



MID-CUMBERLAND
COMMUNITY ACTION AGENCY

Human Resources Policy & Procedure Manual

May 01, 2022

TABLE OF CONTENTS

ACKNOWLEDGEMENT FORM.....	1
SECTION 1	2
INTRODUCTORY	2
INTRODUCTION/WELCOME STATEMENT	2
MISSION, VISION, VALUES STATEMENTS	3
EMPLOYMENT PHILOSOPHY.....	3
EMPLOYMENT EXPECTATIONS	4
ABOUT THIS POLICY AND PROCEDURES MANUAL	5
OPEN DOOR POLICY	6
SECTION 2	7
EMPLOYMENT POLICIES AND PRACTICES.....	7
EMPLOYMENT-AT-WILL	7
EQUAL EMPLOYMENT OPPORTUNITY	8
POLITICAL AFFILIATIONS	10
HARASSMENT	11
AFFIRMATIVE ACTION.....	15
CERTIFICATION AND LICENSE REQUIREMENTS.....	16
CHILD ABUSE AND NEGLECT/VULNERABLE ADULT ABUSE AND NEGLECT REPORTING POLICY	17
GRIEVANCE POLICY/PROBLEM RESOLUTION	19
EMPLOYMENT CATEGORIES AND DEFINITIONS	21
OUTSIDE EMPLOYMENT	24
CONFLICT OF INTEREST	25
EMPLOYMENT OF RELATIVES/NEPOTISM	28
EMPLOYMENT OF FORMER EMPLOYEES	29
RECRUITMENT AND SELECTION.....	30
JOB POSTING.....	32
PRE-EMPLOYMENT INVESTIGATION/BACKGROUND CHECK.....	33
EMPLOYEE ORIENTATION.....	35
IMMIGRATION POLICY	36
INTRODUCTORY PERIOD	37
HUMAN RESOURCES RECORDS	38
ATTENDANCE.....	40
CONFIDENTIALITY OF AGENCY AND CLIENT INFORMATION.....	41
WHISTLEBLOWER PROTECTION	42
HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT.....	44
PROMOTIONS	45
DEMOTIONS	46
TRANSFERS	47
JOB DESCRIPTIONS	48
PERFORMANCE MANAGEMENT	49
INCLEMENT WEATHER AND OTHER EMERGENCIES.....	51

SECTION 3	52
EMPLOYEE BENEFITS PROCEDURES.....	52
BENEFITS OVERVIEW	52
FLEX SCHEDULES.....	53
HOLIDAYS.....	54
ANNUAL LEAVE.....	55
SICK LEAVE.....	56
ADMINISTRATIVE LEAVE WITHOUT PAY	58
FEDERAL FAMILY AND MEDICAL LEAVE ACT (FMLA)	59
MILITARY SERVICE.....	61
JURY DUTY.....	62
LACTATION/BREASTFEEDING BREAKS	63
BEREAVEMENT LEAVE	64
BENEFIT PLANS AND INSURANCE	65
EMPLOYEE ASSISTANCE PROGRAM.....	67
CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT (COBRA)	68
WORKERS' COMPENSATION.....	69
TRAINING AND DEVELOPMENT	71
EDUCATION ASSISTANCE	72
EMPLOYEE PARTICIPATION IN PROGRAM SERVICES.....	73
 SECTION 4	 74
TIMEKEEPING AND PAYROLL.....	74
HOURS OF WORK.....	74
OVERTIME	76
TIMEKEEPING	77
PAYCHECK DISTRIBUTION.....	78
WAGE AND SALARY ADMINISTRATION.....	79
PAYROLL DEDUCTIONS.....	81
TRAVEL/EXPENSE REIMBURSEMENT.....	82
 SECTION 5	 85
EMPLOYEE CONDUCT.....	85
SAFETY.....	85
OPERATION OF VEHICLES.....	86
MEDICATION—ADMINISTRATION AND STORAGE HEAD START SPECIFIC ...	87
HYGIENE.....	88
DRESS POLICY AND APPEARANCE	89
GENERAL HOUSEKEEPING	92
SECURITY/INSPECTION.....	93
WORKPLACE ACTIVITY MONITORING.....	94
SAFE ENVIRONMENT	95
WEAPONS	96
SMOKING/TOBACCO USAGE.....	97
DRUG AND ALCOHOL USE	98
FIRE SAFETY/PREVENTION.....	100

ELECTRONIC MEDIA USE	102
ELECTRONIC DEVICE USE	104
SOCIAL MEDIA	105
AUDIO AND VIDEO RECORDING	107
USE OF OFFICE EQUIPMENT, MAIL, AND SUPPLIES.....	108
SOLICITATION.....	109
STANDARDS OF CONDUCT	110
CORRECTIVE ACTION.....	113
SUSPENSION/TERMINATION.....	114
APPEALS	115
EXIT INTERVIEWS.....	117
PERSONNEL FUNCTIONS OF THE BOARD OF DIRECTORS.....	118
IMPASS PROCEDURE	119

Human Resources Policies and Procedures Acknowledgment Form

This Manual is an important document intended to help you become acquainted with Mid-Cumberland Community Action Agency (MCCAA). 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 Agency's operations may change, the contents of this manual may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management. The Executive Director submits recommended changes to this manual to the Head Start Policy Council and MCCAA Board of Directors for review and approval. Employees are notified of any changes to manual as they occur.

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

- **I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of the Agency at any time.**
- **I further understand that Tennessee is an at-will state and my employment with MCCAA is terminable at will, either by myself or the Agency, 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 MCCAA other than the CEO/Executive Director may alter "at will" status and any such modification must be specific and signed.**
- **I understand that nothing in this handbook is intended to interfere with the rights of employees to engage in or refrain from protected concerted activity (including lawful communications about wages, hours, and other terms and conditions of employment and lawful criticism of employer policies and practices), either with co-workers or others, or any other rights provided under the National Labor Relations Act. To the extent that conduct is protected under the National Labor Relations Act, this Manual does not prohibit or dissuade it.**
- **I understand that I may reach out to my supervisor or Human Resources should I have questions, concerns or suggestions regarding this Manual.**
- **I understand that my signature below indicates that I have received, read and understand the above statements and the Manual.**

Employee's Printed Name: _____

Employee's Signature: _____

Date: _____

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

SECTION 1

INTRODUCTORY

Introduction/Welcome Statement

We are pleased you are a member of our team. There are many benefits to working at Mid-Cumberland Community Action Agency, hereinafter referred to as MCCA, and we hope your association with us will be challenging, rewarding, and interesting.

Our continuing success depends largely on the high degree of skill, professionalism, and efficiency of our employees. We want and need your input on how to improve service to our clients, as well as to make MCCA an even better place to work. Your participation and involvement are always welcomed and appreciated.

As used in this manual:

- a) The words “shall” or “will” are to be construed as mandatory and the word “may” as permissive.
- b) “Supervisor” is an individual with the authority to assign, direct and review the work of one or more subordinates.
- c) All employees of the agency are affected by these policies and procedures unless specifically noted in the individual policy.

We are committed to top quality and personalized customer service. Everyone here plays an important role in our continuing success. We are counting on each of you to put forth your best effort for our clients, as they are the reason this agency exist and what make our agency possible.

Please read these pages carefully and use the Policies and Procedures Manual as a reference, as it will answer many of your questions regarding the employer/employee relationship. Feel free to direct your questions to Human Resources or to me.

Sincerely,

Jason Stewart
Executive Director

Mission, Vision, Values Statements

Mid-Cumberland Community Action Agency: Helping People. Changing Lives.

MCCAA's core mission, vision, and values are:

Mission: Mid-Cumberland Community Action Agency is committed to empowering people and communities toward economic independence.

Vision: To become a leader in helping families and individuals achieve self-sufficiency.

Values: To truly live our mission and, ultimately, achieve our vision, the following are MCCAA's values:

1. **Integrity & Accountability:** *To do the right thing every time and to be accountable for actions.*
2. **Caring & Compassion:** *To always interact towards others with empathy and compassion.*
3. **Excellence:** *To consistently be the best in all we do.*
4. **Teamwork:** *To act as one through collaboration, cooperation, and communication.*
5. **Perseverance:** *To tenaciously execute our objective.*
6. **Community:** *To make decisions that benefit the communities in which we serve and to include the community as decisions are made.*

When we make decisions, we must first think about what is the right thing to do. Then we must consider the decision's effect on the people it touches. Only then can we think about the steps we must take to ensure that a task is done excellently. To be successful, tasks must be done with teamwork and perseverance, with all services offered with compassion, always preserving the dignity and independence of those we serve. In other words, it's not just what we do; it is, more importantly, how we do it.

Employment Philosophy

The human resource policies and procedures at MCCAA are based on the belief that the Agency's success is primarily dependent upon the employees. Employees can expect the Agency to:

- *Live and promote the mission, vision, and values through all the Agency does.*
- *Recognize employees as an important part of the MCCAA's team.*
- *Review employees' performance annually.*
- *Maintain competitive wages and benefits for the industry and geographic area.*
- *Provide a safe, healthy, efficient, and pleasant workplace.*
- *Place employees in the kind of work best suited to their abilities.*
- *Encourage employees to expand their knowledge and value to the Agency through educational and professional development opportunities.*
- *Establish and maintain a truly "open door" communications environment that allows employees to discuss freely any matter of interest or concern with supervisor, program management, or administration.*
- *To welcome constructive suggestions that relate to methods, procedures, working conditions, new ideas, and the nature of the work performed.*
- *Encourage high-quality service to clients.*

Employment Expectations

Because MCCA is service-oriented, employees need to be committed to the Agency's mission, vision, and values. Employees are expected to:

- *Give high-quality service to clients.* MCCA exists because of its mission. Those served are to be treated with the utmost respect, courtesy, promptness, cooperation, friendliness, and confidentiality.
- *Perform at the highest level.* Employees are hired for their skills and abilities in certain areas. Every employee needs to be at work on a regular basis, understand and perform the job well, continue to improve competencies, and be constantly thinking of ways to better serve the community and clients.
- *Strive to make this a great place to work.* Every employee impacts the culture of MCCA. Cooperating with one another, taking initiative, knowing and respecting one another's strengths and weaknesses, and treating one another with courtesy is the foundation to creating a positive culture and a great place to work.

Purpose/Policy

MCCAA (the “Agency”) Personnel Policies and Procedures Manual (“Manual”) provides management and staff members with an understanding and approach to administering personnel, payroll, and human resource department policies and procedures. Managers and supervisors are encouraged to familiarize themselves with its contents, as it will answer many questions concerning human resources policies and procedures at MCCAA.

The Board of Directors and Agency leadership believes that we accomplish the vision and mission of MCCAA together (see Mission, Vision, Value Statements). Because of this, we believe that full transparency about Human Resources practices and supervision is important.

This Manual covers many of the situations that will affect employees’ day to day work life in the Agency, but not all. This manual is not an employment contract and does not create contractual obligations, nor is it a contract guaranteeing employment for any specific duration; either the employee or the MCCAA may terminate this relationship at any time, for any reason. No oral statements by supervisors or management can create a contract or modify their status as an employee-at-will. As an employee-at-will, an employee may quit at any time, with or without notice. MCCAA has the same right to terminate employment.

Nothing in this handbook is intended to interfere with the rights of employees to engage in or refrain from protected concerted activity (including lawful communications about wages, hours, and other terms and conditions of employment and lawful criticism of employer policies and practices), either with co-workers or others, or any other rights provided under the National Labor Relations Act. To the extent that conduct is protected under the National Labor Relations Act, this Manual does not prohibit or dissuade it.

Please contact your supervisor or Human Resources for specific questions and concerns or suggestions for the Manual.

Procedure

1. The Manual will generally be distributed to the Board of Directors, administrators, and program management staff.
 - a. A policy manual will be available for all employees to review in each work location.
2. The Manual applies to employees, volunteers, and independent individuals and agencies under contract or agreement to provide services.
3. In response to updated regulations, laws, personnel, payroll, and human resources best practices, the Manual is subject to change at any time.
4. Approval of Policy Council and Board of Directors is required prior to changing/updating the Manual.
5. Updates will be brought to the immediate attention of the appropriate groups of employees, volunteers, and independent individuals and agencies under contract or agreement to provide services through any of the following means:
 - a. Meeting
 - b. Posting of the change(s) on the employee bulletin board or agency website
 - c. Memorandum or e-mail
 - d. Amendments to the documents themselves

Purpose/Policy

MCCAA is committed to promoting and practicing an “open door” attitude among all employees to discuss differences of opinions and/or problems that may arise. The Agency values the opinions of all employees and strongly encourages employee involvement and participation in idea sharing and problem solving.

Procedure

1. Problems or concerns should be discussed as soon as the issue or problem arises. If there is a question, concern, or problem related to employment at MCCAA, the situation should be discussed directly with immediate supervisor. If an employee is uncomfortable talking to his/her supervisor about the problem or the concern remains unresolved, he/she may approach the Human Resources Manager for guidance. If, after speaking with the supervisor and the HR Manager, the matter remains unresolved, the employee may seek progressive levels of involvement and discussions.

SECTION 2

EMPLOYMENT POLICIES AND PRACTICES

Employment-At-Will

Effective Date: **5/1/2022**

PURPOSE/POLICY

Employment-at-will impacts employment relationships at MCCA. Employees are employed at the will of the Agency for an indefinite period. Employees may resign from the Agency at any time, for any reason with or without notice. Employees may be terminated by the Agency at any time, for any reason, and with or without notice, and with or without cause.

PROCEDURES

1. No one may modify this policy for any employee or enter any agreement contrary to this policy. No one will make any representation to any employee or applicant concerning any term or condition of employment with the Agency that is not consistent with this policy.
2. No statement contained in the human resources policies and procedures manual, employee handbook, employment application, recruiting material, or other written materials provided to any employee in connection with his/her employment will be construed as contradicting this policy by creating any express or implied contract of employment.
3. At the time of hiring, each employee will be informed that he/she is employed at the will of the Agency and is subject to termination at any time, for any reason, with or without notice, and with or without cause.
4. Completion of an introductory period will not change an employee's status as an employee-at-will or in any way restrict the Agency's right to terminate an employee.

PURPOSE/POLICY

MCCAA is committed to providing a policy of equal employment opportunity for all employees. All employment decisions are based on merit, qualifications, competence, and fit with position, vision, and mission. Employment at MCCAA is not influenced or affected by an applicant or employee's race, color, religion, sex, age, national origin, disability unrelated to ability to do a job, gender identity, sexual orientation, military service, veteran status, pregnancy, childbirth, genetic information, use of tobacco products while off-duty or while complying with all applicable employer policies regarding use during times at which the employee is working, or any other characteristic protected by law. MCCAA complies with Titles VI, VII and IX of the Civil Rights Act of 1964, and Title 45, Chapter X, of the Code of Federal Regulations, with Section 504 of the Rehabilitation Act of 1973 and with the Americans with Disabilities Act of 1991. This policy governs all aspects of employment, promotion, assignment, discharge, and other terms and conditions of employment. The Agency is committed to providing a work environment free from discrimination.

PROCEDURES

1. The Executive Director is responsible for overseeing the administration of the EEO Policy and may act through Human Resources as necessary to carry out this policy. Supervisors and Program Directors should understand that their work performance is evaluated on the basis of their equal employment efforts and results.
2. The Agency is responsible for ensuring that it does not discriminate, harass, or retaliate in any policy, practice, or procedure on the basis of any non-merit factor as outlined in the federal and state laws and regulations.
3. Human Resources will administer the Agency's applicant tracking system and compile data for required EEOC reports, ensuring the Agency meets all EEOC-related requirements, including confirming appropriate notices are posted on the bulletin boards of the various programs and sites. This information may also be used to ensure that employment-related decisions are made in compliance with federal and state non-discrimination laws and this policy.
4. Human Resources will provide EEO and diversity training for all employees. All employees are responsible for creating and maintaining a work environment free of discrimination and harassment.
5. MCCAA is committed, and required by law, to take action if it learns of discrimination, harassment, or retaliation in violation of the Agency's EEO Policy, whether or not the aggrieved employee files a complaint.
6. An employee, applicant, or volunteer will be given the option to file a discrimination, harassment, or retaliation complaint with Human Resources. Both parties will be promptly informed at the conclusion of the investigation whether allegations have been found to be founded, unsubstantiated, or unfounded.
7. Human Resources is responsible for promptly responding to, reporting, and/or investigating any suspected acts of unlawful discrimination, harassment, and retaliation in violation of MCCAA's EEO Policy. Human Resources must immediately report suspected unlawful discrimination, harassment, and retaliation to the Executive Director.
8. Title VI Coordinator shall be designated as the Human Resources Manager.

PURPOSE/POLICY

MCCAA does not discriminate in employment opportunities or practices, including recruitment, hiring, promotion, training, layoff, termination, compensation, benefits, or other employment-related activities. The Agency complies with the Americans with Disabilities Act of 1990 (ADA) and ensures equal employment opportunity for qualified persons with disabilities.

PROCEDURES

1. Employment opportunities will be afforded to persons with disabilities who are qualified to perform the essential functions of the job with or without reasonable accommodation. MCCAA will seek reasonable accommodations that do not result in undue hardship on business operations for qualified individuals with disabilities.
2. Human Resources will be responsible for implementation of guidelines and operational procedures related to ensuring Agency compliance with the ADA.
3. Employees who experience a disability may be entitled to leave under the Family Medical Leave Act (FMLA) or an extension of their medical leave as a reasonable accommodation under the ADA. Questions regarding leave rights should be directed to the Human Resources Manager.
4. MCCAA will comply with federal law and state law and regulation that provide persons with disabilities greater protection than the ADA.
5. Employees with a qualifying disability that requires an accommodation should contact the Human Resources Manager.

Political Affiliations

Effective Date: **5/1/2022**

PURPOSE/POLICY

MCCAA, its management and administration will ensure, as far as reasonably possible, that all program activities are conducted in a manner which provides assistance effectively, efficiently, and free of any influence of partisan political bias.

MCCAA employees may not:

1. Use their official authority or influence for the purpose of interfering with or affecting the result of an election or nomination for office.
2. Directly or indirectly coerce, attempt to coerce, command, or advise a state or local officer or employee to pay, lend, or contribute anything of value to a political party, committee, agency, or person for a political purpose.
3. Be a candidate for elective public office.
4. Use program funds for any partisan political purposes or to influence any election for political office.
5. Permit the use of equipment or premises purchased or leased with program funds for any partisan political purpose or to influence the outcome of any election for public or party office.
6. Discriminate, or threaten or promise discrimination, against or in favor of any employee or beneficiary of the program, or any potential employee or beneficiary, because of their political affiliations or beliefs, or require any applicant, employee, or beneficiary to disclose their political affiliation.
7. Offer any person employment, promotion, or benefits under the program as a reward for the support of any political party or candidate, or threaten or create disadvantage in employment or deprivation of benefits as a penalty for such support, except that a person may be deprived of employment or be subject to lesser penalties for engaging in activities which are forbidden by this policy.

PROCEDURES

Programs will not be carried on in a manner involving the use of program funds, the provision of services, or the employment or assignment of personnel in a manner supporting or resulting in the identification of such programs with:

1. Any partisan or nonpartisan political activity or any other political activity associated with a candidate, or contending faction or group, in an election for public or party office.
2. Any voter registration activity.
3. Any activity to provide voters or prospective voters with transportation to the polls or similar assistance in connection with any such election.

PURPOSE/POLICY

MCCAA is committed to maintaining a work environment that is free from harassment where employees at all levels of the Agency are able to devote their full attention and best efforts to the job. Harassment, either intentional or unintentional, will not be allowed in the workplace. MCCAA prohibits and will not tolerate any form of harassment of or by any employee or individual within the Agency (whether managerial or non-managerial) based on race, color, religion, sex, national origin, age, genetic information, disability (physical or mental) unrelated to the ability to perform a job, or any other characteristic protected by federal and state law and/or regulations.

MCCAA takes very seriously its commitment to providing a respectful work environment and will not tolerate disrespectful or bullying behavior toward anyone for any reason. We look to all employees to create and maintain a respectful and professional work environment, both in the workplace and in any work-related setting outside the workplace. MCCAA encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of the Agency to investigate such reports. MCCAA prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. All employees, regardless of their positions, are covered by and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Conduct prohibited by this policy is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

PROCEDURES

Sexual Harassment

1. Sexual harassment is a violation of Federal law under Title VII of the Civil Rights Act. Under this law, sexual harassment may be directed at men or women and may be woman-to-woman or man-to-man as well. Additionally, the victim of discriminatory practices, including sexual harassment in any form or manner need not be the person to whom misconduct is directed. The discriminatory practices, including sexual harassment in any form or manner of one employee may create an intimidating or hostile work environment for another co-worker. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other physical or verbal conduct of a sexual nature when it meets any of the following:
 - a. Submission to such conduct is either explicitly or implicitly made a term or condition of employment.
 - b. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
 - c. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive environment for working.

2. Examples of sexual harassment include, but are not limited to:
 - a. Unwelcome sexual advances
 - b. Retaliation for resisting unwelcome sexual advances
 - c. Requests for sexual favors
 - d. Granting preferences based on sexual favors
 - e. Creating an offensive atmosphere (i.e. posting or distributing literature with content of a sexual nature, making verbally direct or indirect sexual comments such as jokes, and comments about physical anatomy, recounting of sexual exploits, and using offensive language)
 - f. Exhibiting physical conduct such as "appreciative" glances, leers, whistles, hugging, patting, caressing or pinching. Any "innocent" touching in the workplace requires good judgment
 - g. Some incidents of physical assault

- h. Direct or implied threats that submission to sexual advances will be a condition of employment, work status, or promotion
- i. Direct propositions of a sexual nature and/or subtle pressure for sexual activity that is unwanted and unreasonably interferes with a person's work
- j. Sexual comments or inappropriate references to gender or physical characteristics.
- k. Sexually explicit statements, questions, jokes, or anecdotes regardless of the means of communication (oral, written, electronic, etc.)
- l. Unwanted touching, patting, hugging, brushing against a person's body, or staring
- m. Inquiries and comments about sexual activity, experience, or orientation
- n. The display of inappropriate sexually oriented materials in a location where others can view them

Other Harassment

1. All persons involved in the Agency are entitled to work and access services in an atmosphere free of harassment of any kind and disrespectful behavior. Individuals may occasionally make statements or use words, objects, or pictures that others could interpret as being insulting or derogatory toward persons based on characteristics protected by federal and state law or regulation.
2. Such conduct may make a reasonable person uncomfortable in the work environment or could interfere with an employee's ability to perform his/her job or with a client's comfort in accessing services. Comments or actions of this type, even if intended as a joking matter among friends, are always inappropriate in the workplace and will not be tolerated.

Bullying

Disrespectful and bullying behavior toward anyone is unacceptable workplace behavior. Bullying or victimizing another employee is also considered "harassment" under this policy. Bullying is defined as conduct including, but not limited to:

1. Repeated infliction of verbal abuse such as derogatory remarks, insults, or epithets.
2. Verbal or physical conduct that is threatening, intimidating, or humiliating.
3. Sabotage or undermining of an employee's work performance.
4. Exploitation of an employee's psychological or physical vulnerability.

Such conduct will not be tolerated, and all employees are expected to treat other employees with respect and dignity.

Reporting Procedures

1. The Agency encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that their behavior is unwelcome and request that it be discontinued. The Agency recognizes, however, that an individual may prefer to pursue the matter through complaint procedure. Any individual, regardless of position, who has a complaint of, or who witnesses, harassment or bullying at work by anyone has a responsibility to immediately bring the matter to their supervisor's or the Human Resources Manager's attention. It is important to report any and all concerns of harassment or inappropriate conduct as soon as possible. Management must be made aware of the situation so that it can conduct an immediate and impartial investigation and take appropriate action to remediate or prevent the prohibited conduct from continuing. If it is the supervisor who is involved in the complaint, employees are encouraged to discuss their concerns with the Agency's Human Resources Manager or Executive Director. If the Executive Director is involved in the complaint, employees are encouraged to discuss their concerns with the Human Resources Manager. If any employee feels uncomfortable meeting with the Human Resources Manager, the employee may

present their concerns to the Personnel Committee of the Agency's Board. If an employee reports an incident, MCCA management is responsible for immediately investigating the alleged incident. MCCA will courteously treat any person who invokes this complaint procedure, and the Agency will handle all complaints swiftly and confidentially to the extent possible in light of the need to take appropriate corrective action. Because of the damaging nature of harassment to the victims and to the entire workforce, aggrieved individuals are strongly urged to use this procedure. However, filing groundless or malicious complaints is an abuse of this policy and will be treated as a violation.

2. If a supervisor or manager receives a complaint from an employee or if they become aware that harassment is occurring from personal observation, the supervisor or manager should immediately report it to Human Resources. Managers and supervisors must deal expeditiously and fairly with allegations of all types of harassment within their departments whether or not there has been a written or formal complaint. They must:
 - Take all complaints or concerns of alleged or possibly harassment seriously no matter the severity or who is involved;
 - Cooperate with Human Resources to ensure that harassment or inappropriate sexually orientated conduct is promptly investigated;
 - Take any appropriate action to prevent retaliation or prohibited conduct from recurring during and after any investigations or complaints.
3. Complainants or supervisors will be asked to provide a written description of their complaint to the Human Resources Manager.
4. Within five working days of receiving the complaint either from the employee or manager, the Human Resources Manager will notify the person(s) charged and initiate the investigation to determine whether there is a reasonable basis for believing that the alleged harassment occurred.
5. Once a complaint has been accepted for review, an investigation will begin. The investigation may include, but is not limited to, review of written statements from both parties, witness interviews, obtaining witness declarations, review of documentation, and on-site investigation. Any person conducting an investigation will maintain a written record of all witness interviews, evidence gathered, the outcome of the investigation, and any other appropriate documents. Records of such an investigation will not be maintained in personnel files unless they are part of a formal corrective action.
6. During the complaint process, the confidentiality of the information received, the privacy of the individuals involved and the wishes of the complaining person will be protected to as great a degree as is legally possible. The expressed wishes of the person making the complaint regarding confidentiality will be considered in the context of the Agency's legal obligation to act on the charge and the right of the charged party to obtain information. MCCA will make every reasonable effort to conduct all proceedings in a manner that will protect the confidentiality of all parties. Parties to the complaint should treat the matter under investigation with discretion and respect for the reputation of all parties involved. All information pertaining to a harassment complaint is maintained in the Human Resources Department in secure files; and will be kept confidential to the extent possible and according to any existing state or federal law.
7. Within 15 business days of the complaint being filed (or the matter being referred to Human Resources), the Human Resources Manager or other person conducting the investigation will conclude the investigation and submit a written report of their findings to the Executive Director.
8. If it is concluded that discrimination, harassment, or retaliation has occurred, a determination will be made as to the appropriate sanctions or corrective action. The appropriate action will depend on the following factors:
 - The severity, frequency and pervasiveness of the conduct;

- Prior complaints made by the complainant;
 - Prior complaints made against person(s) charged; and
 - The quality of the evidence (e.g., first-hand knowledge, credible corroboration, etc.)
9. If the investigation is inconclusive or if it is determined that there has been no violation of policy but potentially problematic conduct may have occurred, the Human Resources Manager may recommend appropriate preventative action.
 10. Within five days after the investigation is concluded, the Human Resources Manager will meet with the complainant and person(s) charged separately, notify them of the findings of the investigation, and inform them of the action being recommended.
 11. The complainant and person(s) charged may submit statements to Human Resources challenging the factual basis of the findings. Any such statement must be submitted no later than five working days after the meeting with the Human Resources Manager in which the findings of the investigation are discussed.
 12. Within 10 days from the date the Human Resources Manager meets with the complainant and person(s) charged, the Executive Director will review the investigative report and any statements submitted by the complainant or person(s) charged, discuss results of the investigation with the Human Resources Manager and any other management staff as may be appropriate, and decide what action, if any, will be taken.
 13. The Human Resources Manager will report the Agency's decision to the complainant, person(s) charged and the appropriate management assigned to the department(s) in which the complainant and the person(s) charged work. The Agency's decision will be in writing and will include findings of fact and a statement for or against disciplinary action. If disciplinary action is to be taken, the respondent will be informed of the nature of the discipline and how it will be executed.
 14. The Agency 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 employee feels he or she has been subjected to any such retaliation, he or she should report it in the same manner in which the employee would report a claim of perceived harassment under this policy.

PURPOSE/POLICY

MCCAA recruits and hires a diverse workforce and provides equal opportunities to all candidates to best reflect our job market, the people we serve, and to provide the best service to our clients. It is the policy of MCCAA to hire individuals who are qualified or trainable for employment as determined by the agency's standards of physical fitness, education, experience, aptitudes and character. All decisions regarding the recruitment, selection and placement of employees are made solely on the basis of job-related criteria.

PROCEDURES

1. When recruiting for open positions, it is the responsibility of Human Resources or the hiring manager to advertise and recruit in media and markets that offer equal opportunities.
2. The Human Resources Manager reviews hiring records to ensure a diverse workforce is being maintained.
3. The Human Resources Manager will be responsible for monitoring and maintaining the affirmative action records.
4. All advertisements will state equal opportunity employer.
5. Advertisements, both in content and placement, must be approved by the Human Resources manager.

PURPOSE/POLICY

MCCAA requires employees to obtain and maintain all job-related licenses and certifications.

PROCEDURES

1. Prior to beginning work, employees whose position requires licenses, certifications, diplomas and/or transcripts must show the original for verification to the Human Resources Manager or Hiring Manager. A copy of the license and/or certification will be kept in the personnel file.
2. Where licenses or certifications are required, renewal must be made according to federal and/or state law. It is the employee's responsibility to ensure the licenses and/or certifications are kept current and copies are submitted to Human Resources.
3. Failure to keep required licenses and/or certifications current may result in suspension/termination.
4. MCCAA may pay a portion of the actual cost toward the renewal of licenses and/or certifications deemed to be relevant and related to the employee's position. This contribution will be based upon fund availability.

PURPOSE/POLICY

MCCAA must respond to suspected or known child abuse, neglect, or child sexual abuse as well as vulnerable adult abuse, neglect or exploitation, whether it occurs inside or outside of the program. MCCAA must respond to suspected or known child or vulnerable adult abuse and neglect whether it occurs within or outside of the Agency. Each person within the Agency must report suspected abuse and neglect in accordance with the provisions of applicable state or local law.

PROCEDURES

1. Individuals in the Agency will preserve the confidentiality of all records pertaining to known or suspected child or vulnerable adult abuse or neglect in accordance with applicable state law.
2. No one within the Agency will undertake on their own to investigate or treat cases of suspected child or vulnerable adult abuse and neglect.
3. Any person in the Agency suspecting child or vulnerable adult abuse, neglect, or exploitation will report it immediately by calling the Child Abuse Hotline at 877-237-0004 or reporting it online at <https://apps.tn.gov/carat/> as well as to their immediate supervisor. If adult abuse, neglect or exploitation is suspected, any person in the agency will report it immediately by calling Adult Protective Services Intake Hotline at 888-277-8366 or reporting it online at <https://reportadultabuse.dhs.tn.gov/>, as well as to their immediate supervisor. The MCCAA suspected abuse, neglect, exploitation report form must be completed immediately, with the following information about the report that was made: date, time and person to whom the suspected abuse, neglect or exploitation was reported.
 - a. Head Start Staff:
 - i. Staff members suspecting abuse, neglect or exploitation must report to their site manager. If site manager is unavailable, the Family Service Advocate (FSA) or designee should be immediately notified.
 - ii. The Site Manager/FSA must immediately report to the Head Start Director and/or Associate Director.
 1. Head Start Director/Associate Director must immediately report to:
 - a. Deputy Director and/or Executive Director
 - b. Licensing Program Evaluator, Head Start
 - b. Community Services and Administrative Staff:
 - i. Staff suspecting abuse, neglect or exploitation must immediately report to their immediate supervisor.
 - ii. Supervisor must immediately report to Deputy Director and/or Executive Director.
4. Each person in the Agency will cooperate fully with child and/or adult protective service agencies, local law enforcement, and county social services agencies.
5. MCCAA will make every effort to retain in the program children allegedly abused, neglected or exploited.
6. Program Directors are designated with responsibility for:
 - a. Working closely with the employee suspecting child or vulnerable adult abuse, neglect or exploitation to ensure reporting to the authorities is handled correctly according to state law.
 - b. Establishing and maintaining cooperative relationships with the agencies providing child protective services and adult social services in the community and with any other Agency to which abuse,

neglect and exploitation must be reported under state law, including regular formal and informal communication with staff at all levels of the agencies.

- c. Informing parents and staff of what state laws require in cases of suspected child and vulnerable adult abuse, neglect and exploitation.
- d. Knowing what community medical and social services are available for families with an abuse, neglect or exploitation problem.
- e. Reporting instances of suspected child abuse, neglect and exploitation among Early Head Start/Head Start children reportable under federal (and/or applicable state) law on behalf of the Early Head Start/Head Start program.
- f. Discussing the report with the family if it appears desirable or necessary to do so.
- g. Providing training to staff regarding the process for identifying and reporting suspected child and vulnerable adult abuse, neglect and exploitation.

7. Training:

- a. MCCA provides orientation and training, which fosters a helpful rather than a punitive attitude toward abusing or neglecting parents and other caretakers, for staff on the identification and reporting of child abuse, neglect and exploitation.
- b. MCCA provides an orientation for parents, which fosters a helpful rather than a punitive attitude toward abusing or neglecting parents and other caretakers, on the need to prevent abuse, neglect and exploitation, and provide protection for abused and neglected children.

PURPOSE/POLICY

MCCAA provides means for all persons involved in the Agency to address problems and concerns regarding their employment. MCCAA supports and encourages all employees to use appropriate conflict resolution practices to address their concerns and issues at the most immediate level.

Employees will be given an opportunity to present their concerns and to appeal decisions by management through a formal problem resolution/grievance procedure. Concerns or incidents will be documented and filed. This policy in no way alters the policy of employment-at-will.

Any employee dissatisfied with the working conditions or other management-controlled matters may file a grievance to seek correction or relief. Grievance seeks to obtain relief from a condition. A grievance may be filed when the employee feels that rules have been interpreted or applied incorrectly or when there is no rule governing a condition which is felt to be unjust.

Examples of a grievance:

- Application of agency policies, practices, rules, regulations and procedures believed to be to the detriment of an employee;
- Improper or unfair administration of employee benefits or conditions of employment such as annual leave, fringe benefits, holidays, salary, seniority, performance appraisal or working conditions.

Examples of issues that do not constitute filing a grievance:

- An agency policy, state or federal law;
- Regulation of funding sources;
- Content of a funding requirement;
- Non-selection for promotion (requires an appeal);
- An evaluation or performance rating;
- Any adverse reaction, such as termination, demotion, transfer, etc. (requires an appeal);
- A disagreement.

Employees will not under any circumstances be penalized for using the grievance procedure. Supervisors are responsible for ensuring that the grievance is fully processed.

Failure to file a grievance in accordance with the procedure will result in the forfeiture of employee's right to relieve through the grievance procedure.

The aggrieved must file a grievance within ten working days after the condition occurred. If the grievance is continuous, the grievance may be filed at any time during which the condition exists or within ten working days of its cessation.

Non-employees will also be given an opportunity to present their concerns and to appeal decisions by management through a formal problem resolution/grievance procedure. All concerns or incidents will be documented and placed in a file.

PROCEDURES

1. **Immediate Supervisor:** Concerns should be presented to an immediate Supervisor, by using an official Agency document that identifies the reason for grievance. The individual and Supervisor should attempt to address the problem through discussion or after consulting with appropriate management, when necessary. The Supervisor will review the case with the Program Director. The Supervisor will document the discussion. If the problem involves an employee's immediate Supervisor or if the

immediate Supervisor cannot resolve the issue, the employee should proceed to the Human Resources Manager

2. **Human Resources Manager:** If previous efforts fail to bring a satisfactory resolution, the individual may petition the Human Resources Manager. The Human Resources Manager counsels and advises the employee, assists in putting the problem in writing, and visits with the employee's Supervisor(s), if necessary. If the problem is not resolved, the employee should proceed to the Executive Director.
3. **Executive Director:** The problem must be presented to the Executive Director in writing. The Executive Director will review and consider the problem. The Executive Director will inform the individual of the decision and forward a copy of the written response to the Human Resources Manager for filing. The Executive Director has full authority to make any adjustment deemed appropriate to resolve the problem, and the decision of the Executive Director is final.

If the problem involves the Executive Director, the employee should proceed to the Human Resources Manager who will attempt to mediate the problem. If the problem is unresolved, the Human Resources Manager will contact the Board of Directors Chairperson and Personnel Committee.

Board of Directors Personnel Committee: The problem may be presented to the Board of Directors Personnel Committee in writing at the next scheduled Board of Directors meeting, unless the Human Resources Manager determines that the issue requires a special called meeting. The Personnel Committee will consider and review the problem and may ask the employee to meet with the Committee. The Board Personnel Committee will make its decision within ten days of hearing the problem and inform the individual of the decision in writing with a copy of the response to the Human Resources Manager for filing. The Board Personnel Committee has full authority to make any adjustment deemed appropriate to resolve the problem. The Personnel Committee's decision is final.

PURPOSE/POLICY

MCCAA classifies employees and defines categories and responsibilities of employment according to the Fair Labor Standards Act (FLSA). MCCAA expects all persons associated with the Agency, regardless of relationship, to respect and follow the policies and procedures outlined in the Manual.

PROCEDURES

1. Job descriptions will indicate whether the position is exempt or nonexempt.
2. Classification will be determined based on the FLSA criteria.

The following are the descriptions of each category.

Employee Categories:

Regular Full-Time Employee

A regular full-time employee is an employee regularly scheduled to work at least 30 hours per week, may be exempt or nonexempt, and is not in a temporary status or introductory period. Regular full-time employees are eligible for all fringe benefits, subject to the terms, conditions, and limitations of each benefit program.

Regular Part-Time Employee

A regular part-time employee is an employee regularly scheduled to work less than 30 hours per week, may be exempt or nonexempt, and is not in a temporary status or introductory period. Regular part-time employees are eligible for MCCAA benefits calculated on a prorated basis with regard to hours worked per week.

Introductory Employee

All exempt and nonexempt regular full-time and regular part-time employees are on an introductory period for the first 90 days of employment. Before the end of the introductory period, a written evaluation will be made by the employee's immediate supervisor, based on satisfactory MCCAA standards, for the purpose of determining the employee's continued employment with the Agency.

Temporary Employee

A temporary employee is hired to supplement the work force or to assist in a specific project. Employment assignments in this category are of a limited duration with an estimated terminal point of employment. Employment beyond any initially stated period does not in any way imply a change in employment status.

Substitutes and Special Agreement Employees

MCCAA supplements the regular workforce with substitutes and independent consultants when necessitated by periods of peak workload, employee absences, or other situations as determined by management. In addition, employment opportunities are offered for persons under the sponsorship of various employment programs or those persons interested in utilizing the Agency to complete professional and technical internships.

Head Start Substitutes

A substitute employee is an individual who is hired either full-time or part-time under the following conditions, including but not limited to:

- a. Teachers

- b. Teacher Assistants
- c. Bus Drivers

1. When requesting the services of a substitute, the following information must be provided:
 - a. Reason substitute is required
 - b. Person the substitute is replacing
 - c. Functions to be performed

Student Teachers/Internships

Program agreements with educational institutions providing for internships will be subject to the prior approval of the Executive Director.

Employment Definitions:

Employees are classified as exempt or nonexempt from the overtime provisions of the FLSA (29 CFR Part 541) and state wage and hour laws.

Exempt Employee

Employees in exempt positions are:

- Paid on a salaried basis.
- Meet the DOL requirements for exemption.
- Excluded from specific provisions of federal and state wage and hour laws.
- Not eligible for overtime pay.

Nonexempt Employee

Employees in nonexempt positions are:

- Paid on an hourly basis.
- Entitled to overtime pay for hours worked in excess of 40 in a work week. Paid leave does not apply toward work time.

Nothing contained in this policy will impact the policy of employment-at-will.

Non-Employee Categories:

Volunteer

The term "volunteer" means an unpaid person who is trained to assist in implementing ongoing program activities on a regular basis under the supervision of a staff person in areas such as health, education, transportation, nutrition, and management.

Volunteer workers, when performing work for MCCA, are required to:

1. File personal information for identification purposes (name, address and telephone number).
2. Observe established work hours.
3. Complete time and attendance records.
4. Be accountable to the supervisor of the area in which they work.
5. Head Start: Be screened for appropriate communicable diseases.
6. Head Start: Never be alone with children.

Independent Consultant

A consultant is a person or company that provides MCCAAs with a particular service(s) required to meet the objectives of the program. MCCAAs pay the consultant for the services provided and the independent consultant will:

1. Provide professional documents and certification giving evidence of the ability to conduct the services outlined in the contract.
2. Carry the appropriate liability insurance and provide evidence of the ability to conduct the services outlined in the contract.
3. Ensure proper documentation of time will be maintained by the consultant. In addition, it is the responsibility of the Program Director to ensure that all required reports are completed and submitted in a timely manner.
4. All contracts for consultants will be forwarded to Human Resources for review. Final approval on all contracts and work agreements must be approved by the Executive Director.

A person who receives compensation for professional or technical services at a fee agreed upon and paid by the Agency, who is engaged as an independent contractor (or third-party contractor) for specified services and is not a MCCAAs employee. Consultants will be informed that their compensation will be reported to the IRS and IRS Form 1099 will be issued for all contracts of six hundred dollars (\$600) or more.

Board of Directors

The Board of Directors is the group with legal and fiscal responsibility for administering the programs within the Agency.

Head Start Policy Council

The Policy Council is the formal group of parents and community representatives required to be established by the Agency to assist in decisions about the planning and operation of the Early Head Start/Head Start program.

*All special agreement independent consultants or service providers, interns, student teachers and volunteers are required to follow MCCAAs Policies and Procedures when working with the Agency's staff and/or clients.

PURPOSE/POLICY

MCCAA's policy regarding outside employment is to ensure outside employment does not interfere with an employee's performance or ability to meet the job requirements at the Agency. Employees may hold outside employment as long as the outside employment is not with a competitor, supplier or one that may involve the use of or access to confidential or proprietary information. Employees are required to discuss potential employment to ensure a conflict of interest does not exist and that the employee will be able to fulfill the responsibilities of his/her position. MCCAA reserves to the right to refuse requests to accept outside employment that:

- Will reduce the employee's efficiency in working for the agency;
- Involve working for an agency that is a competitor of the agency or which does a significant amount of business with the agency, such as major contractors and/or suppliers; or
- May adversely affect the agency's image in their community.

PROCEDURES

1. Employees who are employed outside the Agency, or are considering employment outside the Agency, are required to review the employment for any conflict of interest with Human Resources. Employees should provide the following information:
 - Name and address of outside employer
 - Nature of the job
 - Hours of employment
2. When an employee provides consultation or training to agencies on their own time, and the service is rendered entirely outside of the employee's working hours, the service is considered outside employment. In this situation, the use of MCCAA office equipment and supplies and the utilization of MCCAA personnel in the preparation of such services are prohibited.
3. Employees are prohibited from utilizing other MCCAA employees for services not related to Agency business during an employee's regularly scheduled work hours.
4. If it is determined that an employee's outside work interferes with job performance, the ability to meet the requirements of their position, or has an adverse impact on MCCAA due to conflict of interest, the employee may be required to terminate the outside employment if they wish to remain with MCCAA.
5. Employees are not allowed to work for another employer while on a leave of absence or while absent from the Agency because of illness.

PURPOSE/POLICY

MCCAA conducts business ethically and avoids conflicts of interest including the appearance of such conflicts. All persons involved in the Agency operations have an equal obligation to avoid conflicts of interest affecting the agency and its clients.

PROCEDURES

1. Employees, Board of Directors, and Policy Council members are expected to report perceived and real conflicts of interest to Human Resources immediately upon discovery or suspicion of the conflict. The vendor list should be reviewed and a disclosure form completed. Examples of conflicts of interest are listed below (but are not limited only to these items):
 - a. An employee has outside employment that competes with the activities or services offered by the Agency.
 - b. An employee has an outside business interest that competes with the activities of the Agency.
 - c. An employee has an outside business that is a purchaser or supplier of goods or services to the Agency.
 - d. An employee has an outside business involvement or employment that interferes with the ability to devote necessary attention to the responsibilities at the Agency (moonlighting).
 - e. An employee has a relative or a person with a significant relationship employed by or has a business interest in companies that compete with, sell to, or buy from the Agency.
 - f. An employee receives purchase inducements (gifts, premiums, money, goods, or services) from vendors that benefit the employee personally (directly or indirectly) or are unauthorized or questionable in nature.
 - g. An employee serves on the policy council or policy committee.
2. Employees, Board of Directors, and Policy Council members have an obligation to:
 - a. Avoid conflicts of interest, or the appearance of conflicts, between their personal interests and those of MCCAA in dealing with outside entities or individuals,
 - b. Disclose real and apparent conflicts of interest to the Board of Directors, and
 - c. Refrain from participation in any decisions on matters that involve a real conflict of interest or the appearance of a conflict.
3. Personal gifts and favors from people with whom the Agency has a business relationship are prohibited. Minor gifts of more than nominal value of \$50 should be tactfully declined or returned to avoid any appearance or suggestion of improper influence.
 - a. Employees are prohibited from accepting any gift or favor from a client or potential client or client/potential client's family.
4. Employees may not accept an honorarium for speaking or teaching assignments in which they represent the Agency, and/or if such assignment(s) occur during regular work hours. If such honoraria are received, they must be turned over to the Agency.
5. Members of the Board of Directors, Governing Board, or Administering Board of any public, private, or nonprofit agency funded by MCCAA, or members of any major policy advisory bodies, are not eligible for employment with the Agency. Former members of these Boards and advisory bodies are eligible for employment following their resignation.
6. Employees, Board of Directors, and Policy Council members shall not accept full-time, part-time, or temporary employment in an organization which does business with the agency or is a competitor of the agency.

7. Employees, Board of Directors, and Policy Council members and their immediate families may not have a financial interest in an organization which does business with MCCA A whether or not the interest is sufficient to affect the employees, Board of Directors, and Policy Council member's decisions or actions.
8. MCCA A expects employees to conduct business in accordance with relevant policies, procedures, and laws and to refrain from any illegal, dishonest, or unethical conduct.
9. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

RESOLUTION OF CONFLICTS OF INTEREST

All real or apparent conflicts of interest shall be disclosed to the Executive Director of MCCA A and to the Finance Committee of the Board of Directors. Conflicts shall be resolved as follows:

- The Finance Committee shall be responsible for making all decisions concerning resolutions of conflicts involving directors, the Executive Director, and other members of senior management.
- The chair of the committee shall be responsible for making all decisions concerning resolutions of conflicts involving Finance Committee members.
- The chair of the board shall be responsible for making all decisions concerning resolutions of the conflict involving the chair of the Finance Committee.
- The Executive Director shall be responsible for making all decisions concerning resolutions of conflicts involving employees below the senior management level, subject to the approval of the Finance Committee.

CONFLICT OF INTEREST IN SERVICE DELIVERY

Applications are required for services provided by Mid-Cumberland Community Action Agency including CSBG, LIHEAP, WAP, Head Start, and Early Head Start. Applicants will be asked to declare on their application if they are an employee or board member of Mid-Cumberland Community Action Agency or if they are related to an employee or board member of MCCA A. Applicant who disclose these relationships will undergo a modified process:

- a. Designated Field staff from local Head Start or Outreach Office, other than the employee/relative, will review all the information and determine if the employee or employee/board member's family member is eligible for service.
- b. Once eligibility is determined, Field Staff, other than the employee/relative, will forward application to Central Office.
- c. Central Office staff will review the application, ensuring that it is correct, complete, and meets eligibility criteria.
- d. The Program Director will review the application, ensuring that it has been processed properly. In the event that the employee or employee's family member that is requesting assistance is a family member of the Program Director or the Program Director is unavailable for an extended period of time, then a different Program Director, Manager, or Coordinator will review the application. The designated member of program management must sign and date the file to acknowledge review was completed and to approve provision of service/addition to waitlist following proper policies and procedures.
- e. The application will be forwarded to Agency management for review. This review will be completed by Finance Director, Deputy Director, or Executive Director. The Agency Director will ensure all information is included, and will verify with program management that all information was reviewed and entered into the appropriate data management system. The Agency Director must sign and date the file to acknowledge review was completed and approve provision of service/addition to waitlist.

- f. After appropriate review the application will be processed as any other application, with vouchers/approvals letters provided to the board member/employee or the board member/employee's family member, as applicable.
- g. The application will be filed with all other program applications.
- h. A list of board members/employees or board members/employee's family members that receive assistance will be maintained by the Director of Finance and available to the Governing Board's Finance Committee. This list will only be provided to Finance Committee members upon request, and not to any MCCA staff not involved in the approval process, to protect customer confidentiality.

DISCIPLINARY ACTION

Failure to comply with the standards contained in this policy will result in disciplinary action that may include termination, referral for criminal prosecution, and reimbursement to MCCA or to the government, for any loss or damage resulting from the violation. As with all matters involving disciplinary action, principles of fairness will apply. Any employee charged with a violation of this policy will be afforded an opportunity to explain her/his actions before disciplinary action is taken.

Disciplinary action will be taken:

- a. Against any employee who authorizes or participates directly in actions that are a violation of this policy.
- b. Against any employee who has deliberately failed to report a violation or deliberately withheld relevant and material information concerning a violation of this policy.
- c. Against any director, manager or supervisor who attempts to retaliate, directly or indirectly, or encourages others to do so, against any employee who reports a violation of this policy.
- d. A board member who violates this policy may be removed from the board.

PURPOSE/POLICY

MCCAA prohibits employment of relatives and domestic partners in a direct or indirect reporting relationship, or a person of influence within the Agency, to avoid creating or perpetuating circumstances in which the possibility of favoritism, conflict of interest, or impairment of efficient operations may occur.

Employees are prohibited from using their positions for a purpose that is, or gives the appearance of, being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business, or other relationships.

For purposes of this policy, relatives are defined as a spouse, son, daughter, mother, father, brother, sister, step-relative, foster-relative, domestic partnership, or a relative by marriage of comparable degree. A "domestic partnership" is generally defined as a committed relationship between two individuals who are sharing a home or living arrangements. This also includes individuals with an immediate family member serving on the Board of Directors or Policy Council.

PROCEDURES

1. Relatives of current employees may not occupy a position that will be working directly or indirectly for or supervising a relative. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly or indirectly for or supervising the employee with whom they are involved in a dating relationship.
2. Administrators and managers will exercise caution in hiring decisions to ensure that a new employee is not placed in a reporting relationship with a relative as defined by this policy.
3. If, due to promotion, a reporting relationship is created between relatives, the immediate supervisor will work with the employees to resolve the situation. Resolution may include transfer of one family member or a change in reporting relationships. Human Resources will be contacted to discuss resolution options.
4. If the relative relationship is established after employment, the immediate supervisor will work with employees to resolve the situation. Resolution may include transfer of one family member, a change in reporting relationships or termination. The immediate supervisor will contact Human Resources to report the relationship and discuss resolution options.
5. No employees will be transferred into a position that would result in a reporting relationship to a relative.
6. When the Agency cannot adequately staff positions without hiring an immediate family member, the Agency may deviate from this policy. However, the Human Resources Manager must provide evidence that the Agency has been unable to identify other individuals within the service area who are qualified and available for employment. This must be approved by the Executive Director.
7. In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment.
8. Employees in a relationship will refrain from public workplace displays of affection or excessive personal conversation as the nature of these displays may be offensive to other employees.

PURPOSE

MCCAA allows former employees to be rehired provided that they have been classified as eligible for rehire. Employees who give less than two weeks' notice when resigning are classified as ineligible for rehire. Employees rehired within 180 days of their termination date will be reinstated with their original date of hire. Employees rehired within 181 days – 3 years of their termination date will receive credit for their previous years of service when determining leave.

PROCEDURES

1. The original date of hire will be used for employees rehired within 180 days for illness and vacation benefit calculation purposes. Retirement and insurance benefits will be reinstated in accordance with the provisions of the individual plans.
2. Former employees will not be given preference as job applicants for rehiring.
3. The Agency will do a complete background check on rehires as if they are a new employee.

PURPOSE/POLICY

To maintain consistent procedures for recruiting and selecting applicants, MCCA recruits and selects the most qualified applicants for available positions in compliance with all applicable federal and state laws and regulations and with the Agency's commitment to Equal Employment Opportunity.

PROCEDURES

1. The Human Resources Manager and the hiring manager work closely together to update the position description to capture any changes to the nature of the position or reporting structure. Human Resources assigns and/or validates the exemption status given to the position.
2. Human Resources and the hiring manager create the selection criteria that will be used to screen application materials and narrow the pool of candidates.
3. Human Resources or the hiring manager creates position appropriate interview questions relevant to the position.
4. Human Resources receives and screens all resumes and application materials received using the selection criteria as the basis of the review to narrow the field of candidates.
5. Human Resources may conduct a telephone screen with select candidates to further qualify candidate and determines mutual interest in the opportunity.
6. Human Resources shares potential finalists with the appropriate director/manager and identifies which candidates will participate in the final interview process.
7. Human Resources coordinates the interview schedule and facilitates the interview process.
8. Human Resources works closely with hiring director/manager to evaluate and identify the desired candidate.
9. All candidates who participate in the final interview process are required to complete an application form regardless of the level of the position hired. Human Resources conducts pre-employment checks on the final candidate(s) for the position. These may include, but are not limited to, criminal record check, references, and education verification. An interview, references verification, sex offender registry check, and required background checks must be completed prior to an individual starting her/his employment. (See **Pre-Employment Investigation/Background Check**).
10. The interview committee selects the individual for hire. Hiring decisions are monitored by Human Resources for consistency with Agency policies. Human Resources may request additional documentation to support a hiring decision.
11. Human Resources extends the offer to the candidate via a written offer letter. Human Resources maintains records of the selection process, such as applications, evaluation criteria, notes from interviews, and reference checks, in the administration office for one year.
12. Appointment to a senior management position requires the prior approval of the Board of Directors Personnel Committee and Head Start Policy Council. Senior management positions include the following:
 - Executive Director

- Deputy Director (Board of Directors Only)
- Finance Director
- Head Start Director
- Program Director (Board of Director only)
- Human Resources Director

The Executive Director is appointed by the Board of Directors.

Head Start:

In addition to the procedures above, when hiring employees working for the Early Head Start/Head Start program, procedures below must be followed:

13. The Early Head Start/Head Start Policy Council must be consulted in the policy development and revisions regarding hiring, discipline, and termination procedures.
14. The Policy Council must approve all Executive Director, Head Start Director, and Finance Director applicants before the individual is hired and begins working.
15. Current and former Early Head Start/Head Start and Early Head Start/Head Start parents must be considered for employment vacancies for which they are qualified.
16. Newly hired employees, consultants, or contractors may not have unsupervised access to children until the complete background check process has been successfully finished.

PURPOSE/POLICY

MCCAA's job posting procedures provide employees with information regarding job opportunities.

PROCEDURES

1. Job openings are posted on an external job board, and normally remain for at least seven days. A reduced posting time can be requested and approved by the Executive Director. Reduced postings must be posted for a minimum of 48 hours. Job posting notices may include, but are not limited to, the date of posting, job title, component/program, location, job summary, essential duties, skills and abilities necessary to perform the job, and degrees or certification required for the job.
2. Employees who have a written record of job performance counseling received in the last 180 days on file, or are on probation or suspension, are not eligible to apply for posted jobs.
3. Employees interested in applying for an opening should submit a résumé with a cover letter to the online posting. Employees must possess the necessary knowledge, skills, and abilities (KSAs) to perform the work of the open position to be considered for an interview. Past work history, including attendance, will be considered in making the final determination.
4. Human Resources determines the pool of candidates to be interviewed and conducts interviews in conjunction with the appropriate hiring manager and interview committee. Human Resources extends offers of employment.
5. All decisions concerning promotions, transfers, demotions, etc., are made without regard to race, color, religion, sex, national origin, age, disability (physical and mental), genetic information or any other status protected under federal and state law.

PURPOSE/POLICY

To ensure pre-employment checks are conducted within legal and professional limits to be employed in the position for which the candidate is applying, MCCA conducts pre-employment investigation for all employees to determine or verify background information, including criminal history and information in compliance with the Fair Credit Reporting Act (FCRA). Having a criminal history or criminal conviction does not necessarily preclude employment.

PROCEDURES

1. Applicants who are chosen for interview are required to sign a release authorizing the pre-employment investigation and the release of information by former employers, educational institutions, or other agencies as part of the reference and background checking process. A refusal to sign such a release form may disqualify the applicant from further consideration for employment.
2. Pre-employment investigation applies to all new hires, as a condition of employment. Employment is contingent upon the results of the pre-employment investigation.
 - a. Human Resources coordinates obtaining the pre-employment investigation. The HR Manager and Program Director will evaluate the relevance of any offense in accordance with federal and state laws. Before a hiring decision can be made the applicant will receive notice in advance and have the opportunity to review and explain any negative information.
 - b. An applicant who provides misleading, erroneous, or deceptive information on the application form, résumé, or in an interview will be eliminated from further consideration for employment or terminated from employment.
 - c. After hire employees are required to report to Human Resources immediately any relevant charges and/or convictions that occur after the date of employment.
3. Personal and professional reference checks are conducted by Human Resources before the job offer is made. Employment is contingent upon the results of the personal and professional reference checks.
4. Employees whose position requires licensure or certification must provide a copy of their licensure or certification prior to beginning work. Where licensure or certification is required, renewal must be made according to state law and a copy of the current licensure or certification is submitted to your supervisor or Human Resources. Failure to keep required licenses or certifications current may result in termination.

Head Start:

In addition to the employment checks detailed above, the following must be performed for Early Head Start/Head Start candidates.

1. Before a person is hired, the following must be obtained:
 - a. A sex offender registry check.
 - b. State or tribal criminal history records, including fingerprint checks.OR
FBI criminal history records, including fingerprint checks.
2. Within 90 days of hire, the background check process must be completed by obtaining:

- a. Whichever check was used in 1b (State/tribal or FBI) that was not obtained prior to the date of hire.
 - b. Child abuse and neglect state registry check, if available.
3. Access to children must not be allowed until the complete background check process (described in paragraphs 1 and 2 above) is complete.
 4. The complete background check (described in paragraphs 1 and 2 above) must be conducted at least once every five years.
 5. The HR Manager and Head Start Director must review each employment application and complete the background check to assess the relevancy of any issue uncovered, including any arrest, pending criminal charge, or conviction. The Child Care and Development Fund (CCDF) disqualification factors or tribal disqualification factors must be used to determine whether the prospective employee can be hired or the current employee must be terminated.
 6. After employment has been offered, a health exam including communicable diseases is required for Early Head Start/Head Start staff and regular volunteers. Periodic reexaminations are also required.

PURPOSE/POLICY

MCCAA's new employees must understand the mission, vision, values, goals, and objectives of the Agency. This includes the scope of services and locations and an employee's contribution to the accomplishment of those goals and objectives. All newly hired employees and volunteers are required to participate in the Orientation Program.

PROCEDURES

1. Hiring Manager Responsibilities:
 - a. Provide each new employee with orientation specific to his/her workplace.
 - b. Provide on-the-job training (OJT) needed for new employees to assume their responsibilities.
 - c. Provide new employees with the dates and locations of the orientation program.

2. New Employees' and Volunteers' Responsibilities:
 - a. Participate in appropriate orientation processes.
 - b. Seek information to enhance his/her orientation process.
 - c. Complete and return appropriate personnel forms.

3. Human Resources Responsibilities:
 - a. Offer regularly scheduled sessions for new employee orientation.
 - b. Provide new employees with timely and relevant benefit information.
 - c. Provide information and resources concerning Agency-wide policies.
 - d. Provide program/components with strategies, resources, and tools for development of its workplace orientation process.

4. All staff members, volunteers, and consultants are to be provided with information and training about the underlying philosophy and goals of the Agency and the program in which they work.

PURPOSE/POLICY

MCCAA complies with the regulations of the Immigration Reform and Control Act of 1986 (IRCA) as enforced by the Department of Homeland Security. This Act requires that all employees provide appropriate documentation to prove that they are eligible to work in the United States.

PROCEDURES

1. MCCAA requires, as a condition of employment, that all new hires must complete the employment eligibility verification INS Form I-9.
2. In addition to completing the I-9, all new hires must present the required documentation establishing identity and employment eligibility within the first three days of employment. Failure to do so may result in the offer of employment being withdrawn or withheld.
3. If the document has an expiration date, MCCAA will request new documentation at the time the documentation expires.
4. All former employees who are rehired are also required to complete a new I-9 if:
 - They did not complete an I-9 for MCCAA within the previous three (3) years.
Or
 - Their previous I-9 is no longer valid.
Or
 - Their previous I-9 was not retained.
5. I-9s may be maintained in a file separate from that of the employee's personnel file.

PURPOSE/POLICY

All of MCCAAs new and rehired regular employees and all current regular employees who have transferred or been promoted to a new position are placed on introductory status.

The introductory period gives employees the opportunity to decide whether the position suits them and gives the Agency the opportunity to decide whether the employee meets the expectations of the position.

The introductory period will not be considered an employment contract nor that an employee is employed other than at will.

This policy does not apply to temporary employees or to those employees who are provided employment opportunities through special employment and training program agreements.

This policy will not change the employment-at-will status of an employee.

PROCEDURES

1. The introductory period is defined as 90 days.
2. Upon the completion of 90 days of employment, and again after the completion of six months of employment, the immediate supervisor conducts a formal performance appraisal with the employee to review the employee's progress/performance to date. At the discretion of the Executive Director, the introductory period may be extended.
3. Transferred or promoted employees who do not meet job requirements in their new position during introductory period may be returned to their original job, if a vacancy exists, or be terminated at the discretion of the Agency.
4. Upon completion of the introductory period, an employee will be classified under the "regular" employment classification.

PURPOSE/POLICY

MCCAA ensures the proper handling of, and limiting Agency liability of, confidential information in both computerized and paper records pertaining to employees and their personnel matters.

PROCEDURES

1. Records are secured in locked file cabinets and secured electronic files and access will be controlled by Human Resources.
2. Employees have the right to review their main and medical file contents. With reasonable advance notice, employees may review their own personnel files in the Human Resources office and in the presence of an individual appointed by the Agency. Employees who wish to review their own file should make a written request to the Human Resources Manager.

Exceptions to this include those items that should be kept confidential like:

- a. Letters of reference.
 - b. Materials relating to employer staff planning and business development.
 - c. Information of a personal nature about another person, the disclosure of which could constitute an unwarranted invasion of privacy.
 - d. Investigatory or security records maintained by the employer to investigate employee misconduct or other conduct which could be harmful to the Agency.
3. At no time will employee files leave the premises. Employee files must be reviewed in MCCAA offices.
 4. Human Resources is responsible for creating and maintaining employee personnel files. Main employee files should have a separate file for each employee and include information such as the following:
 - a. Employment application
 - b. Job title
 - c. Job description
 - d. Employee classification (exempt from overtime or nonexempt)
 - e. Hire date
 - f. Salary history
 - g. W-2 form
 - h. W-4 form
 - i. Employment contracts, if applicable
 - j. Employee authorization for release of information
 - k. Employee signature acknowledging receipt and review of policies and procedures and/or receipt of employee handbook
 - l. Employee résumé
 - m. Skills inventory
 - n. Performance appraisal
 - o. Discipline
 - p. Grievances
 - q. Performance goals
 - r. Scheduled training and completed training records
 5. Employees are responsible for notifying the HR Manager immediately if there is a change in any of the following information:

- a. Legal name
- b. Home mailing address
- c. Telephone number
- d. Marital status
- e. Number and names of dependents
- f. Number of tax exemptions on your W-4 form
- g. Insurance classification*
- h. Emergency contacts
- i. Beneficiary changes*
- j. Driving record or status of driver's license, if you operate any Agency vehicles
- k. Military or draft status
- l. Training certificates
- m. Professional license

Failure to inform of personal data changes may have a significant impact on benefits and the ability to contact the employee or a family member in the event of an emergency.

6. Detailed personnel information is accessible only on a "need to know" basis. Anyone needing access to an employee's file should contact Human Resources.
7. Employees should not provide references or any comments, written or verbal, to individuals requesting information on current or former employees. All requests for information should be referred to Human Resources.
8. Only basic employment information (i.e., dates of employment, title of position held, and confirmation of salary) for employment verifications and those requests meeting legal requirements are provided by Human Resources.
 - a. Human Resources is the only individual that can complete an employment verification or reference request.
 - b. Supervisory and Administrative staff will not serve as professional or personal references for current or former employees.
9. Detailed personnel information is not be released to anyone outside the Agency without prior written consent by the employee. Exceptions will only be made as required by law as in the case of subpoenas or other court orders.

PURPOSE/POLICY

MCCAA understands occasions arise when an employee must be absent from work. At the same time, it is important for employees to understand that in order for MCCAA to operate efficiently and effectively, regular attendance of all employees is imperative. Due to state and federal regulations regarding the safe care of children and the necessity to maintain required adult:child ratios. In addition, individuals in crisis must be able to secure services timely. As a result employees need to be present and accountable during their scheduled work time. MCCAA has attendance expectations.

PROCEDURES

1. Excused Absence—The employee notifies their immediate supervisor of an absence prior to the employee's scheduled starting time and/or if permission is granted by the supervisor for reasons of personal illness, death in the immediate family, or sickness that meets the guidelines of the sick leave policy. The employee will be required to utilize sick leave if available, and if not available, they will be required to utilize personal leave. Excused absences will not result in disciplinary action unless they become chronic.
2. Unexcused Absence— The employee fails to notify their supervisor before their scheduled start time and/or the supervisor does not grant approval.
3. Tardiness—The employee is late for work or leaves early from work on any work day without giving prior notification and receiving approval for the tardiness. Tardiness consist of when an employee arrives late to work, returns late from breaks, or leaves early. This can result in disciplinary action if prior approval was not granted.
4. Time actually worked should be recorded on time and attendance records. An hourly employee who does not work or does not work his/her full shift is paid only for the actual time worked.

Excessive Absenteeism/Tardiness

1. An employee who is chronically or excessively absent or tardy may be subject to disciplinary action up to and including termination.

Disciplinary Action for Absenteeism/Tardiness

- Any unexcused absence may result in progressive disciplinary action.
- Failure to show up or call in for a scheduled shift may result in disciplinary action.
- An employee will be considered to have voluntarily resigned if they fail to show up or call in for three consecutive days.

Reprimands for attendance become a part of the employee's personnel record. An employee's attendance record will be used in consideration of pay increases, promotion and other types of advancement.

Absences and tardiness must be reported on employee timesheets.

PURPOSE/POLICY

MCCAA has information that should not be discussed with anyone inside or outside the Agency, except when required in the normal course of business. Information concerning service recipients or the activities or operations of the Agency must be treated as confidential and on a need-to-know basis.

PROCEDURE

1. All information pertaining to MCCAA clients and operations is confidential and must not be discussed with or divulged to anyone outside the Agency without a written release of information. Inside the Agency client information is shared on a "need to know" basis. Unauthorized employees are prohibited from attempting to obtain or observe this information. Even the presence of a particular client should not be acknowledged to others without proper authorization.
2. Confidential information is to be used only in connection with the legitimate functions of an employee's job duties. The release of confidential information will occur only with a proper written release of information authorization.
3. Employees handling confidential information are responsible for its security. Extreme care must be exercised to ensure that the information is safeguarded to protect the agency, its suppliers and its clients.
4. During employment and after the termination of employment, an employee will hold all confidential information in trust and confidence, and will only use, access, store or disclose confidential information, directly or indirectly, as appropriate in the performance of the employee's duties for MCCAA. An employee must comply with all applicable state and federal laws and MCCAA policies regarding access, use and disclosure of confidential information.
5. If an employee leaves, the employee must surrender all information-bearing items in his/her possession, whether or not containing confidential information, including but not limited to, storage media, notebooks, reports, other information from a third party or anything containing MCCAA confidential information.
6. If an employee is contacted about confidential information, the employee should direct the inquiring party to the Program Director. Client files should not be removed from the offices of MCCAA without Program Director approval. Accessing electronic client data files must occur through secure data connections only. Electronic client files are not to be downloaded onto personal computers that are not sanctioned and secured by the Agency.
7. Violation of confidentiality standards will result in disciplinary action up to and including termination of employment.

Nothing contained in this policy is intended to prohibit the disclosure to outsiders of information about the agency that is routinely made available to the public by advertisement or otherwise, such as the agency's services or business hours. Likewise, nothing contained in this policy is intended to prohibit the disclosure of information to auditors, representatives of funding sources, consultants employed to assist the agency and the like, or to proper authorities with necessary documents in a legal charge or investigation.

PURPOSE/POLICY

MCCAA requires all employees, officers, and other representatives of the Agency to observe high standards of business and personal ethics in the conduct of their responsibilities. Employees and others are encouraged and enabled to raise serious concerns internally, without fear of retaliation, so that MCCAA can address and correct inappropriate conduct and actions. It is against the values of MCCAA to retaliate against any board member, officer, employee, or volunteer who in good faith reports a violation.

PROCEDURES

1. A whistleblower is a board member, officer, employee, or volunteer who reports an activity that he/she considers to be illegal or dishonest. It is the responsibility of all Agency representatives to report such activities.
2. Examples of illegal or dishonest activities include, but are not limited to:
 - a. Violations of or noncompliance with federal, state or local laws or regulations.
 - b. Violations of Agency's code of ethics.
 - c. Violation of MCCAA policies and procedures.
 - d. Questionable accounting or auditing matters.
 - e. Unsafe working conditions or work practices in the exercise of MCCAA business, either at the offices of MCCAA or elsewhere by employees, officers, directors, volunteers or other agents of MCCAA, or
 - f. Any other serious misconduct.
3. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures.
4. If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, whenever possible, they should seek to resolve concerns by reporting issues directly to their supervisor. If, for any reason, the individual is uncomfortable speaking to their supervisor, or they do not believe the concern is being properly addressed, they should report the concern to the representative of Human Resources or anyone in management whom the employee is comfortable in approaching. If the individual is uncomfortable speaking with management or the Human Resources representative or does not believe the concern is being properly addressed, they may report the concern to the Executive Director. Should the concern be about the Executive Director, then Human Resources is to report the concern to the Board Chairperson.
 - a. The employee must exercise sound judgment to act in good faith and avoid baseless allegations. They must have reasonable grounds for believing the information disclosed indicates an improper accounting or auditing practice, a violation of state or federal law, a violation of MCCAA's policies and procedures or another concern described in this policy. Employees or volunteers of the agency making allegations that prove to be unsubstantiated, and that prove to have been made maliciously, recklessly or with the foreknowledge that the allegations are false, will be subject to discipline up to and including termination.
 - b. MCCAA will make every reasonable effort to conduct all proceedings in a manner that will protect the confidentiality of all parties. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense.
 - c. It is contrary to the values of MCCAA of anyone to retaliate against any board member, employee or volunteer who in good faith reports an ethics violations, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of MCCAA. This includes, but is not limited to, protection from retaliation in the form

of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any employee or volunteer who retaliates against someone who has reported a concern in good faith is subject to discipline up to and including termination of employment. If a board member is found to have retaliated against someone who has reported a concern in good faith, appropriate action will be taken in accordance with the agency's bylaws, which may include dismissal from the board. Any whistleblower who believes he/she is being retaliated against must contact the Human Resources Manager immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

5. Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the Executive Director who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor or the Executive Director.
8. Once a complaint has been accepted for review, an investigation will begin. All reported concerns will be investigated by MCCA with due care and promptness. Matters reported internally without initial resolution will be investigated by the Executive Director or their designee to determine if the allegations are true, whether the issue is material and what actions, if any, are necessary to correct the problem. MCCA staff will issue a full report of all matters raised under this policy to the Board of Directors. The Board of Directors shall have full authority to investigate concerns raised in accordance with this policy and may retain outside legal counsel, accountant, consultants, private investigators, or any other resource that the Board reasonably believes is necessary to conduct a full and complete investigation of the allegations. The investigation may include, but is not limited to, review of written statements from both parties, witness interviews, obtaining witness declarations, review of documentation, and on-site investigation. Any person conducting an investigation will maintain a written record of all witness interviews, evidence gathered, the outcome of the investigation, and any other appropriate documents. Records of such an investigation will not be maintained in personnel files unless they are part of a formal corrective action.
9. Results of the investigation will be shared with the appropriate people. When there is sufficient evidence to support the complaint, written notification of investigative findings will be sent to the complainant and the respondent.
10. If it is concluded that a violation has occurred, a determination will be made as to the appropriate sanctions or corrective action.

PURPOSE/POLICY

MCCAA complies with the proper handling of all private information and individually identifiable health information and outlines steps in appropriate Health Insurance and Portability and Accountability Act (HIPAA) compliance.

PROCEDURES

1. Any Protected Health Information (PHI) is confidential and may not be discussed with anyone except on a “need-to-know” basis in order to perform job duties. PHI contains individually identifiable information such as names, addresses, birth dates, telephone numbers, fax numbers, electronic mail addresses, social security numbers, health plan beneficiary numbers, or any other unique identifying number, characteristic, or code.
2. Each Program Director shall serve as the PHI Officer for the services they provide to ensure confidential information is protected and handled appropriately.
3. The regulations are applicable to all health information held or created by MCCA.
4. MCCA is prohibited from using or disclosing health information except as authorized by the employee or specifically permitted by the regulation. This includes all personally identifiable health information.
5. MCCA privacy officers are responsible for developing and implementing privacy policies and procedures as well as ensuring general compliance.
6. Any complaint of a violation is reported to a privacy officer. They will investigate and take appropriate action to ensure that privacy practices are being followed.
7. Records containing PHI should be secured and will be access controlled by the Program Director or designee.

PURPOSE/POLICY

MCCAA ensures each employee has equal access to opportunities for growth and development. First consideration will be given to internal candidates who have a history of satisfactory job performance and meet the job qualifications for the vacancies. In all its selection and promotion decisions, MCCAA complies with equal employment opportunity requirements.

PROCEDURES

1. Two types of advancement opportunities are outlined below:
 - a. A promotion is the movement from one position to another position which is in a higher salary grade and may involve a salary increase. A promotion may be within a program or between programs and may result in a title change.
 - b. A reclassification is an approved change in pay grade of an existing position as a result of significant changes in the duties and responsibilities of that position. A reclassification may result in a pay grade and/or title change.
2. Every effort is made to fill vacancies by promoting qualified employees. Supervisors and department heads are encouraged to identify employees for promotion. Employees must possess the necessary skills, abilities, and knowledge to satisfactorily perform the work of the advanced position. Past work history, including attendance is also reviewed in order to make this determination.
3. Employees are encouraged to maintain an awareness of vacancies and to seek job opportunities for which they qualify. An expression of interest in a promotion, either by submitting an application and resume online as a result of a job posting or through discussions with their supervisor or the hiring manager for the open position, does not have any adverse effect on the status of the employee's current position.
4. The hiring manager and Human Resources Manager select the appropriate candidate for promotion. Refer to the policy on Recruitment and Selection for more information.
5. The newly promoted employee is subject to an introductory period. Refer to the policy on Introductory Period for more information.

PURPOSE/POLICY

MCCAA may find it necessary or in the employee's best interest to transition an employee through demotion. The Agency provides a fair and equitable process in addressing demotion.

PROCEDURES

1. A demotion occurs when an employee moves into a lower pay grade level or into a position with significantly less job responsibilities.
2. A demotion may occur when:
 - a. An individual is unable to perform satisfactorily in the higher-level position.
 - b. The employee's request for a demotion is approved.
 - c. There is a restructuring of the Agency.
 - d. As a result of disciplinary action.
3. All demotions must be discussed with the Human Resources Department and approved by Executive Director prior to communicating any information to employees.
4. If the demotion is at the employee's request, a written letter from the employee requesting the demotion action will be required.
5. Supervisors will work with the Human Resources Department to ensure efforts are made to provide proper training and development opportunities via the Corrective Action process before demotion is considered.
6. The employee's applicable work experience, educational level and review of incumbent's salaries holding the same job title will be reviewed by the hiring Supervisor and the Human Resources Director to determine an appropriate new rate of pay.

PURPOSE/POLICY

MCCAA provides opportunities wherein an employee may transfer, or may be transferred, when the employee meets the job qualifications and when the transfer will benefit both the employee and the Agency.

Reasons for transfer may include, but shall not be limited to, fluctuations in program or component workloads or production flow, the more efficient utilization of personnel, increased career opportunities, personality conflict, health reasons, and personal situations which may require temporary or permanent relocation.

Temporary transfers may last up to three months. They may be extended for an additional three months when the reasons for the original transfer continue to be applicable.

An employee's eligibility for transfer is determined by the requirements of the new job.

Employees are considered as candidates for transfer in the following order:

- Eligible employees in the same department as the job openings;
- Eligible employees in other departments who have submitted requests in accordance with this policy to transfer or to be considered for job openings in the particular department;
- Eligible employees who are being considered for termination due to a reduction in force in their present position or due to the elimination of their jobs.

Transferred employees may retain their existing job seniority until satisfactorily completing their introductory period. Existing seniority will be transferred to the new job upon completion of the introductory period.

Employees requesting transfer to different positions within the agency will be required to undergo the same screening and interview processes as would occur if they were applying for a vacant position.

An employee who is transferred at the initiative of management to another position or location which they believe adversely affects their employment may appeal the transfer using the appeal procedures described in this manual. Changes in work area within the same location are not considered transfers and are not appealable. If the employee deems that such move constitutes an unfair change in working conditions, the employee may file a grievance to seek relief from the condition. (See Grievance Procedure.)

PURPOSE/POLICY

MCCAA creates job descriptions and properly determines the exemption status for every job according to the Fair Labor Standards Act (FLSA). Records are maintained of all authorized positions within the Agency. Job descriptions are designed to assist the employee in being successful in performing her/his job and to assist the Agency in meeting its mission and vision.

PROCEDURES

1. Supervisors and managers are responsible for ensuring that employees and consultants are performing the tasks included in their jobs. Each description includes, but is not limited to:
 - a. Job's purpose and function
 - b. Principal duties and responsibilities
 - c. Education, credentials, and experience qualifications
2. Job descriptions indicate whether the position is exempt or nonexempt. Classification is determined based on the FLSA criteria.
3. Newly created positions or changes in position qualifications, responsibilities, title, exempt status, number of hours worked, or number of months worked must be approved by Executive Director, Fiscal, and HR Manager.
4. After review, the HR Manager assigns the position to a recommended salary grade and appropriate FLSA exemption status.

Changes affecting positions that require written approval include:

- Position title
- Reporting structure
- Change to salary schedule/pay scale
- Pay rate increase (not COLA)
- Change to job description
- New position
- Status Change-PT/FT or # of hours
- Status Change-# of months
- Status- Exempt/Hourly
- Exception to salary schedule/Pay Scale

PURPOSE/POLICY

MCCAA evaluates strengths and areas of improvement in performance of all employees in a fair and equitable manner. The Performance Appraisal (PA) process is intended to be a positive experience to assist the employee in being successful in the performance of her/his job. Discussions regarding an employee's job performance are recommended on an informal and on-going basis.

Performance management is completed to modify staff performance agreements as necessary, to assist staff in improving skills and professional competencies, and to identify training and development needs.

PROCEDURES

1. Human Resources will provide notification of upcoming appraisals to the individual responsible for writing an evaluation. Notification occurs the month prior to the performance appraisal's due date. Performance appraisals are conducted on an annual basis using the standardized performance appraisal system.
2. The schedule for performance appraisals varies based upon the employment arrangement of the employee. The schedule typically follows:
 - a. Evaluation upon completion of three months and six months of employment with the agency or in any new position or change in job position.
 - b. Annually after the completion of the introductory period.
 - c. When the employee is transferred or promoted to a new position.
3. Supervisors complete the performance appraisal and present it to the Program Director for review. Once the Program Director has approved the appraisal, the supervisor schedules an appointment to discuss with the employee.
4. The employee may be asked to complete a Self-Appraisal and provides it to Human Resources at least five days prior to the review.
5. The reviewer and the employee may discuss the following topics:
 - a. Previous performance plans and achievement of past goals.
 - b. Current performance appraisal including demonstrating appreciation for employee contributions.
 - c. Employee Self-Appraisal form.
 - d. Constructive feedback on employee's performance.
 - e. Future expectations and goals.
 - f. Employee training needs and professional development opportunities.
6. The employee is given the opportunity to examine the written evaluation, correct inaccuracies and make written comments concerning any aspect of the evaluation.
7. The supervisor signs the completed form. The employee signs the completed review acknowledging that they have read and understand it, although they may not necessarily agree with the appraisal. A refusal to sign should be documented by the supervisor.
8. The supervisor documents employee progress.

9. Performance appraisals are placed in the employee's personnel file and may be used for such actions as transfers, promotions, pay adjustments, and salary considerations.

10. Leaves of absence and breaks in service may affect the timing of performance appraisals.

It is the supervisor's right to discuss an employee's job performance with the employee on an informal basis whenever the need to do so arises.

PURPOSE/POLICY

MCCAA monitors and keeps employees informed of changing weather conditions and other emergency situations before, during, and after the event. The Agency strives for safety for all employees in the event of inclement weather, and other emergency situations.

PROCEDURES

1. Agency management will determine if the location or the entire Agency will open or remain open in the event of severe weather conditions or other emergencies. If the decision is made not to open the Agency, the website and/or social media will be updated to state that MCCAA is closed or delayed due to inclement weather. Employees are expected to check the website and/or social media or contact immediate supervisor prior to leaving for work if weather conditions are questionable.
2. If a location where employee works or the entire Agency is closed or closes early (staff must report for day to be eligible) due to inclement weather, employees are paid for the hours they were scheduled to work with the approval of the Executive Director.
3. If the Agency remains open and the weather is questionable, employees are to determine if they feel it is safe to come to work or leave early. If employees choose not to come in to work, or choose to leave early, they will not be paid for hours not worked, but can use personal time off benefits. The employee must contact his/her supervisor prior to the scheduled starting time to indicate if and when he/she will be arriving to work.
4. If the Agency is open and the employee chooses not to come to work or chooses to leave early and then the Agency closes, he/she will not receive pay for the hours the Agency closed provided he/she was scheduled to work.
5. Employees who are not scheduled to work, or using personal time off benefits, or on any other paid or unpaid type of absence are not eligible for paid time off due to weather-related or other emergencies.
6. In the event of a fire, storm, or other emergency, safety is most important. Employees are to move to a position of safety or exit the building as quickly as possible. Employees are required to follow written evacuation procedures.

SECTION 3

EMPLOYEE BENEFITS PROCEDURES

Benefits Overview

In addition to good working conditions and competitive pay, it is our policy to provide a combination of supplemental benefits to all eligible employees. 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 we provide employees and their families. Of course, the information presented here is intended to serve only as a guideline.

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 Human Resources. 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.

Further, we (including the officers and administrators who are responsible for administering the plans) retain 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 Agency intends to maintain these employee benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

If employees have any questions regarding benefits, they should contact the Human Resources Manager.

PURPOSE/POLICY

MCCAA provides alternate arrangements to allow employees greater latitude in determining their work schedules, for planned or unanticipated events, while still working a full-time workload. Flex schedules may include variations in starting and ending times or hours worked in a day (compressed work weeks). Flex schedule arrangements must either maintain or enhance the Agency's ability to serve its clients. Flex schedule arrangements should not affect career progression.

PROCEDURES

1. Employees are eligible if they are currently meeting expectations for the position.
2. The employee making the request must make a written request and provide documentation to support the reason for the request.
3. The Program Director must approve the flex schedule request, and the employee's immediate supervisor is responsible for ensuring appropriate staffing. Not all flex schedule requests will be approved.
4. Timeframe will be determined up front with the Program Director by utilizing periodic reviews to ensure the arrangement continues to make sense for the employee and the Agency.
5. Schedules may be flexed between 7:00 a.m. and 6:00 p.m. Time scheduled outside of these hours must be pre-approved by the Program Director.
6. Flex schedules can be terminated at any time.

PURPOSE/POLICY

MCCAA provides regular full-time and regular part-time employees the benefit of paid holidays. Holidays are recognized as non-work days for employees. MCCAA paid holidays will follow the State of Tennessee's paid holiday schedule.

PROCEDURES

1. It is the policy of MCCAA to provide thirteen paid holidays per calendar year for all eligible employees. This may include:

a. New Year's Day	January 1
b. Martin Luther King, Jr. Day	Third Monday in January
c. Presidents' Day*	Third Monday in February
d. Good Friday	Friday preceding Easter
e. Memorial Day	Monday preceding May 30
f. Independence Day	July 4
g. Labor Day	First Monday in September
h. Veterans' Day*	November 11
i. Thanksgiving Day	Fourth Thursday in November
j. Day after Thanksgiving	Fourth Friday in November
k. Christmas Eve	December 24
l. Christmas Day	December 25
m. New Year's Eve	December 31

2. A recognized holiday that falls on Saturday is observed on the proceeding Friday. A recognized holiday that falls on Sunday is observed on the following Monday.
3. An employee will be eligible for holiday pay immediately upon start date.
4. An employee who has an unscheduled absence the working day prior to and/or following a holiday is not paid for that holiday. An authorized absence includes only annual, scheduled or personal leave, excused sick leave or excused leave, administrative leave with pay, or jury duty.
5. If a paid holiday falls during an employee's scheduled vacation period, holiday pay is provided and he/she still has a vacation day to use.
6. Employees on a paid approved leave of absence are eligible for holiday pay. If the approved leave of absence is not paid, the employee is not eligible for holiday pay.
7. Holiday pay is not counted as hours worked for the purposes of determining overtime.
8. Individuals are eligible for holiday pay on all days they are regularly scheduled to work. Individuals are paid for the number of hours regularly scheduled up to but not exceeding 8 hrs.
9. Part-time and Full-time Regular staff are eligible for Holiday pay. PRN and substitutes staff are not eligible for holiday leave.

Head Start Annual Leave and Scheduled Leave

Effective Date: 5/1/2022

Due to the nature of the Head Start program and the necessity to maintain adult child ratios as required by law, Head Start operates on an annual calendar of scheduled leave. Scheduled leave is time off that is scheduled and is dictated by the programs needs and work calendar. The scheduled leave dates are subject to change according to annual program calendar.

PROCEDURES

1. "Calendar year" is the twelve-month period of the Agency's fiscal year (July 1- June 30).
2. New employees begin accruing leave after 30 days of employment, but leave is not available for use until employee reaches 90 days of employment.
3. Full-time (40 hours per week), 12 month employees earn vacation time monthly based on the following schedule:

Completed Years of Service	Paid Vacation Time
Less than 5 Years	0 Hours
5-10 Years	2.67 Hours
10-20 Years	4.67 Hours
20 Years or More	6.67 Hours

5. Part-time employees or Full-time employees working less than 40 hours per week will accrue leave on a prorated basis calculated based on the number of hours they work per day and the months they work per year.
6. Annual leave can be accumulated up to 192 hours (24 days). Payment for accrued annual leave is made by the agency upon leaving employment. Annual leave cannot be carried over into a new fiscal year. Leave not used by 6/30 will be forfeited. Dates may change based upon fund availability.
7. Annual leave or sick leave not previously approved but taken after resignation will result in forfeiture of annual leave balance at time of termination.
8. Annual leave may not be taken until it is earned unless it is requested in advance, and approved by the appropriate Program Director and by the Executive Director. In such case the employee will be required to sign a statement indicating that if separation occurs prior to the accrual of adequate leave to cover the advance, payment for advance leave days will be deducted from the final paycheck.
9. Request for annual leave must be submitted to the employee's supervisor at least ten (10) working days in advance of the days requested unless justifiable circumstances prevent advance approval. In the absence of such circumstances, all annual leave must be approved before it is taken. Supervisors should respond to leave requests within 72 hours.
10. When scheduling conflicts arise, priority for vacation leave is established at the discretion of management. Considerations regarding leave time include date of request, job functions, client/site coverage, etc. Decisions about vacation time and scheduling are the responsibility of the supervisor and Program Director.

PURPOSE/POLICY

MCCAA provides annual leave with pay for employees to refresh themselves and encourages and supports all employees to use vacation time regularly. All regular full-time and regular part-time employees earn and use vacation time in accordance with the guidelines outlined below.

PROCEDURES

1. "Calendar year" is the twelve-month period of the Agency's fiscal year (July 1- June 30).
2. "Service year" is the twelve (12) month period of continuous employment following an employee's appointment and consecutive twelve-month periods thereafter.
3. New employees begin accruing leave after 30 days of employment, but leave is not available for use until employee reaches 90 days of employment.
4. Full-time (40 hours per week) employees earn vacation time monthly based on the following schedule:

Completed Years of Service	Paid Vacation Time
Less than 5 Years	8 Hours
5-10 Years	12 Hours
10-20 Years	14 Hours
20 Years or More	16 Hours

5. Part-time employees or Full-time employees working less than 40 hours per week will accrue leave on a prorated basis calculated on the number of hours worked the previous month.
6. Annual leave can be accumulated up to 192 hours (24 days). Payment for accrued annual leave is made by the agency upon leaving employment. Annual leave cannot be carried over into a new fiscal year. Leave not used by 6/30 will be forfeited. Dates may change based upon fund availability.
7. Annual leave or sick leave not previously approved but taken after resignation will result in forfeiture of annual leave balance at time of termination.
8. Annual leave may not be taken until it is earned unless it is requested in advance, and approved by the appropriate Program Director and by the Executive Director. In such case the employee will be required to sign a statement indicating that if separation occurs prior to the accrual of adequate leave to cover the advance, payment for advance leave days will be deducted from the final paycheck.
9. Request for annual leave must be submitted to the employee's supervisor at least ten (10) working days in advance of the days requested unless justifiable circumstances prevent advance approval. In the absence of such circumstances, all annual leave must be approved before it is taken. Supervisors should respond to leave requests within 72 hours.
10. When scheduling conflicts arise, priority for vacation leave is established at the discretion of management. Considerations regarding leave time include date of request, job functions, client/site coverage, etc. Decisions about vacation time and scheduling are the responsibility of the supervisor and Program Director.

PURPOSE/POLICY

MCCAA provides sick leave for employees to rest and recover from illness. All regular status employees will accrue sick leave after ninety (90) days of employment in accordance with the guidelines outlined below.

PROCEDURES

1. Sick leave will begin to accrue at the rate of eight (8) hours per month for all regular status full-time employees working forty (40) hours per week after 90 days of employment. Regular status part-time employees or regular status full-time employees working less than forty (40) hours per week will accrue leave on a prorated basis calculated on the number of hours worked the previous month.
2. This benefit is offered using the assumption that such absences shall be minimal and taken for the sole purpose of illness or injury.
3. Sick leave may be used only in the following circumstances:
 - Sickness, injury, or temporary disability of the employees.
 - Medical or dental appointments.
 - Maternity or adoption leave.
 - Restrictions on the employee because of quarantine.
 - To care for an ill or injured spouse, parent or dependent child.
4. Each employee is responsible for notifying their supervisor before the starting time that he or she intends to utilize sick leave for that day. The employee is also responsible for keeping their supervisor informed regularly of their need for leave.
5. It is not permissible to utilize sick leave before it has been accrued. If there is no sick leave accumulated or if sick leave and other applicable leave have been exhausted, the employee shall utilize annual leave. If no leave is available, the leave shall be without pay and must be requested by the employee and approved by the Program Director.
6. Employees must provide notification for each day of absence unless on an authorized paid or unpaid leave of absence.
7. Employees who have breaks in employment, including unpaid leaves of absence do not accrue sick leave during their absence.
8. Employees receiving workers' compensation benefits are able to use sick leave pay or annual leave pay in an amount, combined with workers' compensation pay, to equal their regular salary. As workers' compensation provides 2/3 of workers' regular salary, employees are able to request sick leave time to cover the additional 1/3.
9. If an employee uses three (3) consecutive days of sick leave, they will be required to provide a statement signed by a physician, releasing them to return to work. Certain positions within Head Start will require a job specific release before returning to work.
10. Sick leave may accumulate up to 240 hours for part-time employees and 480 hours for full-time employees. If the employee's benefit reaches this maximum, further sick leave will not accrue until the employee has reduced the balance below the limit.

11. Sick leave is coordinated with FMLA and other leaves.
12. Unused sick leave is not paid out upon termination.

PURPOSE/POLICY

Leave of absence without pay refers to the period during which an employee is not obligated to report to work, having been excused in writing by the Program Director and Executive Director, and during which time the employee receives no remuneration from the agency. An employee is eligible for Leave of Absence without Pay only after exhausting all annual or personal leave or sick leave in the case of illness. Leave of Absence without Pay is typically granted for a period of no more than six months. Approval of Administrative Leave without Pay is not guaranteed and may be based upon time with agency, individual circumstances, and business needs.

PROCEDURES

1. Leave of Absence without Pay may be requested by an employee in regular status for the following types of employee absences:
 - **Medical Leave-** Requires a physician's report, periodic verification of the continued disability, and a doctor's release before the employee returns to work, and shall not exceed six months.
 - **Maternity/Paternity Leave-** Employees may apply for no more than a total of four months' leave of absence before and/or after the baby is born or adopted.
 - a. In consideration of the health of the employee and the requirements of the position, the attending physician shall determine when a pregnant employee shall leave the service of employment. Following delivery and with certification by a physician that the employee is physically able to work, employee shall inform the Executive Director and/or Program Director of return and will be reinstated to previous position. Accrued annual leave may be applied during both maternity/paternity leave if the employee desires. When both sick and annual leave are exhausted, employee will revert to leave of absence without pay. During leave of absence without pay the employee is responsible for paying all health and dental insurance premiums by the last day before the first month without pay. The employee also has the option to suspend coverage during their leave of absence without pay. Program Directors or Human Resources must be notified of the status of arrangements.
 - i. Maternity/Paternity leave will run concurrently with Family and Medical Leave when possible.

Consideration is dependent upon many factors including the individual circumstances and the business needs of the agency.

PURPOSE/POLICY

MCCAA provides leaves in compliance with Federal FMLA and any applicable state and local laws.

PROCEDURES

1. Employees are eligible for leave under the Federal FMLA if they have been employed by MCCAA for at least 12 months and have worked at least 1,250 hours for MCCAA during the most recent 12 consecutive month period.
2. Employees are required to exhaust all paid time off benefits to offset the “without pay” provisions of FMLA. Any FMLA leave longer than the employee’s earned/accrued paid time off will be granted without pay. Paid time off benefits are not earned/accrued during FMLA leave.
3. During leave of absence without pay the employee is responsible for paying all health and dental insurance premiums by the last day before the first month without pay. The employee also has the option to suspend coverage during their leave of absence without pay.
4. When possible, employees should notify the Human Resources Manager of leave at least 30 days before the date of the anticipated leave when the need is foreseeable. An FMLA request form must be completed. In an emergency situation, notice must be given as soon as possible, but no later than 48 hours after the occurrence of the reason for leave. Failure to make timely notification of the need for leave may result in the delaying of leave until proper notification is received.
5. Employees are responsible to provide sufficient information for the agency to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the agency if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees are also required to provide a certification and periodic recertification supporting the need for leave. MCCAA may also require a second, and if necessary, a third opinion (at the Agency’s expense) and, when the leave is a result of the employee’s own serious health condition, a fitness for duty report to return to work. MCCAA also may delay or deny approval of leave for lack of proper medical certification.
6. MCCAA will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice will specify any additional information required as well as the employees’ rights and responsibilities. If employees are not eligible, MCCAA will notify the employee.
7. Under the Federal FMLA, up to 12 weeks of leave may be taken during a 12-month period that begins on the employee’s first day of leave for any one or more of the following reasons:
 - a. An employee’s own serious health condition.
 - b. To care for a spouse, parent, biological child, adopted child, foster child, step-child, legal ward, or a child of a person standing in loco parentis (who is under 18 years of age, or 18 years or older and incapable of self-care because of a mental or physical disability) with a serious health condition.
 - c. For the birth of an employee’s child, or placement of a child with an employee for adoption or foster care. Leave for birth, adoption, or foster care must conclude within 12 months of the birth or placement.
 - d. To care for a spouse, son, daughter, parent, or next of kin who is a covered military service member recovering from a serious illness or injury sustained in the line of duty. The eligible employee is entitled to up to 26 weeks of leave in a single 12-month period to care for the service member; this

military caregiver leave is available during a single 12-month period, during which an eligible employee is limited to a combined total of 26 weeks of all types of FMLA leave.

- e. Any “qualifying exigency”, as defined in regulations issued by the Department of Labor, arising from the fact that an employee’s spouse, child, or parent is on active duty status in the National Guard or Reserves in support of a contingency operation.

PURPOSE/POLICY

MCCAA complies with all applicable statutes that require reservists and National Guard personnel to be given leave of absence for active duty and training exercises under Uniformed Services Employment and Reemployment Rights Act (USERRA) of 1994.

PROCEDURES

1. It is the employee's responsibility to inform the Human Resources Manager as soon as orders for military duty have been received. When requesting a military leave of absence, the employee should present a copy of the training orders.
2. Employees are able to substitute annual leave to offset the "without pay" provision of military leave.
3. Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions, and limitations of the applicable plans for which the employee is otherwise eligible. During Military leave the employee is responsible for paying all insurance premiums beginning the first of the month following 30 days of leave.
4. Benefit accruals such as vacation, sick leave, and holidays are suspended during the USERRA leave and will resume upon the employee's return to active employment.
5. When an employee returns from military leave, he/she is assigned to a position as required by law. Military leave time is immediately credited to the employee's length of service and all benefits apply as if the employee had never left his/her job. The employee's salary will be equal to or greater than the salary at the time the leave commenced unless salaries have declined.

PURPOSE/POLICY

MCCAA encourages employees to fulfill their civic responsibilities by serving jury duty when required. MCCAA accommodates all employees who are called to serve on jury duty or testify as a witness.

PROCEDURES

1. All regular full-time and regular part-time employees are eligible for jury duty pay for up to five (5) days. Additional required days off are granted without pay.
2. When an employee receives a summons for jury duty, he/she must present a copy of the summons to their immediate supervisor.
3. Employees are expected to report for work whenever the court schedule permits. If court adjourns before noon, employees are expected to return to work.
4. Employees must present a copy of all fees, except travel, received for serving on the jury to the Finance department. The employee receives the difference between the fees received and the wages missed during the regular payroll cycle for all paid jury time. Employees must present documentation from the court as proof of their attendance (this must include the arrival and departure time).
5. Jury duty pay is calculated based on employee rate of pay at the time of the absence and the number of hours the employee would have been scheduled to work. If an employee was not scheduled to work, they are not paid for that time.
6. Jury duty pay is not used in the calculation of overtime.
7. Employees will continue to receive and accrue benefits during jury duty including vacation, sick leave, holiday pay, and health insurance coverage.

PURPOSE/POLICY

MCCAA supports breastfeeding mothers by accommodating the mother who wishes to express breast milk during her workday when separated from her newborn child.

PROCEDURES

1. For up to one year after the child's birth, any employee who is breastfeeding her child will be provided reasonable break times to express breast milk for her baby.
2. Breaks in addition to regularly scheduled breaks (two 15-minute breaks and one 30-minute lunch) will be unpaid, and the employee should indicate this break period on her time record. Employees may use annual leave to be compensated for unpaid time.
3. MCCAA will designate a space at each location, as necessary, for this purpose.
4. Nursing mothers wishing to use the designated space must request/reserve the room by contacting the Human Resources Manager.
5. Any breast milk stored in the refrigerator must be labeled with the name of the employee and the date of expressing the breast milk.
6. Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration and tampering.

Bereavement Leave

Effective Date: 5/1/2022

PURPOSE/POLICY

MCCAA provides compensation for regular full-time and regular part-time employees who must be off work during a period of bereavement as defined in this policy.

Leave with pay is granted for three days in the event of the death of an employee's spouse, child, stepchild, grandchild, parents, grandparents, siblings, stepparents, foster parents, or parents-in-law without charge to the employee's leave time. Additional days of annual leave may be granted for this purpose.

PROCEDURES

1. Employees will receive bereavement leave for up to three (3) work days due to the death of an immediate family member as defined in this policy. The bereavement leave may be taken to make funeral arrangements, attend a funeral, and/or to take care of personal affairs normally associated with a death.
2. Employees who need to take time off due to a death of an immediate family member should notify their immediate supervisor as soon as possible and inform them of the expected date of return.
3. Any available paid leave may be used if additional time is needed, with the approval of your immediate supervisor.
4. Employees continue to accrue vacation and illness leave time during the bereavement leave.
5. Bereavement pay is calculated based on the employee's rate of pay at the time of the absence and the number of hours they would have been scheduled to work. If an employee was not scheduled to work, he/she is not paid for that time.
6. Bereavement pay is not used in the calculation of overtime.
7. Documentation should be submitted. Proper documentation may include obituary and/or the program from the funeral service. Documentation is used to establish eligible relationship. If documentation is not available please contact Human Resources for further instruction.

PURPOSE/POLICY

MCCAA provides medical insurance, dental insurance, life insurance, vision insurance and retirement benefits to employees of the Agency. MCCAA pays 100% of premiums for full-time employees' health, dental and life insurance. Vision is available at a small cost to the employee. Health, Vision and Dental coverage is available for dependents; however, employee is responsible for charges that exceed single coverage rate. Enrollment documents must be submitted within two weeks of hire. An annual transfer period is available in the fall of each year, during which time each employee may make changes in benefit coverage for the upcoming year.

Employees should refer to their Summary Plan Description (SPD) for plan details. In the event of any discrepancy between this document and the SPD, the latter will prevail. The following procedure provides a summary of benefits provided by the Agency's current insurance provider.

PROCEDURES

Medical Insurance

1. The first of the month following the first 60 days of employment, full-time and working more than 30 hours per week become eligible for medical insurance.
2. A Summary Plan Description (SPD) and information on cost of coverage is provided to eligible employees in advance of enrollment. Contact the Human Resources Manager for more information about the medical insurance benefit and its cost.

Dental Plan

1. The first of the month following 60 days of employment, full-time and working more than 30 hours per week become eligible for the dental plan.
2. A SPD and information on cost of coverage is provided to eligible employees in advance of enrollment. Contact the Human Resources Manager for more information about the dental plan benefit and its cost.

Vision Plan

1. The first of the month following 60 days of employment, full-time and part-time employees become eligible for the vision plan.
2. A SPD and information on cost of coverage is provided to eligible employees in advance of enrollment. Contact the Human Resources Manager for more information about the vision plan and its cost.

Life Insurance

1. The first of the month after 90 days of employment, regular full-time employees become eligible for life insurance coverage.
2. A SPD and information on cost of coverage is provided to eligible employees in advance of enrollment. Contact the Human Resources Manager for more information about the life insurance benefit. Life insurance coverage is provided at no cost to the employee.

401(k) Savings Plan

1. Full-time employees are eligible to contribute to MCCAAs 401(k) retirement plan the payroll after 90 days of employment.
2. Upon the completion of one year of service, full-time and part-time employees (excluding substitutes) are eligible for a 5% contribution paid by MCCAAs. This becomes effective the payroll following an employee's one-year anniversary.
3. Information is provided to eligible employees in advance of enrollment. Contact the Human Resources Manager for more information about the 401(k) savings plan.

PURPOSE/POLICY

MCCAA cares about the health and well-being of its employees and recognizes that a variety of personal problems can disrupt their personal and work lives. Although many employees solve their problems either on their own or with the help of family and friends, sometimes employees need professional assistance and advice.

PROCEDURES

1. All full-time, active employees who are enrolled in medical insurance, as well as their benefits-eligible dependents and COBRA participants, are eligible for Employee Assistance Program benefits at no cost.
2. The EAP is strictly confidential and is designed to safeguard an employee's privacy and rights. Information given to the EAP counselor may be released to the Agency only if requested by the employee in writing. All counselors are guided by a professional code of ethics.
3. Personal information concerning employee participation in the EAP is maintained in a confidential manner. No information related to an employee's participation in the program is entered into the employee's personnel file.
4. There is no cost for an employee to consult with an EAP counselor. If further counseling is necessary, the EAP counselor will describe community and private services available. The counselor will also let employees know whether any costs associated with private services may be covered by their health insurance plan. Costs that are not covered are the responsibility of the employee.
5. Contact the Human Resources Manager for more information about the EAP benefit.

PURPOSE/POLICY

When an eligible employee terminates employment with MCCA, the employee or qualified beneficiary is entitled to continue participating in the Agency's group health plan for a period of 18 months. In certain circumstances, such as an employee's divorce or death, the length of coverage period may be up to 36 months for qualified dependents.

PROCEDURES

1. Benefits Administration will send a COBRA notification letter with an application to an employee's home address automatically within 30 days from the date insurance coverage terminates if:
 - An employee's job terminated
 - A job appointment changed causing reduced work hours
 - An employee dies
2. The employee or dependent must complete, sign and return a COBRA application to Benefits Administration within 60 days of the latter of the date coverage would end or the date on the notification letter.
3. As there must not be a lapse in coverage, past due premium payments must be sent to the state within 45 days of the date the application is signed by the appropriate person. Claims will not be processed until such time as all current premiums are paid.
4. COBRA premiums are equal to 102 percent of the total applicable premium (100% of the total applicable premium plus a 2% administrative fee). Premium payments are due by the last day of the month for the following month's coverage. Former employees may send a check each month for the payment. Premiums must be paid by the enrollee from the day coverage would have terminated. Payment must cover the period of coverage from the date of the COBRA election retroactive to the date of the loss of coverage due to the qualifying event.
5. Coverage ceases if the former employee fails to make premium payments as scheduled, or within 30 days of the scheduled payment, becomes covered by another group plan or becomes eligible for Medicare, or when the plan terminates for all employees.
6. For detailed information or questions on COBRA, employees are requested to check with the Human Resources Manager.

PURPOSE/POLICY

Worker's compensation is a "no-fault" system that provides compensation for medical expenses and wage losses to employees who are injured or who become ill because of employment. Our insurance carrier determines which claims are job related and therefore covered.

MCCAA pays the entire cost of workers' compensation insurance. The insurance provides coverage for related medical and rehabilitation expenses and a portion of lost wages to employees who sustain an injury on the job. The employee must complete an injury report and return the form to the Human Resources department. If employee is unavailable the Supervisor can assist in the process. Human Resources will file the claim with the insurance company. In cases of true medical emergencies, report to the nearest emergency room. If not an emergency situation, the employee will be provided a panel of approved physicians from which to choose their care, and must complete a form to designate their choice of physician. Employees cannot utilize the services of their regular Primary Care Physician (PCP) or Specialist. Additionally, an employee may be required to submit to a drug test following a work-related incident.

If employees are injured on the job, no matter how slightly, they must report the incident immediately to their Supervisor. Failure to follow our procedures may affect the ability of the employee to receive Workers' Compensation benefits.

This is solely a monetary benefit and not a leave of absence entitlement. Employees 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.

The agency abides by all applicable state workers' compensation laws and regulations.

Workers' compensation benefits (paid or unpaid) will run concurrently with FMLA leave, if applicable. In addition, employees will not be paid vacation or sick leave for approved absences covered by the agency's workers' compensation program, except to supplement the workers' compensation benefits such as when the plan only covers a portion of the employee's salary as allowed by state law.

PROCEDURES

Employee Responsibilities

1. Follow MCCAA safety guidelines, policies and procedures, and perform duties within your job description.
2. Inform Supervisor of the injury or accident as soon as possible and no later than 24 hours after the accident. The employee should immediately fill out a First Report of Injury form which will include the following:
 - a. Date, time, and place of injury or accident.
 - b. Brief description of and conditions that caused the injury or accident.
 - c. Description of injured parts of the body or disease resulting from the injury or accident.
3. Complete an "Employee's Choice of Physician" form to indicate your choice of physician. Human Resources will provide three options of physicians/medical facilities from which to choose.
4. Promptly provide return to work form requested by the employer about the condition of the employee.

5. Keep records of all bills, dates of treatment, compensation payment dates worked and not worked, to whom the injury or accident was reported, and any other information relating to the employee's injury or accident.

Supervisor Responsibilities

1. May participate in an investigation to determine if the injury or accident was caused by a work-related incident.
2. Notify the Human Resources Manager of the accident or injury, and work with them to resolve or correct the cause of the accident or injury.
3. Ensure that the injured employee fills out a First Report of Injury form, and forward to Human Resources for notification of the insurance company.

PURPOSE/POLICY

MCCAA believes employees are a valuable partner in meeting the Agency's mission, values, and vision. MCCAA supports the development of employees' and volunteers' skills through both in-house and external training opportunities.

PROCEDURES

1. It is a joint responsibility between managers and employees to identify training opportunities and needs. Training and leadership development plans are part of the annual job performance review process.
2. Safety training and employee orientation are provided to all employees. Please see specific policies for details.
3. Other training courses are offered on an annual or "as needed" basis and may include, but are not limited to, the following:
 - a. Computer training
 - b. Diversity training
 - c. Harassment training
 - d. First aid and CPR
 - e. Abuse and neglect reporting
 - f. Title VI/ Civil Rights
 - g. Electronic communication
 - h. ROMA
 - i. Classroom management
 - j. Code of ethics conduct
 - k. Confidentiality
 - l. Conflicts of interest
 - m. Customer relations
 - n. Release of information
4. It is the responsibility of the Program Manager to assign employees to the training sessions to ensure they receive the required training on a regular basis.
5. An employee desiring additional training must complete a written request for the specific training to their supervisor for review and approval.

Head Start:

1. All Early Head Start/Head Start staff must participate in a minimum of 15 clock hours of ongoing, structured training and professional development to acquire or increase knowledge and skills including:
 - a. Methods for handling suspected or known child abuse and neglect.
 - b. Best practices for implementing family engagement strategies in a systemic way
 - c. Methods to improve child and family outcomes
 - d. Research-based approaches for education staff
2. Education staff must participate in a research-based, coordinated coaching strategy that:
 - a. Assesses strengths, areas of needed support, and staff that would benefit most from intensive coaching
 - b. Provides opportunities for intensive coaching, as appropriate
 - c. Provides opportunities for other forms of research-based professional development aligned with program performance goals
 - d. Ensures assessment results are not used for punishment without providing time and resources for staff to improve

PURPOSE/POLICY

MCCAA recognizes that the skills and knowledge of its employees are critical to the success of the Agency. The Education Assistance Program encourages personal and professional development through formal education so employees can elect to maintain and improve job-related skills or enhance their ability to compete for jobs within MCCAA.

PROCEDURES

1. Eligible employees include:
 - a. Those who have completed one (1) full year of service as a regular full-time employee and have received at least a “meets expectations” rating on performance appraisals.
 - b. Those who remain on the active payroll and are performing their job satisfactorily through completion of each course may continue to receive education assistance.
 - c. Those who have completed and submitted a written request and obtained prior approval from their Program Director.
 - d. Those whose training is explicitly authorized by the Program Director or a funding agency.
2. The guidelines for advancement include courses taken and passed with a grade of “C” or better in the course and from an accredited, academic institution.
3. Approval for participation in the program depends on fund availability in the budget.
4. Receipts for advancement must be submitted in a timely manner. Courses submitted for advancement are not to exceed more than two (2) per semester or quarter unless otherwise approved by the Executive Director.
5. Individual courses or classes that are part of a degree, licensing, or certification program must be related to the employee’s current job duties or a foreseeable future position in the Agency in order to be eligible for educational assistance.
6. While educational assistance is expected to enhance employee performance and professional abilities, MCCAA cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or any pay increase.
7. If an employee voluntarily separates from MCCAA employment within one (1) year, the employee is required to repay up to 100% of the original educational assistance payment. Employee must sign an agreement to repay amount or have the amount deducted from the last paycheck.
8. Costs of additional education at an undergraduate or postgraduate college level, including that provided at the Agency's own facilities, will be paid only when the course or degree pursued is relative to the field in which the employee is now working or may reasonably be expected to work. Items eligible for reimbursement are limited to the following list; however, approval is required in advance and may vary based upon request and fund availability:
 - a. Training materials
 - b. Textbooks
 - c. Fee charged by the educational institution
 - d. Tuition charged by the educational institution

PURPOSE/POLICY

MCCAA employees may participate in programs or services operated by the Agency. Employees must meet all program eligibility requirements and are not given priority or preferential treatment over other applicants.

PROCEDURES

1. Employees should be advised that the services' application process may include more oversight than usual in order to avoid any appearance of conflict of interest. Refer to Conflict of Interest Policy for more information. Employee questions about the process should be directed to the Executive Director.
2. All employees are required to pay fees if a program requires a fee for service(s).

SECTION 4

TIMEKEEPING AND PAYROLL

Hours Of Work

Effective Date: 5/1/2022

PURPOSE/POLICY

MCCAA maintains work hours in accordance with federal and state regulations and in accordance with workload, program participants' requirements, and the efficient management of personnel resources.

This policy is intended to define the normal workweek and normal hours of work, and will not be construed as a guarantee or limitation of work or as a restriction of the agency in adjusting the working schedule to meet operating requirements.

PROCEDURES

1. The workweek of the agency employees begins 12:00 a.m. on Sunday and ends 11:59 p.m. on Saturday.
2. The normal workday will vary based on the department and program needs. Standard working hours for the Agency are 8:00 a.m. – 4:30 p.m. Monday through Friday. Individual Departments may set alternate working hours based upon program need.
3. Employees may be required to work hours different from their regular schedule, such as evenings or weekends, depending on the needs of the agency.
4. Employees working more than six (6) hours in day must take an unpaid meal period of 30 minutes in length and may take two 15-minute paid breaks.
 - a. All breaks must be taken in fifteen-minute increments but cannot exceed one hour per day total
 - i. If breaks are not combined with lunch period then one fifteen minute break should be taken before lunch and one fifteen minute break taken after lunch period.
 - b. Fifteen-minute breaks and meal period may not be taken at the beginning or end of the day.
5. Because some classifications of Head Start employees work on a reduced work day schedule and must ensure ratios are maintained, they will not receive predetermined 15 minute breaks. Supervisors will ensure that all classroom employees are relieved for short breaks as needed while maintaining the required adult:child ratios. Head Start classroom staff may be required to sit with children during meals and when doing so are provided breakfast, lunch and snack at no cost.
6. Lunches should be taken away from the employees' work area between the hours of 11:00 a.m. and 2:00 p.m. and accommodate staffing needs and operating requirements.
7. During the meal break, employees are relieved from duty and are free from interruptions except when an emergency arises. If an hourly employee is unable to take an uninterrupted meal break during their shift, the employee should notify their supervisor, who assigns relief so the meal break can be taken or authorize the additional time. Employees may not work through meal periods without prior approval from their supervisor.
8. Nonexempt employees scheduled to attend a meeting, training class, workshop, or seminar at the request of the Agency are paid for the hours of the meeting or seminar and the travel time to and from

the work site. Employees who are starting or ending at home will have time and miles subtracted in an amount equal to travel time and miles of regular commute.

9. The Agency retains the option to determine the mode of transportation for which it pays travel time for any given trip. An employee is not paid for travel time exceeding the time required for selected mode of transportation.
10. Travel time to and from home is not considered work time and therefore is not paid.
11. Exempt employees that attend a meeting or class will not receive additional compensation.

PURPOSE/POLICY

MCCAA maintains work hours in accordance with federal and state regulations and in accordance with workload, program participants' requirements, and the efficient management of personnel resources. In order to meet client needs, it may be necessary for employees to work hours in addition to their normal work schedule.

PROCEDURES

1. Supervisors must approve any deviations from regularly scheduled work hours in advance. Supervisors must approve all overtime hours in advance and may be required to initial employees' time card/activity reports. Disciplinary action may be taken when prior approval for overtime is not obtained, refusal to work required overtime, or failure to record overtime worked.
2. Nonexempt employees will be paid at one and one-half times their regular rate of pay for actual hours worked in excess of 40 hours in a workweek. When calculating overtime, only actual time worked is used. Training and eligible travel time may be counted as time paid in the calculation of overtime.
3. See Holiday and Paid Time Off policies for additional overtime information.

PURPOSE/POLICY

Federal and state law and regulations require MCCA to maintain accurate records of all time worked by employees. Employees must record all time actually spent on the job performing assigned duties or other work-related projects.

PROCEDURES

1. New employees receive training during orientation on procedures for completing time and attendance documentation/personal activity reports (PAR).
2. All employees must accurately record their time. Non exempt employees will record the following daily:
 - Beginning and ending work time.
 - Beginning and ending of each unpaid meal period.
 - Beginning and ending time of any split shift or other personal departures from work.
 - Approved time-off (vacation, holiday, jury, etc.).
3. Employees are responsible for recording and verifying their own time worked. Tampering, altering, or falsifying time records or recording time on another employee's time and attendance is not allowed and may result in disciplinary action, up to and including suspension/termination. Under no circumstances is an employee allowed to record time for another employee.
4. Employees who are late to work should record the time they actually started work. Employees should record clock ins/out and breaks in real time.
5. Only actual time worked is to be counted when calculating overtime.
6. Time and attendance activity reports must be submitted to your immediate supervisor by 12:00 p.m. the day after a pay period ends, i.e. typically the first day of the month and the sixteenth day of the month. It is the responsibility of the employee to submit the time and attendance activity report on schedule. Failure to do so may result in not receiving a check for time worked until the next pay period.
7. It is the employees' responsibility to sig/approve time and attendance records/PARs to certify the accuracy of all time recorded. Supervisors review and approve time and attendance records before they are submitted and processed for payroll. In addition, if corrections or modifications are made to the time sheets/PARs, both the employee and supervisor must verify the accuracy of the changes.
8. Any exceptions to the above procedures must be approved by the Program Director.

PURPOSE/POLICY

MCCAA is committed to maintaining appropriate control regarding the security and distribution of employee paychecks.

PROCEDURES

1. Employees receive paychecks or direct deposit vouchers on a semimonthly basis, on the 15th and the end of each month.
2. Payroll checks may be electronically deposited to an account at a financial institution that the employee designates. Employees are responsible for notifying Human Resources of any change in banks or bank accounts to ensure the proper direct deposit of payroll to the employee's account.
3. Paychecks for employees who do not have direct deposit will be mailed on payday to their address on record. Employees are responsible for keeping their mailing addresses current.
4. Notify the Finance department immediately if a paycheck is lost, stolen, or destroyed. If the check has not been negotiated, a duplicate check is issued to the employee after 5 business days. The employee may be responsible for any stop payment charges assessed by the banking institution.
5. MCCAA does not allow paychecks to be picked up from the central office.

PURPOSE /POLICY

Being responsive to market influences and federal and state prevailing wage requirements, MCCAAs strives to recruit and retain highly qualified individuals. Equitable and compliant wage and salary administration not only recognizes different performance levels among employees, but also provides financial incentive for employees at all levels of the Agency.

PROCEDURES

1. Employees receive fair and equitable compensation not to exceed salaries for similar positions in the community and do not receive less than minimum wage. MCCAAs has an established pay schedule as part of an approved salary plan.
2. Suggested salary increases that exceed the annually established guidelines must be approved by the Executive Director.
3. Employees may receive wage/salary adjustment based on the following situations:
 - a. Workload or job responsibilities adjustment
 - Adjustment for substantial, documented reassignments or changes in the duties/responsibilities within the same position may be initiated after consultation with the Human Resources Manager.
 - b. Change in position
 - An employee who moves from one position to another with a higher pay grade is paid at least the minimum of the new pay range.
 - Employees whose current salary is already within the pay range for the higher level position may be granted a salary increase dependent upon the availability of funds, internal equity, and other pertinent factors.
 - Change to a position in the same pay grade is not eligible for an increase, and change to a lower pay grade may be subject to a corresponding salary reduction.
 - c. Merit increases
 - Increases are based on level of performance identified through documentation, including an outstanding appraisal.
4. The agency will not discharge or otherwise discriminate against employees and job applicants for discussing, disclosing, or inquiring about compensation. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is: (a) in response to a formal complaint or charge; (b) in furtherance of an investigation, proceeding, hearing or action, including an investigation conducted by the employer; or (c) consistent with the contractor's legal duty to furnish information.

Cost of Living Increase:

1. Cost of living allowances, if any, are determined annually and are subject to the approval of the Board of Directors. Cost of living allowances, including retroactive COLAs, are only paid to actively employed staff at the time of distribution rather than the effective date.

PURPOSE/POLICY

MCCAA makes paycheck deductions from employee paychecks according to various laws and to pay for employee elected benefits. Various federal and state laws require MCCAA to make deductions for federal, state, and local income taxes and payments, as well as social security. In addition, eligible employees may voluntarily authorize deductions from their paychecks to cover contributions to the pension plan, health insurance, etc.

PROCEDURES

1. Mandatory deductions and wage attachments that are required by law are automatically made from all paychecks issued by MCCAA. These deductions may change as they are affected by changes in the amount earned, legislation, and the number of dependents declared.
2. Employees desiring to change the amount withheld for taxes may submit a revised form to the Human Resources Manager.
3. Additional deductions the Agency is authorized to make, or which are required by law (e.g., garnishments, child support), are automatically deducted and will not be stopped until proper documentation has been received.
4. Court orders, wage deduction summonses, tax levies, and other similar orders against an employee should be immediately forwarded to the Finance department.
5. The Finance department will:
 - a. Notify the employee of the legal action being taken against him/her.
 - b. Provide the employee with a copy of the official court order or tax levy.
 - c. Inform the employee of the dates the garnishment will be deducted from the employee's paycheck.
 - d. Advise the employee of his/her rights under the Consumer Credit Protection Act (CCPA).
6. In the event that garnishment or similar proceedings are instituted against an employee, the Agency deducts and remits the required amount from the employee's paycheck in accordance with CCPA guidelines.
7. An employee may not be terminated for having a garnishment served against them. Information regarding garnishments is on a need to know basis and will not be shared with program staff.
8. Additional payroll deductions may be made when employees has completed form allowing payroll deduction for leave taken but not yet earned, tuition, travel advances, etc.

PURPOSE/POLICY

MCCAA reimburses employees for actual and necessary travel and other expenses incurred while conducting Agency business.

PROCEDURES

In area Travel:

1. Employees required to travel for business must obtain advance approval from the Program Director.
2. Current evidence of auto liability coverage with the minimum amount of \$25,000/\$50,000/\$25,000 must be on file in the employee file if required by the employee's position or job description. It is the responsibility of the employee to supply updated documentation of continuing coverage. Employee shall not travel on behalf of the agency and be reimbursed for travel unless valid proof of insurance coverage is on file.
3. Mileage is reimbursed at the prevailing State of Tennessee rate (which encompasses expenses for general maintenance, insurance, gas, oil, etc.) for travel other than to and from the employee's residence and regular work site and includes:
 - a. Travel from an employee's residence to a different meeting site (or returns) further than the regular work site, in which case only the additional mileage is reimbursed. If the mileage is less, no reimbursement will be made.
 - b. Travel from the regular work site to a different site of official business and subsequent return to the regular work site is reimbursable for the mileage in both directions.

Out of area travel:

1. Expenses which justify the reimbursement of in-area travel expenses include visits to client's homes, attending community functions, business meetings, pre- or in-service travel, seminars or other selected educational functions related to the employee's job, and picking up or delivering clients, supplies, materials, or necessary information.
2. Employees complete an MCCAA Advance Travel Request and Authorization before completing travel and/or a Reconciliation form after completing travel. They may receive a check before completing out of area travel in advance of travel to pay their expenses such as per diem, mileage, etc. Upon returning from travel, if additional expenses are incurred, employees must submit another form to include the additional expenses for reimbursement. The reimbursement request must be submitted, along with receipts, within five business days of the employee's return. However, if expenses are less than expected the employee must submit difference to Finance Department within five business days.
3. MCCAA reimburses employees for reasonable meal, transportation, lodging, and incidental expenses actually incurred (or per diem rates) while traveling for business purposes. Employees are expected to limit expenses to reasonable amounts and within the standard, approved rates as stated in The Comprehensive Travel Regulation of the State of Tennessee Department of Finance and Administration. Unless otherwise approved in advance by Executive Director, employees will be reimbursed no more than the per diem or portion of per diem for each day of travel.
4. When required to travel beyond the agency's service area, to qualify for reimbursement, the Executive Director must always approve such travel in writing at least five working days in advance. Failure to

request authorization in advance may result in disciplinary action up, including the non-reimbursement of expenses for the unauthorized trip.

5. When requesting to travel out of the service area, the employee will complete the request for authorization of travel, which will include:
 - Brief explanation of the purpose of the trip;
 - Site of origin and destination of travel;
 - Date and period in which the traveler will be in travel status; and
 - Detailed estimate of costs associated with the travel.

The request will be given to the employee's supervisor, who will make a recommendation regarding approval or denial and submit it to the Executive Director for final approval. If travel is not approved, the request will be returned to the employee stating "Disapproved Travel". If travel is approved, the employee will be notified and told to move forward with travel arrangements.

6. All travel shall be by the most direct route, and any person traveling by another route, without adequate justification, will assume any additional expense incurred. Common carrier transportation shall be used for trips of 300 miles or more, provided suitable scheduling is available. For trips less than 300 miles, employees may use an agency car or their personal vehicle. If an employee chooses to use their own vehicle for trips exceeding 300 miles, the amount reimbursed will not exceed the amount the trip would have cost had air transportation been used.
7. Coach class accommodations shall be used when traveling by commercial airline when obtainable or practicable. First Class air travel will be permitted in emergency cases only if coach class is not available and a deadline must be met. Employees required to attend conferences, *seminars*, or other meetings using air travel must, if possible, make reservations enough in advance to secure discount coach fares. Travel to and from airport will be reimbursed if hotel does not offer shuttle service.
8. Ground transportation shall be evaluated and prudence exercised when choosing. Actual parking and toll charges incurred during authorized travel, using agency or private vehicles or rental cars, are reimbursable.
9. If more than one person is traveling to the same destination on the same date, employee are expected to coordinate transportation and travel schedules.
10. MCCA does not reimburse for personal activities while traveling or other expenses such as shared ride services similar to Uber, entertainment, liquor, and dry cleaning. Charges for baggage in excess of the allowed weight will only be allowed if such excess was used exclusively for business. Storage and handling charges may also be allowed on the same condition.
11. Employees traveling on business supported by federal funds are eligible to receive the meal reimbursement rate and/or per diem published for that destination in the most recent *Federal Travel Regulations*. Employees will be reimbursed for meals while on approved travel status, in other than federal programs, with reimbursement according to the *Tennessee Department of Finance and Administration Comprehensive Travel Regulation* travel reimbursement rate schedule. Current schedules are part of the Agency Travel Request and Reconciliation forms.
12. Reimbursement for lodging will be based on federal government geographic area determinations published in the most recent *Federal Travel Regulations* for those traveling under federally funded programs and based on state rates for employees of programs funded by the State of Tennessee. A hotel receipt must accompany each reimbursement claim.

13. Employees will not be reimbursed at MCCAAsponsored events when food is being provided as a part of the MCCAAs event or training.
14. Prior approval must be obtained from your Program Director or Manager before expensing any items not listed here.

SECTION 5

EMPLOYEE CONDUCT

Safety

Effective Date: 5/1/2022

PURPOSE/POLICY

To provide employees with a safe place to work, MCCA operates as safely as possible in accordance with the Occupational Safety and Health Administration (OSHA) and other applicable federal and state laws and regulations.

PROCEDURES

1. The Human Resources Manager is responsible for establishing and communicating all safety policies and procedures including, but not limited to:
 - a. Inspecting work areas.
 - b. Training employees in health and safety matters, and ensuring that all staff and volunteers can demonstrate safety practices.
 - c. Maintaining safe practices in work areas.
 - d. Identifying unsafe conditions and eliminating any possible hazards present.
 - e. Investigating all accidents immediately.
2. All safety and/or health-related inspections, accidents, or incidents are reported to the Human Resources Manager immediately.
3. Each employee, as a condition of continuing employment, is required to work safely, to observe all safety rules and regulations, to wear required safety equipment, and to perform his/her job in a manner to avoid accidents and injury to others.
4. Each location posts a list of emergency telephone numbers that are readily accessible to employees.
5. The Human Resources Manager completes, submits, and maintains records and reports in accordance with established OSHA and the Department of Labor requirements including:
 - a. A log of all recordable occupational injuries.
 - b. Information and services with the insurance carrier.
6. MCCA promotes safety awareness among children and parents by incorporating it into child and parent activities as well as in interactions with all clients served.
7. Head Start: The Site Director maintains readily available, fully equipped and up-to-date first aid kits appropriate for the ages served. The first aid kits are maintained at each location and available on outings away from the site. Each kit is accessible to staff members at all times and is kept out of the reach of children.

PURPOSE/POLICY

All employees authorized to drive Agency-owned or leased vehicles or personal vehicles in conducting Agency business must possess a valid driver's license, have adequate (as defined by MCAA) liability and comprehensive insurance and an acceptable driving record before driving any vehicle on Agency business. Any change in license status or driving record must be reported to management immediately.

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

Employees involved in an accident while traveling on business must promptly report the incident to the Human Resources Manager. If an accident occurs, the employee's insurance is primary. Vehicles owned by the Agency, leased, or rented while traveling on business for MCAA may not be used for personal use. Vehicles must be returned to their assigned location daily and should not be taken home or to an alternate location without the Executive Director or Deputy Director advance approval. Smoking is prohibited in Agency owned or rented vehicles.

Employees driving or riding in any vehicle on Agency time are expected to observe area traffic laws and wear seatbelts. MCAA does not reimburse employees for tickets, fines, and other traffic violations incurred by the employee.

Employees who drive on 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, employees must refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person sending an electronic or text message or searching the internet.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees 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 employee is driving, and permitted by law, the employee 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.

Head Start

PURPOSE/POLICY

MCCAA adheres to all appropriate guidelines regarding the administration, handling, and storage of medication when necessary.

PROCEDURES

1. All medications, including those required for staff and volunteers, must be labeled and stored under lock and key and refrigerated, if necessary.
2. A trained employee(s) at each site is designated to administer, handle, and store medications.
3. Trained employee obtains physicians' instructions and written parent or guardian authorizations when appropriate for all medications administered by employee.
4. An individual record of all medications dispensed is appropriately maintained and reviewed regularly with the child's parents.
5. All changes in a child's behavior that have implications for drug dosage or type are recorded, and trained employee provides assistance to parents in communicating with their physician regarding the effect of the medication on the child.
6. MCCAA ensures that all appropriate staff members can demonstrate proper techniques for administering, handling, and storing medication, including the use of any necessary equipment to administer medication.

PURPOSE/POLICY

MCCAA promotes a safe and clean environment, including hygiene. Personal hygiene and good grooming are expected at all times. All staff and volunteers are required to follow the hygiene guidelines specified below which includes sanitation and safety.

PROCEDURES

1. Employees, volunteers, and children must wash their hands with soap and running water (at a minimum):
 - a. After diapering or toilet use.
 - b. Before food preparation, handling, consumption, or any other food-related activity (e.g., setting the table).
 - c. Whenever hands are contaminated with blood or other bodily fluids.
 - d. After handling pets or other animals.
 - e. Before and after giving medications.
 - f. Before and after treating or bandaging a wound.
 - g. After assisting a child with toilet use.
2. Nonporous (e.g., latex or similar) gloves must be worn by employees and volunteers when they are in contact with spills of blood or other visibly bloody bodily fluids.
3. Spills of bodily fluids (e.g., urine, feces, blood, saliva, nasal discharge, eye discharge, or any fluid discharge) must be cleaned and disinfected immediately in keeping with professionally established guidelines (e.g., standards of the Occupational Safety Health Administration, U.S. Department of Labor). Any tools and equipment used to clean spills of bodily fluids must be cleaned and disinfected immediately. Other blood-contaminated materials must be disposed of in a plastic bag with a secure tie.
4. Employees and volunteers must follow and conduct all sanitation and hygiene procedures for diapering to ensure the adequate protection of the health and safety of children.
5. Potty chairs that are utilized in a center-based program must be emptied into the toilet and cleaned and disinfected after each use.
6. Cribs and cots must be at least three (3) feet apart to avoid spreading contagious illness and to allow for easy access to each child.

PURPOSE/POLICY

MCCAA employees are required to present a positive image to the public and those we serve. Accordingly, each employee should strive at all times to ensure that their clothing, appearance, and hygiene are professional and contribute to a pleasant atmosphere. Employees are required to wear appropriate attire for the work being performed. Appropriate dress is defined below, although job and work location should be taken into account as well.

PROCEDURES

1. Supervisors are responsible for monitoring the dress and appearance policy.
2. At all times appearance should be neat, clean, and professional. Employees are expected to wear appropriate attire.
3. Visible Piercings.

No piercings shall be visible while working or representing the Agency except earrings.

- a. An employee shall be allowed to wear no more than 2 earrings per ear
 - i. Gauges in ears are not permitted
 - ii. Hoops or dangle earrings are not permitted in the classroom or during commodities packing and distribution events

4. Visible Markings

Tattoos, henna, brands, or drawings:

- a. We allow reasonable self-expression through personal appearance, unless it conflicts with an employee's ability to perform his or her job effectively or with his or her specific work environment, or it is regarded as offensive or harassing towards others.

5. Hair

Hair must be clean, neat, and if colored, maintained in a natural tone. Colors such as green, purple, blue, pink, etc. are not acceptable.

6. Business casual dress is expected and includes items such as:

- a. Blazers and sport coats
- b. Casual dresses (appropriate cut and length for our business environment)
- c. Skirts (appropriate cut and length for our business environment)
- d. Shirts (no t-shirts are allowed Mon-Thurs unless they are MCCAA shirts)
- e. Sweaters
- f. Slacks
- g. Jeans
- h. Pants below the knee cap
- i. Loafers, dress shoes, flats, dress sandals, dress boots and casual shoes
- j. Mid-Cumberland t-shirts, sweatshirts, or jackets are acceptable

7. Casual Friday

- a. T-shirts may be allowed at all MCCAA Corporate and Outreach offices on Fridays only.

- i. Clothing that contains offensive graphics or messages that may be adult in nature (drugs, alcohol, etc.) are not permitted in the workplace or outside the workplace while conducting business.
 - b. Athletics shoes may be worn on Fridays only.
- 8. Business dress may be required on occasion. This would generally include the items under casual dress, excluding jeans, t-shirts or athletic shoes of any kind.
- 9. Dress which is not acceptable includes items such as:
 - a. Form fitting stretch clothing (containing predominately spandex, Lycra, etc.).
 - i. Leggings/Jeggings will only be allowed if they are not see through and are worn with tops or dresses that are no more than 4 inches above the knee, all the way around. T-shirts cannot be worn with leggings/jeggings.
 - b. Sweat pants/sweat suits/jogging suits/warm-up suits/workout clothes
 - c. Tank tops/halter tops/low-cut tops/cropped tops/spaghetti strap tank tops or dresses
 - i. These items may be worn as under garments with appropriate cover-ups (sweaters, jackets, kimonos, etc)
 - d. Shorts
 - e. T-shirts/sweatshirts (unless worn in classrooms, during commodity packing/distribution, construction related jobs, or on Casual Fridays)
 - f. Hats/caps/sweatbands/bandannas(unless approved by Supervisor to be worn in classrooms, during commodity packing/distribution, or construction related jobs)
 - g. Torn, worn, or frayed clothing
- 10. Classroom Attire
 - a. Jeans, Khaki, or dress pants that fall below the knee must be worn
 - b. Shorts may be worn during warm/hot weather, but they cannot be more than three inches above the knee in length
 - c. Mid-Cumberland Community Action Agency and/or Head Start T-shirts or Sweatshirts may be worn
 - d. Closed Toed shoes must be worn but the heel cannot exceed 3 inches, tennis shoes are acceptable.
 - e. Long fingernails
 - f. Loose, flowing garments that can be caught or pulled are prohibited
 - g. Jewelry cannot be worn in the classroom with exception of smooth band rings
 - h. Hats may only be worn with Site Manager approval but must be MCCA, Head Start, or plain.
- 11. Commodities (TEFAP) Attire
 - a. Jeans, Khaki, or dress pants that fall below the knee must be worn
 - b. Shorts may be worn during warm/hot weather, but they cannot be more than three inches above the knee in length
 - c. Mid-Cumberland Community Action Agency T-shirts or Sweatshirts must be worn
 - d. Closed Toed shoes must be worn but the heel cannot exceed 3 inches, athletic shoes are acceptable.
 - e. Long fingernails
 - f. Loose, flowing garments that can be caught or pulled are prohibited.
 - g. Jewelry of any kind is not permissible during commodities events.
 - h. Hats may only be worn with supervisor approval but must be MCCA or plain. In winter months hats are acceptable

12. Employees should be respectful of others who are sensitive or allergic to scents and fragrances. Employees may be asked to limit or stop the usage of scented products.
13. If an employee/volunteer is inappropriately dressed or groomed, he/she may be instructed to go home, make necessary changes, and to return to work in a reasonable amount of time. This time will not be compensated. Any questions regarding what is or is not appropriate attire at the Agency should be directed to Human Resource Manager.

PURPOSE/POLICY

MCCAA promotes a neat, clean, and orderly work area that contributes to efficiency and creates a good impression for those served.

PROCEDURES

1. Beverages should be kept in lidded containers to avoid accidental spills that may damage office equipment or other work materials.
2. Empty soda cans, coffee cups, and food containers are to be kept to a minimum for health and safety purposes.
3. Personal items brought into the work area should not overwhelm employees' desks or otherwise create a work hazard.
4. Space heaters and other electrical equipment must be pre-approved prior to use to prevent work place hazards.
5. Music and sound devices should only be utilized in a non-disruptive manner to those around you including other employees and those served.
6. Ear plugs should not be used when:
 - a. Clients, children, or families are present
 - b. Driving
 - c. Responsible for answering phone(s)

PURPOSE/POLICY

MCCAA has the right to use and inspect all Agency equipment and property.

PROCEDURES

1. Operations often require others to have access to work areas, desks, files, or computers. There is **no** guarantee of privacy. Authorized individuals may have access and business needs to retrieve information on voicemail and e-mail.
2. All equipment and property are here for business purposes. Management has the right to access and inspect them.
3. Security concerns may warrant inspection of a facility and any personal property on the premises, including vehicles, purses, backpacks, lunch containers, and other items.

PURPOSE/POLICY

MCCAA maintains the right to conduct workplace monitoring for the purposes of quality control, employee safety, security, and the satisfaction of those serviced by MCCAA. MCCAA is sensitive to the legitimate privacy rights of staff, volunteers, and those served. Every effort will be made to conduct workplace monitoring in an ethical and respectful manner.

PROCEDURES

1. Employees who regularly communicate with those served by MCCAA may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify positive interactions and to collect and correct performance problems through targeted training.
2. MCCAA may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.
3. Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

PURPOSE/POLICY

To maintain a safe work environment and prevent workplace violence, MCCAAs does not tolerate acts of workplace violence committed by or against employees or any persons involved in the MCCAAs operation. Employees are prohibited from making threats or engaging in violent acts.

MCCAAs has a safety program designed to promote safe working conditions and safety awareness, in which our employees are encouraged to actively participate. All employees should review the MCCAAs safety rules, strictly observe them, report any unsafe conditions and exercise reasonable care on the job. Any incidents or injuries, no matter how minor they seem, must be reported to your supervisor at once. Prompt attention often prevents more serious complications.

PROCEDURES

1. All employees, volunteers, and community members should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, horseplay, or other conduct that may alarm or be dangerous to others.
2. All threats of violence, or violent acts, whether direct or indirect, should be reported immediately to Human Resources. This includes threats or stalking by employees, clients, community members, vendors, solicitors, or other members of the public. Supervisors should attempt to obtain the most specific and detailed information as possible from the affected individual.
3. The Human Resources Manager and Executive Director determine whether threats of physical violence will be reported to Law Enforcement.
4. All suspicious individuals or activities should be reported as soon as possible to the Human Resources Manager.
5. Conduct that threatens, intimidates, or coerces another employee, parent, child, or member of the public at any time, including off-duty periods, is not tolerated. This prohibition includes all acts of harassment (refer to Harassment Policy).
6. MCCAAs thoroughly and promptly investigates all reports of threats of violence, actual violence, or suspicious individuals and activities.
7. Anyone determined to be responsible for threats of or actual violence or other conduct is in violation of these guidelines and is subject to prompt disciplinary actions up to and including suspension/termination and/or legal action as appropriate.
8. MCCAAs thoroughly and promptly investigates disputes or differences among employees. These are brought to the attention of Human Resources before the situation escalates into potential violence. MCCAAs is eager to assist in the resolution of employee disputes and does not discipline employees for raising such concerns.
9. Dangerous or hazardous devices or substances are prohibited on the premises.

PURPOSE/POLICY

MCCAA strictly prohibits firearms and weapons on the Agency's property. Employees are also strictly prohibited from carrying firearms, knives, or other weapons while they are in the course of their employment, regardless of whether they are on the agency's property or at a location where firearms or weapons are otherwise allowed. This restriction during the course of employment applies to all employees, and includes any location where the Agency's service is conducted.

The only exception to the foregoing pertains to employees who are properly licensed to carry concealed weapons. Those employees, and only those employees, are permitted to carry and/or store concealed weapons and/or ammunition, but only in their own motor vehicles. Such weapons and ammunition shall remain concealed while in the employee's own motor vehicle (i.e., indiscernible from the ordinary observation of a person located outside and within the immediate vicinity), and shall not leave the employee's own motor vehicle while it is on the agency's property or at any time the employee is in the course of employment.

This policy does not pertain to authorized security or law enforcement personnel.

PROCEDURES

1. Any employees in violation of this policy are subject to disciplinary action, up to and including suspension/termination and/or legal action as appropriate.
2. All employees are encouraged to report incidents of threats or acts of physical violence of which they are aware. The report should be made to Human Resources.

PURPOSE/POLICY

All MCAA programs and services will be conducted in a tobacco-free environment in order to promote wellness and maintain a safe, healthy, and efficient work environment. The term “tobacco-free” refers to all forms of tobacco and nicotine products, consumed by smoking or non-smoking means, such as cigarettes, cigars, pipes, e-cigarettes, snuff, chewing tobacco, etc. Smoking cessation products such as gums and patches are allowed. This policy applies to all persons in the MCAA's facilities, while on MCAA premises, at MCAA sponsored events, and while representing MCAA.

PROCEDURES

1. It is not acceptable to smoke or use any form of tobacco inside buildings or outside buildings. Smoking is permitted only in designated smoking areas.
2. Smoking and vaping is permitted only in the set designated smoking areas of each building. Please confirm with Human Resources if you are not aware where the designated area is. Employees who want to smoke with representing MCAA must do so at least 30 feet away from the event space.
3. Smoking is never allowed in Agency owned or rented vehicles.
4. Supervisors are responsible for overseeing compliance with this policy.
5. Complaints for violation of this policy should be submitted to supervisor or Human Resources Manager.
6. Any employees in violation of this policy are subject to disciplinary action, up to and including suspension/termination.

PURPOSE/POLICY

MCCAA ensures the health and safety of others in accordance with the Drug Free Workplace Act of 1988. Accordingly, the unlawful manufacture, distribution, dispensing, possession, use, and being under the influence of a controlled substance (which could include prescription drugs), including cannabis and alcohol, is prohibited on MCCAA premises.

Any employees in violation of this policy are subject to disciplinary action, up to and including suspension/termination and/or legal action as appropriate.

PROCEDURES

1. Employees are required to notify Human Resources of any criminal conviction under a drug or alcohol statute for a violation occurring in the workplace no later than five days after such conviction.
2. MCCAA maintains a drug and alcohol -free awareness program to inform employees about:
 - a. The dangers of drug abuse in the workplace.
 - b. MCCAA's policy of maintaining a drug-free workplace.
 - c. Availability of drug counseling, rehabilitation, and Employee Assistance Program (EAP).
3. Employees who have a problem with the use of controlled substances are encouraged to seek professional advice and assistance. One source of assistance may be a drug rehabilitation program acquired through health insurance provider or an Employee Assistance Program. If job performance is adversely affected by the use of a controlled substance, an employee must be instructed to seek help from their health provider. Participation in the rehabilitation program is confidential and is encouraged by MCCAA; however, it does not preclude normal disciplinary action or relieve an employee of responsibility for performing assigned duties.
4. An employee with a drug or alcohol problem that has not resulted in, and is not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program under MCCAA's health insurance benefit coverage or another legitimately recognized rehabilitation program. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all policies, rules, and prohibitions relating to conduct in the workplace; and such leave will not cause MCCAA undue hardship.
5. The legal use of controlled substances prescribed by a licensed medical physician is permitted and is not considered a violation of this policy as long as it does not impair the employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger persons involved at MCCAA. Employees are encouraged to volunteer this information to Human Resources to ensure that all health and safety precautions are taken for all persons involved.
6. MCCAA has the right to require blood and/or urine samples in any of the following situations:
 - a. All candidates for employment may be required to submit blood and/or urine samples as a condition of an employment offer. This testing is done at the same time and in conjunction with the employment physical examination, if required. In the event that the drug test is positive, the employment offer is immediately rescinded unless a prescription is provided.
 - b. Each prospective employee is informed of the drug-free workplace policy at the time of the interview and again at the time of the employment offer.
 - c. A current employee involved in any accident involving injury or Agency property damage at the work site or while on duty.

- d. MCCAAs has reasonable suspicion that an employee's behavior is being influenced by one or more illegal drugs, alcohol, or misuse of a controlled substance.
- 7. Employees refusing to submit to a test or testing positive for drugs or alcohol is subject to disciplinary action up to and including suspension/termination. MCCAAs determines, on a case-by-case basis, whether first-time offenders are allowed to seek counseling/rehabilitation as an alternative to suspension/termination.
- 8. Any employee testing positive has the right to appeal the results and have the original sample retested at his/her own expense. If the test again indicates a positive result, MCCAAs may take disciplinary action up to and including immediate suspension/termination.

PURPOSE/POLICY

MCCAA maintains a safe environment through fire prevention and communicating appropriate procedures for all persons to follow in case a fire should occur within MCCAA buildings.

PROCEDURES

Fire Prevention:

1. Know the location of the nearest fire extinguishers and ensure they are kept accessible at all times.
2. Notify Facilities and Maintenance if an extinguisher is used or if the seal is broken. Extinguishers rated A, B, or C can be used for paper, wood, or electrical fires.
3. All flammable liquids must be stored in approved and appropriately labeled safety cans and not exposed to any ignition source.

In Case of Fire:

1. If the fire is small and contained, locate the nearest fire extinguisher. This should only be attempted by employees who are knowledgeable in the correct use of fire extinguishers.
2. Dial 911 or the local fire department if necessary.
3. If possible, immediately contact the Program Director. Evacuate all people from the area. Assist clients and vulnerable people to evacuate.
4. If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.
5. Proceed in an orderly fashion to a predetermined location near the building. Be present and accounted for during roll call.
6. When the fire department arrives, direct the crew to the fire. Do not re-enter the building until directed to do so by the fire department.

Emergency Evacuation:

1. Stop all work immediately.
2. Contact outside emergency response agencies, if needed.
3. Shut off all electrical equipment and machines, if possible.
4. Assist clients and vulnerable persons in the area to evacuate.
5. Walk to the nearest exit, including emergency exit doors.
6. Exit quickly, but do not run. Do not stop for personal belongings.
7. Proceed in an orderly fashion to a parking lot near the building. Be present and accounted for during roll call.

8. Do not re-enter the building until instructed to do so.

Each MCAA location should have an emergency evacuation plan that is practiced at least annually.

PURPOSE/POLICY

MCCAA maintains that all persons with access to Internet, intranet, and e-mail systems are responsible for seeing that they are used properly and in accordance with the following policy. Questions concerning the policy should be directed to Human Resources.

PROCEDURES

1. The internet, intranet, and e-mail systems are for business purposes.
2. Conducting personal business including accessing social media will be limited to non-working hours such as lunch breaks and before or after work on personal devices.
3. Employees using the Agency's electronic media are expected to comply with all aspects of our Policy and Procedures. At no time should any subject matter of a sexual or violent nature be viewed, printed, or distributed.
4. The Agency may block Internet sites or protocols that the Agency deems to be inappropriate or may contain the risk of harmful or malicious programs. A site that is not blocked should not necessarily be considered acceptable. Employees must immediately leave inappropriate sites they encounter.
5. There is no personal privacy in any material created, received, or sent from the Internet or e-mail system. MCCAA, at its discretion, reserves the right to monitor and access any matter created in, received through, or sent from the Internet or e-mail system.
6. Messages sent during working hours should be sent only with good business reason for doing so. Copies should be forwarded only for good business reasons.
7. Each employee is responsible for the messages that are sent from his/her computer. Employees with e-mail, network, or software passwords should not share their passwords with anyone. Passwords are to be kept strictly confidential.
8. Sending e-mail messages under an assumed name or obscuring the origin of an e-mail message sent or received is strictly prohibited.
9. All e-mails must follow Agency policy banning solicitation and distribution. Chain letters, pyramid schemes, promoting religious beliefs or tenets, and other solicitations are prohibited.
10. Employees are prohibited from engaging in any communication that is in violation of federal, state, or local laws.
11. No e-mail that constitutes intimidating, hostile, or offensive material on the basis of race, color, religion, sex, national origin, age, disability (physical or mental), veteran status, pregnancy, marital status, medical condition, sexual orientation, or any other status protected by federal, state, or local law or regulation may be created, sent, or received at any time. MCCAA's policy against harassment applies fully to the Internet and e-mail system.
12. The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

13. To ensure a virus-free environment, no files may be downloaded from the Internet unless the origin of the message is known. E-mail messages and attachments should not be opened unless the sender is known to the receiver. Contact Human Resources or IT if you are unsure or if a questionable file is opened accidentally.
14. Employees should carefully review the actual email address rather than just the name to limit opening "spoofed" emails.
15. All confidential information sent over external networks by any means must be encrypted with approved Agency technology. Certain types of transmissions may require additional controls. Please contact the IT for further guidance.
16. Employees must not disclose any Agency confidential or internal information on external bulletin boards, blogs, web pages, instant messages, etc., without an Agency's executive approval. This applies to all social media sites and other similar types of external locations.
17. Employees must not stream audio from the internet, use stock tickers, partake in internet gaming, or use systems in a manner that interferes with normal business functions in any other way.
18. MCCAAC purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, neither MCCAAC nor any of its employees may reproduce such software for use on more than one computer.
19. Employees who become aware of misuse of the Internet, intranet, or e-mail system should promptly contact Human Resources.
20. Any employees in violation of this policy are subject to disciplinary action, up to and including suspension/termination.

PURPOSE/POLICY

MCCAA ensures public safety and a productive work environment in regards to the use of personal electronic devices at the Agency. Personal electronic devices include, but are not limited to, cell phones, tablets, and e-readers.

PROCEDURES

1. Employees may carry and use personal cell phones and other electronic devices while at work for emergencies or during break time. If employee use of a personal cell phone causes disruptions or loss in productivity, the employee may become subject to disciplinary action per MCCAA policy.
2. Use of cell phones is not permitted in the classroom during scheduled classroom activities.
3. Personal cell phones shall be turned off or set to silent or vibrate mode during meetings, conferences, any interaction with clients, family, and community, and in other locations where incoming calls and/or texts may disrupt normal workflow.
4. Phone calls while operating a motor vehicle
 - a. If an employee is operating an MCCAA vehicle and receives a call on a cell phone, the employee shall pull to the side of the roadway, into a parking lot or other safe location to respond to the call. Failure to follow this policy may result in disciplinary action up to and including suspension/termination
 - b. If an employee is operating his/her personal vehicle and receives a business call on a cell phone, the employee shall pull to the side of the roadway, into a parking lot or other safe location to respond to the call.

PURPOSE/POLICY

MCCAA has determined that social media is a tool that can be used to further the mission and goals of the Agency. Social media can provide a cost-effective method of engaging communities in discussion, fostering positive relationships with clients, and representing MCCAA in these emerging electronic communications.

While MCCAA has no intention of controlling employees' actions outside of work, it is important that employees practice caution and discretion when using Internet-based social media websites and posting content that could affect MCCAA's business operations or reputation.

These guidelines apply to employees or contractors who create or contribute to blogs, wikis, social networks, virtual worlds, or any other kind of social media and/or identify themselves as employees of MCCAA or comment on the Agency.

While all MCCAA employees are welcome to participate in social media, employees who participate in online commentary are expected to understand and to follow the following simple but important guidelines. Employees should participate online in a respectful, relevant way that protects the agency's reputation, forwards the mission and vision of the agency, and follows the letter and spirit of the law.

PROCEDURES

1. Employees should:
 - a. Be aware that it is not mandatory to state they are employed by MCCAA. If they chose to disclose their employer, they must be mindful of posting or creating anything on social media that could reflect poorly upon the agency.
 - b. Never represent themselves or MCCAA in a false or misleading way. All statements must be true and not misleading; all claims must be substantiated.
 - c. Post meaningful, respectful comments—no spam and no remarks that are off-topic or offensive; use common sense and common courtesy.
 - d. Protect sensitive or personal information. Efforts to be transparent should never violate MCCAA's privacy, confidentiality, and legal guidelines for external communication. Clients of MCCAA should never be discussed or photos/videos used without expressed written permission provided approved by the Community Liaison and Development Manager.
 - e. Stick to their area of expertise and feel free to provide unique, individual perspectives on non-confidential activities at MCCAA.
 - f. Keep disagreements with others' opinions appropriate and polite. If they find themselves in a situation online that looks as if it's becoming antagonistic, they should not get overly defensive and not disengage from the conversation abruptly, but ask the Program Director and/or Community Liaison and Development Manager for advice and/or disengage from the dialogue in a polite manner that reflects well on MCCAA.
 - g. Never comment on anything related to legal matters, litigation, or any parties MCCAA may be in litigation with.
 - h. Never participate in social media when the topic being discussed may be considered a crisis situation. Even anonymous comments may be traced back to personal or MCCAA's IP address. Refer all social media activity around crisis topics to the Program Director and/or Executive Director.
 - i. Always protect themselves, their privacy, and MCCAA's confidential information. Social media users should always be aware that these types of communications are considered public records.
 - j. Not create social media pages or accounts on behalf of the Agency without prior approval of the Community Liaison and Development Manager.

- k. All social media sites representing MCCAAs in any way must be approved by and list Community Liaison and Development Manager as the administrator. The Community Liaison and Development Manager may assign additional administrators or users; however, the password to site cannot be shared with anyone else. Plans for posts should be discussed in advance.
 - l. Not create social media posts or flyers on behalf of the Agency without prior approval of the Community Liaison and Development Manager.
2. Personal use of social media is the right of every employee using their own equipment and on their own time. They are expected to never post or create anything that would be potentially embarrassing to MCCAAs or considered offensive. It should be clear that the views expressed are not necessarily those of MCCAAs. It is important for employees to remember that they are a representative of MCCAAs on and off the clock and posts or actions that negatively affect MCCAAs may result in disciplinary action.
 3. Employees are encouraged to share Agency posts on social media; however, they should not be altered or have any content of postings/flyer changed from that which was created by the Agency in any manner.
 4. Any request for comment from the media or community partners should be referred to Community Liaison and Development Manager or Executive Director. No employee should make public statement without expressed authorization.
 5. Any employees in violation of this policy are subject to disciplinary action, up to and including suspension/termination.

Social Media is constantly evolving. Occasionally further direction may be needed and will be provided through the Community Liaison and Development Manager.

PURPOSE/POLICY

The practice of audio or video recording MCCAAs conversations and/or training sessions with co-workers and clients without prior written consent is in direct conflict with the Agency's philosophy to create an environment built on trust and open communication as its team works together to generate new thoughts and ideas to further advance the success of the MCCAAs and/or discuss and resolve business issues.

PROCEDURES

1. Employees are not permitted to audio or video record conversations with other co-workers or clients using any recording device unless prior written approval is received by the Executive Director as well as all meeting participants.
2. The following guidelines must be met before consideration will be given to any request to record a conversation:
 - a. There must be a clearly defined and legitimate business purpose for the recording.
 - b. Agency-owned recording devices must be used as requested from Human Resources and must be appropriately checked in/out.
 - c. The recording device must be visible and in plain view to all participants.
 - d. The purpose of the recording must be clearly announced at the beginning of the recording to all participants.
 - e. The resultant recording must be maintained on the Agency's premises.
3. The Agency's security system is an exception to this policy.
4. Policy Council and Board of Director meetings may be recorded at the discretion of Board Chair and Executive Director.
5. Violation of this policy results in disciplinary action up to and including termination of employment.

PURPOSE/POLICY

MCCAA telephone and mail facilities are available during working hours for effective communication with the Agency's service recipients and business associates. The Agency's mail system and supplies are not for personal use.

PROCEDURES

1. Use of the Agency's telephone lines should be confined to business calls. Incoming and outgoing personal telephone calls should be limited to those that are necessary and should be as brief as possible.
2. In order to avoid adding to the volume of mail and shipments, employees may not receive or send out personal mail or packages.
3. Office supplies are not for personal use. Agency stationery may not be used for personal correspondence as any communication sent out on Agency stationery might be considered official communication.

PURPOSE/POLICY

MCCAA prohibits the solicitation of products and services during work time by both employees and non-employees.

PROCEDURES

1. Solicitation includes, but is not limited to, asking employees for funds or contributions, offering goods for sale, asking employees to sign a petition, requesting employees to join a group, or otherwise requesting employees' support or commitment with respect to causes, groups, or interests.
2. During regular work hours, employees are prohibited from soliciting or distributing literature for any purpose. Regular working hours refers to any portion of the workday in which an employee is expected to be performing job duties. Regular work hours do not include such times as lunch, break time or before and/or after work.
3. Fundraisers may be left in public place such as break room or kitchen as long as there is no direct solicitation.
4. An employee who is not working may not solicit, or distribute literature to, an employee who is working.

PURPOSE/POLICY

MCCAA expects all persons involved in the Agency to act in a professional and responsible way at all times. This means all people are to be treated with respect, courtesy and dignity at all times. Some of the more obvious unacceptable activities are noted below; however, this list is not all-inclusive and other inappropriate conduct may result in disciplinary action.

PROCEDURES

1. All persons involved in MCCAA must abide by these standards of conduct.
2. Contact Human Resources with any questions concerning any standard of conduct or the unacceptable activities listed.

Unacceptable Activities

Unacceptable activities include, but are not limited to, the following:

1. Negligence or any careless action which endangers the life or safety of another person.
2. Violation of any Agency rule or policy
3. Any action that MCCAA deems detrimental to its efforts to meet its mission, vision, and values.
4. Treating any person with disrespect or discourtesy.
5. Being under the influence of a controlled substance or alcohol while at work; use, possession, or sale of a controlled substance in any quantity while on Agency premises, except medications prescribed by a physician which do not impair work performance.
6. Unauthorized possession of firearms, weapons, or explosives in the workplace or while on duty.
7. Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on MCCAA premises or when representing the Agency; disorderly conduct, fighting, or provoking a fight on Agency property.
8. Insubordination or refusing to obey instructions issued by your supervisor or a member of the management staff pertaining to job responsibilities and performance.
9. Illegal betting or gambling.
10. Inappropriate personal appearance including attire of lack of personal hygiene.
11. Smoking in any Agency facility, vehicle, or space occupied by MCCAA.
12. Threatening, intimidating, or coercing fellow employees at any time, for any purpose.
13. Engaging in an act of sabotage; negligently causing the destruction or damage of Agency property, or the property of all persons involved in MCCAA in any manner.
14. Theft or unauthorized possession of Agency property or the property of fellow employees; removal of any Agency property, including documents, from the premises without prior permission from

management; unauthorized use of MCCA equipment or property for personal reasons; using Agency equipment for profit.

15. Dishonesty, falsification, misrepresentation, or material omission on your application for employment or any other work records
16. Lying about medical or personal leave; falsifying reason for a leave of absence
17. Alteration of Agency records or other Agency documents.
18. Signing a document for client or employee, even at their request.
19. Violating confidentiality policy; giving confidential or proprietary information of the MCCA to competitors or other agencies or individuals or to unauthorized Agency employees; working for a competing business while an Agency employee; breach of confidentiality of personnel information.
20. Unsatisfactory or careless work.
21. Any act of harassment, sexual or racial; telling sexist or racist jokes; making racial or ethnic slurs.
22. Leaving work before the end of a work day or not being ready to work at the start of a workday without approval of your supervisor; stopping work before time specified for such purposes.
23. Sleeping or loitering during working hours.
24. Excessive use of MCCA telephone and/or time spent on personal calls, texts, or social media.
25. Creating or contributing to unsanitary conditions.
26. Failure to report an absence or late arrival; excessive absence or lateness.
27. Obscene or abusive language toward any person; any disorderly/antagonistic conduct on Agency premises.
28. Stereotyping on any basis, including gender, race, ethnicity, culture, religion, disability, sexual orientation or family composition.
29. Failure to notify the Agency of outside employment.
30. Failure to immediately report damage to, or an accident involving, Agency equipment.
31. Leaving the premises during working hours without supervisor's knowledge or permission.
32. Failure to report suspected or known abuse, neglect, or exploitation.
33. Failure to disclose Conflict of Interest.

Head Start:

In addition to the unacceptable behaviors detailed above, the following are unacceptable activities for all staff, consultants, contractors, and volunteers:

1. Leaving a child alone or unsupervised while under the program's care.

2. Failing to use positive strategies to support children's well-being and prevent and address challenging behaviors.
3. Maltreatment or endangerment of the health or safety of children. At a minimum, staff must not use corporal punishment; use isolation to discipline a child; bind or tie to restrict movement or tape a child's mouth; use or withhold food, physical activity, or outdoor time as a punishment or reward; use toilet learning/training methods that punish, demean, or humiliate a child; or use any form of verbal, physical, or emotional abuse.
4. Stereotyping on any basis, including gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition. The unique identify of each child and family must be respected and promoted.

Any violation of the Standards of Conduct may result in Corrective Action up to and including termination.

PURPOSE/POLICY

To be effective, corrective action should emphasize correcting the problem rather than punishing the offender. MCAA's policy provides for progressive disciplinary steps to change an employee's job performance or behavior from unacceptable to acceptable. This policy in no way alters the policy of employment-at-will.

PROCEDURES

1. Corrective action can include written expectations of performance, verbal warning of needed job performance improvement, written warning of needed job performance improvement, suspension, and/or termination.
2. Progressive Discipline will be utilized whenever possible and will include:
 - a. Coaching
 - b. Verbal Warning
 - c. Written Warning
 - d. Performance Probation
 - i. generally utilized only when:
 1. Multiple issues occur at the same time
 2. Performance or production issues exist
 - e. Suspension (Paid or Unpaid)
 - i. Generally utilized when:
 1. Investigation is underway
 2. Safety issues
 3. Other circumstances where action is recommended by Program Director and approved by Executive Director
 - f. Termination
3. Progressive discipline may not be followed in all cases.
4. Depending on the nature of the violation and other circumstances including, but not limited to, the employee's past conduct, one or more "steps" may be repeated or skipped.
5. In some circumstances, immediate termination may result.

PURPOSE/POLICY

MCCAA or the employee may terminate the employment relationship at any time for any reason or no reason at all.

Voluntary terminations are those initiated by the employee and include:

- Resignation
- Retirement
- Failing to report to work as scheduled for three consecutive days
- Failing to return from an approved extended leave of absence
- Failing to provide notification and obtain approval for absences of three or more consecutive days

Involuntary terminations are those initiated by the Agency and may include:

- Exhaustion of approved leave of absence
- Inability or failure to perform duties or to meet prescribed standards on the job
- Conduct not in the best interest of the Agency
- Layoff resulting from changes in services, resources, or qualification requirements for designated programs or projects

PROCEDURES

1. In the event unsatisfactory performance continues, the entire matter is reviewed by the Program Director and Human Resources. If the Program Director and Human Resources is satisfied the employee has been given sufficient guidance and time to improve, suspension/termination is approved.
2. Suspension/Termination must be approved by the Program Director and Executive Director.
3. When possible, an exit interview is conducted by the HR Manager, documented, and made a part of the personnel record. See the Exit Interview policy for more information.

PURPOSE/POLICY

It is the policy of MCCA to afford its employees formal procedures to ensure that their rights to due process in any disciplinary or adverse action are protected, to ensure that employees receive fair and equitable treatment in a timely fashion, provide employees with an easily accessible procedure for ensuring that these policies and procedures have been applied correctly, and to foster sound employee-supervisor relations through communication and ultimate reconciliation of problems of conduct or performance. The appeal procedure described herein has been established as the primary means of meeting these policy objectives

PROCEDURES

1. Lowest Level Where a Decision Can Be Made

The first level of appeal is to the lowest level where the adverse action can be overturned. In most cases, the employee will first appeal an adverse action to his supervisor's supervisor, i.e., the second level supervisor. The employee has five business days in which to file his appeal. The appeal must be made in writing, signed, dated, and based on an adverse action already instituted or scheduled.

2. Second Level Supervisor

The second level supervisor will provide an answer to the employee within ten working days of his written presentation of the appeal. In the event the second level supervisor fails to respond to the appeal within ten working days, the employee will proceed to Step 3.

3. Applicable Program Director

If the action is upheld by the second level supervisor or he/she fails to respond, the employee may file a written appeal within ten days with the applicable Program Director or, in the absence of that level, the Executive Director. (See Step 4.) The Program Director will provide an answer to the employee within ten working days of his written presentation of the appeal. In the event that the Program Director fails to respond to the appeal within ten working days, the employee will proceed to Step 4.

4. Executive Director

If the action is upheld by the Program Director or he fails to respond, or if the third level would be the Executive Director, the employee may file a written appeal within five working days with the Executive Director. When the Executive Director receives the appeal, he/she will determine whether or not Steps 1, 2, and 3 were followed by agency supervisors. Only in the event that the Steps were not followed must appeal be heard. In that case or at the discretion of the Executive Director he/she will collect the facts and may or may not arrange an informal hearing to be conducted to discuss the appeal. A written decision will be issued within 10 days of appeal and/or hearing.

In the event that the employee alleges that there has been gross disregard for evidence or facts he/she may appeal to Personnel Committee of Board of Directors.

5. Board of Directors

There shall be no appeals to the Board of Directors of the Executive Director's decision relative to an appeal except in case where an employee alleges and proves in writing a procedural violation or gross disregard of fact or evidence.

An allegation of gross disregard for evidence or facts must be in writing and presented to the Chairperson of the Board's Personnel Committee within five business days after receiving the final decision. The appeal is considered settled if such a request is not presented.

The merits of all appeal decisions rest with the Executive Director, not with the Board of Directors. However, in the case that the Board determines gross disregard of evidence or facts in earlier stages, the Board can request a hearing before its personnel committee who shall have the authority to render a decision based upon the full disclosure of facts and evidence surrounding the case.

When a hearing is granted for an appeal, it shall be the responsibility of the employee requesting the hearing to be present and on time for the hearing. An employee may waive in writing his right to a hearing at any level in the process and a decision shall be rendered. If the employee requesting the hearing fails to be present or to have a representative present at the hearing, this shall resolve the problem that necessitated the request for the hearing. If an employee fails to appeal within the stated time frames, all rights to said appeal are cancelled.

PURPOSE/POLICY

MCCAA may conduct exit interviews for employees leaving the Agency who are willing to be interviewed.

PROCEDURES

1. Human Resources utilizes the standard exit interview form to conduct an exit interview with the terminating employee.
2. Human Resources is responsible for tracking and analyzing exit interview data and following up on issues identified in exit interviews to ensure resolution.

The Board of Directors is the source which issues the authority to administer the agency, and has the same legal powers and responsibilities granted under its state charter as the Board of Directors of any private, non-profit corporation. It is primarily concerned with setting goals and establishing guidance for agency functions, issuing Board policy statements and reviewing plans. It does not enter into the operational phases of the agency, but delegate's authority to the Executive Director to administer the agency within the framework of established policies and procedures.

Mid-Cumberland Community Action Agency personnel policies and procedures complement, but do not replace, the regulations, instructions, issuances, policy memoranda, or program guidance issued by agencies funding the organization.

The authority of the Board results from its group action and does not reside in any individual member. Authority and responsibility are delegated as follows:

- Board of Directors to Executive Director
- Board of Directors to Program Policy Councils
- Executive Director to Deputy Directors and/or Program Directors
- Deputy Director to Program Directors
- Program Directors to Supervisors

The Board of Directors possesses specific powers as defined in Section 211 (e) of the Community Services Act and recognized by the Department of Human Services, including:

- To appoint the Executive Director of the Community Action Agency;
- To determine, subject to funding source policy, major personnel, organizational, fiscal, and program policies;
- To make final approval of all program proposals and budgets;
- To oversee the extent and the quality of the participation of the poor in the programs of the Community Action Agency;
- To determine, subject to funding source policy, rules and procedures for the Governing Board; and
- To select the officers and the Executive Committee, if any, of the Governing Board.

The Board of Directors establishes a standing Personnel Committee according to its by-laws. A purpose of this committee is to recruit, screen, interview, and recommend the hiring of the Executive Director. The Executive Director is hired by the full Board of Directors. The full Board of Directors is responsible for the final approval of the hiring or firing of key agency personnel those key personnel being the Executive Director, the Deputy Director, Finance Director, Human Resource Director, Program Director, and the Head Start Director.

The Board's decisions regarding the hiring or dismissal of Executive Director, Finance Director, Human Resource Director, and Head Stat Director must be approved by Policy Council as well and reported to the Agency's HHS Regional Office representative for review before they may be finalized .

The Personnel Committee may review personnel decisions when the need arises. It reviews recommended changes from the Executive Director in these personnel policies and procedures, and makes recommendations to the Board of Directors.

PURPOSE/POLICY

The following procedure has been established to resolve an impasse that may occur between the Head Start/Early Head Start Policy Council and the Board of Directors of Mid-Cumberland Community Action Agency. Both parties acknowledge that differences should be resolved through open communication and the Impasse Procedure is to be implemented as a last resort.

The Impasse Procedure is a means of resolution and is not intended to expand or override the authority of the Head Start/Early Head Start Policy Council or the Board of Directors.

The governing body and policy council should both consider proposed decisions from each party. If there is a disagreement, the governing body or policy council should notify the other in writing why it does not accept the decision.

The procedure outlined below will apply in the event that either the Policy Council or Board of Directors fails to agree with a recommendation concerning an issue involving:

- Program Planning
- Grant Proposals
- Council Composition
- Program's Goals and Objectives
- Philosophy or Mission
- Personnel Policies
- Hiring/Termination Executive Director

The following procedures will apply only after meetings between appropriate staff and Policy Council and Board members have taken place and all other means of reaching agreement have been exhausted.

The Policy Council will be represented by their chairperson and vice chairperson on an Impasse Committee. The Board of Directors will be represented by their chairperson and a vice chairperson on the Committee. A mediator, chosen jointly by both parties will be appointed to serve as the fifth person on the committee.

Written notification of the dispute must be provided to the Board Chair and the Policy Council Chair. The committee will meet within 15 days of the written notification of the dispute. Mediation will last no longer than one day. The decision will be reached by a secret ballot vote of the Committee Members and will be counted by the mediator. The decision of the committee will be final and accepted by Policy Council, the Board of Directors and management staff, with the exception of potential violation of any federal, state or local laws.

In the event of an exception, arbitration must ensue. Arbitration will last no longer than seven days, and a decision will be announced within 15 days of the end of arbitration.