

Human Resources & Employment

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Employee/VISTA Member Letter

Dear Valued WAFCC Employee:

Congratulations and welcome to Wisconsin Association of Free & Charitable Clinics, Inc. (WAFCC). Your performance will be an integral part of WAFCC's future success. In order to help you perform at your full potential and create a safe and enjoyable work environment we are providing you this Employee Handbook to inform you of the many important aspects of your employment and guide you along the way.

There are few things to keep in mind when reading this Employee Handbook. This document is not a comprehensive compilation of all WAFCC policies and procedures and does not cover all possible circumstances and exceptions that may arise. Many of the policies summarized in this Employee Handbook are covered in more detail in other official documentation. Consult such documentation for additional information regarding specific policies. Please address any specific questions regarding the interpretation or applicability of WAFCC policies and procedures to the WAFCC Executive Director. Note that the terms of the official WAFCC insurance and benefits policies supersede any terms to the contrary stated herein.

This Employee Handbook is not an employment contract, and nothing in this Employee Handbook gives you any right, express or implied, to continued employment. Furthermore, all terms, conditions, policies, and procedures as stated in this document are subject to change, and nothing stated herein is guaranteed or a fixed term or condition of your employment.

As WAFCC's employee you have an obligation to keep the information provided to you in this Employee Handbook. Do not discuss the contents of this document with persons who are not employees, officers, or otherwise privy to this information through an affiliation with WAFCC.

Please take time to thoroughly review this Employee Handbook, noting how each section relates to your employment. Contact the WAFCC Executive Director if you may have any questions or concerns. We look forward to a harmonious and mutually effective relationship with you and are confident you will find your experience with us dually rewarding.

Again, welcome!

SECTION I – Introduction

1.1 Employee Handbook Purpose

This handbook has been prepared to inform new and existing employees of the policies and procedures of the WAFCC and to establish the expectations of all staff at WAFCC. This handbook is not all-inclusive and is simply an overview of the work environment. Further, it is not a contract, expressed or implied, and it does not guarantee employment for any length of time.

The WAFCC has the right to unilaterally revise or change any of its policies and the WAFCC will make every effort to keep you informed of any policy changes. Feel free to ask questions about any of the information within this handbook.

1.2 At-Will Employment

Employment at the WAFCC is at-will. An at-will employment relationship can be terminated at any time, with or without reason or notice by either the employer or the employee. Only the Executive Director is authorized to modify the at-will nature of the employment relationship, and the modification must be in writing.

1.3 Equal Opportunity Employment

The WAFCC is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, sexual orientation, gender identity, HIV/AIDS status, or any other status protected by federal, state, or local law pertaining to non-discrimination, non-harassment, and equal opportunity.

This policy applies to all terms, conditions and privileges of employment, including, but not limited to hiring, compensation, promotion, discipline, and termination.

Whenever possible, the WAFCC makes reasonable accommodations for qualified individuals with disabilities to the extent required by law. Employees who would like to request a reasonable accommodation should contact the Executive Director.

SECTION II - Employment Policies

2.1 Employee Classification Categories

Under state and federal wage, and hour laws, including the Fair Labor Standards Act ("FLSA"), all WAFCC employees are either classified as exempt or nonexempt.

Exempt Employees - Employees exempted from the minimum wage and overtime provisions of the FLSA by holding positions that satisfy the criteria under the act. These employees are generally executives, managers, professionals, administrators, and technical staff who receive salaries or sales commissions.

Nonexempt Employees - Employees who are NOT exempt under the criteria of the FLSA minimum wage and overtime provisions.

In addition, the following mutually exclusive classifications apply to both exempt and nonexempt employees and help determine an employee's employment status and eligibility for employee benefits, but in no way guarantee continued employment for any amount of time:

Regular Full-Time Employees - Employees are considered full-time employees if they are normally scheduled to work at least 36 hours per week.

Regular Part-Time Employees - Employees who are NOT normally scheduled to work at least 36 hours per week or who only irregularly work 36 or more hours per week.

Temporary Employees - Full-time or part-time employees hired for a limited duration generally for three months or less. These employees are typically interim replacements or hired for work on a specific project. Temporary employee work duration may be extended upon written permission; however, status as a temporary employee may only be changed by an express writing signed by authorized WAFCC personnel. Temporary employees are employed on an at-will basis unless expressly stated otherwise in a written employment agreement with WAFCC. As at-will employees, temporary employees may be terminated prior to the end of the initially planned work duration for any or no reason, with or without notice.

Employees not notified of their particular classification upon hire should inquire to a supervisor. Note that independent contractors and consultants are self-employed individuals working with WAFCC and not WAFCC employees. As such, they are not entitled to receive WAFCC benefits unless expressly provided in a written agreement between such individuals and WAFCC. Furthermore, these individuals will have control over the manner of completing assigned tasks, while WAFCC has control over assigning the tasks that independent contractors and consultants complete and defining the specific outcomes sought.

2.2 Confidentiality

Employees are prohibited from disclosing "Confidential Information", as defined below, to any external parties without prior WAFCC authorization or to other WAFCC employees, independent contractors, or consultants that do not have a legitimate business reason to know such information. External parties are any person or entity besides WAFCC's employees, representatives, and authorized agents. Employees must maintain confidentiality in all locations, all modes of communication, and at all times, continuing indefinitely after termination of their employment relationship with WAFCC. Employees are responsible for knowing what information should be treated as Confidential Information and should consult the Executive Director or their supervisor for clarification if in doubt.

Confidential Information - Includes information that relates to WAFCC, its operations, or technology that is generally not known to the public and includes, without limitation, the following: trade secrets, business plans, business strategies, bids, brand profile, marketing plans, financial information, costs, pricing, employee compensation, attorney communications, projections, strategic plan, and investments. Confidential Information also includes information you receive from others that WAFCC has an obligation to treat as confidential, including without

limitation information from WAFCC's vendors, suppliers, and current and prospective customers, consumers, members, volunteers, and clients. Confidential Information also includes Personal Identifiable Information (PII). PII is information which can be used to distinguish or trace an individual's identity, alone or when combined with other personal or identifying information which is linked or linkable to a specific individual. Examples of PII include: name, Social Security Number, address, email and date of birth. If it were possible to link information to an individual, this information would be considered PII, even if it has not yet been linked to that individual. Tax information is confidential and special rules apply to its access and disclosure. PII not being placed in a file should be shredded, erased, modified or otherwise handled so that no unauthorized person has access to the information.

You can help WAFCC safeguard its Confidential Information by adhering to the following guidelines:

- Do not discuss Confidential Information in open places.
- When discussing Confidential Information, or matters that are potentially Confidential Information, be aware of who is around you and consider whether they have a specific need to know such.
- Keep hard copies of Confidential Information in a safe and secure place.
- Keep electronically-stored Confidential Information password protected, and store hard copies out of sight in secure locations.
- Shred or tear up hard copies of Confidential Information before disposing in the trash.
- Do not share or disclose information in any way that could be construed as or appear to be insider trading.

2.3 Conflicts of Interest

Employees are required to avoid conflicts of interest. This means employees must avoid activities, relationships, and situations that may cause them to put their personal interests ahead of WAFCC's. It is important that employees act in the best interests of WAFCC at all times, and for this reason, employees must take measures to avoid even the appearance of having conflicts of interest. You must disclose any actual or potential conflicts of interest to the Executive Director or a supervisor, including actual or potential conflicts of interest held by another employee that such employee fails to disclose. In general, you can avoid conflicts by not using or appearing to use WAFCC's Confidential Information, property, or business opportunities for your own personal gain.

The following are examples of situations which may create, or appear to create, a conflict of interest:

- Situations that you may have a personal financial interest in, transactions or business activities of WAFCC or WAFCC's competitors, clients, customers, or suppliers.
- Situations where, although you do not have a personal financial interest, you may nonetheless obtain some other personal gain or advantage resulting from transactions or business activities of WAFCC or WAFCC's competitors, clients, customers, or suppliers.
- Situations where you consult for or otherwise have a separate business relationship with a WAFCC competitor, client, customer, or supplier outside of your normal employment role for WAFCC.

- Accepting any benefit, including gifts, services, entertainment, or favors from a WAFCC competitor, client, customer, supplier, government entity, or other organization in connection with your relationship with WAFCC outside of your regular employment benefits from WAFCC.
- Situations where you are responsible for hiring, managing, or otherwise working with your own family members or persons of close relation to you, whether such persons are other employees or have a different business relationship with WAFCC, for instance as contractors, consultants, clients, customers, or suppliers.

You are required to consult the WAFCC Executive Director if you are unsure about whether you have a conflict of interest or the appearance of a conflict of interest. When a conflict of interest is found to exist, or appears to exist, you must work with the WAFCC Executive Director to remove yourself from the situation as much as possible, including creating an effective screening plan, if necessary.

2.4 Return of WAFCC Property

Employees must return all WAFCC property in their possession upon ending employment with WAFCC. Unless otherwise notified, WAFCC property includes ID cards, cell phones, laptops, printers, scanners, electronics, office supplies, and all other tangible items in your possession that WAFCC owns.

SECTION III - Payroll Practices

3.1 Payment of Wages

Employees are paid according to the following payment schedule: Monthly timesheet of hours worked and incidentals should be submitted to the WAFCC by emailing the WAFCC Executive Director at WAFCCDirector@gmail.com and your supervisor by the 3rd day of the month for the prior month's hours. Employees will be paid by check in accordance with payroll policy and as permitted by state law. Checks will be either hand-delivered, mailed, or direct deposited to employees. Please refrain from leaving paychecks in unsecured areas. If a paycheck is lost or stolen, you must notify a WAFCC Executive Director at once.

You must submit a new Form W-4 to a supervisor if your marital status or the number of exemptions you claim changes.

3.2 Overtime Pay

Employees classified as nonexempt will be paid overtime according to the FLSA and state law. The Executive Director must approve all overtime in advance. You are expected to comply with requests to work overtime during especially busy times and according to WAFCC needs.

Wisconsin state law sets the standard work week at 40 hours. Nonexempt employees will earn overtime pay whenever you exceed the standard work week, which will be paid at one and one-half your normal pay rate. The workweek is calculated beginning at 12:00 a.m. on Sunday morning and ending at 11:59 p.m. on Saturday night but may be changed according to WAFCC discretion. Only actual hours worked will be counted for overtime pay. Meal breaks, time off for holidays, vacation leave, personal leave, sick leave, and other leaves of absence will not be used to calculate overtime.

3.3 Deductions

Deductions from your pay will be made according to federal and state law. This may include deductions for Federal and State Income Tax Withholding, Social Security, Medicare, Disability, garnishments pursuant to valid court orders, and other deductions pursuant to law. If you need to change your federal or state income tax withholding, please consult the Executive Director. Furthermore, should you elect to make employee contributions under a WAFCC benefits plan offered to you, your voluntary contributions will also be deducted from your pay according to the benefits plan as well as federal and state law.

3.4 Faithful Performance

All employees are expected to promote WAFCC's business interests at all times and to devote their full time and attention during working hours to faithfully and efficiently performing their assigned duties to the fullest extent possible within their individual means and talents.

3.5 Travel Expenses and Pay

WAFCC reimburses employees' reasonable expenses incurred while traveling on WAFCC business. Employees may only travel on WAFCC business when authorized by the Executive Director and should verify which travel expenses are eligible for reimbursement prior to making travel arrangements.

While traveling, employees must keep a detailed report of their business activities and the expenses they incur, including supporting documentation, such as original receipts. Employees must submit their expense reports within 15 days of their return from travel or as otherwise requested by WAFCC when traveling for extended periods of time.

Please use discretion while traveling to keep your expenses at a minimum and to avoid inappropriate expenses. You may not be reimbursed for expenses that are excessive or improper under the circumstances. Alcoholic Beverages and entertainment will not be reimbursed. Itemized receipts should be submitted with expense reports detailing food and beverages ordered. Breakfast and lunch meals should not exceed \$20 per person and dinner meals should not exceed \$40 per person, unless approved by the Executive Director in advance.

Nonexempt employees will be paid for travel while on WAFCC business according to federal and state law. Exempt employees will be paid their normal salary while traveling for WAFCC.

3.6 Rest Breaks

To the extent that Wisconsin does not require rest breaks, employees will receive an unpaid 15-minute break every consecutive 4-hour shift worked, or major fraction thereof, as close to the middle of each work period as is practicable. WAFCC may permit rest breaks in excess of the minimum amount required by law. Exceptions for specific classes of workers, including workers under collective bargaining agreements and workers with written employment agreements, may apply under state law.

The Executive Director or your supervisor may choose to stagger rest breaks as needed to manage operations. Rest breaks may not be accumulated or combined with other break periods

into longer rest breaks, and employees may not use rest breaks to cover their late arrival or early departure from their shifts.

3.7 Time Reporting

Exempt and Nonexempt employees are required to keep accurate and complete time records of daily hours worked through the timekeeping system provided or used by WAFCC. Employees must not count any meal breaks or off-duty time toward hours worked. It is prohibited to falsify or alter time records, including those of a co-worker, without permission from the Executive Director or supervisor, and doing so may result in discipline or termination.

Time worked is recorded for payroll purposes by rounding up to the nearest 15-minute interval. One workday consists of 24 hours beginning at 12:00am and ending at 11:59pm. Each workweek begins on Sunday at 12:00am and ends on Saturday at 11:59pm.

3.8 Attendance

WAFCC's success relies on employees arriving on time and regularly attending work. You must notify your supervisor in advance of your scheduled starting time if you will not be able to attend work that day for any reason or will be arriving late. Failure to notify your supervisor in advance will result in an unexcused absence, which is serious misconduct. WAFCC may consider your job abandoned and your employment status voluntarily resigned for any unexcused absence lasting 3 or more consecutive days you are scheduled to work. You must also receive prior supervisor approval should you need to leave work early for any reason. Employees who display a pattern of excessive absences or tardiness may be disciplined despite not having used all of their accrued leave.

Emergencies and Inclement Weather

In the event that bad weather or other conditions make it dangerous or impossible to travel to work, notify your supervisor as soon as you determine that you will not be able to arrive on time. You are expected to report to work as soon as travel conditions have improved. If bad weather or other emergency causes WAFCC to close its offices for the day, we will make every effort to notify you. When in doubt as to whether work will be canceled, contact the WAFCC Executive Director or your supervisor.

3.9 Performance Reviews and Pay Increases

A formal performance review will be conducted annually. This will provide an opportunity to review your past performance in order to recognize your strengths, target weaknesses and areas for improvement, and identify specific goals going forward. Any written performance reviews will become part of the employee file.

Employees receiving a performance review will not necessarily receive an increase in pay. Pay increases are based on several factors, including overall project and WAFCC business performance, and will not always directly reflect an employee's performance. Besides formal performance reviews, employees are encouraged to regularly have informal discussions with their supervisors about their strengths, weaknesses, and goals, in order to monitor their performance. Pay increases may be implemented at other times besides during performance

reviews but must always be preapproved by the Executive Director to ensure that the requested increase aligns with WAFCC policy and is in WAFCC's best interest.

Periodic pay bonuses are not guaranteed to employees and are at the discretion of management. If paid by WAFCC, these will be based on your individual performance and WAFCC profitability. Bonuses are meant to incentivize employees to exceed expectations and constantly perform to the best of their abilities. This will help ensure that WAFCC stays competitive in its market.

SECTION IV - Standards of Conduct

4.1 Equal Employment Opportunity

WAFCC provides equal employment opportunities (EEO) in all our employment practices to all employees and applicants for employment without regard to race, color, religion, national origin, age, sexual orientation, gender identity, disability, genetic information, marital status, military status, HIV/AIDS status, or any other category protected by federal, state, or local laws. This includes prohibiting unlawful discrimination against those associated with or perceived to belong to a protected class, whether or not an employee actually falls into such class. WAFCC's EEO practices are upheld in every location that it operates and in all aspects of the employment relationship, including hiring, recruiting, placement, transfer, promotion, compensation, discipline, termination, layoff, recall, training, and leaves of absence.

EEO violations must be taken seriously, and all employees must make every effort to uphold and support WAFCC's EEO policy. This includes reporting all instances of discrimination or harassment to the WAFCC Executive Director or your supervisor. It is WAFCC's policy to promptly investigate any reported instance in a thorough manner. WAFCC forbids any retaliation against those who report or investigate discrimination or harassment. Employees with protected characteristics under EEO law, such as those with disabilities or seeking accommodation of their religious practices, should notify WAFCC well in advance of their need for accommodation. WAFCC will take reasonable measures to accommodate such employees' needs.

4.2 Americans with Disabilities Act

WAFCC does not discriminate against qualified employees with disabilities in any aspect of their employment and provides reasonable accommodations to such individuals as required by law so that they may perform the essential job duties of the position. WAFCC is fully committed to upholding the Americans with Disabilities Act (ADA) and any amendments or laws related thereto. The ADA requires employers with 15 or more employees to provide qualified individuals with disabilities an equal opportunity to benefit from the full range of employment-related opportunities available to others. In compliance with the ADA, WAFCC does not discriminate against qualified individuals in recruitment, hiring, promotions, training, pay, social activities, and other privileges of employment. WAFCC also does not ask prohibited questions related to an applicant's disability prior to making a job offer.

WAFCC provides reasonable accommodations for known physical or mental limitations of qualified individuals that bring their needs to WAFCC's attention, unless it would cause WAFCC

undue hardship. If you are currently disabled or become disabled while employed, you should notify the Executive Director or your supervisor to discuss any questions you may have and to request disability leave or accommodations that will enable you to perform the essential functions of your job. WAFCC reserves the right to require that you provide certification from your healthcare provider of your disability and your need for accommodation. If disability leave is necessary, WAFCC will work with you to determine how to best accommodate your needs while also balancing WAFCC needs.

4.3 Anti-harassment Policy

WAFCC aims to create a work environment free of harassment wherein employees treat each other with respect and courtesy. Therefore, WAFCC prohibits its employees from engaging in unlawful harassment against individuals on the basis of race, color, creed, national origin, religion, gender identity, sexual orientation, pregnancy, genetic information, age, physical or mental disability, veteran status, marital status, HIV/AIDS status, or any other protected classification under federal, state, or local law. Conduct considered harassment is defined below. This policy applies in all work settings, whether or not occurring on WAFCC property, and to all aspects of the employment relationship, including hiring, recruiting, placement, transfer, promotion, compensation, discipline, termination, layoff, recall, training, and leaves of absence. It also applies to all applicants for hire and employees, whether or not the conduct is directed at a fellow employee or to an outside party, such as an independent contractor, vendor, supplier, customer, or any other party that conducts business with WAFCC. Furthermore, WAFCC aims to protect its employees from workplace harassment by nonemployees and will take appropriate steps to remedy any such harassment.

Employees violating this policy are subject to discipline, including possible termination. Instances of harassment are serious matters, and all employees must make every effort to uphold and support WAFCC's anti-harassment policy. This includes reporting all instances of harassment to the Executive Director or your supervisor. It is WAFCC's policy to promptly investigate any reported instance in a thorough manner. No employee who makes a good faith allegation will be subject to retaliation. Nor will any employee be retaliated against for participating in any investigation of inappropriate conduct. Retaliation in response to reports of sexual or other unlawful harassment will not be tolerated and will be subject to disciplinary action, up to and including termination of employment.

Sexual Harassment Defined

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission (EEOC) Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature, when, for example:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating 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 identities. Depending on the circumstances, these behaviors may include 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; leering or whistling; repeated uninvited physical contact or touching, such as patting, pinching, or grabbing another's body; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal, written, or visual conduct of a sexual nature regardless of the rank, position, gender identity, or sexual orientation of those involved. Sexual harassment may occur through transmission using electronic communications system or through other online conduct. Sex-based harassment, that is, harassment not involving sexual activity or language (e.g., male manager yells only at female employees and not males), may also constitute discrimination if it is severe or pervasive and directed at employees because of their sex.

Harassment Defined

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is defined as verbal, written, or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender identity, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information, HIV/AIDS status, or any other characteristic protected by law or that of his/her relatives, friends, or associates, and that:

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

Harassment includes, epithets, slurs, or negative stereotyping; threatening, intimidating, or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is circulated in a work setting, whether by being posted on WAFCC premises or communicated via e-mail, phone, text messages, online forums, or other means.

4.4 Harassment and Discrimination Complaint Procedure

In order to maintain a safe and enjoyable work environment, it is imperative that any employee who believes that he or she has been the victim or witness of harassment or discrimination, as prohibited by this policy or law, should immediately report such behavior to the Executive Director or a supervisor. Discrimination or harassment should be reported whether engaged in by an employee, independent contractor, vendor, supplier, customer, or any other party that conducts business with WAFCC.

Many times individuals are not even aware that their behavior is harmful to others. If they feel comfortable doing so, victims and witnesses of harassment or discrimination have the option to first seek to remedy the situation informally by notifying the offending party that his or her actions are not welcome and are believed to constitute a violation of WAFCC policy. If warranted by the situation, this type of open and frank discussion can help resolve problems

before they escalate to the point of irreparably harming working relationships. However, victims and witnesses that do not feel comfortable trying to resolve the problem verbally should immediately report the offending behavior to the Executive Director or a supervisor.

Upon receiving a report of harassment or discrimination, WAFCC will promptly complete an investigation to determine the merits of the allegations, discover the nature and extent of the improper behavior, and if necessary, determine the proper corrective action to take which may include termination. WAFCC may take any legal steps it believes are necessary in making its investigation, which may include, without limitation, reviewing electronic communications and conducting interviews of any individuals who may have information relevant to the allegations. WAFCC will make every effort to keep the investigation as confidential as possible under the circumstances while still being as thorough in its efforts as is necessary to do its due diligence. All employees are required to cooperate and be forthcoming in assisting with WAFCC's investigations, and any employee possessing information that may be helpful should notify the Executive Director or a supervisor.

Employees should not refrain from reporting harassment or discrimination or cooperating in investigations for fear of reprisal. Retaliation against those who report or cooperate in investigations is strictly prohibited in any form. Freedom to report and cooperate in investigations is an essential component of enforcing WAFCC's anti-harassment and discrimination policies. Therefore, employees that report or cooperate in investigations must not receive any ill treatment or disadvantage due to their participation in helping enforce WAFCC policy. Employees that are victims or witnesses of retaliation are encouraged to report retaliation to a supervisor. Reports of retaliation will be investigated, and corrective action will be taken, according to the same harassment and discrimination procedures outlined above. Similarly, intentionally false or malicious reports of harassment, discrimination, or retaliation that WAFCC becomes aware of will be investigated, and corrective action will be taken, according to the procedures.

If the victim or alleged offender does not agree with the resolution of a complaint, that party has the right to appeal the decision to the WAFCC Board of Directors, who will have the final say on the matter. Victims and alleged offenders that still do not agree with the final resolution of a complaint may seek legal remedy by contacting the state or federal agency responsible for enforcing such matters.

4.5 Standards of Conduct and Discipline

All employees are responsible for knowing and abiding by WAFCC rules and policies. WAFCC prides itself on its ability to meet high standards of ethical and personal conduct throughout its operations. Therefore, you are expected to maintain the highest ethical standards and perform your duties in good faith and to the best of your abilities at all times when engaged in WAFCC business.

Where warranted under the circumstances, WAFCC will seek to use progressive discipline to correct, improve upon, and prevent future recurrences of conduct falling below our standards. At WAFCC's discretion, progressive discipline may proceed along the following line: verbal warning, written warning, conduct evaluation period, suspension with or without pay, demotion,

reassignment, and termination. A conduct evaluation period will be a set period not to exceed 90 days in which the employee will receive counseling and monitoring by the Executive Director or a supervisor, with the aim of targeting possible causes and correcting the poor performance. Depending upon the employee's performance during the conduct evaluation period, further discipline or corrective action may occur at the end of the period, including termination.

WAFCC reserves the right to combine, skip, or reorder any steps in the process depending upon the nature of the offenses and the circumstances. Note that this means that WAFCC has the right to immediately terminate an employee without warning or the use of progressive discipline should the circumstances call for such action. When determining the appropriate discipline for a given instance, WAFCC may consider any of the following factors, without limitation: the employee's prior history of poor conduct with WAFCC or prior employers, the employee's work record and level of commitment to WAFCC goals, the number of repeated instances of the particular offense, the amount of counseling and/or training received in order to prevent such offenses, the impact the offense has on WAFCC's performance or perception in the marketplace, and the level of egregiousness and purposeful intention to violate WAFCC policy. Note that supervisors and others who fail to report violations or who withhold relevant information concerning a policy violation will be disciplined as is warranted under the circumstances.

At WAFCC's discretion, employees may be disciplined or terminated for violating any WAFCC policy or rule. Misconduct can take many forms, and it is impossible for us to provide you with a comprehensive list of prohibited behaviors. Therefore, the list below is only illustrative and is intended to give you notice of some of WAFCC's general expectations concerning standards of conduct; WAFCC may always discipline or terminate employees for engaging in any conduct it deems inappropriate. Employees are expected to use good judgment in all their actions and to consult the Executive Director or a supervisor if there is any doubt as to whether their intended conduct falls below WAFCC standards.

Examples of misconduct that may result in discipline or termination include, but are not limited to, the following:

- Unsatisfactory job performance, including poor quality or quantity of work,
- Engaging in insubordination or disobedience to the legitimate orders of a supervisor,
- Repeatedly arriving tardy or starting work late,
- Repeated unexcused absences,
- Falsifying time records or failure to accurately record time worked, including time records for another employee,
- Dishonest behavior,
- Illegal discrimination or harassment,
- Disorderly conduct, such as violence or threats of violence, blackmail, or bullying,
- Violating WAFCC procedures or instructions,
- Failure to abide by health or safety regulations,
- Intentionally falsifying WAFCC documents, including WAFCC records and documents provided by the employee during the hiring process,
- Excessive use of obscene, profane, or abusive language,
- Misusing WAFCC property, including using property without authorization; using WAFCC property improperly; or damaging, destroying, or stealing property,

- Possession or use of weapons or other dangerous items or materials on WAFCC property,
- Possession or use of illegal drugs, alcohol, or controlled substances without a valid prescription on WAFCC property or while engaged in WAFCC business,
- Failure to disclose conflicts of interests,
- Unauthorized use or disclosure of WAFCC's confidential information,
- Conviction of a crime that indicates you are unfit to work for WAFCC or represent a potential threat to WAFCC personnel or operations,
- Violating applicable laws or regulations in performing your duties, and
- Violating any other WAFCC policy or rule.

4.6 Internal Promotions and Transfers

WAFCC may choose to initiate promotions or transfers of employees between different positions and locations in order to meet WAFCC's various business needs. Employees that feel that they are well qualified are also encouraged to apply for job vacancies that become available. However, you must notify your supervisor if you apply for a position. WAFCC prefers to promote from within unless it decides that hiring outside the organization is advisable under the circumstances. WAFCC will take into account the past performance, length of service, conduct, skill, potential, and qualifications for the position of all employee candidates for promotion or transfer. Therefore, employees will not become "entitled" to a promotion or transfer through length of service alone. Employee candidates may be subject to the same hiring interviews, tests, and other processes as outside applicants. At all times WAFCC retains discretion to hire outside candidates and make exceptions to this promotions and transfers policy.

4.7 Employee Appearance and Attire

WAFCC employees have regular contact with other employees, partners, volunteers, and the general public. As representatives of WAFCC, it is expected that employees will maintain a clean and neat appearance, and that they will project a professional and businesslike image. Employees should be considerate in covering his or her tattoos.

4.8 Safety

Each employee is tasked with helping maintain a safe work environment and complying with all safety, health laws, and regulations. WAFCC locations will post (or will provide copies of) all laws and regulations, which you are required to know and comply with. Employees must report all injuries, accidents, illnesses, safety hazards, and health concerns that they experience or observe to the Executive Director. Failure to abide by WAFCC safety policies or to report unsafe conditions may result in discipline. Contact the Executive Director or a supervisor if you or another co-worker is injured on the job. If necessary, contact emergency medical assistance.

Fire Safety

Employees are required to know and observe OSHA regulations, including helping prevent fires and maintain safe practices for avoiding fires in the workplace. Do not block access to any fire exits, doorways, windows, or fire extinguishers. Please keep all flammable materials stored in covered metal containers.

Security

As valued members of our team, we strive to ensure your personal security at all time. Security will provide safe settings where employees will feel secure. Contact the Executive Director or a supervisor if you have questions or concerns regarding WAFCC's security systems.

4.9 Workplace Violence

WAFCC does not tolerate violence or dangerous behavior of any kind in the workplace, whether through physical abuse, threats, intimidation, coercion, stalking, or otherwise. Please report all incidents of direct or indirect violence or dangerous behavior to the Executive Director or a supervisor as soon as possible. Reporting incidents and concerns early can help prevent a situation from escalating and becoming even more dangerous. Those who report workplace violence may not be disciplined or retaliated against. Never attempt to handle a potentially dangerous situation yourself.

Reports of violence or dangerous behavior will be promptly investigated. Identities of those involved will be kept as confidential as is possible under the circumstances. Those suspected of violence or dangerous behavior may be suspended during the investigation, with or without pay, in order to maintain safety in the workplace. If found guilty of violence or other dangerous behavior, including threats of violence, you may be disciplined and terminated at WAFCC's discretion.

4.10 Drug-Free Workplace

WAFCC's drug and alcohol policy applies to all employees and applicants for hire and is designed to identify and correct instances of substance abuse in the workplace.

Drug and alcohol abuse are serious threats to WAFCC operations and success, not to mention employee health and safety. In order to provide a safe and productive workplace, employees are prohibited from consuming, possessing, selling, or purchasing illegal drugs at any time on WAFCC property or while engaged in WAFCC business. Likewise, employees may not consume alcohol at any time on WAFCC property or while engaged in WAFCC business, except for reasonable and moderate alcohol consumption during WAFCC business and social events. Additionally, employees may not have any detectable amount of alcohol or illegal drugs present in their bodily systems at work. The prohibitions in this policy apply whether employees are at a work facility, operating a WAFCC vehicle, or conducting off-site work.

Drug Testing

In order to maintain a safe and productive workplace, WAFCC may conduct random, intermittent drug or alcohol testing of any employee where circumstances or job responsibilities justify such testing. Regardless of job responsibilities, employees may be required to submit to drug or alcohol testing in the following circumstances:

- When applying for a position and before receiving a job offer,
- When reasonably suspected based on observations by a supervisor of being under the influence of illegal drugs or alcohol during work,
- When reasonably suspected based on observations by a supervisor of possessing, selling, or distributing illegal drugs during work,
- If the individual facts and circumstances warrant testing after violation of a safety policy or rule, which leads to a serious accident that causes damage to anything on WAFCC property, including that employee or another employee.

Employees will receive their normal pay for time spent undergoing testing, but may be suspended pending the results of the test, with or without pay. Should the results prove negative, employees suspended without pay are entitled to receive back pay.

Employees testing positive or refusing to submit to testing under any of the circumstances stated in this policy are subject to discipline and possible termination. Applicants testing positive will be disqualified from consideration for all job vacancies. The Executive Director or supervisors may contact law enforcement where appropriate when they reasonably suspect criminal activity.

4.11 Computer and Electronic Communication Policy

All employees must use computers and other forms of electronic communication in an ethical and professional manner at all times. This policy is designed to guide you in your use of computers and other electronic communication devices on behalf of WAFCC, including all electronic communication devices owned or leased by WAFCC, used or accessed on WAFCC premises, used for or on behalf of WAFCC, or used to create content identifying or associated with WAFCC's business operations. Consult the Executive Director or a supervisor if you have questions or concerns related to this policy.

An "electronic communication" is any digitally- or electronically-stored or transferred information using an electronic device, and includes use of computers, email, internet, telephones, fax machines, and any other electronic device. All electronic communications and information you may create on WAFCC premises or otherwise on behalf of WAFCC are the sole property of WAFCC, not you, and should only be created or used for WAFCC's best interests and never for personal use. This includes all digital files, software, and hardware you may create. You have no right to privacy in your electronic communications created on behalf of WAFCC or using WAFCC property.

WAFCC has the right to override your personal passwords in order to gain access to digitally stored information owned by WAFCC. WAFCC may also keep a record of the passwords you use to gain access to WAFCC's electronic communications. Take care to not transmit or store your own sensitive personal information using or on WAFCC property. WAFCC routinely monitors your use of its electronic devices. We may access all WAFCC-owned electronic communications, including emails, internet posts, text messages, voicemails, blogs, and "tweets." You will be subject to discipline if found to be using or creating WAFCC-owned electronic communications or devices in an inappropriate or illegal manner.

WAFCC's electronic communications and devices may not be used to create or display anything that might disparage or negatively impact WAFCC's public image or reputation or that would otherwise be contrary to WAFCC's best interests. In addition, employees using WAFCC's electronic communications and devices are prohibited from the following: engaging in discriminatory, harassing, obscene, or illegal conduct; engaging in copyright, trademark, or other intellectual property infringement; accessing electronic communications that an employee is restricted or prohibited from accessing, or otherwise violating WAFCC policy.

4.12 Social Media

Utilization of social media is a powerful way to market WAFCC's business, influence WAFCC's reputation, and engage with the community and public at large. While we encourage your support of WAFCC through your use of social media, you must obtain authorization prior to making posts of WAFCC-related content that are accessible to the public or any party outside the WAFCC.

Social media refers to any social interaction via the internet or similar platforms, such as YouTube, Facebook, Twitter, LinkedIn, Instagram, blogs, forums, and other online communities or sites accessible to the public or outside parties. When using social media please conduct yourself in a professional and courteous manner at all times and respect the views of others. Remember that your statements reflect on WAFCC's reputation and public image. Take care to distinguish any personal opinions you may have from WAFCC's, for instance, by inserting "The opinions I have included here are my own and do not necessarily represent the opinions of Wisconsin Association of Free & Charitable Clinics, Inc."

Employees are prohibited from creating content on WAFCC social media accounts that could be considered discriminating, harassing, or obscene, or that may damage WAFCC's reputation or public image. Employees also may not use social media for personal use during work. "Followers," "friends," and other contacts gained through WAFCC social media accounts are WAFCC's sole property. WAFCC may monitor your use of social media and may ask you to delete or change any WAFCC-related content found to be inappropriate or not in WAFCC's best interest.

Employees are prohibited from sharing or posting any confidential employer information on social media sites.

4.13 WAFCC Equipment and Property

Any equipment that WAFCC issues to employees will remain WAFCC's sole property and must be returned promptly at the end of employment. WAFCC-issued equipment may include cell phones, laptops, vehicles, and other items. You are responsible for performing regular maintenance, follow all operating instructions and safety guidelines, and not damaging or destroying any WAFCC equipment or property you receive or use during the course of your employment. Please notify your supervisor immediately if you discover any WAFCC equipment or property that is damaged, defective, hazardous, or in need of repair. Ask the WAFCC Executive Director or your supervisor if you have questions or concerns regarding proper operation or maintenance of WAFCC equipment or property.

Employees that handle WAFCC equipment or property improperly, negligently, or in an unsafe manner may be disciplined, and employees may be required to reimburse WAFCC for damages they cause directly or indirectly to WAFCC property.

4.14 Solicitations in the Workplace

Soliciting for causes and distributing nonwork-related materials in the workplace may cause disruptions and interfere with productivity. Employees and nonemployees are prohibited from solicitation and distributing or posting literature or other materials in the workplace without prior authorization. This includes things such as requesting donations and funds, selling products or

services, gathering signatures, promoting organizations, posting on bulletin boards, sending non-work-related emails, and posting solicitations on WAFCC online spaces. WAFCC may make limited exceptions to this policy for charitable activities, community organizations, or WAFCC-sponsored events and organizations.

SECTION V - Time Off and Leaves of Absence

5.1 Requesting Leave

WAFCC's operations rely on having a dependable and consistent workforce. However, we understand that circumstances will sometimes require employees to take time off work. Eligible employees are entitled to various types of leave that are either mandated by law or offered by WAFCC on a discretionary basis. Unless a specific type of leave in this policy provides a different notice time or otherwise required by law, employees must provide at least 5 days' advance notice prior to taking planned leave. If the need for leave is unforeseeable, you must give notice as soon as possible under the circumstances.

Employees must properly submit all requests for leave within the notice period required and receive authorization prior to taking the time off work. Unless required to authorize the leave by law, WAFCC will grant leave requests based upon WAFCC needs and WAFCC's ability to absorb the missed work. WAFCC reserves the right to penalize, demote, transfer, or reassign employees that take extended leaves of absence, unless prohibited by law. Unless otherwise noted or required by law, regular full- and part-time employees that receive paid time off will be paid at their normal base pay rate for the hours absent. If you are unsure as to which types of leave you are eligible to receive, consult a supervisor.

5.2 Paid Time Off

Eligible employees can accrue up to 104 hours of PTO per calendar year, broken down as:

- Nonexempt – 1 hour accrued per 20 hours worked
- Exempt – 2 hours per week worked

PTO will be paid at an employee's base pay rate multiplied by the number of hours the employee would have worked if not absent. Unused PTO remaining at the end of the year will be carried over to the following year. Employees may only accrue up to a maximum of 320 hours of PTO at any one time. Once this limit is reached, employees must use some of their accrued PTO in order to accrue more.

In the event that a holiday occurs during an employee's scheduled PTO, that day will be paid as holiday time off instead of PTO. Upon proper notice and request, WAFCC may approve employee requests for unpaid leave or an extended leave of absence. WAFCC will consider employee performance, WAFCC needs, and prior absences when approving requests. WAFCC will try to accommodate requests for PTO or unpaid leave when possible, but WAFCC has the right to disapprove any requests that may interfere with or negatively impact its operations. Employees will be paid for any accrued unused PTO remaining upon termination.

5.3 Holiday Time Off

Eligible employees will receive pay for time off during the following holidays:

- New Year's Day (January 1st)
- Martin Luther King Jr. Day/ Day of Service (3rd Monday of January)
- Presidents' Day (3rd Monday of February)
- Memorial Day (Last Monday in May)
- Independence Day (July 4th)
- Labor Day (1st Monday in September)
- Thanksgiving Day (4th Thursday in November)
- Day after Thanksgiving Day (4th Friday in November)
- Winter Holiday (December 24th & 25th)

Eligible employees will receive pay for time off during these holidays calculated at each employee's base pay rate multiplied by the number of hours the employee would have worked if not absent. WAFCC may require you to work on observed paid holidays, as needed. Eligible non-exempt employees that are approved to work on WAFCC's observed paid holidays will be paid at their normal base pay rate for hours worked in addition to receiving holiday pay. WAFCC will observe any holidays that may fall on a weekend on the closest business day either preceding or following such holiday. When possible, WAFCC will attempt to make reasonable accommodations for employees that request time off to observe other religious holidays, including possibly allowing substitution of vacation leave or unpaid personal leave.

**Wisconsin Association of Free and Charitable Clinics
Human Resources and Employment Policies (Employee Handbook)
ACKNOWLEDGMENTS - EMPLOYEES**

I, the undersigned employee, understand and acknowledge the following:

That I have received a copy of the WAFCC Employee Handbook 2018 and that it is my responsibility to read, be aware of, and comply with, ALL policies contained in it and any official notices that supersede it, including, but not limited to, policies on confidentiality, health, safety, anti-harassment, discrimination, and drugs and alcohol.

That this Employee Handbook contains important WAFCC policies that directly affect many aspects of my employment. It is essential that I have a full understanding of these policies, and I will consult the WAFCC Executive Director or a supervisor if I do not have a full understanding of any policy herein or if I have any questions or concerns related to these policies.

That, unless expressly stated to the contrary in a written employment agreement between myself and WAFCC, this is an at-will employment relationship, and as such, both myself and WAFCC may terminate this agreement at any time, with or without cause or notice, as permitted by law. Nothing in this Employee Handbook is intended to modify my at-will employment relationship with WAFCC.

That this is not a contract of employment or a guarantee of a continued employment relationship for any period of time.

That this Employee Handbook and the policies contained herein modifies, supersedes, and revokes any and all prior policies, procedures, practices, and oral or written representations to the contrary or that are otherwise inconsistent with its terms.

That WAFCC reserves the right to change, remove, or add to the policies herein at any time by providing official notices to me, or posted in a conspicuous place in my work setting designated for such purposes. Any such official notices will modify, supersede, and revoke any existing notices that are inconsistent with them. Furthermore, WAFCC reserves the right to change its implementation, interpretation, or application of the policies and procedures herein at any time.

That in the event that any of the terms or provisions of this Employee Handbook, including this Employee Acknowledgment, are declared invalid or unenforceable by any court of competent jurisdiction or any federal or state entity having proper jurisdiction over the subject matter herein, the remaining terms and provisions that are not effected thereby shall remain in full force and effect and employees will be afforded all rights required by law. Furthermore, in such event, WAFCC will provide employees with substitute terms and provisions for those declared invalid once it becomes aware of their invalidity.

I sign in acknowledgment of, and agreement with, the above provisions.

Employee Signature

Date

Printed Name

TO BE PLACED IN EMPLOYEE'S FILE

**Wisconsin Association of Free and Charitable Clinics
Human Resources and Employment Policies (Employee Handbook)
ACKNOWLEDGMENTS – VISTA MEMBERS**

I, the undersigned VISTA Member, understand and acknowledge the following:

That I have received a copy of the WAFCC Employee Handbook 2018 and that it is my responsibility to read and be aware of, and comply with, ALL policies contained in it and any official notices that supersede it, including, but not limited to, policies on confidentiality, health, safety, anti-harassment, discrimination, and drugs and alcohol.

That this Employee Handbook contains important WAFCC policies that directly affect many aspects of my VISTA experience. It is essential that I have a full understanding of these policies, and I will consult the WAFCC Executive Director or the VISTA Leader if I do not have a full understanding of any policy herein or if I have any questions or concerns related to these policies.

That this Employee Handbook and the policies contained herein modifies, supersedes, and revokes any and all prior policies, procedures, practices, and oral or written representations to the contrary or that are otherwise inconsistent with its terms.

That WAFCC reserves the right to change, remove, or add to the policies herein at any time by providing official notices to me or posted in a conspicuous place in my work setting designated for such purposes. Any such official notices will modify, supersede, and revoke any existing notices that are inconsistent with them. Furthermore, WAFCC reserves the right to change its implementation, interpretation, or application of the policies and procedures herein at any time.

That in the event that any of the terms or provisions of this Employee Handbook, including this Employee Acknowledgment, are declared invalid or unenforceable by any court of competent jurisdiction or any federal or state entity having proper jurisdiction over the subject matter herein, the remaining terms and provisions that are not effected thereby shall remain in full force and effect and employees will be afforded all rights required by law. Furthermore, in such event, WAFCC will provide employees with substitute terms and provisions for those declared invalid once it becomes aware of their invalidity.

I sign in acknowledgment of, and agreement with, the above provisions.

Employee Signature

Date

Printed Name

TO BE PLACED IN VISTA MEMBER'S FILE