

# Harry Chapin Food Bank of Southwest Florida



## Staff Member Handbook

June 2019

## HANDBOOK DISCLAIMER

We prepared this handbook to help staff members find the answers to many questions that they may have regarding their employment with Harry Chapin Food Bank of Southwest Florida. Please take the necessary time to read it.

We do not expect this handbook to answer all questions. Supervisors and Human Resources also serve as a major source of information.

Neither this handbook nor any other verbal or written communication by a management representative is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever. Harry Chapin Food Bank of Southwest Florida adheres to the policy of employment at will, which permits the Organization or the staff member to end the employment relationship at any time, for any reason, with or without cause or notice.

No Organization representative other than the CEO may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case or generally and any such modification must be in a signed writing.

Many matters covered by this handbook, such as benefit plan descriptions, are also described in separate Organization documents. These Organization documents are always controlling over any statement made in this handbook or by any member of management.

This handbook states only general Organization guidelines. The Organization may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to end employment at will, which may only be modified by an express written agreement signed by the staff member and the CEO.

This handbook supersedes all prior handbooks.

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## Section 1 - Governing Principles of Employment

### 1-1 Introduction

We're so glad to have you at the Harry Chapin Food Bank!

Whether you just joined HCFB or you have been here for many years, you are part of a remarkable team of people embarked on a remarkable mission. We are committed to leading our community in the fight to end hunger. We envision a future when no-one in our community has to go hungry. And we're building a great food bank to make that happen.

Great organizations demand great people. That's the team we're working to assemble. We're working hard to make this a great place to work for people who truly want to dedicate themselves to helping us pursue our mission.

I encourage you to read this handbook carefully. There is a wealth of valuable information here, which will help you understand our culture and expectations, educate you about our administrative processes, and assist you with making the best use of the many resources and benefits available to you.

It's an honor to work here, and an honor to work alongside you and your committed colleagues. Thank you so much for your energy and dedication to our mission.

Richard LeBer, CEO

HCFB is a not-for-profit corporation established under the laws of the State of Florida, and is a Member of Feeding America, the nation's food bank network. HCFB is a non-profit, tax-exempt 501(c)(3) corporation. Our fiscal and budget year is from July 1st – June 30th.

#### **Mission**

To lead our community in the fight to end hunger.

#### **Vision Statement**

That no one has to go hungry in our community.

#### **HCFB Culture – ACT HCFB**

- **Active:** At HCFB, we try to move quickly to get things done. We hold ourselves and other accountable for results.
- **Constructive:** Rather than bringing problems forward, we provide solutions. We display optimism and a friendly and respectful demeanor. We strive to be fair in all of our interactions.
- **Truthful:** We provide facts to support our opinions. We don't exaggerate. We also commit to speaking up when required.

- **Humanize:** At HCFB, we strive to humanize our mission to make it more understandable and relevant to individuals. We believe that by humanizing food insecurity, we improve it. We make it more relatable to everyone by overcoming stereotypes.
- **Communicate:** We are all interconnected as a network and all need to work together. We believe that communications bring us together, help to eliminate silos, and make processes run smoothly. We believe that we are all ambassadors of the food bank and our job is to educate, inform, raise money, direct people to the right sources, and to advocate.
- **Fun:** We believe that people rarely succeed unless they have fun in what they are doing. We believe in working hard, having fun, and making a difference.
- **Believe:** We believe in the mission and impact of HCFB. We are here to help solve the hunger problem in our community through hard work, commitment, communication, and a team effort. We believe that we make a positive difference and that we can improve the quality of life in our community. And, we believe that the actions of staff members, volunteers, and donors, show that we want to improve our community and that HCFB is the instrument to accomplish that improvement.

### **Customer Service Standards**

HCFB expects its staff to provide excellent service to all customers, which include food donors, financial donors, partner agencies, volunteers, people in need of food assistance, and fellow staff members. HCFB staff should meet the following customer service standards:

- **Timely Response:** Phone calls should be returned within 24 hours; thank you letters should be mailed within 72 hours; requests from other HCFB staff should be responded to the same day.
- **Accurate Information:** Give all customers, external and internal, as accurate information as you can. If you don't have the information, try and find out, even if you need to call someone back. 'I don't know' should not be the end of the conversation.
- **Satisfaction:** Provide the customer with a satisfactory outcome. This means listening carefully to the customer to determine the real question or request. Be willing to correct your mistakes. At the end of the conversation, invite the customer to contact us again if more help is needed.
- **Positive Attitude:** Treat every customer, external and internal, with courtesy and respect. Treat every customer with the same consideration. Put a smile on your face and in your voice.
- **Personal:** Introduce yourself. Wear your nametag. Take pride in, and responsibility for, your customer service.
- **Teamwork:** Treating customers well takes teamwork. If the customer requests a staff member who is not available, ask the customer if anyone else can help them. Do not hesitate to ask other staff for help when you need such to provide excellent customer service.

**There is one special circumstance relating to customer service at HCFB.** Often people

simply ask “How do I get to HCFB?” In order to make sure that we are not misdirecting people who need food assistance to HCFB instead of an appropriate agency, always ask “Are you donating food or volunteering at HCFB today?” If you learn that the person is looking for food assistance, explain that HCFB distributes to a network of agencies and not directly to individuals and then provide a food referral, or ask them to call 211, the United Way assistance line.

The Harry Chapin Food Bank’s Board of Directors is the sole governing body of the organization and is responsible for establishing policies for the overall operation of HCFB and for employing the President & CEO.

The President & CEO, as chief administrator, shall be accountable to the Board. The President & CEO shall have the authority to employ, supervise, and release all other staff members. The President & CEO shall make staff assignments and generally, as delegated by the Board, shall administer personnel policies. The President & CEO shall delegate responsibilities as deemed appropriate within the framework of the personnel policies, plan of work, and the budget adopted by the Board.

## **POLITICAL CAMPAIGN SUPPORT AND CONTROVERSIAL ISSUES**

Staff members may not represent themselves as representing HCFB when supporting political candidates, nor may they allow their employment at HCFB to be listed in a public document or a political ad. It is against the law for a 501(c)(3) organization or its representatives to engage in partisan political campaigns. Finally, staff members must not take any action inconsistent with the staff member's fundamental duty of loyalty to HCFB as his or her employer.

Staff members are free to exercise their full liberties as citizens, including the right to express their personal convictions on social, economic, religious, and political issues. Staff members must refrain from giving the impression that views expressed and positions taken by them are those of either the Food Bank or their co-worker(s). Further, an staff member’s freedom of expression while at work must be tempered by the potential offense taken by a donor or volunteer when discussing a controversial issue in an unprofessional manner.

### **1-2 Equal Employment Opportunity**

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

The Organization will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified staff members with disabilities unless the accommodation would Staff member Handbook: Harry Chapin Food Bank of Southwest Florida June 2019

impose an undue hardship on the operation of our business. If you need assistance to perform your job duties because of a physical or mental condition, please let your Supervisor know.

The Organization will endeavor to accommodate the sincere religious beliefs of its staff members to the extent such accommodation does not pose an undue hardship on the Organization's operations. If you wish to request such an accommodation, please speak to your Supervisor.

Any staff members with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of their Supervisor. The Organization will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If a staff member feels he or she has been subjected to any such retaliation, he or she should bring it to the attention of his/her Supervisor. To ensure our workplace is free of artificial barriers, violation of this policy including any improper retaliatory conduct will lead to discipline, up to and including discharge. All staff members must cooperate with all investigations.

### **1-3 Non-Harassment**

It is Harry Chapin Food Bank of Southwest Florida's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, arrest record, genetic information, or any other characteristic protected by applicable federal, state or local laws. The purpose of this policy is not to regulate our staff members' personal morality, but to ensure that in the workplace, no one harasses another individual.

If a staff member feels that he or she has been subjected to conduct which violates this policy, he or she should immediately report the matter to Human Resources. If the staff member is unable for any reason to contact this person, or if the staff member has not received a satisfactory response within five (5) business days after reporting any incident of what the staff member perceives to be harassment, the staff member should contact any member of management. If the person toward whom the complaint is directed is one of the individuals indicated above, the staff member should contact any higher-level manager in his or her reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Organization will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If an staff member feels he or she has been subjected to any such retaliation, he or she should report it in the same manner in which the staff member would report a claim of perceived harassment under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including discharge. All staff members must cooperate with all investigations.

Please refer to Addendum 1 for Senior Management team's contact information

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## 1-4 Sexual Harassment

It is Harry Chapin Food Bank of Southwest Florida's policy to prohibit harassment of any staff member by any Supervisor, staff member, customer or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within the Organization. It is to ensure that at the Organization all staff members are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an staff member's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If the staff member feels that he or she has been subjected to conduct which violates this policy, the staff member should immediately report the matter to Human Resources. If unable for any reason to contact this person, or if the staff member has not received a satisfactory response within five (5) business days after reporting any incident of perceived harassment, the staff member should contact any member of management. If the person toward whom the complaint is directed is one of the individuals indicated above, the staff member should contact any higher-level manager in his or her reporting hierarchy, or Human Resources. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Organization will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If an staff member feels that he or she has been subjected to any such retaliation, the staff member should report it in the same manner in which a claim of perceived harassment would be reported under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including discharge. All staff members must cooperate with all investigations.

## 1-5 Drug-Free and Alcohol-Free Workplace

To help ensure a safe, healthy and productive work environment for our staff members and others, to protect Organization property, and to ensure efficient operations, the Organization has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all staff members and other individuals who perform work for the Organization.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia or alcohol by an individual anywhere on

Organization premises, while on Organization business (whether or not on Organization premises) or while representing the Organization, is strictly prohibited. Staff members and other individuals who work for the Organization also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, which may impact a staff member's ability to perform his or her job or otherwise pose safety concerns. However, this does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test.

Violation of this policy will result in disciplinary action, up to and including discharge.

The Organization maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. However, staff members may not request an accommodation to avoid discipline for a policy violation. We encourage staff members to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs, or jeopardizes the health and safety of any Organization staff member, including themselves.

## **1-6 Workplace Violence**

Harry Chapin Food Bank of Southwest Florida is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to staff members and damage to Organization and personal property.

We do not expect staff members to become experts in psychology or to physically subdue a threatening or violent individual. Indeed, we specifically discourage staff members from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage staff members to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in Organization policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or Supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; or demonstrating a propensity to behave and react irrationally.

### **Prohibited Conduct**

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Threats, threatening language or any other acts of aggression or violence made toward or by any Organization staff member WILL NOT BE TOLERATED. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation.

### **Procedures for Reporting a Threat**

All potentially dangerous situations, including threats by co-workers, should be reported immediately to Human Resources. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. All staff members must cooperate with all investigations. No staff member will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If the Organization determines, after an appropriate good faith investigation, that someone has violated this policy, the Organization will take swift and appropriate corrective action.

If an staff member is the recipient of a threat made by an outside party, that staff member should follow the steps detailed in this section. It is important for us to be aware of any potential danger in our offices. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by an staff member or by anyone else.

## **1-7 PEO Relationship**

Harry Chapin Food Bank of Southwest Florida has selected CoAdvantage as its professional employer organization (PEO) to provide administrative employer services pursuant to a co-employment relationship. While CoAdvantage is a valued HR administrative partner of the Organization, the Organization will maintain day-to-day direction of your employment, your employment duties and manage your place of business. Unless specifically set forth, those policies, procedures, rate of pay, hours of work and employment practices are solely the responsibility of the Organization. Unless specifically delineated, CoAdvantage does not have responsibility over your employment or employment conditions.

## **Section 2 - Operational Policies**

### **2-1 Staff Member Classifications**

For purposes of this handbook, all staff members fall within one of the classifications below.

**Full-Time Staff members** - Staff members who regularly work at least 30 hours per week who were not hired on a short-term basis.

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

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

In addition to the above classifications, staff members are categorized as either "**exempt**" or "**non-exempt**" for purposes of federal and state wage and hour laws. Staff members classified as exempt do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. Such salary may be paid less frequently than weekly. The staff member will be informed of these classifications upon hire and informed of any subsequent changes to the classifications.

## 2-2 Introductory Period

**The first three months** of your employment is an introductory period. This is an opportunity for the Organization to evaluate the staff member's performance. It also is an opportunity for the staff member to decide whether he or she is happy being employed by the Organization. The Organization may extend the introductory period if it desires. Completion of the introductory period does not alter an staff member's at-will status.

## 2-3 Your Employment Records

In order to obtain their position, staff members provided us with personal information, such as address and telephone number. This information is contained in the staff member's personnel file.

The staff member should keep his or her personnel file up to date by informing the staff member's supervisor and/or the Human Resources Department of any changes. The staff member should also update their personal information on the portal, [www.coad360pulse.com](http://www.coad360pulse.com). The employee should inform the staff member's supervisor and/or the Human Resources Department of any specialized training or skills he or she may acquire in the future, as well as any changes to any required visas. Unreported changes of address, marital status, etc. can affect withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach the staff member in a crisis could cause a severe health or safety risk or other significant problem.

## 2-4 Working Hours and Schedule

Harry Chapin Food Bank of Southwest Florida normally is open for business from 8:00 am to 4:30 pm, Monday through Friday. The staff member will be assigned a work schedule and will be expected to begin and end work according to the schedule. To accommodate the needs of our business, at some point we may need to change individual work schedules on either a short-term or long-term basis.

40 hours is considered a normal work week. A normal work day begins at 12:01 a.m. and ends at  
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midnight; a normal work week begins on Monday at 12:01 a.m. and ends on Sunday at 12:00 midnight.

## **WORK SCHEDULES**

Each staff member will have a regular schedule. Work schedules are established by the President & CEO or by the immediate supervisor, with the President & CEO's knowledge. Any regular "flex time" schedule must be approved by the supervisor and the President & CEO in writing in advance.

In the event of a hurricane or other significant disaster impacting the HCFB service area, staff members are expected to assist with the relief effort as needed.

Staff members are expected to work all of the hours and days assigned. Every attempt will be made to give at least five working days' notice prior to making a schedule change. Staff members should review their schedules thoroughly so that they are familiar with their assigned hours and days off. Requests for changes in schedule must be made in advance and approved by the supervisor prior to change. Hours worked beyond the established schedule must be approved by the staff member's supervisor, whether or not overtime is involved.

## **LUNCH AND BREAK SCHEDULES**

Staff members are expected to take a lunch break. Staff member lunch periods are a 30-minute unpaid break and are normally scheduled between 11:30 a.m. and 1:00 p.m. Staff member lunch should be arranged so that adequate coverage is provided to all departments during those times, and so that normal business activities are not interrupted.

## **2-5 Timekeeping Procedures**

Staff members must record their actual time worked for payroll and benefit purposes on Paymaster. Non-exempt staff members must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason.

Altering, falsifying or tampering with time records is prohibited and subjects the staff member to discipline, up to and including discharge.

Exempt staff members are required to record their daily work attendance and report full days of absence from work for reasons such as leaves of absence, sick leave or personal business.

Non-exempt staff members may not start work until their scheduled starting time.

It is the staff member's responsibility to certify the accuracy of all time recorded on Paymaster. Any errors in the time record should be reported immediately to a Supervisor, who will attempt to correct legitimate errors in the next pay period.

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## 2-6 Overtime

Like most successful organizations, we experience periods of extremely high activity. During these busy periods, additional work is required from all of us. Supervisors are responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide staff members with adequate advance notice in such situations.

Any non-exempt staff member who works overtime will be compensated at the rate of one and one-half times (1.5) his/her normal hourly wage for all time worked in excess of forty (40) hours each week, unless otherwise required by law.

Staff members may work overtime only with prior management authorization.

For purposes of calculating overtime for non-exempt staff members, the workweek begins at 12 a.m. on Monday and ends 168 hours later at 12 a.m. on the following Monday. Sick and vacation does not count for overtime calculations.

## 2.7 Safe Harbor Policy for Exempt Staff members

It is our policy and practice to accurately compensate staff members and to do so in compliance with all applicable state and federal laws. To ensure proper payment and that no improper deductions are made, staff members must review pay stubs promptly to identify and report all errors.

Staff members classified as exempt salaried staff members will receive a salary which is intended to compensate them for all hours they may work for Harry Chapin Food Bank of Southwest Florida. This salary will be established at the time of hire or classification as an exempt staff member. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

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

- full-day absences for personal reasons;
- full-day absences for sickness or disability;
- family and Medical Leave absences (either full- or partial-day absences);
- to offset amounts received as payment from the court for jury and witness fees or from the military as military pay;
- the first or last week of employment in the event the staff member works less than a full week; and
- any full work week in which the staff member does not perform any work.

Salary may also be reduced for certain types of deductions such as a portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a Staff member Handbook: Harry Chapin Food Bank of Southwest Florida June 2019

401(k) or pension plan.

In any work week in which the staff member performed any work, salary will not be reduced for any of the following reasons:

- partial day absences for personal reasons, sickness or disability;
- an absence because the employer has decided to close a facility on a scheduled work day;
- absences for jury duty, attendance as a witness, or military leave in any week in which the staff member performed any work (subject to any offsets as set forth above); and
- any other deductions prohibited by state or federal law.

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

If the staff member believes he or she has been subject to any improper deductions, the staff member should immediately report the matter to a supervisor. If the supervisor is unavailable or if the staff member believes it would be inappropriate to contact that person (or if the staff member has not received a prompt and fully acceptable reply), he or she should immediately contact the Human Resources Department.

## 2.8 Your Paycheck

The staff member will be paid bi-weekly for all the time worked during the past pay period.

Payroll stubs itemize deductions made from gross earnings. By law, the Organization is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Payroll stubs also will differentiate between regular pay received and overtime pay received.

If there is an error in an staff member's pay, the staff member should bring the matter to the attention of your Supervisor and/or the Human Resources Department immediately so the Organization can resolve the matter quickly and amicably. At times we may need to estimate hours in advance to ensure prompt processing of payroll due to holidays. Any discrepancies from the estimate will be corrected in the following pay period.

Paychecks will be given only to the staff member, unless he or she requests that they be mailed, or authorize in writing another person to accept the check.

## 2.9 Direct Deposit

Harry Chapin Food Bank of Southwest Florida strongly encourages staff members to use direct deposit. This can be set up through the portal at [www.coad360pulse.com](http://www.coad360pulse.com).

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## 2.10 Staff member Loan Policy

The Harry Chapin Food Bank makes it possible for staff members to borrow money on a limited basis. HCFB staff member loans are secured with earned, unused vacation balances. To qualify, the following conditions must be met:

- 2.10.1** Staff members must first request a loan from their 401K account.
- 2.10.2** If a staff member has an outstanding 401K loan and has a need for additional funds, they may be eligible for a staff member loan.
- 2.10.3** Staff member must show proof that the loan is needed due to a hardship. Typical hardship reasons are the purchase of primary residence, payment of educational expenses, payment of medical expenses or to avoid eviction from a primary residence. (If you have a different situation that you believe should qualify for a hardship, please contact Human Resources.)
- 2.10.4** Staff members with an eligible hardship may request a loan from Human Resources only if:
  - 2.10.4.1** They have completed at least one year of employment.
  - 2.10.4.2** They have not received disciplinary action in the past twelve-month period,
  - 2.10.4.3** They have received at least a 3.0 rating on their most recent performance appraisal,
  - 2.10.4.4** They have a sufficient vacation balance to serve as security for the loan.

Additional parameters require that:

- 2.10.4.5** Staff members will not be allowed to use vacation that has been designated as security for the loan until the loan is repaid.
- 2.10.4.6** Loans must be repaid within a six-month time period.
- 2.10.4.7** Loans will be interest free.
- 2.10.4.8** A staff member may not have more than one staff member loan at any given time.

## 2.11 Performance Review

Depending on the staff member's position and classification, Harry Chapin Food Bank of Southwest Florida reviews performance annually. However, a positive performance evaluation does not guarantee an increase in salary, a promotion or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of management.

In addition to these formal performance evaluations, the Organization encourages staff members and supervisors to discuss job performance on a frequent and ongoing basis.

## 2-12 Development and Recognition



HCFB believes in positive development of staff members and will support opportunities for staff member training, education and recognition as provided through the annual budget. HCFB may pay expenses for staff members to attend conferences or training which apply to their work within HCFB. Training request forms are available on the computer network, also known as the common drive, and should be submitted to the staff member's supervisor for approval.

## 2-13 Job Postings

Harry Chapin Food Bank of Southwest Florida is dedicated to assisting staff members in managing their careers and reaching their professional goals through promotion and transfer opportunities. This policy outlines the on-line job posting program which is in place for all staff members. To be eligible to apply for an open position, staff members must meet several requirements:

- Should be a current, regular, full-time or part-time staff member
- Been in your current position for at least six months
- Maintain a performance rating of satisfactory or above
- Should not be on an staff member conduct/performance-related probation or warning
- Must meet the job qualifications listed on the job posting
- Required to provide the staff member's manager with notice prior to applying for the position

If the staff member finds a position of interest on the job posting website and meets the eligibility requirements, an on-line job posting application must be completed in order to be considered for the position. Not all positions are guaranteed to be posted. The Organization reserves the right to seek applicants solely from outside sources or to post positions internally and externally simultaneously.

For more specific information about the program, please contact the Human Resources Department.

## 2-14 Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or natural disasters can disrupt Organization operations. In extreme cases, these circumstances may require the closing of a work facility.

When the Organization chooses to officially close operations due to emergency conditions, the time off from scheduled work may be paid or unpaid. However, with supervisory approval, staff members may use available paid leave time, such as unused paid time off benefits. Exempt staff members will be paid to the extent required by law.

If the Organization remains open and staff members make the decision not to report to work, they

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will be expected to use any available paid time off benefits to cover their absence consistent with the Organization's paid time off policy. If no further unused, accrued time off is available to cover their absence, the time may be considered unpaid. The Organization encourages all staff members to use their best judgment in deciding whether or not they can safely commute to work.

Staff members should discuss remote working options with their supervisors prior to performing any work remotely during inclement weather or an emergency office closing. If working remotely is approved, staff members should ensure they report any time worked as necessary.

Staff members are expected to provide their supervisors with a method to contact them if the need should arise during an emergency or inclement weather. Please contact your supervisor or the Human Resources Department if you have any questions regarding this policy. Senior Management will determine what time will be paid and communicate to staff members as soon as practical. During natural disasters, please remember that we are a second responder organization. Additional hours may be required at that time.

## **2-15 Outside Employment**

Outside employment may be detrimental to HCFB because of the conflicting demand on staff members' productivity or availability for work, or because it might create a conflict or appearance of conflict between HCFB and the proposed employer. An staff member is not permitted other outside employment while employed by the HCFB without prior written approval of the Employer. The HCFB reserves the right to deny an staff member's request to seek or continue outside employment if it is deemed to be detrimental to the staff member's performance. The President and CEO may not engage in any outside employment without the prior written approval of the HCFB Board of Directors. This policy shall not prevent an staff member from engaging in volunteer community service activities for a charitable and/or not-for-profit organization, provided those activities do not interfere with the Staff member's performance of the duties and/or do not create a conflict or appearance of a conflict between the HCFB and the NPO.

All staff member should update their personal information on the CoAdvantage portal at [www.coad360pulse.com](http://www.coad360pulse.com).

## Section 3 - Benefits

### 3-1 Benefits Overview/Disclaimer

In addition to good working conditions and competitive pay, it is Harry Chapin Food Bank of Southwest Florida's policy to provide a combination of supplemental benefits to all eligible staff members. In keeping with this goal, each benefit program has been carefully devised. These benefits include time-off benefits, such as vacations and holidays, and insurance and other plan benefits. We are constantly studying and evaluating our benefits programs and policies to better meet present and future requirements. These policies have been developed over the years and continue to be refined to keep up with changing times and needs.

The next few pages contain a brief outline of the benefits programs Harry Chapin Food Bank of Southwest Florida provides staff members and their families. Of course, the information presented here is intended to serve only as guidelines.

The descriptions of the insurance and other plan benefits merely highlight certain aspects of the applicable plans for general information only. The details of those plans are spelled out in the official plan documents, which are available for review upon request from the Human Resources Department. Additionally, the provisions of the plans, including eligibility and benefits provisions, are summarized in the summary plan descriptions ("SPDs") for the plans (which may be revised from time to time). In the determination of benefits and all other matters under each plan, the terms of the official plan documents shall govern over the language of any descriptions of the plans, including the SPDs and this handbook. Staff members can view SPDs of all plans offered by CoAdvantage at <http://spd.coadvantage.com/>

Password: coadvantage (please note the password is case sensitive).

Further, Harry Chapin Food Bank of Southwest Florida (including the officers and administrators who are responsible for administering the plans) retains full discretionary authority to interpret the terms of the plans, as well as full discretionary authority with regard to administrative matters arising in connection with the plans and all issues concerning benefit terms, eligibility and entitlement.

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

If staff members have any questions regarding benefits, they should contact the Human Resources Department.

### 3-2 Paid Holidays

Full-time staff members will be paid for the following holidays:

New Year's Day

Martin Luther King, Jr. Day  
 Memorial Day Independence  
 Day  
 Labor Day  
 Thanksgiving Day  
 Day after Thanksgiving  
 Christmas Day

When holidays fall or are celebrated on a regular work day, eligible staff members will receive one (1) day's pay at their regular straight-time rate. Eligible staff members who are called in to work on a holiday will receive one (1) day's pay at their regular straight-time rate, and an additional payment of straight-time for the actual time they work that day.

If a holiday falls within a jury duty or bereavement leave, the eligible staff member will be paid for the holiday (at the regular straight-time rate) and can extend their bereavement leave by one day. Holiday pay counts as time worked for overtime calculations.

### 3-3 Paid Vacations

We know how hard staff members work and recognize the importance of providing time for rest and relaxation. We fully encourage staff members to get this rest by taking your vacation time.

Regular full-time staff members accrue paid vacation time as follows:

| Years of Service | Vacation Accrued per Pay Period | Annual Accrual Equivalent |
|------------------|---------------------------------|---------------------------|
| Upon hire        | NE= 3.077; EX= 4.615            | NE= 10; EX= 15 days       |
| 5 Years          | NE= 4.615; EX= 6.154            | NE = 15; EX= 20 days      |
| 10+ Years        | NE= 6.154                       | 20 days                   |

Vacation is accrued per pay period. Staff members may take any accrued vacation after the expiration of 90-day introductory period from their date of hire. Vacation may be used only in one (1) hour increments.

Staff members may not have a negative balance of vacation.

Every effort will be made to grant the staff member's vacation preference, consistent with our operating schedule. However, if too many people request the same period of time off, the Organization reserves the right to choose who may take vacation during that period. To schedule vacation, staff members should provide at least one (1) week notice for a period of three (3) or fewer days, and at least two (2) week notice for periods of four (4) days or longer in advance of their requested vacation dates. Vacation leave is not included for overtime purposes. Vacation schedules are subject to approval of the staff member's supervisor.

Staff members are expected to be available for work when a major food drive or special event is scheduled (e.g. Letter Carriers Food Drive, Publix Food Drives, etc.). Staff members may request vacation at any time during the calendar year, except as stated above. The supervisor will notify the staff member of approval or denial of requested time off within three working days. All scheduling will be done with consideration given to the individual department's workload requirements.

Staff members will be paid at their base pay rate as of the time of vacation. Vacation pay does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

Vacation should be taken during the year received. Unless approved by the President & CEO, staff members cannot carry more than 160 hours of vacation leave into the next fiscal year, as of September in a given year. It is the staff member's responsibility to use their vacation leave so as not to forfeit the hours in excess of 160. If an staff member is unsure as to their accrued vacation hours, they may check Paymaster.

### 3-4 Sick Days

Regular full-time staff members accrue sick days as follows:

| <b>Years of Service</b> | <b>Sick Days Accrued per Pay Period</b> | <b>Annual Accrual Equivalent</b> |
|-------------------------|---|----------------------------------|
| Upon hire               | 3 hours                                 | 9 3/4 hours                      |

Sick days are accrued per pay period. Staff members may take any accrued sick days after the expiration of the introductory period from their date of hire. Sick days may be used only in one (1) hour increments.

Staff members may not have a negative balance of sick leave.

Staff members will be paid at their base pay rate as of the time of the sick day. Sick day pay does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

If a staff member will be out of work due to illness, he or she must call in and notify his or her supervisor as early as possible, but at least by the start of the workday. If the staff member

calls in sick for three (3) or more consecutive days, he or she will be required to provide their supervisor with a doctor's note, stating that they are able to perform the duties of their job, on the day he or she returns to work.

Accrued, unused sick days not utilized by a staff member by the end of the calendar year may be carried over into the next calendar year, up to 160 hours, unless otherwise required by law. Unused, accrued sick days will be forfeited in the event you separate from employment, unless otherwise required by law. Staff members terminated involuntarily will forfeit all unused accrued sick days.

While sick days are intended to cover only a staff member's own illnesses, sick days may be used to care for a family member's (including civil union partners') illness.

### **Donated Sick Leave**

Staff members may voluntarily donate accrued vacation time to assist other staff members who are unable to work for an extended period of time, exceeding their accumulated sick and vacation hours, due to a catastrophic health condition. Forms are available on the Common Drive or from Human Resources.

### **Sick to Vacation Time Accrual**

Annually in January, staff members are eligible to convert excess vacation time to sick time. Conversion may occur for those hours between 80 and 160 hours (there must remain 80 hours balance, subject to approval. Maximum conversion is 80 hours. Conversion is eligible for those whose vacation hours as of December 31 are less than or equal to 110 hours. Conversion rate is two hours each of sick time for one hour of vacation time.

### **3-5 Lactation Breaks**

The Organization will provide two 15-minute break time to accommodate a staff member desiring to express breast milk for the staff member's infant child. The break time, if possible, must run concurrently with rest and meal periods already provided to the staff member. If the break time cannot run concurrently with rest and meal periods already provided to the staff member, the break time will be unpaid.

The Organization will make reasonable efforts to provide staff members with the use of a room or location to express milk in private. Please consult the Human Resources Department to make arrangements.

Staff members should advise management if they need break time and an area for this purpose. Staff

members will not be discriminated against or retaliated against for exercising their rights under this policy.

### **3-6 Workers' Compensation**

On-the-job injuries are covered by our Workers' Compensation Insurance Policy, which is provided at no cost. If staff members are injured on the job, no matter how slightly, they should report the incident immediately to their Supervisor. Failure to follow Organization procedures may affect the ability of the staff member to receive Workers Compensation benefits.

This is solely a monetary benefit and not a leave of absence entitlement. Staff members who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

### **3-7 Jury Duty**

Harry Chapin Food Bank of Southwest Florida realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All staff members will be allowed time off to perform such civic service as required by law. Staff members are expected, however, to provide proper notice of a request to perform jury duty and verification of their service.

Staff members also are expected to keep management informed of the expected length of jury duty service and to report to work if excused by the court. If the required absence presents a serious conflict for management, staff members may be asked to try to postpone jury duty.

Staff members on jury duty leave will be paid up to 5 days (40 hours) for their jury duty service in accordance with Florida law; however, exempt staff members will be paid their full salary for any week in which time is missed due to jury duty if work is performed for the Organization during such week.

### **3-8 Bereavement Leave**

We know the death of a family member is a time when staff members wish to be with their families. If a staff member loses a close relative, he or she will be allowed paid time off of up to 3 work days to assist the staff member in attending to his or her obligations and commitments. The staff member should notify the supervisor or Human Resources as soon as possible. For these purposes the immediate family is defined as spouse, domestic partner, children, step children, parents, siblings, siblings-in-law, parents-in-law, grandparents, and grandchildren. If additional time is needed, a staff member may use accrued sick leave and/or vacation leave. In administering the policy, the Organization may require verification of death.

### 3-9 Voting Leave

In the event a staff member does not have sufficient time outside of working hours to vote in an election. The Organization will allow staff members the flexibility to adjust their work schedules to be able to vote or authorize staff member's time off request to vote. Such time will be unpaid unless using vacation leave. This time should be taken at the beginning or end of the regular work schedule. Where possible, your Supervisor should be notified at least two days prior to the voting day.

### 3-10 Insurance Programs

Full-time staff members may participate in the Organization's insurance programs. Under these plans, eligible staff members will receive comprehensive health and other insurance coverage for themselves and their families, as well as other benefits.

Upon becoming eligible to participate in these plans, you will receive summary plan descriptions (SPDs) describing the benefits in greater detail. Please refer to the SPDs for detailed plan information. Of course, feel free to speak to Human Resources if you have any further questions. Staff members can view SPDs of all plans offered by CoAdvantage at <http://spd.coadvantage.com/> Password: coadvantage (please note the password is case sensitive).

### 3-11 Employee Assistance Program

The Organization recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our staff members, our drug-free and alcohol-free workplace policy:

- Encourages staff members to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.
- Encourages staff members to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.
- Offers assistance with alcohol and drug problems through the Staff member Assistance Program (EAP) to all staff members and their dependent family members.
- Allows the use of accrued, unused paid leave or unpaid leave, subject to supervisory approval, while seeking treatment for alcohol and other drug problems.

EAP can be used for other purposes as well as for immediate family members.

The Organization may suspend the imposition of disciplinary action subject to a staff member's successful participation and completion in an alcohol or drug dependency treatment or



rehabilitation program, but such suspension of disciplinary action will be in the sole discretion of the Organization. Staff members will not be able to avoid disciplinary action for violation of this policy if they do not meet the standards of job performance established for their position, even if the lack of performance is due to alcoholism or drug dependency. The direct number to the Employee Assistance Program is 866-570-3478.

### **3-12 Retirement Plan**

Eligible staff members are able to participate in the Organization's retirement plan. Plan participants may make pre-tax or post-tax contributions to a retirement account.

Upon becoming eligible to participate in this plan, the staff member will receive an SPD describing the plan in greater detail. Please refer to the SPD in the common drive for detailed plan information. Of course, feel free to speak to the Finance Department if there are any further questions.

Regular staff members that work 30 hours per week or more are eligible to participate in our 401 (K) plan through payroll deduction. The staff member may participate immediately, but HCFB does not contribute to the plan until the first of the month following twelve months of employment. Specific information on the qualifying period is available from the CFO. HCFB contributes 4% of the staff member's salary to the plan, whether or not the staff member contributes. In addition, the HCFB will match contributions made by the staff member, up to 4% of their salary. For both organization match and non-match there is cliff vesting. Cliff vesting is no ownership until the first month following 36 months of employment, at which time the staff member is 100% vested.

### **3-13 Tuition Reimbursement**

HCFB supports the development of its staff members by providing assistance in reaching their educational goals. Job-related courses, certificate programs and degrees satisfactorily completed at an accredited institution are eligible. HR approval needed prior to starting classes. Tuition reimbursement up to \$1,200 per calendar year for one of two cases and under specific guidelines.

The first case is for a staff member pursuing an accredited degree program. Pre-approval is required, with reimbursement occurring following successful completion of the course whose final grade must be a "C" or higher. Receipts are required for reimbursement.

The second case is for approved job-related courses, certifications, or enhancements. These will require pre-approval from department heads. A required passing grade of "C" or equivalent is necessary for reimbursement.

## **Section 4 - Leaves of Absence**

### **4-1 Time Without Pay**

If staff members are ineligible for any other leave of absence, Harry Chapin Food Bank of Southwest Florida, under certain circumstances, may grant a personal leave of absence without pay at the discretion of the President and CEO. We will continue health, dental and life insurance coverage during the leave if staff members submit their share of the monthly premium payments to the Organization by the first of each month. Once payments end, those benefits will terminate, except as provided by COBRA.

## **4-2 Military Leave**

If staff members are called into active military service or enlist in the uniformed services, they will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, staff members must provide management with advance notice of service obligations unless they are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable to provide such notice. Provided the absence does not exceed applicable statutory limitations, staff members will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Staff members should ask management for further information about eligibility for Military Leave.

If staff members are required to attend yearly Reserves or National Guard duty, they can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). They should give management as much advance notice of their need for military leave as possible so that we can maintain proper coverage while staff members are away.

## **4-3 Family and Medical Leave**

### **The Leave Policy**

Staff members may be entitled to a leave of absence under the Family and Medical Leave Act (FMLA). This policy provides staff members information concerning FMLA entitlements and obligations staff members may have during such leaves. If staff members have any questions concerning FMLA leave, they should contact the Human Resources Department.

### **I. Eligibility**

FMLA leave is available to "eligible staff members." To be an "eligible staff member," a staff member must: 1) have been employed by the Organization for at least 12 months (which need not be consecutive); 2) have been employed by the Organization for at least 1,250 hours of service during the 12-month period immediately preceding the commencement of the leave; and 3) be employed at a worksite where 50 or more staff members are located within 75 miles of the worksite.

### **II. Entitlements**

As described below, the FMLA provides eligible staff members with a right to leave, health insurance benefits and, with some limited exceptions, job restoration.

### **A. Basic FMLA Leave Entitlement**

The FMLA provides eligible staff members up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. The 12-month period is determined based on a rolling 12-month period measured backward from the date a staff member uses his/her FMLA leave. Leave may be taken for any one, or for a combination, of the following reasons:

- To care for the staff member's child after birth or placement for adoption or foster care;
- To care for the staff member's spouse, son, daughter or parent (but not in-law) who has a **serious health condition**;
- For the staff member's own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the staff member unable to perform one or more of the essential functions of the staff member's job; and/or
- Because of any **qualifying exigency** arising out of the fact that an staff member's spouse, son, daughter or parent is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty) in the Reserves component of the Armed Forces for deployment to a foreign country in support of contingency operation or Regular Armed Forces for deployment to a foreign country.

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

**Qualifying exigencies** may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty and attending post-deployment reintegration briefings.

### **B. Additional Military Family Leave Entitlement (Injured Servicemember Leave)**

In addition to the basic FMLA leave entitlement discussed above, an eligible staff member who is the spouse, son, daughter, parent or next of kin of a **covered servicemember** is entitled to take up to 26 weeks of leave during a single 12-month period to care for the servicemember with a serious injury

or illness. Leave to care for a servicemember shall only be available during a single-12-month period and, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible staff member takes leave to care for the injured servicemember.

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

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

### **C. Intermittent Leave and Reduced Leave Schedules**

FMLA leave usually will be taken for a period of consecutive days, weeks or months. However, staff members also are entitled to take FMLA leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the staff member or covered family member or the serious injury or illness of a covered servicemember. Qualifying exigency leave also may be taken on an intermittent basis.

### **D. No Work While on Leave**

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

### **E. Protection of Group Health Insurance Benefits**

During FMLA leave, eligible staff members are entitled to receive group health plan coverage on the same terms and conditions as if they had continued to work.

### **F. Restoration of Employment and Benefits**

At the end of FMLA leave, subject to some exceptions including situations where job restoration of "key staff members" will cause the Organization substantial and grievous economic injury, staff members generally have a right to return to the same or equivalent positions with equivalent pay, benefits and other employment terms. The Organization will notify staff members if they qualify as "key staff members," if it intends to deny reinstatement, and of their rights in such instances. Use of

FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible staff member's FMLA leave.

## **G. Notice of Eligibility for, and Designation of, FMLA Leave**

Staff members requesting FMLA leave are entitled to receive written notice from CoAdvantage telling them whether they are eligible for FMLA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA leave, staff members are entitled to receive written notice of: 1) their rights and responsibilities in connection with such leave; 2) Organization's designation of leave as FMLA-qualifying or non-qualifying, and if not FMLA-qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted against the staff member's leave entitlement.

The Organization may retroactively designate leave as FMLA leave with appropriate written notice to staff members provided the Organization's failure to designate leave as FMLA-qualifying at an earlier date did not cause harm or injury to the staff member. In all cases where leaves qualify for FMLA protection, the Organization and staff member can mutually agree that leave be retroactively designated as FMLA leave.

## **III. Staff member FMLA Leave Obligations**

### **A. Provide Notice of the Need for Leave**

Staff members who take FMLA leave must timely notify the Organization of their need for FMLA leave. The following describes the content and timing of such staff member notices.

#### **1. Content of Staff member Notice**

To trigger FMLA leave protections, staff members must inform their Supervisor and/or the Human Resources Department of the need for FMLA-qualifying leave and the anticipated timing and duration of the leave, if known. Staff members may do this by either requesting FMLA leave specifically or explaining the reasons for leave so as to allow the Organization to determine that the leave is FMLA-qualifying. For example, staff members might explain that:

- a medical condition renders them unable to perform the functions of their job;
- they are pregnant or have been hospitalized overnight;
- they or a covered family member are under the continuing care of a health care provider;
- the leave is due to a qualifying exigency caused by a military member being on covered active duty or called to covered active duty status to a foreign country; or
- if the leave is for a family member, that the condition renders the family member unable to perform daily activities or that the family member is a covered servicemember with a serious injury or illness.

Calling in "sick," without providing the reasons for the needed leave, will not be considered sufficient

notice for FMLA leave under this policy. Staff members must respond to the Organization's questions to determine if absences are potentially FMLA-qualifying.

If staff members fail to explain the reasons for FMLA leave, the leave may be denied. When staff members seek leave due to FMLA-qualifying reasons for which the Organization has previously provided FMLA-protected leave, they must specifically reference the qualifying reason for the leave or the need for FMLA leave.

## **2. Timing of Staff member Notice**

Staff members must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, or the approximate timing of the need for leave is not foreseeable, staff members must provide the Organization notice of the need for leave as soon as practicable under the facts and circumstances of the particular case. Staff members who fail to give 30 days' notice for foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA notice obligations, may have FMLA leave delayed or denied.

### **B. Cooperate in the Scheduling of Planned Medical Treatment (Including Accepting Transfers to Alternative Positions) and Intermittent Leave or Reduced Leave Schedules**

When planning medical treatment, staff members must consult with the Organization and make a reasonable effort to schedule treatment so as not to unduly disrupt the Organization's operations, subject to the approval of an staff member's health care provider. Staff members must consult with the Organization prior to the scheduling of treatment to work out a treatment schedule that best suits the needs of both the Organization and the staff members, subject to the approval of an staff member's health care provider . If staff members providing notice of the need to take FMLA leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, the Organization may require staff members to attempt to make such arrangements, subject to the approval of the staff member's health care provider.

When staff members take intermittent or reduced work schedule leave for foreseeable planned medical treatment for the staff member or a family member, including during a period of recovery from a serious health condition or to care for a covered servicemember, the Organization may temporarily transfer staff members, during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the staff members are qualified and which better accommodate recurring periods of leave.

When staff members seek intermittent leave or a reduced leave schedule for reasons unrelated to the planning of medical treatment, upon request, staff members must advise the Organization of the reason why such leave is medically necessary. In such instances, the Organization and staff member shall attempt to work out a leave schedule that meets the staff member's needs without unduly disrupting the Organization's operations, subject to the approval of the staff member's health care provider.

## **C. Submit Medical Certifications Supporting Need for FMLA Leave (Unrelated to Requests for Military Family Leave)**

Depending on the nature of FMLA leave sought, staff members may be required to submit medical certifications supporting their need for FMLA-qualifying leave. As described below, there generally are three types of FMLA medical certifications: an **initial certification**, a **recertification** and a **return to work/fitness for duty certification**.

It is the staff member's responsibility to provide CoAdvantage with timely, complete and sufficient medical certifications. Whenever CoAdvantage requests staff members to provide FMLA medical certifications, staff members must provide the requested certifications within 15 calendar days after CoAdvantage's request, unless it is not practicable to do so despite an staff member's diligent, good faith efforts. CoAdvantage will inform staff members if submitted medical certifications are incomplete or insufficient and provide staff members at least seven calendar days to cure deficiencies. CoAdvantage will deny FMLA leave to staff members who fail to timely cure deficiencies or otherwise fail to timely submit requested medical certifications.

With the staff member's permission, CoAdvantage (through individuals other than a staff member's direct supervisor) may contact the staff member's health care provider to authenticate or clarify completed and sufficient medical certifications. If staff members choose not to provide CoAdvantage with authorization allowing it to clarify or authenticate certifications with health care providers, CoAdvantage may deny FMLA leave if certifications are unclear.

Whenever CoAdvantage deems it appropriate to do so, it may waive its right to receive timely, complete and/or sufficient FMLA medical certifications.

### **1. Initial Medical Certifications**

Staff members requesting leave because of their own, or a covered relation's, serious health condition, or to care for a covered servicemember, must supply medical certification supporting the need for such leave from their health care provider or, if applicable, the health care provider of their covered family or service member. If staff members provide at least 30 days' notice of medical leave, they should submit the medical certification before leave begins. A new initial medical certification will be required on an annual basis for serious medical conditions lasting beyond a single leave year.

If CoAdvantage has reason to doubt initial medical certifications, it may require staff members to obtain a second opinion at CoAdvantage's expense. If the opinions of the initial and second health care providers differ, the Organization may, at its expense, require staff members to obtain a third, final and binding certification from a health care provider designated or approved jointly by the Organization and the staff member.

### **2. Medical Recertifications**

Depending on the circumstances and duration of FMLA leave, CoAdvantage may require staff members to provide recertification of medical conditions giving rise to the need for leave. The Organization will notify staff members if recertification is required and will give staff members at least 15 calendar days to provide medical recertification.

### **3. Return to Work/Fitness for Duty Medical Certifications**

Unless notified that providing such certifications is not necessary, staff members returning to work from FMLA leaves that were taken because of their own serious health conditions that made them unable to perform their jobs must provide the Organization with medical certification confirming they are able to return to work and the staff members' ability to perform the essential functions of the staff members' position, with or without reasonable accommodation. The Organization may delay and/or deny job restoration until staff members provide return to work/fitness for duty certifications.

#### **D. Submit Certifications Supporting Need for Military Family Leave**

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

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

#### **E. Substitute Paid Leave for Unpaid FMLA Leave**

Staff members must use any accrued paid time while taking unpaid FMLA leave.

The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leave and the paid time will run concurrently with an staff member's FMLA entitlement.

Leaves of absence taken in connection with a disability leave plan or workers' compensation injury/illness shall run concurrently with any FMLA leave entitlement. Upon written request,



the Organization will allow staff members to use accrued paid time to supplement any paid disability benefits.

#### **F. Pay Staff member's Share of Health Insurance Premiums**

During FMLA leave, staff members are entitled to continued group health plan coverage under the same conditions as if they had continued to work. Unless the Organization notifies staff members of other arrangements, whenever staff members are receiving pay from the Organization during FMLA leave, the Organization will deduct the staff member portion of the group health plan premium from the staff member's paycheck in the same manner as if the staff member was actively working.

If FMLA leave is unpaid, staff members must pay their portion of the group health premium through a method determined by the Organization upon leave. Staff members will make the necessary arrangements with the Organization for their share of any benefit premiums including voluntary benefits either through a payment agreement or other arrangement. Payments must be received by the first of the month.

The Organization's obligation to maintain health care coverage ceases if a staff member's premium payment is more than 30 days late. If a staff member's payment is more than 15 days late, the CoAdvantage will send a letter notifying the staff member that coverage will be dropped on a specified date unless the co-payment is received before that date. If staff members do not return to work within 30 calendar days at the end of the leave period (unless staff members cannot return to work because of a serious health condition or other circumstances beyond their control), they will be required to reimburse the Organization for the cost of the premiums the Organization paid for maintaining coverage during their unpaid FMLA leave.

#### **IV. Exemption for Highly Compensated Staff members**

The Organization may choose not to return highly compensated staff members (highest paid 10% of staff members at a worksite or within 75 miles of that worksite) to their former or equivalent positions following a leave if restoration of employment will cause substantial economic injury to the Organization. (This fact-specific determination will be made by the Organization on a case-by-case basis.) The Organization will notify staff members if they qualify as a "highly compensated", if the Organization intends to deny reinstatement, and of a staff member's rights in such instances.

#### **V. Questions and/or Complaints about FMLA Leave**

If you have questions regarding this FMLA policy, please contact the Human Resources Department. The Organization is committed to complying with the FMLA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the FMLA.

The FMLA makes it unlawful for employers to: 1) interfere with, restrain or deny the exercise of any right provided under FMLA; or 2) discharge or discriminate against any person for opposing any practice made unlawful by FMLA or involvement in any proceeding under or relating to FMLA. If

staff members believe their FMLA rights have been violated, they should contact the Human Resources Department immediately. The Organization will investigate any FMLA complaints and take prompt and appropriate remedial action to address and/or remedy any FMLA violation. Staff members also may file FMLA complaints with the United States Department of Labor or may bring private lawsuits alleging FMLA violations.

## **VI. Coordination of FMLA Leave with Other Leave Policies**

The FMLA does not affect any federal, state or local law prohibiting discrimination, or supersede any State or local law that provides greater family or medical leave rights. For additional information concerning leave entitlements and obligations that might arise when FMLA leave is either not available or exhausted, please consult the Organization's other leave policies in this handbook or contact the Human Resources Department.

### **4-4 Domestic Violence Leave**

A staff member who has worked for the Organization for at least three (3) months may be granted up to three (3) days of unpaid leave in any 12-month period if the staff member or a family or household member of a staff member is the victim of domestic violence.

Except in cases of imminent danger to the health or safety of a staff member or his or her family or household member, one (1) day advance notice of the need for leave is required. Sufficient documentation of the act of domestic violence, such as a restraining order, police report or order to appear in court, is also required. Requests for leave and documents in connection with this leave will be kept confidential to the extent permitted by law.

All paid time off available must be exhausted before receiving this unpaid leave.

## **Section 5 - Dress Code Policy**

### **5-1 Dress Code Policy**

We, as professionals, understand that we convey an image and impression of our organization. When working on the premises, visiting agencies, and interacting with potential or current donors or volunteers, staff members represent the Harry Chapin Food Bank of Southwest Florida. The public may judge our staff and our organization based on how we appear, therefore, staff members should be mindful of the following points regarding minimum proper attire:

1. Open-toed and open-heeled shoes are not allowed for staff members or volunteers spending any time in the warehouse. This is a food safety issue. Management has the sole right to decide what is appropriate from a safety standpoint.

2. Casual flip-flops and slippers are not appropriate at any time because they do not present a professional appearance.
3. Low cut tops and spaghetti straps do not present the professional appearance that the Food Bank wants to put forth. Staff members should be adequately covered or they may be sent home to change.
4. Clothing should not be too tight or expose the midriff.
5. Aerobic or exercise wear is not appropriate.
6. All clothing should be clean and neat, with no holes and worn at the intended length. (Not rolled up.)
7. Clothing should not display suggestive or inappropriate messages or graphic images.
8. Articles of underclothing should not be exposed. This holds true for men and women.
9. Organization name badges must be worn at all times.

Due to varying work environments at HCFB, the organization dress code is divided into three sections. Departments may set additional guidelines on appropriate attire within the parameters of the Food Bank standard that are appropriate for their business needs. Staff members with questions about the dress code for their work area should check with their manager or the HR department. Common sense and a sense of what is appropriate to wear in a professional work environment should be the guide when choosing work wear. If you are not sure if something is appropriate, don't wear it. If you are identified as inappropriately dressed, you will be sent home to change (without pay).

### **Office Staff**

This area includes administration, finance, programs, development and some operations staff. Office staff must dress in a business casual manner. Some conferences, meetings and presentations may require more formal business attire. Business casual is defined as cotton or dress slacks, khakis, or jeans and polo or button shirts with collars, sweaters or other tops for both sexes. Female staff members may wear dresses or skirts and tops if they choose. Dresses and skirts should be no shorter than two inches above the knee. All work clothing should be neat, clean and professional looking. Programs staff, Development team and managers may wear jeans only on Fridays. Shorts, leggings, and t-shirts are never appropriate office wear. If an office staff member will be working in the warehouse, cleaning or assisting in a truck, they may dress in the same manner as warehouse/ transportation staff during those duties.

### **Transportation Staff**

Drivers should wear their HCFB logo polo shirt with jeans, other work pants or shorts and their HCFB

name badge. Shorts must be hemmed (no cut-offs) and knee length.

### **Warehouse Staff**

Warehouse staff members will follow transportation staff guidelines with the additional option of wearing HCFB logo t-shirts.

### **Tattoos**

No visible tattoos or other body art are permitted in the workplace. Exceptions may be made for staff members who have small, non-offensive tattoos that cannot easily be covered by standard clothing (i.e. wrist, neck, etc.) All exceptions require the approval of your department head and Human Resources.

## Section 6 - General Standards of Conduct

### 6-1 Workplace Conduct

Harry Chapin Food Bank of Southwest Florida endeavors to maintain a positive work environment. Each staff member plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in the Organization's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Obtaining employment on the basis of false or misleading information.
2. Stealing, removing or defacing Harry Chapin Food Bank of Southwest Florida property or a co-worker's property, and/or disclosure of confidential information.
3. Completing another staff member's time records.
4. Violation of safety rules and policies.
5. Violation of Harry Chapin Food Bank of Southwest Florida's Drug and Alcohol-Free Workplace Policy.
6. Fighting, threatening or disrupting the work of others or other violations of Harry Chapin Food Bank of Southwest Florida's Workplace Violence Policy.
7. Failure to follow lawful instructions of a supervisor.
8. Failure to perform assigned job duties.
9. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences.
10. Gambling on Organization property.
11. Willful or careless destruction or damage to Organization assets or to the equipment or possessions of another staff member.
12. Wasting work materials.
13. Performing work of a personal nature during working time.
14. Violation of the Solicitation and Distribution Policy.
15. Violation of Harry Chapin Food Bank of Southwest Florida's Harassment or Equal Employment Opportunity Policies.
16. Violation of the Communication and Computer Systems Policy.
17. Unsatisfactory job performance.
18. Any other violation of Organization policy.

Obviously, not every type of misconduct can be listed. Note that all staff members are employed at-will, and Harry Chapin Food Bank of Southwest Florida reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The Organization will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, Harry Chapin Food Bank of Southwest Florida will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate a staff member at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

## **HOUSEKEEPING**

All staff members are responsible for creating and keeping a clean, pleasant, and professional work environment. Staff members should help by maintaining their work areas in a neat and tidy manner and by cleaning up after themselves in all communal areas.

## **PERFUMES AND OTHER POSSIBLE ALLERGENS**

HCFB will make accommodations for staff or visitors who have allergies or adverse reactions to perfumes, air fresheners or other common triggers. This will be done on a case-by-case basis as the need and requests arise. Accommodation may include a ban on the use of the things that cause the adverse reaction during the length of the affected individual's tenure at HCFB. Please be considerate of others in your workspace.

## **FOOD**

Staff members may not remove any donated food or other HCFB items from the premises. It is important that it is made clear that HCFB staff and/or volunteers do not benefit in any way from the food, household items, or any other items donated to our organization. Donated products may only be used if they are products the HCFB would purchase in the normal course of doing business, e.g. paper towels, cleansers, office supplies. Any violation of this policy will result in disciplinary action up to and including termination.

## **FIREARMS AND WEAPONS**

Firearms and other dangerous weapons or substances are prohibited on HCFB premises and vehicles, except when in compliance with Section 790.251, Florida Statutes. Violation of this prohibition is grounds for disciplinary action up to and including termination.

## **6-2 Punctuality and Attendance**

Staff members are hired to perform important functions at Harry Chapin Food Bank of Southwest Florida. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, attendance and punctuality are very important. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on fellow staff members and Supervisors. We expect excellent attendance from all staff members. Excessive absenteeism or tardiness will result in disciplinary action up to and including discharge.

We do recognize, however, there are times when absences and tardiness cannot be avoided. In such cases, staff members are expected to notify Supervisors as early as possible, but no later than the start of the work day. Asking another staff member, friend or relative to give this notice is improper and

constitutes grounds for disciplinary action. Staff members should call, stating the nature of the illness and its expected duration, for every day of absenteeism.

The act of leaving a message also does not constitute compliance with this policy.

Unreported absences of three (3) consecutive work days generally will be considered a voluntary resignation of employment with the Organization.

### **6-3 Use of Communications and Computer Systems**

Harry Chapin Food Bank of Southwest Florida's communication and computer systems are intended primarily for business purposes; however limited personal usage is permitted if it does not hinder performance of job duties or violate any other Organization policy. This includes the voice mail, e-mail and Internet systems. Users have no legitimate expectation of privacy in regard to their use of the Harry Chapin Food Bank of Southwest Florida systems.

Harry Chapin Food Bank of Southwest Florida may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Organization deems it appropriate to do so. The reasons for which the Organization may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Organization operations continue appropriately during a staff member's absence.

Further, Harry Chapin Food Bank of Southwest Florida may review Internet usage to ensure that such use with Organization property, or communications sent via the Internet with Organization property, are appropriate. The reasons for which the Organization may review staff members' use of the Internet with Organization property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Organization operations continue appropriately during a staff member's absence.

The Organization may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

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

Further, since the Organization's communication and computer systems are intended for business use, all staff members, upon request, must inform management of any private access codes or passwords.

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

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

Violators of this policy may be subject to disciplinary action, up to and including discharge.

## 6-4 Use of Social Media

The Harry Chapin Food Bank of Southwest Florida embraces the fact that social media is a valuable tool. While HCFB encourages the use of social media, staff members need to use common sense and to take responsibility for using this communication medium responsibly. Social media involves applications such as Facebook, Twitter, LinkedIn, YouTube, Pinterest, Instagram, Snapchat, blogging and others. The list will continue to grow as more popular social media platforms become known and widely used.

The HCFB policy:

- The personal use of social networking sites must not interfere with work time.
- When you participate in social media and have identified yourself as an HCFB staff member, you are representing both yourself personally and HCFB. The food bank has a stellar reputation due to its commitment and the commitment of its staff members to the mission of fighting hunger. We are recognized for our transparency and accountability.
- Use common sense. Realize that what you write will reflect on the organization and may be visible to the public. This is not the forum for venting personal complaints about supervisors, co-workers or the organization.
- Do not disclose or discuss proprietary and/or confidential information about HCFB, including staff members, clients, members, business partners, donors and vendors/suppliers.
- Do not post material that is obscene, vulgar, defamatory, threatening, discriminatory, harassing, abusive, hateful or embarrassing to HCFB or another person or entity.
- Staff members are prohibited from using the trademarks or logos of HCFB without prior approval by the development department.
- Respect copyright, fair use and financial disclosure laws.
- Make sure your facts are accurate before posting.
- Opinions and disclaimers: For staff members who are identified as staff members of HCFB on social media sites, such staff members shall make it clear in the form of a written disclaimer that the views and opinions they express are their own, have not been reviewed or approved by their employer, and do not necessarily represent the views and opinions of their employer.



HCFB may monitor content on the web. Your posts may be subject to review.

Staff members who violate this policy may be subject to discipline, up to and including termination of employment. If you have any questions about this policy or a specific posting on the web, please contact your Supervisor or Human Resources.

## **6-5 Personal and Organization-Provided Portable Communication Devices**

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

Some staff members may be authorized to use their own PCD for business purposes. These staff members should work with the IT department to configure their PCD for business use. Communications sent via a personal PCD also may subject to monitoring if sent through the Organization's networks and the PCD must be provided for inspection and review upon request.

All conversations, text messages and e-mails must be professional. When sending a text message or using a PCD for business purposes, whether it is a Organization-provided or personal device, staff members must comply with applicable Organization guidelines, including policies on sexual harassment, discrimination, conduct, confidentiality, equipment use and operation of vehicles. Using a Organization-issued PCD to send or receive personal text messages is prohibited at all times and personal use during working hours should be limited to emergency situations.

If a staff member who uses a personal PCD for business resigns or is discharged, the staff member will be required to submit the device to the IT department for resetting on or before his or her last day of work. At that time, the IT department will reset and remove all information from the device, including but not limited to, Organization information and personal data (such as contacts, e-mails and photographs). The IT department will make efforts to provide staff members with the personal data in another form (e.g., on a disk) to the extent practicable; however, the staff member may lose some or all personal data saved on the device.

Staff members may not use their personal PCD for business unless they agree to submit the device to the IT department on or before their last day of work for resetting and removal of Organization information. This is the only way currently possible to ensure that all Organization information is removed from the device at the time of termination. The removal of Organization information is crucial to ensure compliance with the Organization's confidentiality and proprietary information policies and objectives.

Please note that whether staff members use their personal PCD or an Organization-issued device, the Organization's electronic communications policies, including but not limited to, proper use of communications and computer systems, remain in effect.

The Harry Chapin Food Bank (HCFB) recognizes that the performance of certain job responsibilities may require the use of a cellular phone, smartphone, or tablet. Staff members who hold positions that require the need for a mobile device will receive a \$25 monthly stipend to compensate for business-related costs incurred while using their personally owned devices. The purpose of this document is to:

- Define staff member eligibility and guidelines for stipends; and
- Define the responsibilities, acceptable use guidelines, and terms of use for mobile devices configured for organization data use.

Staff members required to be available by mobile device but do not have their own or are uncomfortable sharing personal contact information cannot decline the stipend and are encouraged to seek out plans and phones that are within the stipend amounts so that they are able to fulfill the requirements of their job. The staff member is personally liable for all costs associated with his or her personal device, and paying any bills on time regardless of the Harry Chapin Food Bank's stipend policy. HCFB reserves the right to revoke this privilege at any time for any reason, or if users do not abide by the policies and procedures outlined below. Limited exceptions to the policy may occur due to variations in devices and platforms.

#### **Eligibility:**

Staff members who meet the criteria outlined below and who are authorized by their supervisor will be eligible for a organization provided stipend for use of their personal mobile device. Eligibility requires a minimum of one of the job duty related criteria below:

- Required to routinely answer and return calls, texts, and/or emails after business hours/weekends
- Required to be on-call for emergencies or other business matters
- Required to work out of the office (ex: travel or telecommute) at least 25% of the time

Supervisors will make the determination of eligibility based on the business needs of the position since it is their responsibility to ensure the needs of the position are met. Each department is strongly encouraged to review whether a mobile device is necessary for a position on a regular basis. Request for reimbursement must be submitted monthly by the staff member on an expense reimbursement form. Staff members accepting the stipend acknowledge they have read and agree to the terms of this policy.

#### **Personal Device Stipend**

- HCFB will not reimburse the staff member for the cost of the device, or a lost, stolen or damaged device even if the incident occurs when using the device for business use within HCFB's office or traveling on organization business. HCFB will not reimburse the staff member for any

additional fees or charges incurred, including but not limited to: accessories, roaming, plan overages, purchased applications, music, navigation, termination fees, or other subscription-based services.

- Eligible staff members will receive a flat monthly stipend to cover business use of one their personal devices regardless of the number of devices used. This allowance is not intended to cover the total cost of the phone/data plan, but to reimburse the staff member for authorized business use.
- If you receive a stipend, your personal phone number will be published in departmental/organizational phone lists. In addition, the phone number may be shared to effectively communicate (i.e.: email signature or business cards) with external customers such as agencies and donors. If an staff member does not wish to share a currently established personal mobile number, they have the option to personally acquire a mobile device and service plan that meets the requirements of their job.
- If there is a change in your contact number, it must be provided within 3 calendar days of the change.
- The stipend does not constitute an increase to base pay, and will not be included in the calculation of percentage increases to base pay due to annual raises, job upgrades, bonuses, benefits based on a percentage of salary, etc.
- Staff members on extended leave without pay will not receive a monthly stipend.
- If, prior to the end of the cell phone contract, a personal decision by the staff member, staff member misconduct, or misuse of the phone results in the need to end or change the device contract, the staff member will bear the cost of any fees associated with that change or cancellation. Any stipend agreement will be immediately cancelled if a staff member receiving a cell phone stipend terminates employment.
- The stipend is neither permanent nor guaranteed. HCFB reserves the right to remove and/or cancel the stipend.

### **Acceptable Use**

- Acceptable use applies to all devices used on the premises and not only those eligible to receive a stipend.
- Acceptable business use is defined as activities that directly or indirectly support the operations of HCFB.
- Acceptable personal use is defined as reasonable and limited personal communication or recreation during breaks or lunch while on organization time.
- HCFB reserves the right to block access to certain websites during work hours while connected to the Foodbank network at the discretion of the organization. Such websites include, but are

not limited to sites containing illegal or illicit content.

- Devices' camera and/or video capabilities are not to be used in the restrooms or to photograph anyone without their knowledge. If anyone requests not to be photographed or videoed, this request must be respected.
- HCFB has a zero-tolerance policy for texting or emailing while driving and only hands-free talking while driving is permitted.
- If you use your personal mobile device and do not receive a stipend, you are expected to adhere to the guidelines set forth in this policy for IT security purposes.

#### Personal Devices and Support

- Connectivity to HCFB's data network is supported by the IT department; staff members should contact the device manufacturer or their carrier for operating system, application or hardware-related issues.

#### Security

- HCFB will automatically enforce the security requirements when you connect to organization data resources. In the event HCFB is unable to enforce these policies due to device limitations, it does not relieve the staff member from compliance to these policies:
- Any device storing HCFB data must support device encryption and the device encryption must be turned on and remain in use while the device is under this policy.
- In order to prevent unauthorized access, devices must lock itself with a password or PIN if it's idle.
- The staff member's entire device may be remotely wiped if 1) the device is lost or stolen, 2) the staff member is terminated or terminates his or her employment, 3) IT detects a data or policy breach, a virus or similar threat to the security of the HCFB's data and technology infrastructure.

#### Business Ownership of Data

- All business-related information created or saved by an staff member must be saved on an HCFB storage device. A copy of that data may be accessed or used on a personal device. Under no circumstances should the only copy of important HCFB business information be stored on a personal device. Information on personal devices is not backed up by HCFB or protected from device failure.
- Personally Identifiable Information for staff members, donors, or other constituents must never be stored on personal devices unless the information is required in the normal course of the staff member's job and limited to only that information required on a regular basis. Bulk information such as donor lists must never be stored on a personal device.

#### Non-Exempt Users

- Non-exempt staff members are permitted to use a personal device to conduct HCFB business only during scheduled working hours if they meet the eligibility requirements listed above. If a non-exempt staff member is required for any reason to use a personal device to conduct HCFB business outside of scheduled working hours, the non-exempt staff member must obtain management pre-approval, track the time spent and report it for pay purposes in accordance with HCFB's policy.

#### **Deletion of Information Stored on a Dual-Use Device**

- While we will make reasonable efforts, where technically feasible, to delete only Organization information, we cannot guarantee that personal information, such as contacts, photographs, videos, or music will not also be deleted. Personal device users acknowledge that (a) they assume the risk that their personal information will be deleted in such circumstances, (b) they are responsible for backing up all personal information so that such information can be recovered in the event it is deleted, and (c) HCFB has no responsibility for the deletion of any non-Organization information. We will not make any effort to recover any non-Organization information that is deleted.

#### **Risks/Liabilities/Disclaimers**

- Personal devices may be subject to search and review in the event of investigation or litigation that involves HCFB or other similar legitimate reason, which can include any business information on the phone.
- In no event will HCFB be liable for the loss of personal information, photos, videos, music, or anything else on the device even if the result of the loss occurs from the intentional wiping of the device by HCFB staff per this policy.
- Lost or stolen devices must be reported to your supervisor and passwords to your computer and work-related apps must be changed within 24 hours. Staff members are responsible for notifying their mobile carrier immediately upon loss of a device.
- The staff member is expected to use his or her devices in an ethical manner at all times and adhere to the organization's acceptable use policy as outlined above.
- The staff member assumes full liability for risks including, but not limited to, the partial or complete loss of organization and personal data due to an operating system crash, errors, bugs, viruses, malware, and/or other software or hardware failures, or programming errors that render the device unusable.
- HCFB reserves the right to take appropriate disciplinary action up to and including termination for noncompliance with this policy.

## **6-6 Inspections**

Harry Chapin Food Bank of Southwest Florida reserves the right to require staff members while on Organization property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Organization or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to the Organization or to its clients. Staff members are expected to cooperate in the conduct of any search or inspection.

## **6-7 Smoking**

Smoking, including the use of e-cigarettes, vaping or any form of tobacco, is prohibited on Organization premises and in all Organization vehicles.

## **6-8 Personal Visits and Telephone Calls**

Disruptions during work time can lead to errors and delays. Therefore, we ask that personal telephone calls be kept to a minimum, and only be made or received after working time, or during lunch or break time.

For safety and security reasons, visitors are prohibited unaccompanied access to our facilities. Visitors must check in at the front desk, be issued a badge, and be escorted by a staff member at all times while in HCFB facilities.

## **6-9 Solicitation and Distribution**

To avoid distractions, solicitation by a staff member of another staff member is prohibited while either staff member is on work time. "Work time" is defined as the time a staff member is engaged, or should be engaged, in performing his/her work tasks for Harry Chapin Food Bank of Southwest Florida. Solicitation of any kind by non-staff members on Organization premises is prohibited at all times.

Distribution of advertising material, handbills, printed or written literature of any kind in working areas of the Organization is prohibited at all times. Distribution of literature by non-staff members on Organization premises is prohibited at all times.

## **6-10 Bulletin Boards**

Important notices and items of general interest are continually posted on our bulletin board. Staff members should make it a practice to review it frequently. This will assist staff members in keeping up with what is current at Harry Chapin Food Bank of Southwest Florida. To avoid confusion, staff members should not post or remove any material from the bulletin board.

## 6-11 Confidential Organization Information

During the course of work, an staff member may become aware of confidential information about Harry Chapin Food Bank of Southwest Florida's business, including but not limited to information regarding Organization finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers and customers and potential customers. A staff member also may become aware of similar confidential information belonging to the Organization's clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to our competitors. Any staff member who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of the Organization may be subject to disciplinary action up to and including termination. Staff members may be required to sign an agreement reiterating these obligations.

## 6-12 Conflict of Interest and Business Ethics

It is Harry Chapin Food Bank of Southwest Florida's policy that all staff members avoid any conflict between their personal interests and those of the Organization. The purpose of this policy is to ensure that the Organization's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no staff member should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the Organization.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with the Organization, by any staff member who is in a position to directly or indirectly influence either the Organization's decision to do business, or the terms upon which business would be done with such organization;
2. holding any interest in an organization that competes with the Organization;
3. being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with the Organization or which competes with the Organization; and/or
4. profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with the Organization.

A conflict of interest would also exist when a member of a staff member's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

It is your responsibility to report any actual or potential conflict that may exist between you (and your immediate family) and the Organization.

## **6-13 Whistleblower Policy**

The Harry Chapin Food Bank (HCFB) Code of Ethics and Conduct requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Food Bank, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

The policy defines:

- Which practices are prohibited
- The responsibility for reporting concerns
- The procedure for reporting concerns
- The protection of those reporting concerns

### **Prohibited Practices**

This policy is intended to govern the reporting of prohibited practices, including:

- Incorrect or questionable accounting, internal control, or audit activity
- Suspected illegal practices or conduct
- Actions which are not in accordance with ethics
- Violations of this or other HCFB Policy, and
- Retaliation against those reporting any such item in good faith

This described conduct may be on the part of the organization, its CEO, its Board members, its employees, its leadership, or by others acting on the organization's behalf.

### **Reporting Responsibility**

Every constituent of HCFB, including employees, and members of the Board of Directors, has an obligation to report complaints or inquiries about prohibited activities. Any such report is hereinafter referred to as a "Concern."

### **Reporting Procedure**

To raise a Concern, staff members should first discuss the issue with their Department Director or, if the conduct involves their Department Director, Human Resources, as soon as possible, but ideally within five days of learning about the Concern. If, after speaking with the Department Director or Human Resource, the staff member continues to have reasonable grounds to believe the Concern is valid, the staff member, should document the Concern in writing and submit it directly to the CEO as soon as practicable. If, after speaking with the CEO, the staff member continues to have reasonable grounds to believe the Concern is valid, the staff member, should contact the Board Chair as soon as practicable. (The names of Board members and Senior Management



Team are available in Addendum B and A, respectively.)

### **Procedure for investigating concerns**

Human Resources shall be responsible for promptly investigating and making appropriate recommendations to the CEO with respect to all reported Concerns. The CEO will notify the sender and acknowledge receipt of the Concern within five business days, if possible. It will not be possible to acknowledge receipt if anonymously submitted. In addition, action taken must include a conclusion or follow-up, or both, with the complainant for complete closure of the Concern.

### **Protection of Those Reporting Concerns**

#### 1) Prohibition of retaliation

No director, officer or staff member who in good faith reports a violation of the Code in accordance with this Policy shall suffer harassment, retaliation or adverse employment consequences. A staff member who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

#### 2) Protection of confidentiality

Concerns may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

#### 3) Requirement for good faith

Anyone reporting a Concern must act in good faith and have reasonable grounds for believing the reported action violates HCFB policy or the law. The act of making allegations which prove to be unsubstantiated, or to have been made maliciously, recklessly, or with the foreknowledge that the allegations are false, may result in discipline, up to and including termination of employment. Such conduct may also give rise to other actions, including civil lawsuits.

### **OPEN COMMUNICATION**

HCFB seeks to foster a work environment characterized by open, direct and honest communication. Such an environment prevents misunderstandings, increases everyone's efficiency and productivity, leads to better decision-making, and improves the quality and value of the work we do. Maintaining such an environment is a responsibility shared by each staff member. Staff members are encouraged to keep open communication lines with one another.

HCFB upholds professional standards regarding interpersonal issues, which consist of the following steps: (1) a staff member should speak directly with the person with whom there is an issue. The supervisor or the President & CEO may be called upon to mediate this conversation; (2) if the issue is not satisfactorily resolved, the staff member may request intervention in the situation by his or her supervisor, or by the President & CEO. Following these standards helps to resolve problems, prevent gossip, and maintain good working relationships.

Regular and prompt attendance and participation at staff meetings is important for keeping up with

what is happening throughout HCFB. Staff member suggestions and ideas are welcomed as essential to keeping the organization vital and on-track.

## **6-14 Use of Facilities, Equipment and Property, Including Intellectual Property**

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

Staff members should notify their Supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to staff members or others. The Supervisor can answer any questions about a staff member's responsibility for maintenance and care of equipment used on the job.

Staff members also are prohibited from any unauthorized use of the Organization's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, the Organization is not responsible for any damage to staff members' personal belongings unless the staff member's Supervisor provided advance approval for the staff member to bring the personal property to work.

## **6-15 Health and Safety**

The health and safety of staff members and others on Organization property are of critical concern to Harry Chapin Food Bank of Southwest Florida. The Organization intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon staff members to ensure that work areas are kept safe and free of hazardous conditions. Staff members are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the Organization's premises, or in a product, facility, piece of equipment, process or business practice for which the Organization is responsible should be brought to the attention of management immediately.

Periodically, the Organization may issue rules and guidelines governing workplace safety and health. The Organization may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All staff members should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the staff member's Supervisor as soon

as possible, regardless of the severity of the injury or accident.

## **6-16 Hiring Relatives/Staff member Relationships**

A familial relationship among staff members can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, Harry Chapin Food Bank of Southwest Florida may refuse to hire or place a relative in a position where the potential for favoritism or conflict exists.

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

If two staff members marry, become related, or enter into an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. The Organization generally will attempt to identify other available positions, but if no alternate position is available, the Organization retains the right to decide which staff member will remain with the Organization.

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

## **6-17 Publicity/Statements to the Media**

### **MEDIA**

To ensure the best possible public relations, it is essential that all information concerning HCFB be correct and accurately reflects the mission and values of HCFB. All inquiries by the media: newspapers, radio, television, etc. should be directed to the President & CEO or his/her designee. Contacts with media representatives concerning HCFB should not be initiated internally without coordination by the President & CEO or his/her designee. Should a staff member be contacted by a media representative with regard to HCFB, he or she should refer that person to the President & CEO or his/her designee. In the interest of promoting special events and other public awareness of HCFB, the President & CEO or his/her designee may, on occasion, encourage media contacts with staff members who have pertinent experience or expertise. In carrying out such contacts, the staff member's response should be limited to the area of his or her responsibility.

All media inquiries regarding the position of the Organization as to any issues must be referred to CEO. Only CEO is authorized to make or approve public statements on behalf of the Organization. No staff members, unless specifically designated by CEO, are authorized to make those statements on behalf of Organization. Any staff member wishing to write and/or publish an article, paper, or other publication on behalf of the Organization must first obtain approval from CEO.

## 6-18 Operation of Vehicles

All staff members authorized to drive Organization-owned or leased vehicles or personal vehicles in conducting Organization business must possess a current, valid driver's license and an acceptable driving record. Any change in license status or driving record must be reported to management immediately.

A staff member must have a valid driver's license in his or her possession while operating a vehicle off or on Organization property. It is the responsibility of every staff member to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits at all times.

Organization-owned or leased vehicles may be used only as authorized by management.

### **Portable Communication Device Use While Driving**

Staff members who drive on Organization business must abide by all state or local laws prohibiting or limiting portable communication device (PCD) use, including cell phones or personal digital assistants, while driving. Further, even if use is permitted, staff members may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

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

Under no circumstances should staff members feel that they need to place themselves at risk to fulfill business needs.

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

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

## 6-19 Business Expense Reimbursement

Staff members will be reimbursed for reasonable approved expenses incurred in the course of business. These expenses must be approved by the staff member's Supervisor, and may include air travel, hotels, motels, meals, cab fare, rental vehicles, or gas and car mileage for personal vehicles. All expenses incurred should be submitted to the staff member's Supervisor along with the receipts in a

timely manner.

Staff members are expected to exercise restraint and good judgment when incurring expenses. Staff members should contact their Supervisor in advance if they have any questions about whether an expense will be reimbursed.

## **6-20 Employment Verifications**

From time to time, outside organizations or individuals file information requests with the Organization, seeking information about current or former staff members. To ensure consistency and fairness, protect individuals' privacy rights, and maintain the security and confidentiality of all employment and personal information in its record systems, the Organization adheres to the following standards and procedures in dealing with all external requests for employment information.

Staff members are prohibited from answering any questions pertaining to reference checks or employment verifications. Please refer all employment verification requests to The Work Number at 1-800-996-7566. The Work Number will provide general information concerning the staff member such as date of hire, date of discharge, and positions held. If additional assistance is required, please contact CoAdvantage at [data@CoAdvantage.com](mailto:data@CoAdvantage.com).

**Only the Human Resources Department, The Work Number, or CoAdvantage may provide employment verification information.**

## **6-21 Disciplinary Procedure**

This policy describes the policy for administering fair and consistent discipline for unsatisfactory conduct at HCFB.

HCFB believes it is important to make sure all staff members are treated fairly and disciplinary actions are prompt, consistent, and impartial. The primary purpose of a disciplinary action is to correct the problem, prevent it from happening again, and prepare the staff member for satisfactory performance in the future.

Disciplinary action may be any of the following four steps: 1) verbal warning, 2) written warning, 3) suspension without pay (final warning), 4) termination of employment. There may be circumstances when one or more steps are bypassed; this determination will be made based on the severity of the situation and how often it may have occurred and the decision to bypass one or more of these steps is the decision of the President & CEO.

Serious infractions (including but not limited to a conviction of a felony crime, willful destruction of HCFB property, substance abuse on the job, harassment, fighting, malicious provocation, insubordination, or theft), will result in disciplinary action up to and including immediate termination. Chronic infractions such as unsatisfactory attendance, being absent without calling in, not keeping personal telephone calls and/or visits by friends and family to a minimum, or

willful disruption of the workforce will also result in disciplinary action up to and including immediate termination.

Nothing stated in this section or elsewhere in these personnel policies is intended to alter the employment at will status of HCFB staff members. All rules promulgated by the Board of Directors with regard to grounds and procedures for termination are merely guidelines, do not set forth all grounds for discharge and may be altered by the Board of Directors at any time and for any reason. Such guidelines are not contractual in nature. The discipline actually imposed in a particular case will be based upon the circumstances of that case.

Any decision and/or failure to impose or the imposition of, any degree of discipline in a particular case creates no rights on the part of any staff members that any form of discipline will or will not be imposed in the future for similar misconduct or under similar circumstances. The decision to impose or not impose discipline, and the degree of discipline to be imposed, in any particular case remains at the sole discretion of the President & CEO or a person designated by the President & CEO to impose the discipline.

### **6-19 If you Must Leave Us**

Should a staff member decide to leave the Organization, we ask that he or she provide a Supervisor with at least two (2) weeks advance notice of departure. Thoughtfulness will be appreciated. All Organization property including, but not limited to, keys, security cards, parking passes, laptop computers, fax machines, name badges, uniforms, etc., must be returned at separation. Staff members also must return all of the Organization's Confidential Information upon separation. To the extent permitted by law, staff members will be required to repay the Organization (through payroll deduction, if lawful) for any lost or damaged Organization property. As noted previously, all staff members are employed at-will and nothing in this handbook changes that status.

Staff members who resign are requested to participate in an exit interview with Human Resources, if possible.

### **6-21 A Few Closing Words**

This handbook is intended to give staff members a broad summary of things they should know about Harry Chapin Food Bank of Southwest Florida. The information in this handbook is general in nature and, should questions arise, any member of management should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this handbook, Harry Chapin Food Bank of Southwest Florida, in its sole discretion, may always amend, add to, delete from or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook. Staff members should not hesitate to speak to management if they have any questions about the Organization or its personnel policies and practices.

## General Handbook Acknowledgment

This Staff member handbook is an important document intended to help you become acquainted with Harry Chapin Food Bank of Southwest Florida. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the Organization's operations may change, the contents of this handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Staff member handbook.

**I have received and read a copy of Harry Chapin Food Bank of Southwest Florida's Staff member handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of the Organization at any time.**

**I further understand that my employment is terminable at will, either by myself or the Organization, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.**

**I understand that no representative of Harry Chapin Food Bank of Southwest Florida other than the CEO may alter "at will" status and any such modification must be in a signed writing.**

**I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of the Organization's Staff member handbook.**

Staff member's Printed Name: \_\_\_\_\_

Staff member's Signature: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

The signed original copy of this acknowledgment should be given to management - it will be filed in your personnel file.

## Receipt of Sexual Harassment Policy

It is Harry Chapin Food Bank of Southwest Florida's policy to prohibit harassment of any staff member by any Supervisor, staff member, customer or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within the Organization. It is to ensure that at the Organization all staff members are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about a staff member's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If the staff member feels that he or she has been subjected to conduct which violates this policy, the staff member should immediately report the matter to the Staff member's Supervisor and Human Resources. If unable for any reason to contact this person, or if the staff member has not received a satisfactory response within five (5) business days after reporting any incident of perceived harassment, the staff member should contact any member of management. If the person toward whom the complaint is directed is one of the individuals indicated above, the staff member should contact any higher-level manager in his or her reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Organization will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If an staff member feels that he or she has been subjected to any such retaliation, the staff member should report it in the same manner in which a claim of perceived harassment would be reported under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including discharge. All staff members must cooperate with all investigations.

I have read and I understand Harry Chapin Food Bank of Southwest Florida's Sexual Harassment Policy.

Staff member's Printed Name: \_\_\_\_\_

Staff member's Signature: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.



## Receipt of Non-Harassment Policy

It is Harry Chapin Food Bank of Southwest Florida's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, veteran status, sexual orientation or age. The purpose of this policy is not to regulate our staff members' personal morality, but to ensure that in the workplace, no one harasses another individual.

If a staff member feels that he or she has been subjected to conduct which violates this policy, he or she should immediately report the matter to the Staff member's Supervisor and Human Resources. If the staff member is unable for any reason to contact this person, or if the staff member has not received a satisfactory response within five (5) business days after reporting any incident of what the staff member perceives to be harassment, the staff member should contact any member of management. If the person toward whom the complaint is directed is one of the individuals indicated above, the staff member should contact any higher-level manager in his or her reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Organization will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If an staff member feels he or she has been subjected to any such retaliation, he or she should report it in the same manner in which the staff member would report a claim of perceived harassment under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including discharge. All staff members must cooperate with all investigations.

I have read and I understand Harry Chapin Food Bank of Southwest Florida's Non- Harassment Policy.

Staff member's Printed Name: \_\_\_\_\_

Staff member's Signature: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.

## Photo Release Acknowledgement

I, \_\_\_\_\_, hereby consent to the photographing of my person by the Harry Chapin Food Bank of Southwest Florida, its agents, and their respective licensees, successors and assigned (herein collectively called "the licensed parties"), the right to use, publish and copyright my name, picture, portrait and likeness in advertising, and other printed and digital matter.

I agree that any pictures taken of me by the licensed parties are owned by them. If I should receive any print, negative, or any other copy thereof, I shall not authorize its use by anyone else.

I agree that no advertisements or other material need be submitted to me for any further approval and the licensed parties shall be without liability to me for any distortion or illusionary effect resulting from the publication of my picture, portrait or likeness. I agree to hold HCFB and its agents harmless from any claim by any third party arising out of any inaccuracy or breach of any representations and warranties herein.

This consent also applies to the use of any statements or testimonials made by me. These statements may be used in press releases, newsletter publications or in general for the promotion of the food bank and hunger issues.

I understand that the Harry Chapin Food Bank of Southwest Florida is a public agency and as such, the taking of photos may occur in the normal course of my employment. If I prefer not to have my photo taken, I understand that it is my responsibility to avoid the cameras.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## Addendum 1 – Senior Management Team Contact Information

| Senior Management Contact Information |          |             |                                 |                | Phone:<br>239.334.7007 |
|---------------------------------------|----------|-------------|---------------------------------|----------------|------------------------|
| Name                                  | Last     | Department  | Title                           | Cell           | Ext. #                 |
| Anna                                  | Suarez   | HR          | Director of HR & Administration | (239) 565-9190 | 114                    |
| Eric                                  | Hitzeman | Operations  | Director of Operations          | (239) 784-1818 | 133                    |
| Kari                                  | Lefort   | Programs    | Director of Programs            | (978) 201-6399 | 124                    |
| Miriam                                | Pereira  | Development | Director of Development         | (239) 220-7810 | 127                    |
| Richard                               | LeBer    | CEO         | President & CEO                 | (239) 285-5688 | 125<br>239.334.8172    |
| Steve                                 | Soucy    | Finance     | CFO                             | (978) 239-4160 | 135                    |

**Addendum 2 – Board of Directors Member List – All board members are full voting, independent members.**

Anne Rose  
Board Chairman  
Vice President, Revenue  
Cycle Lee Health

Mark Levine  
Senior Consultant,  
Starkweather & Shepley  
Insurance Brokerage  
Board Member

Bill M. Dillon  
Vice Chairman  
Shareholder, Buchanan  
Ingersoll & Rooney and  
Fowler White Boggs

Jeffrey Maddox  
Board Member

Maura Matzko  
Board Member

John D. Clinger  
Secretary

James A. Nolte, CFP  
Managing Director-  
Investment Officer, Wells Fargo  
Treasurer

Scott Bass  
Superintendent, Glades  
County School District  
Board Member

Kayla Richmond  
Board Member

Kathleen K Johnson, CPA  
Shareholder, President and  
Managing Shareholder,  
Miller, Helms & Folk, PA  
Board Member

Keith Scoggins, Jr.  
Board Member  
Attorney, Retired General Counsel  
Farm Credit System

**Addendum 2 – Continued Board of Directors Member List – All board members are full voting, independent members.**

Lois Thome Board  
Member

David Fry  
Board Member at Large  
Dwell Florida

Pat Nevins  
Board Member at Large











