand Dominant

Home address: _____

City: _____ State: _____ Zip Code: _____

Current job position: _____ How long employed here: _____

Social Security No.: _____ - _____ - _____ Weekly salary: _____

Location of accident: _____

Date of accident: _____ Time of accident: _____

Describe fully how accident occurred (including events that occurred immediately before the accident):

Describe bodily injury sustained (be specific about body part(s) affected):

Recommendation on how to prevent this accident from recurring:

Name of supervisor: _____ Phone # _____

Name(s) of witness(es): _____ Phone # _____

When did you report the accident to your supervisor? _____

To whom did you report the injury? _____

Do you require medical attention? Yes: _____ No: _____ Maybe: _____

Name of your treating physician: _____ Phone # _____

Signature of employee: _____ Date: _____

Return a copy of this report to BOTH your supervisor (hard copy) and CEO (via email).



30 60 90 DAY EMPLOYEE PROGRESS REPORT

The following form will be used for a 90-day evaluation. The scores will range from 1 to 5 as follows:

1 outstanding, 2 above standard, 3 standard, 4 below standard, and 5 unacceptable.

Employee	Hire Date	Supervisor	Position

NOTE TO EMPLOYEE: YOUR COMMENTS ARE ENCOURAGED AND WELCOMED. PLEASE ATTACH A SEPARATE FORM WHICH YOUR SUPERVISOR WILL FURNISH UPON REQUEST.

<u>Rating:</u>	<u>30</u>	<u>60</u>	<u>90</u>
Job Knowledge	_____	_____	_____
Quality of Work	_____	_____	_____
Quantity of Work	_____	_____	_____
Teamwork/Public Contact	_____	_____	_____
Communication	_____	_____	_____
Adherence to Company Procedures	_____	_____	_____
Attendance	_____	_____	_____
Tardiness	_____	_____	_____
Job Results	_____	_____	_____

(30 Day Evaluation)

Employee/Date	Supervisor/Date

(60 Day Evaluation)

Employee/Date

Supervisor/Date

(90 Day Evaluation)

Employee/Date

Supervisor/Date

Please note in the comment box below whether the new employee will need further supervision on a weekly/bi-weekly/monthly basis. If the employee is going to need further supervision on a weekly basis please partner with the CEO and Human Resources to discuss the next steps and options for the new employee.

(Final Assessment)

Employee/Date

Supervisor/Date

Annual Performance Review Form

Employee:
Supervisor:

Employee Title:
Performance Period:

A. Performance Competencies

Ratings/Ranges		2 Exceeds Expectations	1.5 Proficient	1 Meets Expectations	0.5 Inconsistent	0 Unsatisfactory
32 - 36 Exceeds Expectations	Performance is consistently superior and significantly exceeds position requirements. Reserved for truly outstanding performance only.					
25.5 – 31.5 Highly Effective:	Performance frequently exceeds position requirements.					
16.5 - 25 Proficient Potential:	Performance consistently meets position requirements.					
7.5 - 16 Inconsistent:	Performance meets some, but not all position requirements.					
0 – 7 Unsatisfactory:	Performance consistently fails to meet minimum position requirements; employee lacks skills required or fails to utilize necessary skills.					
Skill and proficiency in carrying out assignments. <i>Brief explanation:</i>		☐	☐	☐	☐	☐
Possesses skills and knowledge to perform the job competently. <i>Brief explanation:</i>		☐	☐	☐	☐	☐
Skill at planning, organizing and prioritizing workload. <i>Brief explanation:</i>		☐	☐	☐	☐	☐
Holds self accountable for assigned responsibilities; sees tasks through to completion in a timely manner. <i>Brief explanation:</i>		☐	☐	☐	☐	☐
Proficiency at improving work methods and procedures as a means toward greater efficiency. <i>Brief explanation:</i>		☐	☐	☐	☐	☐
Communicates effectively with supervisor, peers, and clients. <i>Brief explanation:</i>		☐	☐	☐	☐	☐
Ability to work independently. <i>Brief explanation:</i>		☐	☐	☐	☐	☐
Ability to work cooperatively with supervision or as part of a team. <i>Brief explanation:</i>		☐	☐	☐	☐	☐
Willingness to take on additional responsibilities. <i>Brief explanation:</i>		☐	☐	☐	☐	☐
Reliability (attendance, punctuality, meeting deadlines). <i>Brief explanation:</i>		☐	☐	☐	☐	☐
Displays a professional attitude, collaborates and shows the same high level of respect and fairness to all people. <i>Brief explanation:</i>		☐	☐	☐	☐	☐

Demonstrates a timely and appropriate action towards agency protocols, staff/client requests, phone calls, project requests, etc. <i>Brief explanation:</i>	☐ ☐ ☐ ☐ ☐
Identifies performance expectations, gives timely feedback and communicates regularly with direct reports and/or colleagues via supervision, team meetings and/or 1:1. <i>Brief explanation:</i>	☐ ☐ ☐ ☐ ☐
Helps employees/clients to see the potential for developing their skills; assists them in eliminating barriers to their development. <i>Brief explanation:</i>	☐ ☐ ☐ ☐ ☐
Demonstrates initiative and/or delegates responsibility where appropriate, based on the employee's ability and potential. <i>Brief explanation:</i>	☐ ☐ ☐ ☐ ☐
Adeptness at analyzing facts, problem solving, decision-making, and demonstrating good judgment.. <i>Brief explanation:</i>	☐ ☐ ☐ ☐ ☐
Takes specific steps to create and develop their diverse workforce and to promote an inclusive environment. <i>Brief explanation:</i>	☐ ☐ ☐ ☐ ☐
Develops and contributes to best practices in discipline or specialty area for the work group. <i>Brief explanation:</i>	☐ ☐ ☐ ☐ ☐

B. Goal Setting and Development Planning

1. Review the employee's performance/development goals for the past year:
2. List the employee's performance/development goals for the coming year:

C. Summary Narrative *(Be sure to provide support statements for all areas where employee exceeded or was inconsistent.)*

D. Rating *(total of all rating points)*

1. Total points:
2. Did the employee attend YWCA all required trainings/events? Did employee attend 75%+ of optional events/trainings? *If the answer is "no" to either, reduction of one (1) rating/range level.*
3. Final rating:

E. Employee Comments *(Optional)*

The employee may comment on the performance review in the space provided below

F. Verification of Review

By signing this form, the employee confirms that the review has been discussed in detail with their supervisor.

Employee's Signature:

Date:

Supervisor's Signature:

Date:

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Leave Request Form

Date of Request: _____

Employee: _____

Requested Date(s) of Leave: _____

1. I will have adequate accumulated CLB to cover this leave request in its entirety:

Y / N

2. If staffing coverage is required (Safe House, Court Advocate, Front Desk), my coverage for each shift has been confirmed and is as follows:

Date:_____	Shift Start/End: _____	Staff Person: _____
Date:_____	Shift Start/End: _____	Staff Person: _____
Date:_____	Shift Start/End: _____	Staff Person: _____
Date:_____	Shift Start/End: _____	Staff Person: _____
Date:_____	Shift Start/End: _____	Staff Person: _____

(Include additional as needed.)

Name (Employee Signature): _____ Date: _____

Name (Supervisor Signature): _____ Date: _____

Approved: Approved: Y / N

Comments: _____

Employees should wait for formal approval of leave request prior to confirming plans as submission does not guarantee approval.