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2018 Employee Handbook

Human Resources Policies

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SECTION I – INTRODUCTION TO CHILDREN’S SERVICES COUNCIL

Council Welcoming Statement

It is a pleasure to welcome you to the Children’s Services Council of Palm Beach County (CSC).

The CSC enjoys a proud history of public service. Consistent with our mission and purpose, we utilize public tax money to plan, develop, fund, and evaluate programs and services for the children and families of Palm Beach County.

As a public employer, we have an obligation to our fellow citizens to provide a system of good government. To do this, we must give them the best, most efficient and most courteous service possible. At CSC, our employees are our most valued resource. We want you to know that you are with us because we think you will make a positive contribution to the services we provide to the children and families of Palm Beach County.

You have just had the opportunity to learn about our mission, vision, organizational values and related behaviors. Each and every employee plays a critical part in our ability to accomplish our mission and vision, and each of us, regardless of our role in the organization is responsible and accountable for ensuring that all of our actions are consistent with our organizational values and behaviors. In addition, you will find this important information on the job description supplement, which we have asked you to sign to acknowledge your understanding and commitment to these fundamental values and behaviors.

This handbook has been written to help our employees understand the employer/employee relationship. It contains general information and guidelines about Human Resources policies and procedures, benefits and, of course, your responsibilities as a CSC employee.

We want you to be fully informed and to completely understand our policies and procedures. You may find the CSC Human Resources Policies in BOX in the Human Resources Public Folder. You are advised to carefully read through the handbook and request clarification, if needed. We welcome suggestions for improvement either to the policies and procedures in this handbook or other job-related areas or subjects.

Again, welcome. We look forward to working with you as a CSC employee and hope you find working at the CSC both productive and rewarding.

Vision, Mission, and Philosophy

VISION

All children grow up healthy, safe and strong.

MISSION

To plan, fund and evaluate prevention and early intervention programs and services, and promote public policies that benefit all Palm Beach County children and families.

ABOUT CSC

Children's Services Council of Palm Beach County is an independent special district established by Palm Beach County voters in 1986. Today, Children's Services Council of Palm Beach County provides leadership, funding, services and research on behalf of Palm Beach County's children so they grow up healthy, safe and strong.

LEADERSHIP PHILOSOPHY

As an employee of the Children's Services Council of Palm Beach County, I am committed to ensuring that the children and families that we serve through our programs and systems of care receive the highest quality services. In order to do so, I am responsible for creating a work atmosphere that values agility, excellence, passion, and positive relationships. I hold myself and others accountable for implementing and sustaining the CSC Values and Behaviors.

ORGANIZATIONAL VALUES AND BEHAVIORS

AGILITY

I demonstrate *agility* by working on complex issues with diverse partners and communities in order to achieve our defined outcomes for children and families. I am open minded, optimistic, and creative in my approach to problem-solving. I adapt to the changing circumstances that advance the organization by being persistent and resilient in times of uncertainty and by continually focusing on the goals we are working to achieve.

EXCELLENCE

I achieve *excellence* by continuously improving the effectiveness and efficiencies of our work by looking for better ways to do things, implementing best practices, and making decisions based on data. I work on developing my skills, increasing my knowledge, and giving and receiving constructive feedback.

PASSION

I display *passion* through my commitment and enthusiasm about our work which are the driving forces behind my actions to go the extra mile.

POSITIVE RELATIONSHIPS

I build and maintain *positive relationships* that foster an environment of trust by demonstrating respect, integrity, encouragement, support and recognition of others in pursuit of our goals. I conduct myself with the highest level of integrity and ethical standards.

I, an employee of the Children's Services Council, shall conduct myself in a manner that is consistent with our Leadership Pledge. Towards that end, **I will demonstrate...**

Agility by:

- ❖ Anticipating changing needs.
- ❖ Multi-tasking and shifting priorities when necessary.
- ❖ Persisting when faced with challenges.
- ❖ Reflecting and responding thoughtfully.
- ❖ Critically thinking, asking questions, and being flexible.
- ❖ Displaying openness and responsiveness to differing views.
- ❖ Making mid-course corrections as needed.
- ❖ Providing multiple options and creative solutions.
- ❖ Adapting to the internal and external changing environments.
- ❖ Showing a willingness to change.
- ❖ Mitigating risks and constraints.

Excellence by:

- ❖ Acquiring and developing skills to meet demands of the changing environment.
- ❖ Seeking stretch goals and striving to achieve them through innovation.
- ❖ Continuously practicing and learning.
- ❖ Sharing and applying knowledge.
- ❖ Taking risks and learning from mistakes.
- ❖ Being accountable for accuracy and completion of work.
- ❖ Identifying root causes of problems, eliminating waste, and creating sustainable solutions.
- ❖ Finding better ways to do our work.
- ❖ Allocating the time to create, plan, and prioritize.
- ❖ Engaging across functions to achieve integrated results.
- ❖ Exceeding internal and external customer expectations.

Passion by:

- ❖ Advocating for the achievement of CSC's Organizational Goals.
- ❖ Being engaged, self- motivated, and mentoring others.
- ❖ Connecting to our mission and vision.
- ❖ Maintaining a positive attitude even when faced with adversity.
- ❖ Staying focused and committed.
- ❖ Doing what it takes to get the job done.

Positive Relationships by:

- ❖ Communicating respectfully.
- ❖ Supporting team members.
- ❖ Encouraging collaboration and innovation with internal and external partners.
- ❖ Giving and receiving honest and timely feedback.
- ❖ Focusing on the issues and not the person.
- ❖ Valuing unique talents, cultures, and contributions of others.
- ❖ Respecting the time of others.
- ❖ Supporting decisions made by others.
- ❖ Being transparent and authentic when interacting with others.
- ❖ Being available and present to others.

This Employee Handbook and Human Resources Policies are established by the CSC for its employees. The CSC has adopted these policies to ensure fair and equitable employee relations within the organization and to create a climate that fosters productivity, high levels of performance, and continuous improvement.

Your Employer

CSC's Council comprises ten members. Five members are appointed by Florida's governor to four year terms. The other five members serve based on their positions in the community. They include the Superintendent of Schools, a member of the School Board of Palm Beach County, the District Administrator of the Department of Children and Family Services, a member of the county commission, and a juvenile court judge.

The CEO, the only employee who reports to the Council, is responsible for all functions within the organization.

Policy Administration and Applicability

CSC is responsible for the establishment, amendment, and/or repeal of these Human Resources policies, and shall review such policies no less frequently than every three years.

The CEO is responsible for the implementation of these personnel policies and may delegate authority for specific functions at his/her discretion. Unless otherwise stated, the CEO has the authority to execute all personnel actions authorized in these policies, subject to budgetary constraints and applicable federal, state, and local laws or administrative regulations.

Unless otherwise specified, these personnel policies are applicable to all employees of CSC, as defined in Section III. They are intended to be used as guidelines for employment at the CSC and may be changed at any time without prior notice.

Policy Implementation and Distribution

These policies became effective upon their initial adoption by the CSC on December 7, 1988. Revisions were adopted on March 25, 1992; September 28, 1995; October 1, 1998; October 26, 2000; April 28, 2005; February 1, 2006; and each January thereafter.

The most recent version of these policies supersedes any previous CSC Handbooks/Human Resources policies or unwritten policies.

Each new employee shall receive a copy of these policies upon employment and all current employees will have electronic access to all revisions. Employees are responsible for ensuring they have a current version of the policies, available in BOX in the Human Resources Public Folder, and for reading and understanding all personnel policies and revisions. The Human Resources Department is available to respond to any questions an employee may have regarding these policies.

At-Will Employment Disclaimer

The policies in this handbook are designed to serve as guidelines for management action and employee responsibility. **Neither this handbook nor any other CSC document confers any contractual right, either expressed or implied, to remain a CSC employee, nor does it guarantee any fixed terms and conditions of your employment. Your employment is at-will, meaning you may resign for any reason at any time or the CSC may terminate your employment with or without cause and without prior notice.** With the exception of those policies outlined in this manual, the CSC expressly disclaims any oral and/or written representations, agreements, or assurances to the contrary of its at-will policy.

Statement of Employee Responsibility

Each and every employee assumes certain responsibilities to CSC, his or her supervisor, and fellow employees. In order to ensure that we are all working according to common principles, we have established standards of conduct that we expect all CSC staff to observe. They include, but are not limited to:

- A. Being informed about CSC policies and procedures, your conditions of employment, and the law as it relates to your employment. As a contributing member of our organization, you have the responsibility to consult with your supervisor and/or Human Resources if you have questions about your position, employment status, job expectations, benefits, or any other related matter.
- B. Using CSC time, funds, and property only for CSC business and activities. We are funded by and responsible for exercising stewardship on behalf of the taxpayers of Palm Beach County and that must be at the forefront of our thinking and behavior at all times.
- C. CSC affords staff, when it is possible, flexible work schedules as outlined in these policies. Given that, it is your responsibility to report to work according to your established work schedule or the established schedule for your office or department. CSC values your contribution. If you find it necessary to be absent or late, we expect you to notify your supervisor in advance. In the event of an emergency, where advance notice is not possible, we expect you to notify your supervisor as soon as possible thereafter. All anticipated absences from work are to be discussed with and approved by your supervisor in advance.
- D. Respecting the rights and property of others.
- E. Abusive language, physical threats, violence, sabotage, and violation of equal employment laws (including sexual or other forms of harassment) are causes for disciplinary action up to and including dismissal.
- F. Being aware of your own personal safety and the safety of others, and observing all safety rules and regulations. We expect that each employee will help us maintain a healthy and safe working environment by taking responsibility for immediately reporting any injuries or unsafe conditions to your supervisor and observing our no-smoking work environment.
- G. Remaining focused. Higher performing organizations are staffed by employees who are alert and fully engaged in their work. Consequently, each and every employee is expected to be alert and prepared to perform effectively for the full workday. Reporting for work under the influence of illegal substances or intoxicants or use/possession of illegal substances and/or intoxicants on the job is cause for disciplinary action up to and including dismissal.
- H. Abiding by CSC policy as outlined herein. While recognizing your right to your personal opinion as an individual, CSC expects every employee to abide by its policies in conjunction with the performance of job responsibilities. We encourage open communication and recognize that effective conflict resolution is essential to our work environment. If you are in disagreement with CSC policies or priorities, attempt to resolve the disagreement through the appropriate internal channels. They include your supervisor and the DHRO. In all situations, expressions of personal opinion should be distinguished from the performance of staff responsibilities.
- I. Meeting the performance standards of your assigned position.

- J. Maintaining the integrity of CSC at all times and refraining from conduct that brings discredit to CSC or is offensive to clients, service providers, or fellow employees.
- K. Portraying a team spirit and cooperative work attitude. Recognize that in our respective jobs, we each make a contribution toward CSC's success.

At CSC, we value you and the contributions you make to the organization. We believe these standards, leadership philosophy, values, and behaviors will help to make the CSC workplace a pleasant and higher performing environment for all. Each and every CSC employee shares in the responsibility for ensuring that the workplace is productive and accepts responsibility for reporting any deviations from existing policies.

SECTION II – GENERAL POLICIES

Commitment to Equal Employment Opportunity

CSC is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, CSC expects that all relationships among persons in the workplace will be professional and free of bias, prejudice, and harassment.

The CSC shall afford equal employment opportunity to applicants and employees in every aspect of employment, development, advancement, and treatment. It is the policy of CSC to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, gender, religion, national origin, age, disability, marital status, familial status, sexual orientation, gender identity or expression, genetic information, pregnancy, or any other characteristic protected by law.

CSC is also committed to working with individual applicants and employees in an effort to provide accommodations to their religious and disability needs, as well as those needs in other areas protected by law, as long as the accommodations do not create an undue hardship to the business operations of the CSC, or where accommodating a disability would cause a direct threat to the health or safety of the individual or others.

Individuals and Conduct Covered

These policies apply to all applicants and employees; they prohibit harassment, discrimination, and retaliation whether engaged in by fellow employees, by a supervisor or manager, or by someone not directly connected to CSC (e.g., an outside vendor, consultant, or client).

Conduct prohibited by these policies 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.

Policy Statements

1. Disability Policy Statement

The Americans with Disabilities Act (ADA) requires employers to reasonably accommodate qualified individuals with disabilities. It is the policy of CSC to comply with all federal, state, and local laws/ordinances concerning the employment of persons with disabilities. CSC prohibits any and all discrimination against a qualified individual with a disability with respect to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment. A “disability” is defined as a physical or mental impairment that substantially limits one or

more of the major life activities of an individual. A “disabled individual” is one who has such impairment, has a record of such impairment, or is regarded as having such impairment. A “qualified person with a disability” means an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the position that the individual holds or for which he/she has applied.

CSC also prohibits the exclusion or denial of equal jobs or benefits to, or other disparate treatment against, an employee because the employee has a family member with a disability.

CSC will reasonably accommodate qualified individuals with a temporary or long term disability so they can perform the essential functions of the job. This provision does not require the CSC to extend reasonable accommodation to a non-disabled employee who has a family member with a disability. An individual who can be reasonably accommodated for a job, without undue hardship, will be given the same consideration for that position as any other applicant.

All medical information about an employee will be kept confidential, shared only on a need-to-know basis, and will be maintained in a separate location from the employee’s personnel file.

2. Harassment Policy Statements

a. Sexual Harassment Statement

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical acts of a sexual or sex-based nature where:

- i) submission to the advances is made a term or condition of employment, or
- ii) submission to, or rejection of, the advances is used as the basis for making business decisions, or
- iii) such conduct interferes with an individual’s work performance or creates an intimidating, hostile, or offensive working environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. These behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual’s body; sexual prowess or sexual deficiencies; touching, and other physical, verbal, or other conduct of a sexual nature.

b. General Harassment Statement

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, “harassment” is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, gender, religion, national origin, age, disability, marital status, familial status, sexual orientation, gender identity or expression, genetic information, pregnancy, or any other characteristic protected by law that:

- i) has the purpose or effect of creating an intimidating, hostile, or offensive work environment;
- ii) has the purpose or effect of unreasonably interfering with an individual’s work performance; or
- iii) otherwise adversely affects an individual’s employment opportunities.

Harassing conduct includes, but is not limited to: epithets, slurs, or negative stereotyping; threatening, intimidating, or hostile acts; denigrating jokes; and display or circulation in the workplace

of written or graphic material that denigrates or shows hostility or an aversion toward an individual or group, including through the use of e-mail.

c. Statement Against Retaliation

CSC will not in any way retaliate against an employee, potential employee, or former employee who, in good faith, makes a complaint or report of discrimination or harassment, or participates in the investigation of such a complaint or report. Retaliation against any individual for good faith reporting of a claim of harassment or cooperating in the investigation will not be tolerated and will itself be subject to appropriate discipline.

Reporting Harassment, Discrimination or Retaliation

CSC strongly urges the prompt reporting, within 24 hours, of all incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct that they believe is contrary to CSC's policy or who have concerns about such matters should file their complaints with the DHRO, CEO, their immediate supervisor, or their supervisor's supervisor. Individuals should not feel obligated to file their complaints with their immediate supervisor first before bringing the matter to the attention of one of the other designated CSC representatives identified above. Any employee who is aware of behavior toward another employee that they feel may constitute sexual or any other form of harassment shall also report the matter to their supervisor or to the DHRO within 24 hours of the incident.

IMPORTANT NOTICE TO ALL EMPLOYEES

Employees who have experienced conduct they believe is contrary to this policy have an obligation to take advantage of this complaint procedure. An employee's failure to fulfill this obligation could affect his or her rights in pursuing legal action.

The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

Investigation of Harassment, Discrimination, or Retaliation Complaints

Any reported allegation of harassment, discrimination, or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Whenever practicable, confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action, and to the extent allowed by law.

Responsive Action

Supervisors and managers are responsible for ensuring that no employee is subjected to conduct that constitutes sexual or any other form of harassment.

A prompt and thorough investigation of the alleged incident will be conducted and appropriate corrective action will be taken, if warranted. The employee who made the complaint will be responded to regarding the status of the investigation within 48 hours of the filing. To the extent consistent with adequate investigation and

appropriate corrective action, any complaints of harassment will be treated as confidential throughout the investigation. Once the investigation is completed, confidentiality shall be determined by the applicable laws.

Misconduct constituting harassment, discrimination, or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling, and disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension with or without pay, or termination, as CSC considers appropriate under the circumstances. If an employee making a complaint does not agree with its resolution, the employee may appeal to the CEO or if, for whatever reason, appealing to the CEO is inappropriate or impractical, to the DHRO. Individuals who have questions or concerns about these policies should discuss them with the DHRO.

Finally, these policies should not, and may not be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic from participating in business- or work-related social activities or discussions in order to avoid allegations of harassment. The law and the policies of CSC prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges and perquisites of employment. The prohibitions against harassment, discrimination, and retaliation are intended to complement and further these policies, not to form the basis of an exception to them.

SECTION III – EMPLOYMENT

Definitions

1. Administrative Definitions

- a. CSC – Children's Services Council of Palm Beach County
- b. CEO – Chief Executive Officer
- c. DHRO – Director of Human Resources & Operations
- d. OHD – Or his/her designee.

2. Employee Definitions

- A. Regular Employee – Any person who works under the direction of CSC to whom these CSC policies and procedures apply.
 1. Full-time Employee – An employee who is regularly scheduled to work CSC's full-time schedule of 37.5 hours per week. All full-time employees are eligible for benefits as outlined in Section V of the Employee Handbook.
 2. Part-time Employee – An employee who is regularly scheduled to work an average of at least 21 hours per week and less than the full-time schedule noted above. All part-time employees are eligible for benefits as outlined within conditions and limitations of each benefit program and Section V of the Employee Handbook.
 3. Non-exempt Employee – An employee whose work is not excluded from the overtime requirements of the Fair Labor Standards Act (FLSA). Non-exempt employees are not exempt from the law's requirements concerning minimum wage and overtime. Based on the FLSA requirements, these employees receive 1.5 times their regular rate of pay for all overtime hours worked in excess of 40 hours. CSC generally pays overtime by granting compensatory time.
 4. Exempt Employee – An exempt employee is not eligible to receive overtime under the FLSA; however, under certain conditions and with the approval of the CEO, exempt employees may be eligible to receive compensatory time.

- B. Temporary Employee – Any person whose services are engaged on a part-time or full-time basis for a specific period of time or for the duration of a project specified in a contract or letter of employment. Temporary employees may be eligible for benefits as outlined within Section V. For temporary employees offered a position within CSC, the new hire date would be the individual’s official start date. For purposes of this policy they will not be considered rehires.

Hiring Authority for Internal Positions

1. Chief Executive Officer (CEO)

The CEO is appointed by and serves at the pleasure of the Council, subject to the provisions of his/her contract of employment.

2. Staff Positions (Regular Employees)

The CEO (OHD) develops an appropriate workforce selection and retention plan. The Human Resources staff support recruiting and screening applicants for all other staff positions. Final approval to fill each position and to hire any new employee is made at the discretion of the CEO.

The CEO is the sole authority for representations or assurances regarding terms of employment. Representations or assurances regarding terms of employment made by any person other than the CEO are not enforceable.

3. Consultant Services

The CEO (OHD) may, within the limits of the budget, engage consultative and supportive services through service contracts. Such contracts are for specific, time-limited tasks. These individuals will be considered independent contractors, under IRS provisions, and will not be considered an employee of the CSC.

4. Promotions and Transfers

CSC encourages employees to assume higher-level positions and lateral transfers for which they qualify by applying for posted vacancies. Based on their qualifications, internal applicants are given equal consideration, but not any greater consideration, for placement in the open position. An employee may be transferred or promoted into a position based on the employee’s high performance and demonstrated skills, at the sole discretion of the CEO.

CSC also encourages staff to participate, with their supervisor, in creating an individual development plan to enhance their skills, and to participate in the CSC tuition reimbursement program.

Terms of Employment

Staff employment is at-will employment. Employees shall not have a property interest in their employment. Funds for staff positions are dependent upon adequate funding through the millage process and approval of the CSC budget. The CEO (OHD) may, within the limits of the budget, authorize limited term employment for special, time-limited projects. Employees in these positions shall be classified as Temporary or Casual Employees.

Hiring Process

1. Recruitment Methods

Depending on the position and the knowledge, skills, abilities, and minimum qualifications for the position, the CSC may place classified advertisements in newspapers and post advertisements in various businesses, not-for-profits, schools, colleges, governmental agencies, or use additional means to locate and attract qualified applicants. Those positions that have been posted externally will also be posted internally in order to provide current employees with promotional and/or transfer opportunities. The CSC reserves the right, at the discretion of the CEO, to post positions only internally.

2. Applicant Defined

CSC considers an individual who responds to a specific vacancy announcement within the specified time limitations as an applicant. Former employees whose performance and behaviors meet CSC's hiring criteria will be given the same consideration as all other applicants when applying for vacant CSC positions.

3. Application Forms and Interviews

Qualified candidates who appear to be the most suited for the position may be asked to participate in at least one interview. Only those applicants who are interviewed are required to complete an application form. A refusal or falsification of information shall result in elimination of the individual from consideration or termination of employment if the misrepresentation is discovered after the employee has been hired.

4. Reference Checks

To ensure that individuals who join CSC are well-qualified and have a strong potential to be productive and successful, it is the policy of the Human Resources Department to check the employment references of the selected applicant prior to extending a job offer.

5. Criminal Record and Background Checks

Children's Services Council believes background checks serve as an important part of hiring the most qualified applicants. Toward that end, CSC collects background information as a means of promoting a safe work environment for current and future employees. Background checks also help CSC obtain additional information to determine the applicant's overall employability, contributing to the protection of current employees, property and information of the organization. To be eligible for employment and to remain eligible for continued employment with the CSC, employees must consent to a criminal background screening and a driver's license check prior to and any time during employment. Other background checks may be used from time to time as needed.

6. Self-Reporting of Arrests and Convictions by CSC Employees

All CSC employees will self-report in writing with the appropriate documentation any arrests and/or criminal charges, including criminal traffic violations, to the employee's immediate supervisor (OHD) within 48 hours of the arrest and/or criminal charges. In addition, all CSC employees shall self-report in writing any conviction, finding of guilt, withholding of adjudication, commitment to a pretrial diversion

program, or entering a plea of guilty, guilty in your best interest, or nolo contendere for any criminal offense other than a minor traffic violation within 48 hours after the final judgment has been entered.

A. Definitions:

1. Criminal Traffic Violations include, but are not limited to:
 - i. Leaving the scene of an accident
 - ii. Providing false information regarding an accident
 - iii. Operating a motor vehicle without a license or while license is suspended
 - iv. Driving while under the influence or with an unlawful blood alcohol level
 - v. Failure to sign or accept a summons
 - vi. Fleeing and eluding police officers or reckless driving.
2. Minor Traffic Violations are non-criminal violations that may require community service hours, under § 316.027(4), Fla. Stat., but are not punishable by incarceration, and for which there is no right to trial by jury or right to court-appointed counsel.

Only CSC employees whose traffic violation occurs while traveling in any vehicle on company business are required to report minor traffic violations per Section A-2.

The supervisor shall forward a copy of the documentation from the employee regarding the violation(s) to the DHRO within 24 hours of receipt of the information.

Failure to self-report may result in discipline, up to and including termination of employment.

7. Orientation Period

Upon appointment to a full-time or part-time position, all new and promoted employees will serve a six month orientation period. This period gives the immediate supervisor the opportunity to provide coaching, training, and feedback to evaluate the employee's performance. It also provides the opportunity for the new employee to take the initiative to seek out resources and engage in active learning.

The employee becomes a regular employee of the CSC upon satisfactory completion of the orientation period. In accordance with the employment-at-will principle, completion of the orientation period does not imply permanent status. Similarly, an employee may be terminated at any time during the orientation period.

If the employee does not satisfactorily complete the initial orientation period, the orientation may be extended for a period up to three additional months. This determination will be made by the supervisor in collaboration with the DHRO or CEO. CSC believes it is in the best interests of both CSC and the employee to assess the performance and finalize the status of each employee in a timely manner. Failure to meet performance expectations during the orientation period may result in dismissal.

Code of Ethics

All employees are subject to the Public Records Law and the Code of Ethics for Public Officers and Employees. Each employee receives a copy of the code upon initial hire and thereafter at the beginning of each calendar year. Employees are required to familiarize themselves with the provisions of the code.

1. Conflict of Interest

Employees must not engage in any activities, transactions, or relationships that are incompatible with the impartial, objective, and effective performance of their duties.

To alleviate potential conflict, CSC employees may not serve on the governing board of or have a business or employment relationship with any agency that is an applicant for or recipient of funding from the CSC without express approval from the CEO. No employee or his/her family members may receive services from any program in which the employee is responsible for making funding or monitoring recommendations. In instances where such relationships occur, the employee is expected to disassociate him/herself from work on these programs.

2. Outside Activities

With respect to outside employment and community activities, CSC must necessarily be concerned about how the activity affects the job performance of an employee and how the activity may reflect on CSC. CSC employees may be employed after hours or participate in community activities as long as:

- a. The outside activity will in no way interfere with the work responsibilities or overtime needs of CSC and the employee maintains an acceptable level of performance in his/her position with CSC;
- b. There is no conflict of interest; and
- c. The outside activity does not discredit or reflect negatively on CSC.

Exempt employees shall not receive compensatory time in addition to regular pay for presentations or consultations made as a representative of CSC.

Employees are reminded of the provisions of the Code of Ethics for Public Officers and Employees, Chapter 112.31, et.seq. Florida Statutes, which prohibits outside employment or contractual relationships with entities doing business with an employee's governmental employer. Copies of the Code of Ethics are available in the Human Resources Department in the event an employee has a question regarding any particular activity.

Only at the express direction of the CEO (OHD) or the employee's supervisor shall any employee be involved in any outside employment or community activity function as a representative of the CSC. Any employee who is not so designated shall make clear that any representations or opinions are of a personal nature and do not necessarily reflect those of the CSC.

3. Receipt of Services

If an employee or member of an employee's family is to receive, or is receiving, services from a CSC-funded provider or any agency that becomes or applies to become associated contractually in any way with CSC, the employee shall notify the DHRO or the CEO of such services. In order to ensure that there is no conflict of interest, CSC may request the name and address of the agency or entity involved, the type of services being received, and by whom.

Under no circumstances shall a CSC employee request or receive special consideration for the prioritization of such services on the basis of their employment with CSC.

Public Records

CSC is financed through public funds and is subject to Florida's Public Records Law. Under Section 119.01 of the Florida Statutes, all non-exempt public records may be viewed by any person at any time under reasonable conditions.

Where applicable, the cost of copies of these records shall be borne by the person making the request.

1. External Employment Information Requests

The Human Resources Department is designated to respond to reference check inquiries from other employers. All calls, contacts, and written inquiries concerning current or former employees are to be referred to the Human Resources Department. It is the policy of CSC to provide neutral references concerning former employees. Responses to such inquiries will confirm dates of employment, wage rates, and title(s) of position(s) held. Additional documentary information may be provided to individuals where a public records request is made.

2. Employee Personnel Records

The CEO (OHD) is the official custodian of employee personnel records.

Personnel records, other than Social Security numbers, are public under Florida Statutes, Chapter 119. Employees will be advised of requests to examine their personnel file. Employees wishing to view their personnel files may do so at any time by contacting the DHRO (OHD).

3. Employee Medical Information

All medical information concerning an individual employee will be kept confidential and separate from an employee's personnel file. The separate file will be marked "MEDICAL CONFIDENTIAL" and may be viewed only by those persons or agencies with an appropriate need to know, including supervisors and managers, first aid and safety personnel, government investigators, state workers' compensation employees, insurance company representatives, and/or in response to a subpoena or court order.

SECTION IV – WORK GUIDELINES

Working Hours

The CSC work week is 37.5 hours. Normal office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday. In addition, employees are expected to attend CSC's regularly scheduled meetings and committee meetings when required, subject to all provisions of the FLSA. The workweek, for purposes of time, attendance, and payroll, begins at 12:00 p.m. on Friday and ends at 11:59 a.m. the following Friday.

Work Schedules

Determination and approvals of work schedules will be made on a case-by-case basis, based upon individual circumstances and business operating needs, and will require the approval of the supervisor, DHRO, and the CEO. In general, during the first 90 days of employment, the employee works the normal office hours of 8:30 a.m. to 5:00 p.m.

Lunch and Breaks

Lunch periods shall be of one hour duration (of which, 30 minutes are paid) between the hours of 11:30 a.m. and 2:00 p.m. Employees are not permitted to work during lunch without supervisor approval. All such hours will be noted on the employee's time sheet.

While the law does not require an employer to allow rest or break periods, we encourage employees to exercise good judgment in being responsive and remaining alert during the workday.

Compensation

1. Pay Periods

Employees are paid on a semimonthly basis. If a scheduled payday falls on a weekend, paychecks are distributed the preceding Friday. If a scheduled payday falls on a holiday, paychecks are distributed on the last working day preceding the holiday.

2. Pay Administration

Salaries of CSC employees are structured within the pay range for their job title. After initial appointment, employees may be eligible, based upon performance, to receive annual salary increases, promotional increases, or adjustments in the pay scales, as outlined in the CSC's salary administration guidelines.

3. Overtime

Only actual time worked is counted in computing overtime. CSC paid holidays are considered the same as actual time worked for the purpose of computing overtime. Vacation and sick leave are considered as time worked only for hour-for-hour compensatory time accrual. Compensatory time, family support/volunteer leave, and/or leaves of absence are not considered as actual time worked. For non-exempt employees, all overtime must be approved by the supervisor and CEO (OHD).

1. Non-Exempt Employees

Non-exempt employees shall be compensated for any time worked in excess of 40 hours per week. CSC is committed to paying its employees for all hours worked. There is no "off-the-clock" work. If any employee believes he/she has not been paid for all hours worked or his/her pay is inaccurate for any reason, the employee shall immediately notify a member of Human Resources. The policy of CSC is to normally pay overtime in the form of compensatory time payable at the rate of 1.5 times the hourly rate for hours worked in excess of 40 hours per week. Non-exempt employees may accrue up to 240 hours of compensatory time. Compensatory hours in excess of that amount shall be compensated monetarily at the rate of 1.5 times the hourly rate as noted above. Compensatory time may not be taken in such a manner as to cause a substantial disruption to the operation of the CSC.

2. Exempt Employees

Exempt employees are expected to work outside of and in excess of the normal work schedule in order to accomplish priorities. CSC is committed to compliance with the FLSA and all regulations interpreting the Act. While exempt staff are generally entitled to their full salary regardless of the actual hours worked, certain deductions from salary are permitted, such as, but not limited to,

personal absences of a day or more, leave under the Family and Medical Leave Act (FMLA), or deductions for disciplinary suspensions of a full day or more imposed in good faith for infractions of workplace conduct rules or safety violations of major significance. All pay deductions for exempt staff must be authorized by appropriate senior management. Pay deductions not permitted by the FLSA are strictly prohibited. If any exempt staff believes that a deduction is improper, he/she shall immediately notify the Accounting Director and/or a member of the Human Resources Department. Any deductions not authorized by the FLSA will be reimbursed. In certain instances, compensatory time may be granted for exempt employees.

All work for which compensatory time accrual is requested must have the prior approval of the CEO (OHD). At peak work times, the CEO (OHD) may open “a compensatory time window”—a period of time when exempt employees may submit requests to earn compensatory time. Overtime worked outside of these open window periods is not eligible for compensatory time consideration.

However, if an exempt employee is required to work or attends a conference on a CSC-observed holiday, he/she shall receive up to eight hours compensatory time for the hours of attendance. Exempt employees may accrue up to 240 hours of compensatory time. Exempt employees shall not receive payment for unused compensatory time. In any event, compensatory time may not be utilized to replace notice time upon separation of employment.

4. *Time Sheets and Leave Requests*

Non-exempt employees are responsible for maintaining a daily record of hours worked and reporting that time on a weekly time sheet. It is the responsibility of non-exempt employees, as defined under the FLSA, to record hours worked accurately on the time sheet. It is also the responsibility of each employee to work those hours they are normally scheduled to work. It is the responsibility of each supervisor to ensure that hours recorded by the employee on the time sheet accurately reflect hours worked. Hours worked in excess of the regular schedule for non-exempt employees may be worked only with the written approval of the supervisor.

When completing time sheets, employees need to be aware that their signature represents a certification of the following:

- a) they have accurately reflected hours worked
- b) they took all meal periods, holidays or vacation as indicated
- c) they were not instructed to work “off-the-clock”
- d) they will report any inaccuracies immediately and will not sign the time sheet if it is not accurate.

It is the responsibility of supervisors to review and certify the accuracy of time sheets. Review and certification include being familiar with the employees’ work hours and ensuring the time sheets accurately reflect all hours worked, are properly completed, and include all required information.

“Off-the-clock” hours, i.e. hours worked that are not recorded on the time sheet, are prohibited. It is the responsibility of each employee to work his or her normal schedule, and to request approval when working overtime is required. Written approval must be received in all cases. It is the responsibility of managers to monitor employee work activities to ensure that this policy is followed.

Non-exempt employees who are requested to work “off-the-clock,” (i.e. and not reflect same on the time sheet) are required to immediately report such request to the attention of the DHRO. It is a serious

violation for any employee to instruct another employee to work “off-the-clock” and violations of this policy must be reported immediately.

In accordance with our organizational values, standards of conduct, and human resources policies, any employee or supervisor who violates this policy shall be subject to disciplinary action up to and including dismissal.

All employees are responsible for submitting an electronic Leave Request for leave time taken. In order to ensure appropriate recordkeeping and responsible behavior, leave requests are to be electronically submitted before the time is taken in cases of vacation or prior knowledge or soon thereafter when the employee returns from an illness or other unforeseen absence.

Any employee who has been classified as exempt who believes he/she should be classified as non-exempt from the overtime requirements of the FLSA must file a written notice with the DHRO.

5. *Report of Absence*

Each employee is responsible for notifying his/her supervisor, the supervisor’s approved designee, or the CEO of an anticipated absence no later than one-half hour after the scheduled starting time. The nature and the anticipated length of the absence must be indicated. Upon returning to work, each employee is responsible for promptly completing and submitting a Leave Request Form for the absence.

6. *Performance Evaluation*

As a high performing organization, CSC believes in providing continual performance feedback. When an employee joins the organization their performance is evaluated during their six (6) month orientation period. CSC Leadership determines the frequency of the formal Performance Evaluation process and any merit based increases. Special evaluations may be conducted at any time during the year when an employee’s performance fails to meet expectations.

Other

1. *Job Descriptions*

The job description outlines the essential functions of the position, the knowledge, skills, and abilities required for effective performance and the minimum qualifications for the job. All employees’ job descriptions include a description of competencies in the areas of leadership, management, team skills, and technical skills. Each employee will receive a copy of his or her written job description on the date of employment and/or within a reasonable time after the description has been revised. Job descriptions may change from time to time and additional duties may be required.

2. *Orientation*

New employees will receive an orientation to the mission, vision, history, organization, leadership philosophy, values, behaviors, and overview of the CSC benefits and Human Resources policies. CSC also encourages the use of a “peer mentor” appointed by the supervisor who will assist the new employee to become acclimated to the CSC culture, leadership philosophy, values, and behaviors. It is the responsibility of the supervisor to conduct an orientation that includes overall performance expectations for the position and to explain to the employee how the work of the department/division and their

individual work fits into and supports the overall CSC mission and vision and how their work supports the mission and vision of their department and/or division.

3. Gifts

CSC employees are not allowed to accept gifts from those doing business with or seeking to do business with CSC (including current provider agencies and vendors, or those seeking to become one). CSC employees are prohibited from soliciting gifts (including the exceptions noted below) from such sources; they are also prohibited from accepting any gift (including the exceptions noted below) intended to influence their action or decision as CSC employees.

A “gift” is anything of economic value, regardless of form or source, for which adequate compensation has not been paid, excluding the exceptions noted below. The following are exceptions to the definition of “gift”:

- The acceptance of food or beverage at a program site
- A gift motivated solely by a family relationship or personal friendship
- A prize won through a raffle at a conference attended by a CSC-employee, so long as the gift is reported to CSC’s General Counsel (to confirm it was a prize and not intended as a gift)
- Items of nominal value such as pens, coffee mugs, cups, t-shirts, mouse pads, or similar types of promotional material
- Prizes raffled off at a CSC-sponsored event, to increase staff morale
- A plaque, trophy, or similar item that is purely ceremonial
- Discounts for training or publications offered to the public generally or to all customers of the vendor

In the event that a CSC employee receives a gift that cannot be accepted, the employee may:

- Return the gift (within 10 days of its receipt)
- Pay its market value, upon its receipt
- If the gift is perishable and it is not practical to return it, the gift may be given to charity, shared with the office, given to the A & E Committee, or destroyed, with the recipient of the gift providing the General Counsel with a note stating what was received and what action was taken to deal with the gift

4. Employee Attendance at Fundraisers

CSC employees may attend fundraising events for funded and non-funded programs. Attendance is a matter of personal choice and is not considered a part of the employee's job expectations. CSC will not reimburse the employee or provide time off for attendance unless such attendance is required by the CSC in accordance with the individual job description.

5. Changes to Employee Records

It is the responsibility of each employee to provide written notification to Human Resources of any change in address, telephone number, marital status, or number of dependents, in a timely manner. Human Resources shall assist the employee in completing any benefit and/or tax forms associated with such changes.

6. Employee Appearance

Employees contribute to the perception and reputation of CSC in the way they present themselves. CSC expects all employees to exercise appropriate judgment with regard to personal appearance, dress and grooming to be most effective in the performance of their workplace duties. An environment of mutual cooperation, respect and fair and consistent treatment for all employees is our goal. In keeping with this approach, CSC permits reasonable self-expression through personal appearance, unless it:

- Conflicts with an employee's ability to perform his or her position effectively
- Conflicts with his or her specific work environment
- Is regarded as offensive or harassing toward co-workers, other organizations, and/or employees with whom CSC conducts business

Factors that will be considered to determine whether employee appearance may pose a conflict with the employee's job or work environment include:

- Productivity or performance expectations
- Offensive or distracting to co-workers, customers, vendors or others in the workplace based on racial, sexual, religious, ethnic or other characteristics or attributes of a sensitive or legally protected nature
- Organizational or societal norms

Although it is impossible and undesirable to establish an absolute dress and appearance code, employees are expected to demonstrate good judgment and professional taste when selecting attire for an office environment. Examples of inappropriate attire include clothing that reveals undergarments, short skirts or dresses, workout clothing, shorts, tube tops, beach flip-flops, etc. Leggings must be worn with a top that covers to mid-thigh and halter, tank, and spaghetti strap tops must be worn with a sweater or jacket. Jeans will only be permitted on Fridays as outlined below. Clothing must provide coverage that is not revealing, should be well fitting, neat and clean, and project a positive image of one's self and CSC.

CSC has a "Friday Casual" dress policy when casual attire may be worn except during specified and announced periods when "Friday Casual" days are suspended. The CEO (OHD) may designate specific days or announce additional periods as casual days as well. For the purposes of this policy, "Friday Casual" means clothing that allows employees to feel comfortable at work, yet is appropriate for an office environment. Jeans may be worn on Casual Fridays but must be workplace appropriate and professional.

CSC will apply a reasonable and professional workplace standard to individuals on a case-by-case basis. When an employee is determined to be dressed inappropriately, supervisors have the discretion to require the employee to use accrued leave to change to appropriate attire.

7. Smoking and Vaping

Smoking and vaping are prohibited in the office building and all enclosed workplaces under the Florida Indoor Clean Air Act. The smoke free policy refers to the use of traditional tobacco products. Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices. These are commonly called e-cigarettes, e-pipes, e-hookahs and e-cigars. A designated smoking area exists outside the building.

8. Alcohol and Drug Abuse

Employees are strictly prohibited from using or possessing alcohol or illegal drugs at any time during work hours or anywhere on the employer's premises. Employees are also forbidden from engaging in the sale or other transaction involving illegal drugs on the CSC premises. Violators, including employees who are under the influence of alcohol or drugs while on the job, will be subject to immediate discipline and/or termination.

9. Bulletin Boards/Public Postings

Bulletin boards and/or postings are located throughout the CSC common areas. The CSC bulletin boards are for CSC work related notices and announcements applicable to all staff. It is the responsibility of each employee to check the bulletin boards for announcements and notices.

There is also a common posting area for employees to post information of a non-work related nature. The intent of this designated area is to allow employees to share information related to social and community events. No outside group may post in these common areas. Any posting must comply with all of CSC policies and cannot denigrate or show hostility or aversion toward an individual or group because of his/her race, color, gender, religion, national origin, age, disability, marital status, familial status, sexual orientation, gender identity or expression, genetic information, pregnancy, or any other characteristic protected by law. All postings are subject to removal at the discretion of CSC for timeliness, because of complaints by other employees, or for violation of CSC policy.

10. Required Legal Postings

Federal and state law requires employers to post in conspicuous places notices concerning anti-discrimination, unemployment, workers compensation, and safety hazards in the workplace. These and other work-related notices are posted on the Human Resources bulletin board.

11. Public Requests for Information

All employees receiving press requests and/or inquiries regarding the activities or operations of the CSC are to direct such requests to the Public Information Officer or the CEO (OHD).

12. Mileage and Meal Reimbursement

Mileage – The IRS mileage rate in effect at the time the budget is prepared will be used, subject to the following provisions: i) in the event that the IRS establishes lower rates during the fiscal period, the rates established will automatically be lowered to those established by the IRS, and ii) in unusual circumstances, the CEO may increase mileage rates, but not to exceed the then-current IRS rate.

Meals – The per diem rate for meals will be the IRS standard "M&IE" rate for all locations within the continental United States, without taking into account specific higher-cost locations (as set forth in IRS Publication 1542 or its successor).

13. Employment of Relatives – Nepotism

It is the policy of CSC that an applicant for any position within CSC and any employee of the CSC seeking promotion or transfer shall be considered solely on the basis of respective qualifications for such a position, regardless of whether the applicant or employee is or is not related by blood or marriage to any employee of CSC, except as otherwise provided herein.

1. Definitions

- a. The terms "related" or "relative" shall refer to the following relationships: father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, domestic partner, father-in-law, domestic partner's father, mother-in-law, domestic partner's mother, brother-in-law, domestic partner's brother, sister-in-law, domestic partner's sister, son-in-law, domestic partner's son, daughter-in-law, domestic partner's daughter, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, half-sister, grandmother, grandfather, great grandparent, great grandchild, step grandparent, step great grandparent, step grandchild, step great grandchild, person who is engaged to be married to a person in a direct line of authority, who otherwise holds himself or herself out as or is generally known as the person whom the employee intends to marry or with whom the person intends to form a household, or any other persons having the same legal residence.
 - b. The term "directly supervise" shall relate to those situations in which one person at CSC is directly responsible to another.
 - c. The term "indirectly supervise" shall relate to those situations in which a person does not directly supervise an employee but is in the direct chain of command between the immediate supervisor of the employee and the CEO.
 - d. The term "recommendation for employment, promotion, advancement or dismissal" shall apply to those situations in which an individual has responsibility for making advisory recommendations to the CEO; such term shall not apply to employee nominations or dismissal recommendations of the CEO.
 - e. The term "evaluation" shall apply to those situations in which an individual is assigned responsibility for preparing the annual evaluation of an employee or is requested to participate in the formulation of such evaluation.
2. No employee shall participate in any personnel action, including recommendation for appointment, employment, promotion, or advancement or evaluation concerning an applicant or employee to whom he/she is related.
 3. No employee may directly or indirectly supervise or be directly or indirectly supervised by an employee to whom that person is related.
 4. Whenever one relative is promoted or transferred to a position that would result in a violation of this policy, the conflict shall be resolved by transferring one of the related employees to another position. The employee who is transferred shall be designated by the CEO and must meet all established qualifications for the position to which transferred.
 5. This policy shall not, except as provided herein, be interpreted to prohibit the employment of relatives of any employee of CSC.
 6. This policy shall not be interpreted to prohibit the employment of related employees in the same cost center provided that neither is directly or indirectly supervised by the other.

14. Safety

It is the policy of CSC to provide a safe and healthy work environment for the protection of our employees. Employees are required to report all on-the-job injuries (for example, an employee is involved

in an automobile accident while working) to their immediate supervisor and Human Resources within 24 hours of the time of injury. Failure to report an injury in a timely manner may adversely affect eligibility for benefits for which you may be entitled.

15. *Electronic Communications*

Every CSC employee is responsible for using the computer system, including but not limited to, its electronic mail (e-mail) system, Internet, Intranet, or other internal system properly and in accordance with CSC'S Technology/Social Media Usage Policy. Any questions regarding this policy should be addressed to Human Resources.

This policy applies to all electronic media and services that are accessed on or from CSC premises; accessed using CSC computer equipment or via CSC-paid access methods or used in a manner that identifies the individual with the CSC.

Electronic media cannot be used for knowingly transmitting, retrieving, or storing any communication that is discriminatory or harassing; derogatory to any individual or group; obscene, defamatory, or threatening; or engaged in for any purpose that is illegal or contrary to CSC's policy or business interest. Electronic media and services are provided by CSC primarily for employees' business use. Employees who abuse the privilege of CSC-facilitated access to electronic media or services are subject to disciplinary action and risk having the privilege removed for themselves and possibly other employees.

16. *Access to Computer/Working from Home*

Non-exempt employees wishing to work from home require the approval of their supervisor and DHRO. Before granting permission for a work-at-home arrangement, supervisors should know the specific work to be performed and the projected amount of time expected. If the work at home will cause the non-exempt employee to work enough hours per week to become eligible for overtime under federal and state law, the supervisor must consult with Human Resources for the appropriate approval from the CEO. Under no circumstances are non-exempt employees permitted to work at home without prior permission. Employees should be aware that all official work products performed at home are considered public records.

Exempt employees may be approved for working from home based upon the terms and conditions of a telecommuting agreement which must be approved, in advance, by the CEO.

17. *Accommodations for Nursing Mothers*

Nursing mothers shall receive reasonable break time to express milk for their infant children for up to one year following the child's birth. To ensure privacy, nursing mothers will be provided a private room, other than a restroom, to express their milk. The room will be clearly designated and either have a lock or a sign on the door to indicate when the room is in use. Nursing mothers are encouraged to discuss the length and frequency of breastfeeding breaks with their direct supervisor and/or Human Resources. Employees who have any questions or concerns regarding this policy should contact Human Resources.

SECTION V – BENEFITS/LEAVE

All eligible CSC Employees shall receive the standard benefits package on the first day of the month following 60 days of employment and based upon their employment status (full-time and part-time) except as otherwise noted in the benefits plan documents. Benefits may change from time to time at the discretion of the CSC. (*Part-Time employees accrue certain benefits on a pro-rated basis. For example, a part-time employee working 30 hours per week would earn $\frac{3}{4}$ the vacation time depicted in the appropriate category as compared to a full-time employee in the same category.*)

Employer Paid Benefits

1. Health and Dental

A comprehensive group Health, Dental, and Life Insurance plan is available to all eligible employees and their eligible dependents, if the employee completes the appropriate paperwork in order to participate. The premium costs for these plans are paid in full for the employee's coverage with the employee paying an additional premium amount for eligible covered dependent coverages. The employee's share of the family premium is deducted from the employee's paycheck. New employees become eligible to participate in the insurance plans on the first day of the month after 60 days of employment.

Generally, there are no physical exam or medical underwriting requirements for the employer paid insurances provided insurance coverage is elected upon initial employment. If a new employee does not elect to join or enroll his/her dependents in the health, dental, or life plan at the time of employment, the employee and his or her dependents will be required to prove eligibility in order to enroll at a later date and may or may not be approved by the carrier.

An employee who elects to waive the group medical insurance shall be reimbursed by CSC up to \$1,000 per calendar year payable on a semimonthly basis.

In the case of health, dental, or vision insurance, changes may be made within 30 days of a qualifying event, or at open enrollment.

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated in plan documents
Regular Part-Time Employee	Eligible as indicated in plan documents
Temporary Full-Time Employee	Not Eligible
Temporary Part-Time Employee	Not Eligible

2. Voluntary Wellness Incentive Program

It is CSC's goal to create and foster a happier and healthier workforce that will strengthen employee morale, retention and productivity. In turn, we are hopeful that employee wellness will assist the CSC in the management of healthcare costs. Eligible employees are those covered under the CSC medical plan along with their covered dependents. The Wellness Incentive Program is a voluntary program that encourages employees and their eligible dependents to proactively participate in activities and behavior modifications

that contribute to their own personal betterment and well-being. Incentives received are based on specified health outcomes that will be measured periodically. Those who voluntarily participate in CSC’s program, but do not meet the specified health outcome will be given the opportunity to participate in programs to assist in the achievement of these specified health outcomes. Please contact Human Resources for additional information.

3. Life Insurance

CSC provides all eligible employees with Group Life and Accidental Death & Dismemberment insurance of one times annual earnings, subject to a minimum and maximum. This benefit is subject to IRS Imputed Income reporting. In addition, CSC provides employees’ spouses and children with life insurance, subject to plan provisions, at no cost to employees.

4. Short Term Disability Insurance

CSC provides a short term disability insurance policy to all eligible employees. The short term disability insurance provides 60% of the normal rate of income to a pre-determined maximum for all periods of disability in excess of 14 days and up to and including the 90th day of disability provided documentation is provided and approved.

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated in plan documents
Regular Part-Time Employee	Eligible as indicated in plan documents
Temporary Full-Time Employee	Not Eligible
Temporary Part-Time Employee	Not Eligible

5. Long Term Disability Insurance

Long term disability insurance, paid by CSC, is provided to all eligible employees. This insurance provides 60% of the normal rate of income to a pre-determined policy maximum for all periods of certified disability beginning on the 91st day of disability and continuing for the duration of the disability to age 65 based on medical necessity and approval of the carrier. CSC will continue to pay the employer paid portion of health, life, dental, and long term disability premiums for disabled employees for up to six months when leaves of absence are taken if the employee is denied Medicare eligibility.

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated in plan documents
Regular Part-Time Employee	Eligible as indicated in plan documents
Temporary Full-Time Employee	Not Eligible
Temporary Part-Time Employee	Not Eligible

6. *Worker's Compensation*

Worker's compensation insurance provides for medical care and compensation for disabilities resulting from an on-the-job injury. In accordance with the law, all CSC employees are covered for worker's compensation. Any accidents or injuries occurring during the course of the work day must be immediately reported to the Human Resources Department. An incident report must be completed within 24 hours of the accident or incident. The failure to report the incident may result in the denial of workers' compensation benefits.

7. *Pension Plan*

To assist employees in making provisions for financial security in their retirement years, CSC contributes a percentage toward an employee's pension plan based on date of hire and employee elections. All eligible employees are enrolled in the pension plan upon completion of one year's employment unless pre-qualified by prior service. Under the plan, employees are 100% vested at age 55 or the graded vesting schedule based on years in the plan as follows:

Year in Plan	Percentage Vested
2	25%
3	50%
4	75%
5	100%

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated above
Regular Part-Time Employee	Eligible as indicated above
Temporary Full-Time Employee	Not Eligible
Temporary Part-Time Employee	Not Eligible

8. *Retirement Health Savings Plan*

Retirement Health Savings Plan is an employer-sponsored health benefit savings vehicle that requires employees to make non-elective contributions, on a pre-tax basis, of their accrued leave to pay for qualified medical expenses (as outlined in the IRS Code 213) at the time of retirement (or upon meeting other eligibility criteria).

9. *Tuition Reimbursement*

Tuition reimbursement provides financial assistance to eligible employees who have been employed one year or more and who want to improve their worth to CSC. Employees may be reimbursed up to \$5,250 per year for undergraduate and graduate courses. Eligible costs include tuition, books, and lab fees. Courses must be job-related or related to a promotional or transfer opportunity at CSC. Vocational courses may be reimbursed under staff development allocations, with supervisory approval.

Tuition will be refunded only upon satisfactory completion of college level undergraduate courses with a "C" grade or better or graduate courses with a "B" grade or better.

Hours spent in class will not be counted as "time worked" and courses will not be taken during the employee's assigned work hours, unless the time is covered by approved vacation, compensatory time, or leave without pay. Additional information regarding tuition reimbursement and academic planning is available from Human Resources. CSC will explore potential policies on payback provisions.

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated above
Regular Part-Time Employee	Eligible at a pro-rated basis
Temporary Full-Time Employee	Not Eligible
Temporary Part-Time Employee	Not Eligible

Paid Leave

1. Holidays

CSC will observe 12 holidays per year to be determined on an annual basis. Holidays falling on Saturday will normally be observed on the Friday preceding the holiday, and holidays falling on Sunday will normally be observed on the Monday following the holiday.

Holidays that occur while the employee is on vacation, personal, or approved sick leave will not be charged to leave time.

In addition, after three years of employment, employees are eligible for their birthday off with pay.

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated above
Regular Part-Time Employee	Eligible if holiday falls on a regularly scheduled workday
Temporary Full-Time Employee	Eligible if holiday falls on a regularly scheduled workday
Temporary Part-Time Employee	Eligible if holiday falls on a regularly scheduled workday

2. Organization Closing

From time to time, the CSC may either be forced or choose to close (e.g. hurricanes) or volunteers may be needed in order to meet the needs of the community providers or children and families within the County. In those instances, at the discretion of the CEO, employees may be paid during the days CSC officially designates the organization closed. In addition, during such periods, the staffing schedule may revert to a traditional five-day workweek. Part-time employees will be paid if closing falls on a regularly scheduled workday.

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated above
Regular Part-Time Employee	Eligible if closing falls on a regularly scheduled workday
Temporary Full-Time Employee	Eligible as indicated above
Temporary Part-Time Employee	Eligible if closing falls on a regularly scheduled workday

3. Sick Leave

Sick leave may be used for non-job related illness or injury, disability, doctor or dental visits, maternity/paternity leave, the illness or death of a family member/family member of a registered domestic partner, or for a special religious holiday. Employees shall accrue sick leave if they are in pay status for the full pay period. No sick leave shall be accrued if the employee takes leave without pay for any part of the pay period. CSC may require documentation of an employee’s illness or need to use sick leave if an employee’s leave patterns or other signs indicate the misuse or abuse of sick leave. All eligible employees accrue four hours per pay period totaling 12 days sick leave per year. Sick leave may be used in quarter hour increments.

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated above
Regular Part-Time Employee	Accrue on a pro-rated basis depending on the number of hours worked
Temporary Full-Time Employee	Same as Full-Time employee status
Temporary Part-Time Employee	Accrue on a pro-rated basis depending on number of hours worked

** Employees absent because of their own or the serious health condition of a parent, child or spouse may be eligible for leave under the FMLA (consult CSC’s FMLA policy in Section V).*

Upon separation of employment, an employee in good standing may be paid for a portion of unused sick leave, as outlined below:

<u>After Years of Service</u>	<u>Total Payout Percentage</u>	<u>Maximum Payout</u>
5 to 10	25%	720 hours (90 days)
11 to 13	50%	720 hours (90 days)
14 to 16	50%	840 hours (105 days)
17 and above	50%	960 hours (120 days)

Example: An employee with ten years and six months service will be eligible for a 25% payout.

4. **Personal Leave**

Personal leave must be taken during the fiscal year in which it is granted or be forfeited. In all cases, personal leave is to be requested in advance and requires the approval of the employee’s supervisor. Full-time employees hired before October 1st through December 31st are eligible for the full 32 hours of personal leave. Eligible employees hired on January 1st or later will receive personal leave on a pro-rated basis based upon date of hire as follows:

<u>Hire Date</u>	<u>Hours of Personal Leave</u>
October 1 st to December 31 st	32
January 1 st to March 31 st	24
April 1 st to June 30 th	16
July 1 st to September 30 th	0

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	32 hours per fiscal year
Regular Part-Time Employee	Pro-rated based on number of hours worked
Temporary Full-Time Employee	Not Eligible
Temporary Part-Time Employee	Not Eligible

5. **Vacation**

Employees begin accruing vacation leave at the completion of one full pay period following their date of hire, and eligibility to utilize such vacation becomes effective after completion of six months of continuous employment. Irregular, seasonal, work-peak variation, and overtime hours worked will be disregarded in computation of vacation pay. Vacation leave may be granted for absence to attend funerals of persons other than those immediate family members covered under the compassionate leave policy. Vacation and/or personal leave may be used to transact personal business that cannot be transacted except during normal working hours.

Employees shall accrue vacation leave if they are in pay status for the full pay period. No vacation leave shall be accrued if the employee takes leave without pay for any part of the pay period. Vacation leave may be used in ¼ hour increments. All eligible employees will accrue vacation time as follows:

<u>Period of Continuous Service</u>	<u>Hours/Month</u>	<u>Hours/Year</u>	<u>Days/Year</u>
1 st through 4 th year	8	96	12
At beginning of 5 th Year	10	120	15
At beginning of 10 th Year	12	144	18
At beginning of 15 th Year	14	168	21
At beginning of 20 th Year	16	192	24
At beginning of 25 th Year	18	216	27

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated above
Regular Part-Time Employee	Eligible on a pro-rated basis
Temporary Full-Time Employee	Not Eligible
Temporary Part-Time Employee	Not Eligible

Employees planning to take vacation leave must notify their supervisor in advance and request leave approval. Employees shall provide a reasonable amount of notice when requesting a week or more of vacation time off.

6. Vacation Payout

CSC employees are limited to 480 hours (60 days) of accrued vacation at the end of the fiscal year. All normally accrued vacation time that exceeds 480 hours (60 days) shall be transferred to the employee's available sick leave balances. Employees terminating with less than six months of service shall not receive payment for unused vacation leave.

a. Vacation Payout – Termination/Resignation

When an employee resigns after providing the requested notice or is terminated without cause, he or she shall be paid for pro-rated unused vacation time, up to 480 hours (60 days). An employee terminated for cause or an employee who resigns without providing the requested notice may receive payment for pro-rated unused vacation time at the discretion of the CEO. With the exception of special contractual provisions, under no circumstances will employees be compensated for accrued vacation time in excess of 480 hours (60 days).

b. Annual Vacation Payout – Cash Option

Employees may receive cash payment for accrued vacation leave on an annual basis. Interested employees must submit their request to Human Resources by July 1st of the fiscal year to take advantage of this option. Payments shall be reflected in the August 31st paycheck. Requests can be made in eight-hour increments, not to exceed 160 hours per year. Employees must leave at least 40 hours of accrued vacation in their vacation leave bank.

c. Special Vacation Payouts

With CEO’s approval, employees who have a minimum of 440 vacation hours may request a one-time payout of between 220 and 400 of those hours to be paid at the employee's current hourly rate of pay.

Other Leave

1. Compassionate Leave

In the event of a death in the immediate family, employees may be allowed up to three days of paid leave per event to attend to responsibilities associated with the death. Additional time in excess of three days will be charged against accrued sick, personal, or vacation leave.

“Immediate family” is defined as spouse, registered domestic partner, parent, child, stepchild, foster child, brother, sister, grandparent, or grandchild of either the employee or his/her spouse/domestic partner. Other significant persons may be considered with the approval of the CEO.

Employees must submit a leave request form stating the relationship of the deceased to the employee or spouse/domestic partner. It is the responsibility of the immediate supervisor to verify requests for compassionate leave.

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated above
Regular Part-Time Employee	Eligible as indicated above
Temporary Full-Time Employee	Eligible as indicated above
Temporary Part-Time Employee	Eligible as indicated above

2. Jury Duty

Regular employees summoned for jury duty will be paid at their regular rate of pay. Any per diem payment for jury duty not related to reimbursement of expenses incurred by the employee while on jury duty is to be remitted to the CSC.

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated above
Regular Part-Time Employee	Eligible as indicated above
Temporary Full-Time Employee	Eligible as indicated above
Temporary Part-Time Employee	Eligible as indicated above

3. Military Leave

Employees recalled to active military duty shall receive the rights and privileges authorized by Military and Veterans Laws with respect to leave, status, and re-employment. Volunteers may or may not be accorded the same privileges.

A full- or part-time employee who is in a military reserve unit or the National Guard will annually advise his/her department manager that he/she is a member, and after presentation of the orders, receive, per Florida Statute 115.07, up to 17 days per calendar year of paid leave. Time off in addition to the 17 days shall be taken from the employee’s accrued vacation or family support/volunteer leave balances.

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated above
Regular Part-Time Employee	Eligible as indicated above
Temporary Full-Time Employee	Eligible as indicated above
Temporary Part-Time Employee	Eligible as indicated above

4. Elections

Employees who live at a distance from their assigned work location that precludes their voting outside of working hours may receive the CEO’s (OHD) approval for up to one hour of leave with pay for the purpose of voting in local, state, and/or national elections.

EMPLOYEE STATUS	SCHEDULE OF BENEFITS
Regular Full-Time Employee	Eligible as indicated above
Regular Part-Time Employee	Eligible as indicated above
Temporary Full-Time Employee	Eligible as indicated above
Temporary Part-Time Employee	Eligible as indicated above

5. Leaves of Absence

a. Unpaid General Leave of Absence

Should a situation arise that temporarily prevents a regular employee from working, he/she may be eligible for a personal leave of absence of up to six months that shall run concurrent with FMLA noted below (if applicable). Decisions in this regard are at the sole discretion of the CEO, considering input from the supervisor regarding the length of time requested, the circumstances, the employee’s performance, attendance, reason for the leave, and the impact of the employee’s absence on the work in the department. A request for leave of absence must be submitted in writing to the immediate supervisor, who will be responsible for ensuring that it is submitted to the CEO and the Human Resources Department.

Employees who are granted unpaid leaves of absence shall first use all accrued leave. If the employee does not have enough accrued leave for the period of the leave of absence, he/she will be placed on leave-

without-pay status for the duration of the leave period. Employees on unpaid leave are not eligible to accrue vacation or sick leave and are not paid for holidays during the time they are on leave. In addition, contributions are not made toward the retirement plan and/or social security during the period of unpaid leave.

CSC will continue to provide employer paid health, life, dental, and long term disability insurances for the employee during the period of the leave. The employee must make arrangements with the Human Resources Department to pay for the employee paid portion of the insurance premiums.

Upon return to work from unpaid leave, based on illness, a written statement from the attending physician releasing the employee to work must be presented.

b. Family Medical Leave Act (FMLA)

i. Eligibility and Reasons – Employees who have worked for CSC for at least 12 months, and for at least 1,250 hours in the preceding 12 months, may:

(a) Take up to 12 weeks of unpaid leave in a 12-month period for the following reasons:

1. The birth of the employee's child and to care for the newborn child;
2. The placement of a child with the employee for adoption or foster care;
3. In order to care for the employee's spouse, registered domestic partner, child, or parent who has a serious health condition;
4. Because of a serious health condition which renders the employee unable to perform the essential functions of the employee's position;
5. Because of any qualifying exigency arising out of the fact that the spouse, or a son, daughter, or parent of the employee is on covered active duty (or has been notified of an impending call or order to covered active duty) in a foreign country. Employees with a family member who is either in a regular component of the Armed Forces or a reserve component of the Armed Forces will be entitled to leave.

Coverage is extended for exigency leave to the family of all active-duty service members who are deployed in a foreign country. Previously, coverage for this exigency leave applied only to employees with a covered family member in the National Guard or Reserves.

(b) Take up to 26 weeks of unpaid leave in a single 12-month period in order to care for the employee's spouse, child (of any age), parent, or next of kin who is a military service member who is undergoing medical treatment, recuperation, or therapy, or who is in outpatient status, or who is otherwise on the temporary disability retired list, for a serious injury or illness incurred in the line of duty while on active duty in the Armed Forces.

Coverage is extended to include caring for a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of five years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy. The "covered veteran" is also defined as an individual who was discharged or released under conditions other than dishonorable at any time during the five years prior to the first date the eligible employee takes FMLA leave to care for the covered veteran. However, the regulations state that the period between October 28, 2009, the date the NDAA was enacted, and March 8, 2013, the effective date of these regulations, cannot be

counted when determining a covered veteran's five-year eligibility period. The caregiver would be able to take up to 26 weeks of leave to care for a veteran for up to five years after he or she leaves military service if the veteran suffered a qualifying injury or illness in the line of active duty (or had an existing injury or illness aggravated in the line of active duty). Under the legislation, the injury or illness could manifest itself before or after the member became a veteran.

ii. Definitions – The following definitions apply for purposes of this policy.

- (a) Serious Health Condition – A "serious health condition" means an illness, injury, impairment, or physical or mental condition that involves either: (1) inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical care facility, including any period of incapacity (i.e., the inability to work, attend school, or perform other regular daily activities), or any subsequent treatment in connection with the inpatient care; or (2) continuing treatment by health care provider, as defined by the FMLA and the pertinent regulations.
- (b) Serious injury or illness – A "serious injury or illness" means an injury or illness incurred by a military service member in the line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by the service in line of duty on active duty in the Armed Forces) and that may render the military service member medically unfit to perform the duties of his or her office, grade, rank, or rating.
- (c) Child – Except as otherwise noted in this policy, "child" means a biological, adopted or foster child; a stepchild; a legal ward; or a child of a person standing in loco parentis (in the place of a parent) and who is either under the age of 18 or, if older than the age of 18, is incapable of self-care because of a mental or physical disability.
- (d) Parent – "Parent" means a biological, adoptive, step, or foster parent, or any other individual who stood in loco parentis (in the place of a parent) to the employee when the employee was a child. Parent does not include parents "in-law."
- (e) Next of Kin – The "next of kin" of a military service member means the nearest blood relative other than the military service member's spouse, parent, or child, in the following order of priority (unless the military service member has specifically designated in writing another blood relative as the nearest blood relative for purposes of military caregiver): (1) blood relatives who have been granted legal custody of the military service member, (2) brothers and sisters, (3) grandparents, (4) aunts and uncles, and (5) first cousins.
- (f) Qualifying exigency – A "qualifying exigency" includes leave taken for any of the following reasons: (1) to address any issue resulting from an impending call to active duty deployment on less than seven days' notice, (2) to attend military events and related activities (such as a military ceremony, briefing, family support program, etc.), (3) to make arrangements relating to childcare and school activities, (4) to make financial and legal arrangements, (5) to attend counseling, (6) to spend time with a covered military member who is on a short-term, temporary rest and recuperation leave during the period of deployment, (7) to attend post-deployment activities (such as a military ceremony, event, reintegration briefing, etc.), and (8) to care for a military member's parent who is incapable of self-care when the care is necessitated by the member's covered active duty. The "parental care" qualifying exigency may include arranging for alternative care, providing care on an immediate need basis, admitting or transferring the parent to a care facility, or attending meetings with staff at a care facility. (9) any other exigency agreed upon by CSC and employee. The amount of time an eligible employee may take for Rest and Recuperation qualifying exigency leave is a maximum of 15 calendar days

- iii. Measuring the 12-Month Period and Counting FMLA Leave
- (a) For leave taken for any of the reasons listed in Section V the 12-month period in which eligible employees may take 12 weeks of leave will be calculated using a “rolling” 12-month period measured backward from the date an employee uses any FMLA leave. At any time when a need for FMLA leave arises, the amount of FMLA that an employee would be entitled to use is measured by counting how much FMLA leave the employee has used during the prior 12 months. If during that prior 12-month period the employee has already used 12 weeks of FMLA leave, the leave is exhausted. If the employee has not used 12 weeks of FMLA leave during the prior 12-month period, he or she is entitled to the balance of the 12 weeks that has not been used. For example, if an employee used four weeks of FMLA leave beginning on February 1st, four weeks beginning June 1st, and four weeks beginning December 1st, the employee would not be entitled to any additional leave until February 1st the following year. However, beginning on February 1st, the employee would be entitled to four weeks of leave; on June 1st the employee would be entitled to an additional four weeks of leave, etc.
 - (b) For leave taken for the reason listed in Section V the single 12-month period for calculating leave needed to care for a military service member begins when the employee first starts taking leave for that reason and ends 12 months after that date. Leave under Section V may not exceed 26 weeks in any single 12-month period when combined with other FMLA-qualifying leave under any section of this policy.
 - (c) For leave taken for the birth of a child or placement of a child for adoption or foster care, the entitlement to leave under this policy expires 12 months from the date of the child’s birth or placement.
 - (d) If both spouses work for CSC, the combined leave shall not exceed 12 weeks in a 12-month period if the leave is taken for the birth of the employee’s child, or to care for the child after birth, for the placement of a child with the employee for adoption or foster care, or to care for the employee’s parent with a serious health condition.
 - (e) If both spouses work for CSC, the combined leave shall not exceed 26 weeks of leave during the single 12-month period described in Section V above if the leave is taken to care for a military service member with a serious injury or illness.
 - (f) To the extent allowed by law, in the event an absence is for a reason covered by this policy, CSC reserves the right to count it as FMLA leave whether the employee has requested FMLA leave or not. Leaves covered by workers’ compensation and/or a disability plan will also be counted as FMLA leave to the extent the leave qualifies under this policy.
- iv. Employees may take intermittent leave or leave on a reduced schedule basis (in quarter-hour increments) because of their own or a relative’s serious health condition, if this is medically necessary. Where employees have some control over the timing of their leave, they are expected to consult with their supervisors to try to arrange a mutually acceptable time.
- (a) In the case of leave based upon a serious health condition or a military service member’s serious injury or illness, leave may be taken intermittently or on a reduced schedule basis, but only if such leave is medically necessary and the medical need can be best accommodated by intermittent leave or a reduced schedule. If intermittent leave or leave on a reduced hours basis is required for planned medical treatment, the employee is required to make reasonable efforts to schedule the treatment so as not to unduly disrupt CSC’s operations.
 - (b) In the case of leave for the birth or placement of a child in adoption or foster care, intermittent leave or working a reduced schedule is not permitted unless CSC, in its sole discretion, elects to allow it.
 - (c) In the case of leave based upon a qualifying exigency, leave may be taken intermittently or on a reduced schedule basis.

- (d) If intermittent leave or leave on a reduced hours leave is required or provided, CSC may, in its sole discretion, temporarily transfer the employee to another position for which the employee is qualified with equivalent pay and benefits that better accommodates that type of leave.
- v. Employee Notice and Certification Requirements
 - (a) For leave that is foreseeable, the employee must provide CSC with at least 30 days' notice. If the need for leave is not foreseeable, the employee is required to provide CSC with as much notice as is practicable once the need for leave becomes known. Requests for leave should be on approved forms which are available from the Human Resources Department. All employees requesting FMLA leave shall be supported by US Department of Labor Form WH-380-E or WH-380-F, Certification of Physician or Practitioner. The form shall be provided to the employee by the Human Resources Department and returned with the appropriate certification thereon, within 15 calendar days, unless it is not practicable to do so, despite the employee's good faith efforts.
 - (b) CSC will require that leave based upon a serious health condition, or a military service member's serious injury or illness, be supported by a medical certification from a health care provider. In accordance with applicable regulations, for leave based upon a serious health condition CSC may request, at the CSC's expense, a second opinion from a health care provider of the CSC's choice (as well as a third opinion if the second opinion conflicts with the first opinion). The second or third opinion provision does not apply to an ill or injured military service member. The CSC will require that medical certification be submitted showing that a request for intermittent leave or leave on a reduced schedule basis is medically necessary.
 - (c) CSC may require subsequent medical recertification of an ongoing condition from the employee's health care provider every six months in conjunction with an absence, or more often to the extent permitted by applicable law.
 - (d) CSC will require that leave based upon a qualifying exigency also be supported by a certification and supporting documentation, including a copy of the military member's active duty orders or other similar documentation.
 - (e) Certification forms to be completed under this section are available from the Human Resources Department. If an employee's certification or recertification is deemed by CSC to be incomplete, CSC will notify the employee of the deficiency and the employee will be provided seven days to cure the deficiency. A failure to complete the certification may result in the denial of leave for the period of time until the completed certification is submitted.
 - (f) During leaves under this policy, the employee must periodically (no less than once every three weeks) report on his or her medical status and intent to return to work. In addition, it is the employee's responsibility to notify CSC within two business days, where feasible, of any changed circumstances that will shorten or extend the leave.
 - (g) For leave taken because of the employee's own serious health condition, the employee is required to furnish a medical certification from his or her health care provider advising that the employee is able to safely resume performing the essential functions of his or her position before the employee will be allowed to return to work.
- vi. Health Insurance Premiums
 - (a) During leaves of absence under this policy, CSC will continue to pay its portion of the health insurance premiums and maintain the employee's coverage under the health plan in the same manner as if the employee had been continuously employed during the entire leave period, provided the employee continues to pay his or her share of the premiums.

- (b) Should the employee fail to continue to pay his or her share of the premium, notices of proposed insurance cancellation and the opportunity to pay the premium as required by the FMLA will be provided before the cancellation.
- (c) The employee will be advised in advance of any changes in premiums so that he or she will have ample opportunity to make arrangements to continue to pay his or her share of the premiums during the FMLA leave.
- (d) If the employee does not return to work after the expiration of the leave, the employee will be required to reimburse CSC for the CSC's portion of health insurance premiums during the family leave as permitted by law, unless the employee does not return due to a serious health condition which prevents the employee from performing his job or circumstances beyond the control of the employee. To avoid required reimbursement, appropriate certification from a health care provider may be required if the employee does not return to work because of a serious health condition.

vii. Effect on Accrued Leave

Taking FMLA leave will not result in the loss of any employee benefit accrued prior to the date on which the leave began. An employee will not accrue any right, benefit or position of employment other than one which she/he would have been entitled to had a leave not been taken. Therefore, when an employee uses accrued leave to cover unpaid FMLA leave, he/she will accrue normal leave benefits.

viii. Substitution of Accrued Paid Leave

- (a) For unpaid leaves under this policy, CSC will require employees to substitute any accrued paid leave (including vacation, sick, personal leave, etc.) that he or she may have. This means that the employee's FMLA leave under this policy will run concurrently with the use of any accrued paid leave. The employee will be notified of the designation when the leave begins.
- (b) Where the leave is not unpaid but the employee is not receiving his or her full pay (such as when on workers' compensation leave or leave under a disability plan), accrued paid leave will be used to supplement the employee's pay to bring him or her up to their full salary.

ix. Job Restoration Upon Return from FMLA Leave

With the exception of certain key employees, employees who return to work from FMLA leave of absence within or on the business day following the expiration of the leave are entitled to return to their job or an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. Designation of key employee status and whether such status will affect the employee's right to reinstatement will be made at the time the employee requests leave, or at the commencement of leave, whichever is earlier, or as soon as practicable thereafter if such determination cannot be made at that time.

x. Failure to Cooperate

Employees who fail to provide information to, or otherwise cooperate with, the CSC in administering this policy, may have their leave delayed and/or be subject to discipline up to and including discharge as permitted by law.

xi. Employer Responsibilities

When an employee requests FMLA leave or provides information indicating that his or her leave may be for an FMLA-qualifying reason, Human Resources will inform the employee requesting the leave whether they are eligible for FMLA benefits. If the employee is eligible, HR will provide the employee with any additional information required, including a list of the employee's FMLA rights

and responsibilities. If the employee is not eligible for FMLA leave or benefits, CSC will provide a reason for the ineligibility. Once a determination of eligibility is made, CSC will inform the employee if his or her leave will be designated as FMLA-protected and the amount of leave counted against the employee's existing leave entitlement.

xii. Enforcement

FMLA makes it unlawful for any employer to: interfere with, restrain, or deny the exercise of any right provided under FMLA; and discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA. If an employee feels there has been a violation of FMLA rights, he or she should report such a violation to CSC Human Resources or General Counsel. An employee may also file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining. For additional information contact U.S. Department of Labor Wage and Hour Division: 1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627

WWW.WAGEHOUR.DOL.GOV.

c. Domestic and Sexual Violence Leave

Employees who have been employed for three months or more may request and receive up to three working days of leave in any 12-month period if the employee or a family or household member is a victim of domestic and/or sexual violence.

The employee may use leave under this policy for the following:

1. To seek an injunction for protection against domestic or sexual violence or an injunction for protection in cases of repeat violence, dating violence, and/or sexual violence;
2. To obtain medical care or mental health counseling, or both, for the employee or a family or household member to address physical or psychological injuries resulting from the act of domestic and/or sexual violence;
3. To obtain services from a victim-services organization, including, but not limited to, a domestic violence shelter or program or a rape crisis center as a result of the act of domestic or sexual violence;
4. To make the employee's home secure from the perpetrator of the domestic and/or sexual violence or to seek new housing to escape the perpetrator;
5. To seek legal assistance in addressing issues arising from the act of domestic violence and/or to attend and prepare for court-related proceedings arising from the act of domestic and/or sexual violence.

"Domestic violence" means any assault, aggravated assault, battery, aggravated battery, sexual assault, sexual battery, stalking, aggravated stalking, kidnapping, false imprisonment, or any criminal offense resulting in physical injury or death of one family or household member by another family or household member. "Sexual violence" has the same definition as found in Section 784.046, Fla. Stat., the sexual violence injunction statute, or any crime the factual basis of which a court has found included an act of sexual violence.

"Family or household member" means a spouse, former spouse, registered domestic partner, former registered partner, person related by blood or marriage, persons who are currently residing together as if a family or who have resided together in the past as if a family, and persons who are parents of a

child in common regardless of whether they have been married. With the exception of persons who have a child in common, the family or household members must be currently residing or have in the past resided together in the same single dwelling unit.

Except in cases of imminent danger to the health or safety of the employee, or to the health or safety of a family or household member, an employee seeking leave under this policy must provide his or her employer with reasonable and appropriate advance notice of the leave together with sufficient documentation of the act of domestic violence.

An employee requesting leave under this policy must, before receiving the leave, exhaust all annual or vacation leave, personal leave, and sick leave, if applicable, which is available to the employee.

An employee will not be discharged, demoted, suspended, retaliated against, or in any other manner discriminated against for exercising his or her rights under Florida's Domestic and Sexual Violence Act. All information relating to the employee's leave under this section will be kept confidential. Employees should contact Human Resources or the CEO for additional information.

Recognition and Service Awards

CSC recognizes employee service through formal and informal recognition. Service awards are presented to employees for years of employment, beginning at five years of service and continuing for each additional five years of service. In addition, CSC promotes celebrating organizational successes throughout the year based on the achievement of organizational projects and goals.

Employee Initiated Benefits

1. *Deferred Compensation*

CSC's deferred compensation program offers employees the opportunity, through payroll deductions, to defer taxes and establish a supplemental savings plan for their retirement. Taxes on the employee's contributions and interest earnings are deferred until the funds are withdrawn upon termination of employment or retirement.

2. *Credit Union*

CSC employees may become members of the Credit Union of Palm Beach County. The credit union offers a full range of services, including direct payroll deposit. Applications, forms, and other materials may be obtained through the Human Resources Department; however, enrollment must be established directly at the credit union.

3. *Section 125 – Cafeteria and Flex Plan*

CSC maintains a Cafeteria Plan and Flex Plan. The Flex Plan permits employee contributions toward insurance coverages to be deducted from the employee's pre-tax income. Those employees with additional personal or dependent insurance coverages may elect to participate in this Plan. Employees may also elect to make insurance premium contributions, under certain provisions, on a pre-tax basis. The Cafeteria Plan also includes Flexible Spending Accounts for unreimbursed Dependent Care. Additional details may be obtained through the Human Resources Department.

4. *Voluntary Life Insurance*

CSC offers employees an opportunity to purchase additional life insurance through a variety of sources, either as a universal plan or supplemental plan.

5. *Supplemental Plans*

CSC provides supplemental medical, health, and security insurance coverages for employees and their dependents. A representative is available to meet with each employee upon completion of 90 days of employment to discuss supplemental insurance needs.

Additional information regarding CSC's benefit package is available through the Human Resources Department.

Corrective Action

CSC's corrective action procedures are intended to serve as a guideline for employee conduct as well as to address employee performance issues. These measures are not to be construed as creating a property right in employment, nor are they to be construed as guaranteeing an individual employment for a stated period of time. The CSC's own best interest lies in ensuring fair treatment of all employees in making certain that discipline is prompt, fair, and uniform. Managers will consult with the Human Resources Department and make recommendations as to discipline. The final decision as to whether this procedure, or any step therein, is used is at the discretion of the CEO.

The method or action chosen should be the one most likely to accomplish the overall purpose of correcting the employee's actions in the particular situation. CSC reserves the right to immediately demote, suspend, or discharge an employee. CSC may use any of the five measures outlined below in the case of violations of employee responsibilities, leadership philosophy, values, and/or behaviors.

1. *Verbal Warning*

The supervisor informs the employee of the problem and the necessary actions for its resolution are discussed. The discussion shall be documented and signed copies retained by the supervisor and the employee.

2. *Written Warning*

The supervisor outlines the deficiencies or infractions and the expected corrective action on paper and meets with the employee to discuss the reprimand. The employee will sign the reprimand, indicating that he/she has received it. A copy of the reprimand will be placed in the employee's personnel file.

3. *Performance Improvement Plan*

The CEO, at the recommendation of the supervisor and the Director of Human Resources & Operations, may approve placement of an employee on a performance improvement plan. Should the performance of an individual be marginal or below acceptable levels, at the sole discretion of CSC, a performance improvement plan may be developed. An employee who fails to satisfactorily complete the performance parameters outlined in the plan will be terminated as outlined below.

4. Suspension

The CEO may suspend an employee without pay. A written notice of the suspension will be provided to the employee. The employee will sign the notice indicating that he/she has received it. A copy of the notice will be placed in the employee's personnel file.

5. Termination

If termination is warranted, the CEO will make all final decisions. In those instances, he/she (OHD) shall consult with the Council Chair and General Counsel.

SECTION VI – EMPLOYEE RELATIONS

1. Employee Response(s) to Corrective Action

In the case of an ongoing employee relations issue, an employee has the right to review his/her personnel file and to place in this file any response that the employee wishes to a written reprimand, suspension, or termination.

2. Coordination/Administration of Procedure

The DHRO is responsible for the coordination, counseling and administrative of these procedures. The DHRO is available at any point in the process to assist the supervisor and the employee in clarifying procedures and to explain the employee's options as they relate to the disciplinary corrective action process. DHRO may consult directly with the CEO at any point in the process.

At all times, the intent of the corrective action process will be to attempt to improve performance and ensure that the employee is meeting performance expectations. Such action shall be handled in a constructive manner. It is noted that certain infractions may be severe enough to warrant more serious action, including immediate dismissal.

3. Problem Resolution

CSC is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response. CSC strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other in accordance with the values and behaviors of CSC. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established policies or practices, they can express their concern through the Problem Resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint in a reasonable, professional, businesslike manner, or for using the Problem Resolution procedure.

An employee who believes that an employment issue or a decision affecting him/her is unjust or inequitable is encouraged to make use of the following procedure. An employee may discontinue the procedure at any time.

1. The employee presents the problem or situation to his or her supervisor within ten days after it occurs or arises. If the supervisor is unavailable to address the problem, if the employee believes it would be inappropriate to contact the immediate supervisor, or if the employee needs coaching on how to raise the issue to the supervisor, the employee may present the problem to the DHRO (OHD) or to any other member of management, including the CEO.
2. The supervisor responds to the problem during discussion or within ten calendar days. Consulting with appropriate management may be necessary, and the supervisor will document the discussion.
3. If the employee remains concerned, the employee may present the problem to the DHRO (OHD) within ten business days of receiving the supervisor's response.

The DHRO (OHD) will counsel and advise the employee, and assist in mediating the issue and bringing it to closure.

SECTION VII – SEPARATION OF EMPLOYMENT

Types of Separation

1. *Resignation*

Employees resigning their position with the CSC are requested to submit a letter of resignation to their supervisor. Exempt employees are requested to give at least three weeks' notice of termination. Non-exempt employees are requested to give at least two weeks' notice. This notice is expected in order to allow a reasonable amount of time to transfer ongoing workloads and ensure a smooth transition of the work. An employee is not eligible to utilize leave time in lieu of notice without the expressed approval of the CEO. CSC may, in lieu of such notice, pay employees for the applicable notice period and accept the resignation immediately.

2. *Termination/Dismissal*

An employee may be terminated at any time, with or without cause.

Examples of reasons for termination include, but are not limited to: unsatisfactory job performance, chronic absenteeism or tardiness, misconduct, insubordination, misappropriation of funds or other breach of trust, repeated violation of CSC policies and procedures, inability to meet performance expectations, or unwillingness to perform assigned duties.

3. *Abandonment of Position*

Any employee who fails to report to work and fails to notify his/her supervisor of the reason for the absence from work for three consecutive workdays will be considered to have abandoned his/her job. The employee is deemed to have resigned and will be released immediately. The third day of absence will be considered the last day of work for benefits purposes.

4. Reduction in Force

A reduction in force may be necessary because of shortage of funds, lack of work, material changes in job duties or the organizational structure, or for other reasons at the discretion of the Council.

Affected employees shall be given a minimum of 15 days' notice in cases of a reduction in force. Every effort will be made to assist these employees in finding other employment for which they are qualified within the organization.

Full- and part-time employees who are laid off will receive full payment for all accrued vacation leave at their current rate of pay. As outlined in Section V, full- or part-time employees with between five and ten years of continuous service with the CSC shall receive payment for 25% of accrued sick leave. Full- or part-time employees with more than ten years of continuous service who are laid off shall receive payment for 50% of accrued sick leave. No other compensation shall be provided absent a signed agreement providing for severance in the event of a reduction in force.

5. Retirement

Employees are asked to provide a written notice to the CEO, the DHRO, and their supervisor at least one month before their planned retirement date. Employees who are covered under CSC's group health, dental, vision, and/or life Insurance have the option to continue coverage at the time of retirement. Information regarding continuation of coverage may be obtained from Human Resources.

A "retiree" (defined as anyone who separates employment from CSC with at least 20 years of service or anyone who is at least 59 ½ years old with five years consecutive years of service with the CSC) are eligible to continue health, dental, vision, and/or life insurance benefits from the CSC group carriers at their expense at the same rate as current CSC employees.

In addition, employees who separate employment with the CSC by reason of becoming totally and permanently disabled before the date they reach the above outlined parameters are eligible to continue health, dental, vision, and/or life insurance benefits from the CSC group carriers at their expense at the same rate as current CSC employees.

Should you wish to waive your right to continue the health, dental, vision, and/or life insurance plans or drop off any or all of the plans at a later date, you will not be eligible to re-enroll in any of the CSC group insurance plans.

6. Death

In the event of the death of an employee, benefits and final pay will be made to the listed beneficiaries.

Exit Interview

All terminating employees have the option of participating in an exit interview. The interview will be conducted within the employee's last week(s) of employment by the CEO (OHD). The purpose of the exit interview is to allow the employee an opportunity to freely express views about working at CSC. This process is intended to help CSC continuously improve.

In case of layoff or discharge, the employee shall participate in an exit interview to be notified of the actions to be taken and to discuss any options which may be available.

Benefits

Benefits end on the employee's last day of employment. Covered employees, unless dismissed for gross misconduct, have the option to continue health, dental, and vision benefits in accordance with the COBRA regulations and, where applicable, convert life insurance to an individual policy, and determine the direction of their vested pension funds and deferred compensation balances. Information regarding all benefits may be obtained from Human Resources.

Final Pay

Where applicable, employees separating from CSC are paid for all hours worked and for vacation earned but not taken as well as pro-rated sick balances, as outlined within Section III, as of the last day worked. In addition, non-exempt employees are paid for accrued, unused compensatory time balances. Except in an emergency, employees leaving the CSC will receive their final paycheck at the next regularly scheduled pay date following separation or on their final day if the date of separation is a pay day. CSC will make every attempt to provide terminated employees with all compensation due to them at the time of termination. Employees must return office keys and all other CSC property before the final paycheck will be issued.

Passwords

Separating employees are expected to divulge any privacy codes or passwords used to ensure CSC access to records on the employee's computer and/or other communications equipment.

CHILDREN'S SERVICES COUNCIL OF PALM BEACH COUNTY

EMPLOYEE HANDBOOK RECEIPT VERIFICATION

This form is to be completed and returned to the Human Resources Department within 30 days of the employee's initial date of hire or receipt of major revisions to the Employee Handbook.

I have received a copy of the Children's Services Council's Employee Handbook/Human Resources Policies (the "Employee Handbook") dated January 1, 2018.

I understand that the Employee Handbook has been furnished as a guide to some of the basic policies of the Council. I further understand that the Employee Handbook is not intended to include all policies of the Council and the Council reserves the right to modify, delete, or add to any of its policies or practices in its discretion.

Nothing in this Employee Handbook will be interpreted to mean that I will be required to remain an employee of the CSC should I desire to unilaterally resign my employment for whatever reason I think appropriate. Similarly, nothing in the Employee Handbook will be interpreted to mean that the CSC will be required to continue to employ me, should it desire to unilaterally terminate my employment for whatever lawful reason it deems appropriate. I understand that nothing in the Employee Handbook in any way creates an express or implied contract of employment between the CSC and me.

I have read and understand the Employee Handbook (and will read any subsequent revisions) and the Code of Ethics and have been provided full access to those documents by CSC. I understand that I must comply with the Employee Handbook and Code during my employment with the CSC. I further acknowledge that I have been given the opportunity to ask any questions I may have about the applications of these policies. As outlined in the Employee Handbook, I understand and hereby agree that compensatory time is normally the method used to compensate non-exempt employees for overtime hours worked.

Upon separation of employment, I shall return my copy of my Employee Handbook to my supervisor or the Human Resources Department.

Employee Signature

Print Name

Date