



Employee Handbook

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Introductory Statement

This handbook has been created to help employees understand AIM policies and procedures.

The policies and procedures outlined in this handbook, which supersede all previous policies and procedures, have been agreed to by the Executive Director and Board of Directors.

The handbook may be updated from time to time and AIM reserves the right to change, withdraw or add to any policy or procedure, with or without prior notice.

Only the Executive Director has the authority to change the policies described in the handbook. Employees will be notified of any changes as they occur.

It is important that employees read, understand and comply with the handbook.

Any questions or points of clarification should be referred to a supervisor, manager or alternatively to the Executive Director.

Employment at Will

AIM follows a policy of employment at-will. This handbook **does not constitute a contract of employment** between AIM and the employee and employment at AIM is offered on the basis of “employment-at-will”.

‘**Employment-at-Will**’ means that either AIM or the employee can terminate the employment relationship at any time, with or without cause or advance notice.

If you have any questions regarding “employment at-will”, please speak to the Executive Director.

Mission Statement and Values

Mission Statement

AIM cultivates accessible communities by advocating for change, building partnerships and promoting individual choice.

Vision

An inclusive society free of barriers to Independent Living.

Values

Choice, Analysis, Commitment, Investment, & Leadership

Equal Employment Opportunity

AIM provides equal employment opportunities (EEO) to all employees and applicants for employment and therefore prohibits discrimination of any kind against applicants or employees on the basis of:

- Race
- Color

- Creed
- Gender Choice or Sexual Orientation
- Religion or Religious Practice
- National Origin
- Marital Status
- Age
- Disability or The Presence of Handicaps
- Gender
- Veteran Status
- Genetic Information or Carrier Status
- Criminal History /Arrest Record
- Domestic Violence Victim Status
- Any Other Category Protected by Law

EEO applies to all terms and conditions of employment. This includes, but is not limited to, hiring, placement, promotion, demotion, layoff, recall, transfer, leave of absence, compensation, training, and termination.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at AIM will be based on merit, qualifications, ability and fit to the intent of the organizations philosophy regarding disability.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor, the Executive Director or Human Resources, without fear of reprisal.

Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

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Employee Acknowledgement Form

The AIM Employee Handbook describes important information relating to my employment.

- If I have any questions regarding my employment with AIM or if I require any further clarity; I understand that I should consult Human Resources.
- I have entered into my employment relationship with AIM voluntarily and acknowledge that there is no specified length of employment. I understand that my employer or I can terminate the relationship at will, with or without cause, at any time (with or without notice, as long as there is no violation of applicable federal or state law).
- As the information, policies and benefits described are necessarily subject to change, I acknowledge that revisions to the handbook may occur with the exception of AIM’s policy of employment-at-will, which will not be subject to change.
- I understand that all such changes to the handbook will be communicated through official notices and that the revised information will supersede, modify, or eliminate existing policies, as agreed by the Executive Director and Board of Directors.
- Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal contractual document, but to be used to provide guidance on issues concerning employment with AIM. I confirm that I have received the handbook and understand that it is my responsibility to read and comply with the policies contained within it or any revisions made to it.

Employee Signature _____ **Date** _____

Employee Name (printed) _____

Witness Signature _____ **Date** _____

Witness Name (printed) _____ **Date** _____

Reasonable Accommodation for Disabilities

AIM does not condone discrimination against individuals with disabilities who are otherwise qualified to perform the essential functions of a job. AIM will make reasonable accommodations to such individuals if such accommodations would allow the individual to perform the essential functions of the job and does not cause undue hardship upon AIM. AIM reserves the right to deny or select an alternative accommodation rather than the specific accommodation requested by the employee, depending on the needs of the business.

Sexual and Other Unlawful Harassment/Discrimination

Harassment/Discrimination

It is the policy of AIM Independent Living Center to forbid, expressly, any and all forms of harassment or discrimination of employees (sexual and non-sexual).

Harassment and discrimination (both overt and subtle) is a form of employee misconduct because it is demeaning to another person and undermines the integrity of the employment relationship. It also creates an intimidating and hostile working environment.

Harassment is defined as any verbal, written, visual or physical acts that are offensive in nature or intimidating, unwelcome and could reasonably be taken as objectionable based on an individual's race, disability, sex, sexual orientation, age, religion, national origin, citizenship, marital status, veteran status, genetic information or carrier status, criminal or arrest record, domestic violence victim status, or other legally protected characteristic.

This includes offensive comments, jokes, innuendo and other sexually oriented statements.

Sexual Harassment

Sexual Harassment may include:

- repeated requests for dates
- sexually explicit jokes
- unnecessary touching, patting, or brushing up against a person's body
- subtle or blatant pressure for sexual activity
- excessive staring or leering at a person's body
- displays of sexually explicit or suggestive pictures or cartoons
- offensive gestures or other non-verbal forms of harassment
- sexually explicit cards, notes, or other written correspondence or e-mail
- demands for sexual favors accompanied by implied or overt threats concerning one's job, performance evaluation, advancement, etc.
- physical and/or sexual assault; or

- denial of an employment opportunity or benefit to a qualified or eligible employee when such opportunity or benefit was granted to another based on the latter's submission to the harasser's sexual advances or requests for sexual favors

Sexual harassment may also involve employees of the same gender and is not limited to male and female relationships.

Reporting Procedures

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment or discrimination must advise the Executive Director, even if the matter appears to have been resolved.

Any employee who feels that they have been harassed or discriminated against in any way, according to the definition above, by another employee or any other person involved with the business of AIM should inform Human Resources immediately.

Any employee who feels that they have been harassed or discriminated against by the Executive Director in any way, according to the definition above, should follow the grievance procedure detailed in this Handbook.

Any allegations made should be in writing and the employee should provide all documentation that is available to substantiate the claim of harassment as soon as possible of the allegation.

All such allegations of harassment shall be handled as soon as possible and will be kept confidential to the extent feasible, in accordance with all applicable state and federal laws.

Disciplinary Action

After appropriate investigation, anyone who is found to have violated this policy, will be subject to immediate disciplinary action, which may result in termination from AIM without compensation or notice.

However, if, after investigating any complaint of harassment or unlawful discrimination, the Executive Director determines that the complaint is frivolous or that the employee has provided false information regarding their complaint, they will be subject to disciplinary action up to and including termination of employment. For example, the employee has made malicious or false reports with deliberate defamatory intent. This is not intended to include retaliation against an employee who has made a good faith complaint, even if such complaint is ultimately found to be without merit.

Employee Definitions, Categories, and Positions

There are three (3) employment position categories – (1) AIM Office Staff; (2) CDPAS Personal Assistants; and (3) Office for the People with Developmental Disabilities (OPWDD) Self-Hire Staff. These positions are described as follows:

- CDPAS Personal Staff: an employee that AIM is a fiscal intermediary for; this employment position is for an individual who is hired to assist persons with a disability with personal care tasks; the nature of the assistance varies with the needs of the individual and the county

specific care plan. This individual's hours are scheduled by the consumer and will vary. This position is funded by the Department of Health (DOH).

- **OPWDD Self-Hire Staff:** an employee that AIM is a fiscal intermediary for; this employment position is for an individual who is hired by a self-directed program participant and completes a variety of habilitation and/or respite tasks (as outlined in the self-directed program participant's habilitation plan); the nature of these tasks are intended to be supportive and/or to meet a need that will allow the program participant to become more independent and/or achieve valued outcomes. This position is funded by OPWDD.
- **AIM Office Staff:** an employee of AIM's central office(s) that is paid directly by AIM and that are neither CDPAS Personal Staff nor OPWDD Self-Hire Staff.

If you have any questions regarding which employment position category your job is, please speak with Human Resources immediately.

AIM employees are employed as follows:

- **New Employees in their Orientation Period:** new employees are in orientation period during their first 90 days of employment. Employment continues to be at-will after the 90-day period.
- **Regular Full-time:** an employee who works a full-time work week of 35 hours on a regularly scheduled basis.
- **Regular Part –Time:** an employee is considered part-time if their regularly scheduled hours are less than 35 hours per week. All Part – Time employees will have various hours and schedules, which will be determined by Consumer and/or manager. Work hours are those prescribed by AIM.
- **Per-Diem:** an employee who is not assigned a regular work schedule and is scheduled to work only on an "as needed" basis.
- **Temporary Employees:** an employee is considered temporary if they are hired to perform duties of a specific temporary nature for a defined and specific period of time.

The definitions below, from the Fair Labor Standards Act, provide key employment classifications are to help employees understand their employment status.

- **Exempt (Salaried):** exempt employees are compensated on a salary basis and are not eligible for overtime pay.
- **Non-Exempt (Hourly):** non-exempt employees are compensated on an hourly basis and are normally eligible for overtime pay only once 40 hours have been worked in that workweek.

If any employee believes they have been misclassified as exempt or non-exempt or has any questions or concerns relating to overtime, they should speak to the Human Resources immediately.

Work Schedules

Initial work schedules for employees are determined at the time of hire. However, AIM reserves the right to change schedules in accordance with the needs of center business and service to consumers. Supervisors will advise employees of their individual work schedules.

- It is the expectation that all employees will report to work and leave at their scheduled times.
- Deviations from approved schedules must have prior approval.
- From time to time, schedules may be changed to meet the needs of consumers.
- Schedule adjustments will be announced as far in advance as possible.

Work Week

Work weeks at AIM start at 12:01 a.m. on Monday and end on Sunday at 11:59 p.m. AIM office hours of operation are Monday – Friday 8:00 a.m. – 4:00 p.m.

Definition of Day and Night Working

- **Days** include the hours worked between 8:00 a.m. and 4:00 p.m.
- **Nights** include the hours between 4:00 p.m. and 8:00 a.m.

Breaks and Meal Periods

Non-exempt employees receive an unpaid break of one hour. Lunchtime breaks will normally be taken between the hours of 11:00 a.m. through 2:00 p.m. Employees should not perform any work-related tasks during their meal break unless such work is authorized in advance by their supervisor and the time is recorded on their time sheet.

Employees working a seven (7) hour shift are permitted one 15-minute break in the morning and one 15-minute break in the afternoon of their scheduled shift. Breaks should be scheduled with your supervisor and should not take away from department coverage.

Employee Benefits

Worker's Compensation

AIM maintains New York State Worker's Compensation Insurance which provides compensation for lost wages and covers all medical expenses in case of job-related injury or illness.

All job-related accidents, injuries or illnesses, no matter how slight, must be reported immediately to Human Resources. The employee must complete an accident report within 24 hours of injury and immediately submit it to Human Resources. Failure to report such incidents in a timely manner may result in rejection of the claim by the insurance company.

It is solely the employees' responsibility to complete the accident report and submit any documentation to Human Resources.

Disability Benefits

Disability benefits are paid for off-the-job injury and illness, and for short-term disabilities and pregnancy.

The disability benefits law provides for the payment of cash benefits to employees who become disabled because of sickness or injuries that have no connection with their employment.

Disability Benefits Law provides weekly cash benefits to replace, in part, wages lost due to injuries or illnesses that do not arise during the course of employment.

Disability benefits include cash payment only.

Medical care is the responsibility of the claimant and is not paid for by the employer or insurance carrier.

Available PTO time must be used for the first ten (10) days of approved disability leave.

Life Insurance

Full time employees completing 181 days of service are eligible for a life insurance policy one times their annual salary at no cost to the employee.

Additional Life Insurance is available to all full and part-time employees for purchase. Employees wishing to participate will be responsible for the full cost without employer contribution.

Medical Insurance

Employees who work 30 hours or more per week are eligible for medical insurance benefits after completing 90 days of service with AIM. AIM may make a contribution towards the employee's health insurance premium.

Employees who choose not to participate in medical insurance following their initial 90 days of employment must wait until the next open enrollment period into which the health plan is available for purchase unless there is a qualifying event such as marriage, divorce, birth of child, etc.

If an employee terminates their employment and then returns to work for AIM they must work again for 90 days to become eligible for medical insurance benefits.

Dental Insurance

Dental insurance benefits are available to employees who work an average of 30 hours or more per week after completion of 90 days of continuous employment. AIM may make a contribution towards the employee's health insurance premium.

Flex Spending Plan

Employees are eligible to participate in a **flexible spending account (FSA)**. An FSA allows an employee to set aside a portion of earnings to pay for qualified expenses, most commonly for medical expenses but often for dependent care or other expenses. Money deducted from an employee's pay into an FSA is not subject to payroll taxes, resulting in substantial payroll tax savings.

Direct Deposit

Employees are encouraged to receive their bi-weekly payroll by electronic funds transfer, more commonly known as direct deposit, to their personal checking or savings account at any banking institution. Funds directly deposited are available immediately by the center upon deposit.

A-Line Pay Card

Employees can choose to enroll in the A-LINE pay card if they do not have a bank account. Payroll will be directly deposited to the debit card administered by ADP Payroll Services. Transaction fees may apply.

Holiday Savings Account

Employees may elect to have a designated amount of their pay withheld and deposited into a holiday savings account at Chemung Canal Trust Company. Employees wishing to participate in this account can set their account up directly through AIM. Future maintenance and account information is handled by Chemung Canal Trust Company.

Annual account disbursements are completed by Chemung Canal Trust Company in October of each year. All rules and regulations set-forth by Chemung Canal Trust Company apply.

403(b) Retirement Account

A 403(b) retirement account is similar to a 401(k) retirement plan. Generally, 403(b) plans are available to employees of educational institutions and nonprofit organizations that are governed by 501(c)(3) of the Internal Revenue Code.

AIM will match dollar-for-dollar on the first 3% you pay into your 403(b) account and 50 cents on the dollar for the next 2% you pay into the 403(b) account. The matching contribution will be deposited directly into your retirement account.

For example, if you save 3% of your pay, you will receive a 3% matching contribution. If you save 5% of your pay, you will receive a 4% matching contribution. This employer matching contribution will be 100% vested, or owned, by you immediately. And, the matching contribution will be deposited into your 403(b) account each pay period at the same time as your salary deferral.

Chemung Canal Trust Company (“CCTC”) will continue to be our service provider for the 403(b) plan. Employees wishing to participate in the 403(b) plan should contact Payroll and Benefits for enrollment information.

Gym Membership Reimbursement

AIM will reimburse employees portions of employee-paid gym memberships.

Voter Registration

Employees who are not already registered to vote can request a registration form from Human Resources.

Mailing Paychecks

Employees are strongly encouraged to have their paychecks delivered by direct deposit. Employees selecting to have their paychecks mailed understand and agree that once the check is placed in the mail it becomes property of the US Postal System and AIM has no ability to track the delivery status.

See Employee Benefits Section for Direct Deposit or A-Line Pay Card options.

If an employee does not receive their paycheck, they must wait seven (7) days before a replacement check will be issued.

Benefits Continuation (COBRA)

The federal **Consolidated Omnibus Budget Reconciliation Act (COBRA) 1985** gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage (both medical and dental) under the AIM health plan when a ‘qualifying event’ would normally result in the loss of their eligibility.

Common qualifying events include:

- Resignation
- voluntary Or Involuntary Termination Of Employment
- death Of An Employee
- a Reduction In Hours Worked By An Employee
- a Leave Of Absence
- an Employee’s Divorce Or Legal Separation
- Dependent Child No Longer Meeting Eligibility Requirements

Under COBRA, the employee or dependent is required to pay the full cost of coverage at AIM’s group rates plus any administration fees.

Annual Notice

Each year AIM will send each eligible employee a written notice describing the rights granted under COBRA and when the employee would become eligible for coverage under AIM’s health insurance plan. This notice will also contain important information about the employee’s rights and obligations.

Paid Time-Off (PTO)

The purpose of Paid Time-Off is to provide employees with flexible paid time off from work that can be used for such needs as vacation, personal or family illness, doctor appointments, school, volunteerism and other activities of the employee’s choice.

Employees who work an average of 30 hours per week will accrue PTO bi-weekly in increments based on their length of service as defined below. PTO is added to the employee's PTO bank the following pay period. PTO taken will be subtracted from the employee's accrued time bank in one-hour increments. Temporary employees, contract employees, per-diem employees, and interns are not eligible to accrue PTO.

Eligibility to accrue PTO is contingent on the employee either working or utilizing accrued PTO for the entire bi-weekly pay period. PTO is not earned in pay periods during which unpaid leave, short or long-term disability leave or workers' compensation leave are taken.

Employees must use time from their PTO bank in hourly increments. Time that is not covered by the PTO policy, and for which separate guidelines and policies exist, include company paid holidays, bereavement time off, required jury duty, Family Medical Leave Act, and military service leave.

Employees must use PTO time for any missed hours, if PTO time is not available employee must take the time without pay.

In all instances, PTO must be approved by the employee's supervisor in advance, except for illness or emergency situations. AIM appreciates as much notice as possible when you know you expect to miss work for a scheduled absence.

PTO Exceptions

- Employees who miss more than three consecutive unscheduled days are required to present a doctor's release to their supervisor that permits them to return to work.
- PTO taken in excess of the PTO accrued can result in progressive disciplinary action up to and including employment termination. This time will be unpaid. The only possible exception to this policy, such as for an illness or emergency, must be granted by the Executive Director.
- PTO accrued prior to the start of a requested and approved unpaid leave of absence must be used to cover hours missed before the start of the unpaid leave.
- Under the company's Family and Medical Leave Act (FMLA) policy, all accrued PTO time is taken concurrently with the FMLA leave time
- Unscheduled or unauthorized absences, of four hours or more that result in consecutive days absent from work are considered one absence incident in relationship to potential disciplinary action.

Progressive disciplinary actions relative to incidents of absenteeism are generally administered on a rolling 12-month calendar as follows:

- One - three incidents: No disciplinary action - Supervisory coaching with documentation to personnel record.
- Fourth incident: Verbal warning with a documented coaching session.
- Fifth incident: Written warning in the employee's file.
- Sixth incident: Employment termination.

Depending on the circumstances, AIM reserves the right to forgo any or all of the steps in this progressive disciplinary process.

An employee who receives a second written warning in a rolling 24-month time period may have his or her employment terminated. Any employee who misses three consecutive days of work without notice to their supervisor will be considered to have voluntarily quit their job.

Specific Eligibility for Paid Time Off (PTO) – AIM Office Staff

PTO is earned on the following schedule based on a 35-hour work week. PTO is pro-rated based on the number of hours worked on an employee's regular schedule. It is the responsibility of the employee to ensure hours are being entered correctly. PTO will be calculated based on the following policy:

Years of Service

- 6 months - 1: 63 working hours for the 6-month period, earned at a rate of .035 hours for each full week completed. (9)
- 1-2: 126 working hours per year, earned at a rate of 2.423 hours for each full work week in a calendar year. (18)
- 3-4: 133 working hours per year, earned at a rate of 2.557 hours for each full work week in a calendar year. (19)
- 5-6: 140 working hours per year, earned at a rate of 2.692 hours for each full work week in a calendar year. (20)
- 7-8: 147 working hours per year, earned at a rate of 2.826 hours for each full work week in a calendar year. (21)
- 9-10: 175 working hours per year, earned at a rate of 3.37 hours for each full work week in a calendar year. (25)
- 11-12: 182 working hours per year, earned at a rate of 3.5 hours for each full work week in a calendar year. (26)
- 13-14: 189 working hours per year, earned at a rate of 3.63 hours for each full work week in a calendar year. (27)
- 15-16: 196 working hours per year, earned at a rate of 3.77 hours for each full work week in a calendar year. (28)
- 17+: 210 working hours per year, earned at a rate of 4.04 hours for each full work week in a calendar year. (30)

Each employee may carry 70 hours of accrued unused PTO over into a new employment year following the employee's anniversary date. Employees are responsible for monitoring and taking their PTO over the course of a year so that they do not lose time accrued when the current calendar year ends. If extenuating business circumstances prevented the employee from taking scheduled PTO, this PTO may be carried over and taken in the first half of the next calendar year with the approval of the Executive Director.

Employees are not paid for PTO they have accrued at employment end. If an employee has used PTO time not yet accrued and employment terminates the PTO overage is deducted from the final paycheck. Employees who give two weeks' notice of employment termination must work the two weeks without utilizing PTO.

Specific Eligibility for Paid Time off (PTO) for Part Time AIM Office Staff

PTO is based on an average number of hours worked in the prior eligibility period.

Specific Eligibility for Paid Time Off (PTO) for CDPAS Personal Assistants and OPWDD Self-Hire Staff

PTO is based on an average number of hours worked in the prior eligibility period and accrues at a rate of .03846 per hour.

Years of Service

- After completion of 181 days of continuous employment: 5 days Paid Time Off.
- After completion of 365 days of continuous employment: 10 days Paid Time Off.
- Each year following on Anniversary date: 10 days Paid Time Off.

Paid Time Off may not be carried over from year to year and any unused time will expire upon each anniversary date. Employees are responsible for monitoring and taking their PTO over the course of a year so that they do not lose time when the current calendar year ends.

Employees are not paid for the PTO they have accrued at employment end. If an employee has used PTO time not yet accrued, and employment terminates, the PTO taken is deducted from the final paycheck. Employees who give two weeks' notice of employment termination must work the two weeks without utilizing PTO.

Holidays

AIM recognizes the following holidays for AIM Office Staff:

New Year's Day	Martin Luther King Day	President's Day
Memorial Day	Independence Day	Labor Day
Columbus Day	Veterans Day	Thanksgiving Day
Day After Thanksgiving	Christmas Eve	Christmas Day
New Year's Eve		

AIM recognizes the following holidays for CDPAS Personal Assistants and OPWDD Self-Hire Staff:

New Year's Day

Independence Day

Thanksgiving

Christmas

When a holiday falls on a weekend it shall be observed on the following Monday.

Payment for Holidays – AIM Office Staff

Working

Employees (other than CDPAS Personal Assistants and OPWDD Self-Hire Staff) who work on a holiday with the express permission of their supervisor will be compensated at a rate of time and one half for the hours worked.

Employees who are absent from work either the day before a holiday, the day after a holiday, or both days will receive pay for the holiday provided that the absence is due to a pre-approved paid time off day or short-term disability leave. Employees with an unexcused absence will not be paid for the holiday.

Not Working

- **Full-time employees** will be paid for holidays at their regular rate of pay and receive the day off. Holiday pay cannot exceed scheduled hours for full-time employees and cannot be combined with PTO.
- **Part-time employees** will not receive holiday pay and will need to revise their schedule in order to meet the required hours.
- **Per-Diem employees** will not receive holiday pay and will be paid at their regular rate for any time worked on a scheduled holiday.

Any changes or 'bulking up' of hours to show hours not actually worked will be viewed as a falsification of records.

Supervisors will be expected to ensure that employees accurately record the actual time and days that they have worked. Employees should consistently be working certain days and hours and the supervisor will have the discretion in evaluating timesheets.

Temporary Employees

Employees hired through an employment agency will be paid based on the employment agencies holiday pay policy.

Employees hired on a temporary basis are not eligible for holiday pay unless authorized by the Executive Director.

Pay for Holidays

Time and one half are paid for holidays up to eight (8) hours for that specific holiday. Anything over eight (8) hours for that specific holiday will be paid at the regular rate.

Payment for Holidays – CDPAS Personal Assistants and OPWDD Self-Hire Staff:

For CDPAS Personal Assistants and OPWDD Self-Hire Staff who work on a holiday recognized by AIM shall be paid time and one half for up to eight (8) hours; for any hours worked on a holiday in excess of eight (8) hours, you will be paid at your regular rate of pay.

CDPAS Personal Assistants and OPWDD Self-Hire Staff who do not work on a holiday recognized by AIM shall not be entitled to holiday pay.

Note that any changes or “bulking up” of hours in order to show hours that were not actually worked will be deemed as a falsification of records and is punishable pursuant to this Employee Handbook.

Closings

AIM offices will close for inclement weather only if a state of emergency is declared by the National/Local Weather Center. Employees who choose not to report to work in inclement weather when the offices have not closed must use PTO time or unpaid leave.

In rare circumstances the Executive Director may choose to close the office and in that case employees will be paid for their regularly scheduled work day.

Bereavement Leave

For AIM Office Staff, when a death occurs in your immediate family **five (5) days off with pay** will be allowed and paid by AIM.

For CDPAS Personal Assistants and OPWDD Self-Hire Staff, when a death occurs in your immediate family, **two (2) days off with pay** will be allowed.

For purposes of this policy, immediate family consists of:

Spouse	Parent	Son-in-law	Brother-in-Law
Domestic Partner	Step-Parent	Mother-in-law	Sibling
Child or Stepchild	Grandchild	Grandparents	Sister-in-Law
Father-in-law	Daughter-in-law		

For AIM Office Staff, CDPAS Personal Assistants, and OPWDD Self-Hire Staff, when a death occurs in your non-immediate family 1 day off with pay will be allowed. The non-immediate family consists of:

Niece	Nephew	Aunt	Uncle	Cousin
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Bereavement pay will be authorized upon verification of death either by a note on funeral home letterhead, death notice, newspaper article, etc. No pay will be given if notice of death cannot be verified by AIM.

Jury Duty

AIM provides up to five days of paid time away from work for full-time and part-time employees to serve on jury duty; thereafter, all employees summoned for jury duty are granted an unpaid leave in order to serve.

Procedure

Employee's must:

- Notify their supervisor immediately after receiving the summons for jury duty.
- Provide a copy of the Summons to Human Resources.
- Work during normal working hours when the court is not in session.
- Provide proof of jury service for each day served at jury duty.

Employees will be paid at their regular rate of pay for time spent serving on jury duty. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Family And Medical Leave

As required by the "Family and Medical Leave Act of 1993", the Company will grant up to twelve (12) weeks of unpaid leave per a twelve (12) month period to eligible employees and restore them to their job, or an equivalent job, at the end of the leave. The Company will use the twelve (12) month period beginning on an employee's anniversary date for purposes of this policy.

An employee's eligibility for FMLA leave will be based on the following criteria:

1. The employee has been employed for a minimum of twelve (12) months (does not have to be continuous); and
2. The employee has worked at least 1,250 hours within the last twelve (12) months

An employee's entitlement to FMLA leave will be based on the event falling within any of the following criteria:

- For the birth of a child or to care for a newborn child
- Because of placement of a child with the employee for adoption or foster care
- To care for the employee's spouse, child or parent who has a serious health condition
- Because of the employee's own serious health condition.

Any employee who believes they have circumstances that would qualify for covered leave under FMLA must notify their manager immediately.

When leave is requested for the employee's seriously ill spouse, son, daughter or parent, or due to the employee's own serious health condition, that makes him/her unable to perform the functions of his/her position, the Company will require that the employee's request be supported by written medical certification issued by the health care professional providing the medical attention.

The employee will be notified in writing as to the terms and conditions of leave.

Employees will be required to use all vested benefit leave concurrent with FMLA leave.

An employee wishing to continue health insurance coverage during leave will make arrangements for payment of employee contributions, normally deducted from payroll, while he/she is absent.

Upon completion of twelve (12) weeks of leave, or when there is no longer a qualifying reason for leave, (whichever occurs first) the employee will be notified in writing of their expected return to work.

Upon return, the employee will be reinstated to their same, or an equivalent position. An "equivalent" position is defined as one that is virtually identical in terms of pay, benefits, and working conditions, and one that has substantially similar responsibilities.

Military Leave And Military Spouse Leave

AIM recognizes the obligation of those employees serving in any branch of the military or other uniformed services of the United States. The Uniformed Services Employment and Reemployment Rights Act of 1994 protect employment status within the organization and state military leave provisions. Employees who serve on active or reserve duty will be granted an unpaid leave of absence up to the maximum time required by law.

Active Duty Notification

An employee must give the employee's supervisor a minimum of 30 days advance notice of military reserve leave. Advance notice of military leave is also required and, where possible, a 30-day advance notice is requested. Employees are encouraged to provide a copy of the notice sent by the military unit.

Spousal Leave

In accordance with New York State Law, spouses of members of the U.S. armed forces, National Guard or reserves that have been deployed to a combat area during a period of military conflict are entitled to up to 10 days of unpaid leave. The military personnel must be on leave at the time the spousal leave is taken.

Benefits during Military Leave

During a military leave of absence, an employee shall retain and accrue any Company-sponsored benefits that are tied to seniority. The employee must meet the eligibility requirements of each benefit plan in order to participate in the benefit.

Return from Military Leave

In accordance with federal and state regulations, an employee may retain certain rights relating to reinstatement, seniority, status, length of service promotions, and compensation upon return from military duty. An employee returning from a leave of absence of greater than 30 days may be required to document re-employment eligibility.

Compensation for Exempt Employees

An exempt employee who is on a military leave or reserve leave for any partial workweeks is paid the employee's regular salary for those workweeks. Any military pay received is deducted from the employee's salary.

An exempt employee is not paid for any workweeks in which no work is performed for the Company. An employee may request to use accumulated paid time off during the leave.

Compensation for Non-Exempt Employees

Military leave and reserve leave is without pay for a non-exempt employee. An employee may request to use accumulated paid time off during the leave.

The time off will be unpaid, except where state law dictates otherwise. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Accrued vacation may be used for this leave if the employee chooses. Military orders should be presented to your supervisor. You must notify your supervisor of your intent to return to employment based on requirements of the law.

Bone Marrow Leave

Employees who work an average of 20 hours or more each week are eligible to receive up to 24 hours of unpaid leave to donate bone marrow.

Please provide your supervisor with written physician verification of the purpose and length of each leave.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Blood Donation Leave

Employees who work an average of 20 or more hours per week are entitled to up to three hours of unpaid leave in any 12-month period to donate blood.

The 12-month period will be based on the calendar year.

Employees must give "reasonable notice" of their intent to take leave to give blood.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Voting Leave

AIM believes that every employee should have the opportunity to vote in any state or federal election, general primary or special primary. Any employee whose work schedule does not provide him/her four consecutive hours to vote while polls are open will be granted up to two paid hours off in order to vote. Any additional time off will be without pay.

Notify management of the need for voting leave two to ten days before the election. When you return from voting leave, you must present a voter's receipt to your supervisor as soon as possible.

Lactation Breaks

AIM will provide a reasonable amount of break time to accommodate a female employee's need to express breast milk for the employee's infant child. The break time should, if possible, be taken concurrently with other break periods already provided.

Non-exempt employees should clock out for any time taken that does not run concurrently with normally scheduled rest periods, and such time generally will be unpaid in accordance with state law. Employees may make up the amount of time used during the lactation break at the beginning or end of the employees' shift, provided such additional time falls within normal hours of operation.

AIM will also provide the employee with the use of a room or other location in close proximity to the employee's work area, for the employee to express milk in private.

Employees should notify her supervisor to request time to express breast milk under this policy. AIM reserves the right to deny an employee's request for a lactation break if the additional break time will seriously disrupt operations.

No provision of this policy applies or is enforced if it conflicts with or is superseded by any requirement or prohibition contained in a federal, state, or local law or regulation.

New York Paid Family Leave

AIM provides eligible employees the opportunity to take paid, job-protected leave for certain specified reasons in accordance with New York State Paid Family Leave Benefits Law ("PFL"). All requests for leave under this policy must be submitted to the Human Resources.

Duration of Leave

The maximum amount of leave an employee may use during any 52-week calendar period and the amount of benefits will incrementally increase as follows:

Year	Maximum Number of Weeks	Amount of Benefits to be Paid
2018	8	50% of weekly wage or state average weekly wage, whichever is less.
2019	10	55% of weekly wage or state average

		weekly wage, whichever is less.
2020	10	60% of weekly wage or state average weekly wage, whichever is less.
2021 and after	12	67% of weekly wage or state average weekly wage, whichever is less.

You are only entitled to the maximum number of PFL benefits permissible in a 52-consecutive week period, even if you begin employment with a different covered employer during the 52-consecutive week period. If you are eligible for both disability benefits and PFL benefits during the same period of 52-consecutive calendar weeks, you shall not receive more than 26 total weeks of combined disability and PFL benefits during the 52-consecutive week.

Eligibility Requirements

To be eligible for PFL benefits, you must either:

1. be employed by the center on a fulltime basis (i.e., working 20 hours or more per week) for 26 weeks immediately preceding the first full day family leave is required; or
2. be employed by the center on a part-time basis (i.e., working less than 20 hours per week) for 175 days immediately preceding the first full day family leave is required.

In calculating employee eligibility, periods of absences from work, including the use of scheduled vacation time; or other time away from work that has been approved by management; or other periods where you are away from work but is still considered to be an employee of the center, shall be counted as consecutive weeks or consecutive work weeks, as long as the required employee contributions to the cost of family leave benefits have been paid for such periods of time.

Reasons for Leave

Eligible employee may take PFL leave for the following reasons:

1. to provide care, including physical or psychological care, to family members due to a family member’s serious health condition;
2. to bond with a newborn child during the first year of the child’s life;
3. to bond with a child after adoption or foster care placement, for the first year after the adoption or placement of a child with the employee; or
4. for any qualifying reason as provided for under the federal Family and Medical Leave Act (“FMLA”) arising from the employee’s spouse, domestic partner, child, or parent being on active military duty, or, alternatively, being notified of an impending call or order to active military duty (also referred to as qualifying exigency).

Medical/Supporting Certification

An employee’s request for leave because of the serious health condition of a family member must be supported by medical certification from a health care provider that sets forth the following information:

- Name, address, telephone number, email address, license number and state of license of the health care provider and the type of medical practice/specialization;
- Approximate date on which the serious health condition commenced, and its probable duration;
- Certification regarding the patient's health condition for which PFL is requested. The certification must be sufficient to support the need for leave. The certification must include the diagnosis codes (ICD-10) applicable to the family member's serious health condition; and
- An estimate of the frequency and duration of the leave required to care for the family member, including whether the need for care is continuing or on an intermittent basis.

An employee's request for leave to bond with a newborn child must be supported by documentation in the form of:

- If available, a birth certificate; or
- If a birth certificate is unavailable, documentation of pregnancy or birth from a health care provider that includes the mother's name and the child's due or birth date; or
- If the documents in (1) and (2) herein are not available, then you must provide (A) a copy of documentation of pregnancy or birth from a health care provider that includes the mother's name and the child's due or birth date, and (B) a second document verifying the parent's relationship with the birth mother or child (i.e. marriage certificate, civil union documents, or domestic partner documents).
- If the documents in (B) of subparagraph (3) herein are not available, a parent may submit other documentary evidence of parental relationship for evaluation on a case-by-case basis.

An employee's request for leave to bond with a child after adoption must be supported by documentation in the form of:

- A court document indicating that an adoption is in process or is being finalized; or
- When leave is taken prior to completion of the adoption, a document evidencing that the adoption process is underway, including but not limited to, a signed statement from an attorney, adoption agency, or adoption-related social service provider that the employee is in the process of adopting a child.
- If the second parent is not named in the document(s) in (1) or (2) herein, then you must provide (A) a copy of the document evidencing the adoption, and (B) a second document verifying the relationship to the parent named in the document (i.e. marriage certificate, civil union documents, or domestic partnership documents).

A foster parent's request for leave to bond with a child after placement must be supported by documentation in the form of:

- A letter of placement issued by the county or city department of social services or local volunteer agency.
- If the employee is not named in the placement document, submit (A) a copy of the document evidencing the placement, and (B) a second document verifying the relationship to the parent named in the document (i.e. marriage certificate, civil union documents, or domestic partnership documents).

An employee's request for leave for any qualifying exigency must be supported by a certification from the employee that sets forth the following information:

- Statement or description, signed by you, of appropriate facts regarding the qualifying exigency for which PFL is requested. The facts must be sufficient to support the need for leave. Such facts include information on the type of qualifying exigency for which PFL is requested and any available written documentation which supports the request for PFL; such documentation, for example, may include a copy of a meeting announcement for informational briefings sponsored by the military, a document confirming an appointment with a counselor or school official, or a copy of a bill for services for the handling of legal or financial affairs;
- Approximate date on which the qualifying exigency commenced or will commence;
- If you are requesting leave because of a qualifying exigency for a single, continuous period of time, the beginning and end dates for such absence;
- If you are requesting leave because of a qualifying exigency on an intermittent basis, an estimate of the frequency and duration of the qualifying exigency;
- If the qualifying exigency involves meeting with a third party, appropriate contact information for the individual or entity with whom you are meeting (such as the name, title, organization, address, telephone number, fax number, and email address) and a brief description of the purpose of the meeting; and
- If the qualifying exigency involves rest and recuperation leave, a copy of the military member's rest and recuperation orders, or other documentation issued by the military which indicates that the military member has been granted rest and recuperation leave, and the dates of the military member's rest and recuperation leave.

All required certification must be submitted to the Director of Human Resources. Your failure to comply with the above certification requirements may result in delayed approval or denial of your PFL request.

Procedure for Requesting Leave

When requesting PFL leave, you are required to provide sufficient information for us to determine if the requested leave may qualify for PFL protection and the anticipated timing and duration of the leave. You must also identify the type of family leave being requested (see above for Type of Leave Covered) when providing notice.

Foreseeable Leave: You must provide at least 30 days advance notice before the date PFL leave is to begin if the qualifying event is foreseeable. Foreseeable qualifying events include an expected birth, placement for adoption or foster care; planned medical treatment for a serious health condition of a family member; the planned medical treatment for a serious injury or illness of a covered service member; or other known military exigency.

If 30 days advance notice is not practicable for reasons such as a lack of knowledge of approximately when leave will be required to begin, a change in circumstances, or a medical emergency, notice must be given as soon as practicable. You must advise us as soon as practicable if dates of your scheduled leave change or are extended, or were initially unknown.

Unforeseeable Leave: If the need for the leave is not foreseeable, the employee must provide advance notice as soon as practicable and, absent unusual circumstances, must comply with the Company's call-in procedures as set forth in paid time off. ("Paid Time Off (PTO) procedures").

Intermittent Leave: Intermittent leave may be taken in daily increments. Employees are required to submit a schedule for foreseeable intermittent leave in their request for PFL benefits, and PFL benefits may be withheld until such schedule is submitted. If the need for intermittent leave is not foreseeable, employees are required to provide advance notice to the employer as soon as practicable once the need for leave becomes foreseeable. Absent unusual circumstances, employees must follow the Company's PTO Procedures.

Failure to comply with the foregoing notice requirements may result in a delay or partial denial of leave.

Using Paid-Time-Off

Employees who have accrued but unused vacation time or personal leave available may charge all or part of a period of family leave time to accrued but unused vacation or personal leave and receive full salary. Alternatively, employees may choose to not charge family leave time to accrued but unused vacation or personal leave and receive the PFL benefit. With the election of either option, the employee is eligible for the job reinstatement protections of the PFL and shall concurrently use allotted PFL.

Employment and Benefits Protection

If you and/or your family participate in our group health plan, you will maintain coverage during your PFL leave period on the same terms as if you had continued to work. You are required to make arrangements to pay your share of health insurance premiums while on PFL leave. Use of PFL leave will not result in the loss of any employment benefits that accrued prior to the start of your leave.

If you take continuous (not intermittent) PFL leave and choose not to retain your individual or family health plan coverage during your PFL leave, you will be reinstated into the group health plan upon your return to work. Upon returning from PFL, eligible employees will be restored to their original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions.

We will not tolerate any form of retaliation against an employee for exercising his or her right to PFL under this policy. If you believe you have been subject to any form of retaliatory action for taking PFL, you must promptly notify Elizabeth Cordello, Employment Practice Group Chair, or any other Member of the center. Anyone who retaliates against an employee for taking PFL will be subject to disciplinary action.

Additional Information

If you fail to return to work as scheduled after your PFL leave expires or you exceed the maximum PFL leave entitlement, you will be subject to the center's standard leave of absence and attendance policies. This may result in disciplinary action, up to and including termination, subject to applicable laws and provided you have no other leave available to you that applies to your continued absence.

Providing false or misleading information or omitting material information in connection with your PFL leave will result in disciplinary action, up to and including immediate termination.

Summary Only

This is intended only to be a summary of the requirements of the PFL. Additional requirements and benefits relating to PFL may be set forth in the PFL law. If there is a conflict between this document and the PFL law, the terms of the PFL law will govern.

Employee Assistance Program (EAP)

Most people at some time face problems which seem to confusing or painful to be solved alone. At such times an outside source can provide a fresh perspective, support and direction.

The Employee Assistance Program provides free, confidential counseling to help in these situations. Since a problem does not have to be work related to impinge on job performance, the program offers a wide range of services for personal and work focused concerns. Family and marital difficulties, alcohol and drug problems, emotional distress, legal worries, financial troubles, job anxiety, and stressful relationships with co-workers are all appropriate reasons for using EAP. No problem should be considered too serious or too simple.

Your employer has selected **Family Services of Chemung County, Inc.** to provide this service to you. The program is staffed by professional counselors.

The EAP service is confidential (except as required by law). You may call the EAP directly to schedule an appointment. You do not need permission from your employer to use the EAP benefit.

Simply call the EAP of Family Services at **(607) 737-4063** between 8:30 am and 4:30 pm, Monday through Friday. All calls are confidential. A time will be provided for you to meet with an EAP counselor to assess your concerns and develop a plan of action.

A 24-hour answering service is also available at the same number for evening and weekend calls.

Immigration Law Compliance – I-9 and Employment of Minors

AIM is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must:

- complete the Employment Eligibility Verification Form 1-9
- present documentation establishing identity and employment eligibility
- former employees who are rehired must also complete Form 1-9 if they have not completed a 1-9 with SCAP within the past three years or if their previous 1-9 is no longer retained or valid.
- All I-9 forms will be submitted and verified using the E-verify system.

Employees should speak with Human Resources if they have questions relating to immigration law compliance.

Minors

Employees who are under the age of eighteen (18) years are classed as ‘minors’ therefore, by law must file a standard employment certificate with AIM. This certificate must be on file before the individual is allowed to work.

Hiring Policy and Procedure

Preference will be given to qualified internal candidates. Every applicant will need to meet the requirements for the position and apply in the way stated in the job posting.

Background Checks, Employment References and Accuracy of Data Provided

Background Checks

AIM utilizes background checks for employment purposes in accordance with NY State law. Please contact Human Resources if you have any questions regarding the use of background checks. AIM may randomly conduct background checks on employees with or without cause during their employment.

Fingerprinting

In accordance with NY State law, AIM will ensure all OPWDD program employees are fingerprinted. Additional fingerprinting may occur for other programs as required.

References for Employees

AIM will respond to reference requests by confirming the employees’:

- dates of employment; and
- position(s) held

Employment data will not be released without the employees’ written and signed permission, to confirm their agreement to such data being released to a third party.

Copies of any written authorization for reference checks will be kept on the employee’s personal file.

Accuracy of Information and Data

AIM relies upon applicants and employees to provide accurate, factual and true information in any data that they provide to the agency.

Any misrepresentation, falsification or material omission(s) in any information and data provided to AIM, may result in the either the exclusion of individuals from further consideration for

employment or in the case of employees, may result in the termination of their employment.

Orientation

Prior to the start of employment, every new hire must participate in an employment orientation.

Employment Resignation and Termination

Termination

The Executive Director may terminate any employee with or without stated reason. Under the by-laws of AIM, only the Executive Director, or person designated by the Executive Director, has the authority to dismiss an employee. A Termination Notice must be completed upon termination.

Any employee who has been terminated will not be eligible for pay beyond the date of termination.

Any remaining PTO will not be paid at termination.

Resignation (Voluntary Termination)

Any employee may terminate their employment voluntarily.

To do so they must notify their supervisor and Human Resources in writing, giving the effective date of the termination. Termination Notice must be completed upon termination.

AIM respectfully requests minimally a two week notice resignation. It is the sole discretion of the Executive Director to set the resignation date. Any remaining PTO will not be paid at termination.

Any employee who is terminated or resigns from AIM is forbidden to contact any other employees regarding work related information. Any information that is needed should go through the Human Resource department.

Return of AIM Property

All AIM property, including equipment and office keys, must be returned before the employee exits the building.

AIM may also take all action deemed appropriate to recover or protect its property to include withholding replacement costs from final paycheck.

Personal Data Changes

Employees are responsible for notifying AIM of any changes to their personal data.

This will ensure that their personal information is as accurate and up to date as possible and prevent any problems that such inaccurate data would lead to, for example, mail being sent to the wrong address.

Examples of personal data include:

- Personal mailing address

- Telephone number
- Number and names of dependents
- Emergency contact
- Educational accomplishments and attainments.

To notify of any changes to your personal data, please fill out the appropriate forms and submit to payroll.

Access to Personnel Files

AIM Independent Living Center is the sole owner of all employees' personnel records. AIM reserves the right to allow and/or disallow employee's access to these records. Employees may request permission in writing to the Executive Director for supervised access to their records. Employees denied access will not be given reason of the denial.

Employees are not entitled to copies of information maintained in their personnel record.

Probationary Period - New Employees

Upon hire, all employees are required to serve a 90-day probationary period.

The orientation period provides an effective means for both the new employee and supervisor to determine the employee's suitability for the job.

The orientation period may be extended at the discretion of the supervisor, Program Director and/or Executive Director. The employee may also be terminated at any time, for any reason during or after this period.

A formal written performance evaluation may be completed on the new employee at the end of the orientation period or at the time of termination of the new employee.

After completion of the orientation period, AIM retains the right to terminate the employment at any time. As the employment relationship is 'at-will' AIM or the employee may terminate the employment relationship at any time, with or without cause or advance notice during or after the orientation period.

Probationary Periods - Existing Employees

If performance problems develop at any time during employment, supervisors may place an employee on a probationary period, with the approval of the Executive Director. If the employee does not successfully demonstrate the required improvement in performance during this probationary period, they may be terminated at the end of or at any time during the probationary period.

Performance Evaluation

Performance reviews may be completed annually on the employee's employment anniversary for all regular full and part-time employees. The performance review procedure involves the mutual participation of employees and their supervisors in order to ensure that appropriate and sustained

performance is achieved. It is also used to acknowledge job strengths and to identify areas where improvement is needed.

- Reviews will be conducted by supervisors.
- The employee will review their annual review, be asked to sign it (indicating the employee has had an opportunity to review) and may add written comments to it, if desired.
- If the employee has added written comments, the supervisor should promptly respond in writing.
- Performance evaluations will be reviewed by the supervisor and Executive Director. An unsatisfactory review will be dealt with on an individual basis and may result in further action, up to and including termination.
- All reviews shall remain confidential and will become part of the employee's personnel record.
- Before reviews are conducted all forms need to be returned to the Human Resource Department for review by the Executive Director.

Employee Conduct

AIM expects employees to follow the rules of conduct that will protect the center and the interests and safety of all employees.

The following are examples of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property;
- Falsification of timekeeping records;
- Working under the influence of alcohol or illegal drugs;
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment;
- Fighting or threatening violence in the workplace;
- Boisterous or disruptive activity in the workplace;
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property;
- Insubordination;
- Violation of health or safety rules;
- Smoking in prohibited areas;
- Sexual or other unlawful or unwelcome harassment;
- Possession of dangerous or unauthorized materials, such as explosives or firearms in the workplace;
- Excessive tardiness, absenteeism or any absence without notice;

- Unauthorized absence from work station during the workday;
- Unauthorized use of telephones, mail system or other employer-owned equipment;
- Unauthorized disclosure of business "secrets" or confidential information;
- Violation of personnel policies; and
- Unsatisfactory performance or conduct.

AIM's policy of employment-at-will, means that either AIM or the employee can terminate the employment relationship at any time, with or without cause or advance notice.

Smoking

AIM is committed to being a smoke-free workplace. All AIM sites will remain smoke-free and smoking is prohibited on all AIM properties, as well as any off-site properties that AIM services (i.e. such as the home of a consumer).

Smoking in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. Smoking regulations vary from location to location and are posted at each location.

Employees and visitors who wish to smoke must therefore leave the building and use only designated areas outside which have appropriate smoking waste disposal receptacles.

In situations where the preferences of smokers and non-smokers are in direct conflict, the preference of non-smokers will prevail.

This policy applies equally to all employees. Employees who violate the smoking policy will be subject to disciplinary action up to and including immediate discharge.

Drug and Alcohol Use

Employees of AIM are required to report to work in an appropriate condition to perform their jobs in a safe and satisfactory manner therefore, while on AIM premises or while conducting business-related activities off AIM premises, no employee may:

- Use
- Possess
- Distribute
- Sell, or
- Be under the influence of alcohol or illegal drugs

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of their job effectively and in a safe manner. Any medications brought into the workplace must not be accessible to consumers or other employees and should be locked away at all times by the employee.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with drug or alcohol problems should speak to their supervisor, Executive Director or Human Resources to receive assistance or referrals to appropriate resources in the community.

Drug Testing

To help ensure a safe and healthy working environment employees may be asked to provide body substance samples (such as urine and blood) to determine the illicit or illegal use of drugs and alcohol.

Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment.

Personal Appearance (Grooming, Dress and Hygiene)

Employees are expected to present a professional image at all times therefore, their dress, grooming and personal hygiene should be appropriate to AIM.

Footwear should be appropriate to the work situation and present no safety risk. Beach wear is prohibited and should not be worn. T-shirts and clothing displaying writing, graphics or logos are not permitted.

Employees wearing inappropriate articles of clothing to the workplace will be asked to change, and if need leave the premises. Any employee asked to leave will be officially not working and will not be paid for that time.

Workplace Romance and Fraternization

This policy is to protect and grow the workplace culture of AIM. It defines behavior that is acceptable and is not acceptable. This policy also describes expectations with regard to workplace romantic relationships and the consequences for failure to adhere to this Policy.

Generally, employees may date, develop friendships and relationships both inside and outside of the workplace as long as the relationships do not negatively impact their work or the workplace environment. Any relationship that interferes with AIM's culture of teamwork, harmonious work environment or the productivity of employees, will be addressed with an investigation and disciplinary action if necessary, up to and including termination.

Co-workers who are involved in a romantic relationship must report the relationship to the Executive Director and sign an acknowledgment that the relationship is voluntary, they understand AIM's sexual harassment policy, and will immediately report sexual harassment or related issues in accordance with AIM's sexual harassment policy in the event such problems arise.

AIM always reserves the right to terminate employees who are romantically or otherwise personally involved in relationship if such relationship negatively impacts or otherwise interferes with the work environment or delivery of services to consumers. While co-workers may have a romantic relationship subject to the rules and procedures set forth above, Managers and Supervisors **may not** be involved romantically or otherwise have a close personal relationship with any employee that

directly reports to them. Such relationships between Managers/Supervisors and their direct reports may be perceived as favoritism, misuse of authority, or potentially, sexual harassment.

Even if no improper conduct occurs, the mere appearance or potential of impropriety harms productivity, causes gossip, hard feelings, dissatisfaction, and distraction among other employees in the workplace. The relationship may appear to other employees as an inappropriate use of position power.

Additionally, any fraternization with any employee who reports to the manager or whose terms and conditions of employment such as pay raises, promotions, and advancement are potentially affected by the manager, is prohibited. The fraternization that is prohibited by this policy includes dating, romantic involvement, and sexual relations; close personal friendships are discouraged in any reporting relationship.

Consequences of Management / Subordinate Dating and Extra-Marital Affairs for the Organization

A manager or supervisor who dates or becomes romantically involved with an employee creates a serious problem for AIM. Dating an employee, even when the employee is not in a reporting relationship, and extramarital affairs, create serious consequences for AIM and they adversely affect the careers of both employees with regard to advancement opportunities, choices of jobs, and assignments. They adversely affect AIM's flexibility and consequently, may have an impact on our service to consumers. These relationships can result in charges of sexual harassment, even years later.

If a manager decides to pursue a close relationship with an employee who is not a direct report, he or she needs to inform the Executive Director **immediately** and both parties must sign an acknowledgment of the consensual nature of the relationship and understanding of the sexual harassment policy as described herein. AIM will then decide what, if any, actions are necessary to take in regard to assignments, jobs and continued employment.

Under no circumstances may a manager date, become romantically involved with, or have sexual relations with a reporting employee. And, managers should consider developing this kind of a relationship with a non-reporting employee because of the consequences noted above.

Employees who disregard this policy will receive disciplinary actions up to and including employment termination.

AIM recognizes that employees have different definitions and understanding about what constitutes a close relationship, a friendship, or romantic involvement. Consequently, if you have questions or need further clarification, please talk with your supervisor or the Executive Director. Our goal of implementing policies consistently and fairly will help inform your choices.

We encourage employees to develop friendships and share a spirit of teamwork and camaraderie both in the workplace and outside of work. In instituting this workplace romance or fraternization policy, it is not our goal to interfere with the development of coworker friendships and relationships. The policy identifies when these relationships are appropriate and when they are not.

This policy also dictates the actions employees need to take if a coworker relationship is deemed inappropriate from AIM's standpoint. The policy tells employees the potential consequences if the policy is violated.

Public Relations

AIM is proud of the work it is doing and to a large extent, the impression the center creates is in the hands of its employees.

Courteous and efficient treatment of consumers is expected and essential. It is also expected that employees will have a broad interest in the many programs and activities of AIM, take pride in their contributions to the work of the center and share their knowledge and enthusiasm with the people they serve.

Employees are expected to:

- Convey their genuine concern for the needs of all consumers
- Reveal no proprietary or confidential information about the center and the consumers it serves
- Avoid physical, mental, verbal, and sexual abuse or harassment of consumers, co-workers and visitors
- Avoid political, financial or other activities which may present a conflict of Interest
- Report for work promptly on scheduled days, unless previous notification and arrangements have been made
- Report to work free from the influence of alcohol or illegal drugs
- Follow supervisory direction and make decisions utilizing proper channels
- Treat consumers with dignity and respect
- Work in a manner that builds positive, team interaction
- Respect and uphold the mission of the center
- Promote the center and its mission in a positive manner in the community
- Refrain from the possession of firearms, explosives and/or concealed weapons on center property or while working, unless authorized to do so

Code of Ethics

AIM's primary commitment is to individuals with disabilities who seek independence.

We respect and promote the rights of individuals with disabilities to self-determination and assist in their efforts to identify and clarify their goals. We will not, however, assist consumers in achieving goals, which violate AIM's philosophy, values, ethics, or the law.

Employees will not expect or require consumers to render a personal service to any employee as a condition for receiving services from that employee, nor will they exploit consumers in any way or violate any laws or regulations in the course of their relationship with consumers.

Any AIM employee, who sincerely has good cause to believe that someone encountered in the course of their work is engaging, or intends to engage, in the physical or sexual abuse of children, has been or intends to physically harm another person or intends to commit suicide – must report the information to the proper authorities. If at all possible, the employee must discuss such suspicions with their supervisor and the Executive Director before making the report.

Gifts and Gratuities

Employees may not accept gifts of significant value or cash in any amount, from any recipient of AIM services or any person encountered in the course of their work. Only small gifts of nominal value (no more than \$5) can be accepted.

Employees are encouraged to inform those who wish to show appreciation for services received to make a charitable donation to the center.

Involvement with Community Organizations

With approval of the Executive Director, employees may be assigned to represent AIM on:

- Local, State and National boards
- Commissions, committees and task forces etc.

In these instances, the employee should represent AIM's position or vote appropriately to support the matter being considered at the meetings. The employee must consult with their supervisor and/or the Executive Director regarding AIM's position, prior to representing the center in such arenas.

Other Involvement

Employees may also request to participate in organizations and serve on boards and commissions etc., not as official representatives of AIM, but as an individual during AIM work hours.

Such requests should be made to the employee's supervisor, who will decide whether or not to approve the request in conjunction with the Executive Director. If the employee's participation is viewed as a direct benefit to the mission and goals of AIM, a determination may be made that the time spent may be considered as AIM work hours. However, if it is not, PTO must be used for time away from the agency.

If the supervisor decides that participation in such organizations during AIM work hours is interfering with or taking too much time from the employee's work schedule, they may disallow it.

Confidentiality Guidelines (including HIPAA)

AIM employees must maintain confidentiality for all consumer information and records at all times. Employees should therefore; use discretion and take care to ensure that any confidential consumer conversations or discussions with co-workers are not overheard.

Employees of AIM are also responsible for upholding and adhering to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), to ensure the privacy and confidentiality of all health information created, obtained and/or maintained by AIM.

Any questions relating to confidentiality should be referred to the employee's supervisor immediately.

The following guidelines outline handling of confidential information:

- All information about a consumer is confidential, including the fact that a consumer is known to the center. We maintain this confidentiality regardless of an individual's age or disability, within legal limits.
- Consumer files are kept in a locked file in the main file rooms at each location, when not in immediate use. Any other information identifying consumers will also to be kept in this file. For example, group sheets, mailing lists, etc.
- Consumers have access to any and all records about themselves that are kept. However, there may be exceptions in situations where the disclosure of medical or psychological information may be harmful to the individual. These situations should be reviewed with your supervisor or Program Director.
- Volunteers, students and interns must abide by the confidentiality guidelines and will be asked to sign a confidentiality agreement before beginning work with consumers.
- Release forms must be used to obtain or release information on individuals. They should also indicate specifically what information is to be obtained or released. When someone is asked to sign a release, we need to review consequences, if any are involved in the request.
- Release forms must also be signed when we ask a consumer to be photographed or videotaped (or any other medium which would identify the individual as a consumer of AIM) for the purpose of public relations or community education.
- We keep only that information necessary to develop and implement the independent living services requested. Any unnecessary information obtained in the course of implementing any service, will be destroyed.
- There are certain instances where confidential information is not protected, as detailed below:
 - Records can be subpoenaed by the Courts
 - When injury to self or others is at stake, the rules of confidentiality do not apply
 - Funding sources have the right to review consumer records while conducting an audit
- From the time, confidentiality training will be made available to the Board, employees and volunteers. These guidelines will be reviewed with all-new Board members, employees and volunteers. They will be asked to attend annual trainings.
- There are special requirements for people who test positive for HIV or who have AIDS. There are also different considerations for people participating in alcohol or substance abuse programs. Information on these requirements is available from the IL Program Director.

Requesting and participating in any AIM service is a personal decision on the part of the consumer. Our services are strictly voluntary and we prefer that individuals call us directly for services rather than be referred by another center.

Cell Phone and Personal Electronic Devices Policy

With regard to all cell phone and text messaging, use is strictly prohibited at all AIM meetings and events without the express permission of the Executive Director in order to protect the privacy of our consumers.

Center Cell Phones

Any employee issued an agency cell phone will be required to follow the AIM Agency Cell Phone Procedure and must sign for receipt of equipment and acknowledgement of their responsibility for cell privileges.

If any employee is found to be abusing these privileges, this will result in request for reimbursement of cell charges, disciplinary action, and possible termination of employment.

Use of Private Cell Phones

Any calls made on private cell phones during working hours should be as brief as possible and kept to a minimum.

In addition, any calls made or received should not distract from or interfere with an employee's ability to perform the duties of his or her job or their co-workers. Employees are asked to keep personal cell phones on vibrate and not on the ring tone. Employees are prohibited from using cell phones while in main areas such as hallways, lobby's, etc. in order to protect the privacy of our consumers.

Supervisors are responsible for monitoring and ensuring compliance with this policy.

Where employees make and receive an excessive number of calls at work, they will be subject to disciplinary action, up to and including termination.

Personal Electronic and Camera or Video Enabled Communication Devices

Unless properly authorized, employees should refrain from using any form of personal electronic communication device during normal work hours. To protect the privacy of our consumers, employee's whose electronic communication devices are camera or video enabled are restricted from using these devices anywhere:

- in a center building
- on center property
- or during any 'off-site' center related activities with co-workers or consumers at any time.

Furthermore, employees who are found to have used their camera or video enabled features anywhere in a center building, on AIM property or during any 'off-site' center related activities with co-workers or consumers, will be subject to discipline up to and including dismissal.

This policy is not intended to infringe upon speech protected by the National Labor Relations Act, such as speech related to union organizing, wages or working conditions, and will not be enforced in such a manner that restricts or discourages protected speech.

Personal Electronic Devices with Headsets or Ear pieces (e.g. radios, I Pod's, CD players etc.)

- Employees are cautioned that the use of any personal electronic device with a headset or ear pieces may present a safety concern in that the employee might not hear a verbal communication from a consumer or co-worker.
- Any accidents or incidents that result from the use of these devices will be subject to discipline, up to and including termination.

Further Information

Employees should speak to their supervisor or Human Resources if they require further clarification on what is meant by a 'personal electronic communication device.

Computer, Internet and E-Mail Usage

The following may be provided for business use only for employees to use in the course of their employment if required by their position:

- Computers
- computer files
- internet
- the e-mail system and
- all software.

General Points in using the Computer System

- Employees may only use software on local area networks or on multiple machines according to the software license agreement.
- They should use password protection (as appropriate) and not share their password with anyone else.
- The Internet is full of useful programs that can be downloaded, but some of them may contain computer viruses that can extensively damage our computers. It may also contain Spy-Ware which may not only be harmful to your computer but may compromise the security of the entire organization. If it is necessary to download a file be sure to check with your supervisor. Then be sure to virus-check it immediately.
- Employees are responsible for the content of all text, audio or images that they place or send over the AIM's Internet and e-mail system. No e-mail or other electronic communications may be sent which hides the identity of the sender or represents the sender as someone else. To do this is against State and Federal laws and can result in the criminal prosecution with large fines and jail time.

- Be aware that AIM's name is attached to all messages so use discretion in formulating messages.
- Employees should be aware that both internal and external e-mail messages are considered to be business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending any e-mail within and outside of the center.

Internet Use

The Internet should be used for business purposes only. The use of AIM's Internet access for personal communications or for non-job-related solicitations including, but not limited to, religious or political causes is strictly prohibited.

Employees are also prohibited from displaying, transmitting and/or downloading sexually-explicit images, messages, ethnic slurs, racial epithets or anything which could be construed as harassment or disparaging to others.

Consistent with applicable federal and state law, the time you spend on the Internet is tracked through activity logs for business purposes. All abnormal usage will be investigated thoroughly.

Employees learning of any misuse of AIM's Internet access shall notify a member of management.

This policy is not intended to infringe upon speech protected by the National Labor Relations Act, such as speech related to union organizing, wages or working conditions, and will not be enforced in such a manner that restricts or discourages protected speech.

Social Media Policy

When you are participating in social networking, you are representing both yourselves personally and AIM. While we encourage online connections, we would like to provide you with a policy and set of guidelines for appropriate online conduct in order to avoid the misuse of this communication medium.

Social media can take many different forms, including internet forums, blogs & micro blogs, online profiles, wikis, podcasts, pictures and video, email, instant messaging, music-sharing, and voice over IP, to name just a few. Examples of social media applications are LinkedIn, Facebook, Instagram, Snapchat, Vine, Wikipedia, YouTube, Twitter, Flickr, Yahoo groups, Zoom Info – the list is endless.

General Policy Guidelines

As an employee of AIM, be aware that you are accountable for the content you post and that information remains in cyberspace forever.

Use privacy settings when appropriate. Remember, the internet is immediate and nothing posted is ever truly private nor does it expire.

Be aware that you are not anonymous when you make online comments. Information on your networking profiles is published in a very public place. Even if you post anonymously or under a pseudonym, your identity can still be revealed and the IP address is recorded.

If you see unfavorable opinions, negative comments or criticism about yourself and/or AIM, do not try to have the post removed or respond in a way that will escalate the situation. If you wish to have the matter reviewed, forward the information to the Executive Director.

If you are posting to personal networking sites and are speaking about job related content or about AIM, use a disclaimer and make it clear that these views are not reflective of the views of AIM. For example: “The opinions expressed on this site are my own and do not necessarily represent the views of AIM.”

Do not post slurs or personal attacks about any center or person served by AIM, including clients, partners, employees, vendors or competitors.

Do not ever post any information about consumers served by AIM.

Employees cannot use social networking sites to unlawfully harass, threaten, or discriminate against anyone associated with or doing business with AIM.

Do not infringe on copyrights or trademarks.

Unless specifically instructed, employees are not authorized to speak on behalf of AIM.

Users who violate this policy may be subject to discipline, up to and including termination of employment.

This policy is not intended to infringe upon speech protected by the National Labor Relations Act, such as speech related to union organizing, wages or working conditions, and will not be enforced in such a manner that restricts or discourages protected speech.

Social Media and Consumers

AIM protects the privacy and confidentiality of our consumers and prohibits photographs and audio/video recordings by AIM staff (which includes but is not limited to employees, consultants, contractors, volunteers, and other caregivers) by adopting the following guidelines:

- Taking photographs or recordings of a consumer and/or his/her private space without the consumer’s consent or designated representative’s written consent is a violation of the consumer’s right to privacy and is strictly forbidden.
- Taking photographs or recordings of a consumer in any state of dress or undress using any type of equipment (i.e. cameras, smartphones, or other electronic devices) and/or keeping them through multimedia messages or on social media networks is strictly forbidden.
- AIM staff is forbidden from taking or using photographs or recordings in any manner to demean or humiliate any consumer.

Any actions that violate this policy will result in immediate disciplinary action up to and including termination and will be reported as required to the appropriate agency(s).

E-Mail Guidelines

AIM expressly prohibits the following:

- The use of computers and the e-mail system in ways that are disruptive, offensive to others or harmful to morale, including the display or transmission of sexually explicit images, messages, cartoons and jokes is not allowed. Other misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes or anything that may be construed as offensive or showing disrespect for others.
- Internet and e-mail access may not be used for transmitting, retrieving or storing of any communications of a defamatory, discriminatory or harassing nature or materials that are obscene or X-rated. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes or sexual preference shall be transmitted. Harassment of any kind is prohibited.
- The illegal duplication, dissemination or printing of copyrighted materials, including articles, software and its related documentation, in violation of copyright laws.
- E-mail may not be used to during working time (or to interfere with another employee during his or her working time) to solicit others for commercial ventures, religious or political causes, outside organizations or other non-business matters.
- Sending, receiving, printing or otherwise disseminating proprietary data or other confidential information of AIM in violation of center policy.
- Disparaging, abusive, profane, or offensive language; materials that would adversely or negatively reflect upon AIM or be contrary to the agencies best interests.
- Any illegal activities, including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access to any computers on the Internet or e-mail, are also expressly forbidden.

This policy is not intended to infringe upon speech protected by the National Labor Relations Act, such as speech related to union organizing, wages or working conditions, and will not be enforced in such a manner that restricts or discourages protected speech.

AIM's Right to Monitor and Consequences

All center supplied technology, including computer systems and company-related work records, belong to AIM and not the employee. AIM will routinely monitor usage patterns for its e-mail and Internet communications.

AIM reserves the right to retrieve and review any message or file composed sent or received. It should be noted that although a message or file is deleted or erased, it is still possible to recreate the message. Therefore, ultimate privacy of messages cannot be assured to anyone. Although electronic mail and voice mail may allow the use of passwords for security, confidentiality cannot be guaranteed. It is possible for messages to be retrieved and viewed by someone other than the intended recipient. Furthermore, access to employee's systems can be gained by the center in the absence of an employee.

Since all the computer systems and software, as well as the e-mail and Internet connection are AIM owned, all center policies are in effect at all times. Any employee, who abuses the privilege of AIM

facilitated access to e-mail or the Internet, may be denied access to the Internet and may be subject to disciplinary action up to and including employment termination.

Questions Regarding the Use of the Internet or E-mail

If employees have questions regarding the appropriate use of the Internet or e-mail they should contact IT or Human Resources.

Employees should notify their supervisor or Human Resources if they are aware of any violations of this policy.

Employees who do not comply with this policy will be subject to disciplinary action, up to and including termination of employment.

AIM reserves the right to revise this policy at any time.

Pets

Employees are not permitted to bring their domestic pets or animals of any kind into the office or location of duty (consumers home) while they are at work.

Only service animals will be allowed on center premises. Service Animals are animals trained to assist people with disabilities in the activities of independent living. The Americans with Disabilities Act (ADA) defines service animals as any animal individually trained to do work or perform tasks for the benefit of an individual with a disability.

The service animal must be supervised and the handler must retain full control of the animal at all times. If service animal is unruly or disruptive, or the handler is lacking control, the Executive Director or their representative may ask them to regain control or to remove the animal from the center.

Discipline

Each employee has an obligation to observe and follow the AIM's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with the orderly and efficient operation of the company, corrective disciplinary measures will be taken.

Disciplinary action may include a verbal warning, written warning, suspension and/or discharge. The appropriate disciplinary action imposed will be determined by AIM. AIM does not guarantee that one form of action will necessarily precede another.

The following may result in disciplinary action, up to and including discharge: violation of AIM's policies or rules; insubordination; unauthorized or illegal possession or sale of alcohol or controlled substances on work premises or during working hours, while engaged in company activities or in company vehicles; unauthorized possession, use or sale of weapons, firearms or explosives on work premises; theft or dishonesty; physical harassment; sexual harassment; insubordination; disrespect toward visitors or other members of the public; unauthorized use of company property, equipment or facilities; poor attendance; excessive tardiness; or poor performance. These examples are not all inclusive.

We emphasize that discharge decisions will be based on an assessment of all relevant factors. Note that the major purpose of any disciplinary action is to take prompt and impartial action to correct a problem, prevent recurrence and prepare the employee for satisfactory future service.

Nothing in this policy is designed to modify our employment-at-will policy.

Whistle Blowing

In situations that involve whistle blowing due to illegal activity or the health and safety of consumers, the employee may speak to any supervisor, member of management or to the Executive Director.

The employee should speak to their supervisor or other member of management as soon as possible and will not be penalized either formally or informally for raising a problem or issue in a reasonable, business-like manner.

If their supervisor is unavailable or the employee believes it would be inappropriate to contact that person, they may present the problem or issue to the next member of management in their chain of command or to the Executive Director.

Fire Safety

Fire evacuation procedures will be posted at each AIM site. Employees must ensure that they familiarize themselves with the procedure for their building, so that they know what to do in the event of a fire.

All AIM locations will conduct periodic fire and evacuation drills.

Accidents

In the event of an accident, the employee must report it using an accident report form to their supervisor within 24 hours of occurrence. The supervisor will ensure that any appropriate action is taken.

Any information that is not received may result in denial of the claim being processed.

Timekeeping and Paydays

Each employee is required to have a record of hours worked. The following regulations apply:

1. Employees are required to clock in prior to their assigned start time, and must clock out when they go off duty.
2. Employees are required to clock out any time they leave the work site for any reason other than assigned work duties.
3. Employees must clock in and out at their designated work station. If employees have supervisor approval, they may clock in and out using the designated mobile app.

4. Unless permission to do otherwise is authorized in writing by the employee's supervisor, no employee may clock in more than 5 minutes prior to the start of his/her shift, and no employee may clock out more than 5 minutes after the end of his/her shift.
5. A time punch is considered to be on time if it occurs within the following window: 5 minutes before or after an employee's shift starts or ends. For example, if an employee's shift begins at 8 a.m., the employee will be considered on time if he/she punches in between 7:55 a.m. and 8:05 a.m. If an employee's shift ends at 4 p.m., his/her punch will be considered on time if it occurs between 3:55 p.m. and 4:05 p.m. Time recorded will be the work-time paid, or employees will be paid from timesheets verified by actual recorded times. Any adjustments to the recorded time must be approved by the employee's supervisor and put in writing. Managers will be accountable to their department head for any manual changes submitted.
6. Employees must clock out for their designated lunch time. All employees are free to leave the premises during lunch.
7. Employees should not clock out for designated break times and must stay on the premises during the break.
8. Employees who have worked time in excess of 40 hours per week will be paid time-and-a-half for all time exceeding 40 hours.
9. Except in emergency circumstances, prior permission to work overtime should be approved in writing by the program manager.

Violations of these procedures may result in disciplinary actions, including oral or written warnings, suspension without pay and/or termination.

Under no circumstance may one employee clock in or out for another employee. Any employee participating in this type of violation will face immediate termination.

Pay period schedules and forms can be obtained on the website at www.aimcil.com or by contacting the Finance Department.

Travel Reimbursement

Employees holding positions that require extensive travel are expected to travel as a condition of employment. For all others, travel may be required but is considered to be an incidental function of the position.

Authorization of Travel

All travel for AIM must be approved by the employee's supervisor or the person who holds next higher authority over the requestor prior to the travel occurring.

Requests for reimbursement must be supported by original receipts. AIM employees are not authorized to solely authorize payment to them self.

Authorization must show:

- name of person traveling

- purpose of the trip, destination
- date of departure and return
- mode of transportation
- estimated expenses

Funding sources differ from program to program and employees requesting authorization for travel should check with their supervisor to confirm if sufficient funding for travel exists and the expense conforms to all terms and conditions attached to that funding.

Employees who are working for AIM through an employment agency are not authorized to drive AIM vehicles; if personal vehicles are used employees are responsible for submitting mileage reimbursement if the employee chooses to do so following the requirements of the Mileage Reimbursement Policy.

Personally Owned Automobiles

AIM will reimburse employees for mileage when their personal vehicle is used on official AIM business that is properly authorized, reasonable and appropriately documented. The authorized mileage allowance includes fuel, maintenance and operating costs.

Car Rentals

Charges for automobile rental will be allowed whenever this is:

- more economical than alternative methods of transportation, or
- it is the only practical means of transportation

Rental and related fuel charges are reimbursable when supported by original receipts. Employee should refuel before returning the rented vehicle.

Parking Fees

Parking fees and toll charges are reimbursable, when supported by receipts.

Lodging

Lodging expenses will be reimbursable when supported by original receipts.

Employees should request seminar or conference discount rates, when these are available.

AIM is a tax-exempt organization therefore; employees must make vendors aware of this status at the time of making the reservation and billing.

Meals

Meals while on authorized overnight travel will be reimbursed, subject to the meal allowance. AIM has established the rate for meals reimbursement to employees up to \$30.00 daily.

Employees traveling on day trips such as training and meetings are not authorized to meal allowances and will not be reimbursed or permitted for meal purchases.

Reimbursement shall not exceed the total daily rate. The standard tipping rate is included in the \$30.00.

Reimbursement is prohibited for alcoholic beverages, entertainment, and towing/parking infractions (whether the employee is in their own or an AIM vehicle). Room service as a reasonable accommodation must be discussed with the employee's supervisor and approved prior to the trip.

An original or detailed receipt is required for each meal. Credit card slips will not be accepted as a suitable receipt.

Employees need to complete the proper forms for any reimbursement and submit it to their supervisor for approval within 14 days of the date of travel. In some cases, administration questions regarding travel reimbursement may delay payment to the employee. Claims for reimbursement not submitted within this timeframe may result in a forfeit of reimbursement.

Claim forms can be obtained from the Finance Department.

Employees traveling on AIM business are representatives of AIM and are expected to maintain a high level of professionalism that follows all of AIM's policies and rules.

Mileage Reimbursement

AIM will reimburse employees for mileage when their personal vehicle is used on official AIM business that is properly authorized, reasonable and appropriately documented. In cases of programmatic and consumer related mileage, there must be a definite cross-reference to tracking forms.

Employees will not be reimbursed for mileage to and from work. This includes mileage:

- from the employee's residence to the first work location of the day
- from the last work location of the day to the employee's residence
- as well as special activities at other sites that constitutes an environment for a special workday

On days when an employee is expected to begin their workday at a meeting site other than their primary work site the employee will be reimbursed for mileage only if the employee leaves that meeting site and returns to their primary work site to conduct work related matters.

Employee expenses for approved travel will only be reimbursed when properly documented by the employee and approved by their supervisor.

Mileage is not a right or an income supplement; it is designed to help with vehicle expenses. In addition, mileage paid from grant and administration funding and is not unlimited therefore, should be incurred with care. Employees are required to submit mileage along with the date corresponding timesheets. Any requests for mileage reimbursement that does not accompany the corresponding timesheets and dates may be denied reimbursement and returned to the employee unpaid.

AIM reserves the right to revoke mileage payments at any time in selective instances.

Driving without a driver's license and/or driving while intoxicated during office business will be considered cause for immediate discharge from AIM employment.

Documentation related to Mileage Reimbursement

It is imperative that employees using their personal vehicle have adequate automobile coverage including liability and physical damage etc., since employee coverage is primary in accidents, etc....

To be eligible to receive mileage reimbursement, employees are required to forward the following documentation to the AIM Finance Department:

- A current copy of the employee's driver's license - the license must be legible.
- A copy of the declaration page of the employee's current automobile insurance contract. The declaration page may be more than one page in length and will answer such questions as:
 - a) who is insured (the employee must be named as insured on the policy and vehicle)
 - b) the name and address of the insurance company or carrier
 - c) what is insured
 - d) amount of insurance carried (the limits the employee carries)
 - e) dates of when the insurance period begins and ends

A single copy of the employee's insurance card will not be considered as proof of insurance.

This documentation is required to be on file by our insurance carriers and the policy will be strictly enforced.

Employees must ensure that their documentation is correct when submitted and they are also responsible for submitting new documentation every time their policy and license renew. Failure to do so will result in mileage not being paid.

All information relating to licenses and insurance is confidential personnel information and will be maintained in Human Resources.

Insurance and the Reimbursement Rate

Employees should be aware that liability insurance coverage for automobile accidents follows the ownership of the vehicle.

- AIM does not assume responsibility of deductibles or other uninsured loss of the vehicle.
- The AIM rate of reimbursement is set by the Executive Director. This reimbursement covers all maintenance, transportation and operating costs. Employees who use their personal vehicle for AIM business, must understand that their own personal vehicle insurance is primary should there be an accident and a corresponding insurance claim. Employees will also be responsible for paying their personal deductible in case of an accident. For employees who routinely drive their personal vehicle for AIM business, they are encouraged to have a minimum coverage policy of \$100,000 to \$300,000 liability and insurance for collision. The Center's insurance is secondary, meaning that the Center's insurance may cover claims in excess of the employee's personal policy limits.

Fuel costs are also included in the per-mile reimbursement rate and are not reimbursed separately for use of privately owned vehicles.

- Damage to a privately owned vehicle used for AIM business is covered by the individual's private insurance, costs for which are also included in the mileage reimbursement.
- Cost for parking and moving violations are not reimbursable.

Procedure for AIM Mileage Reimbursement

Employees need to complete a Mileage Reimbursement Form and submit it to their supervisor for approval with their weekly timesheet. On occasions, administrative questions regarding mileage reimbursement may delay its payment to the employee, however, in most cases mileage will be reimbursed every two weeks to coincide with AIM bi-weekly pay period.

If Mileage Reimbursement Forms are not submitted by the appropriate deadline, they will be held for processing for the following pay period. Mileage not submitted within 30 days of approved travel will be returned to the employee and will not be honored for payment.

Center Vehicle

AIM's policy regarding use of Center Vehicles is contained in the following policies:

- AIM Vehicle Policies & Procedures
- AIM Driver Safety Test
- Concerning AIM Company Vehicle
- Insurance Drive Guidelines

Please refer to these policies regarding your use of AIM vehicles.

Scent-Free Facility

Due to health concerns arising from exposure to scented products, AIM Independent Living Center has instituted a scent-free environment for all employees, visitors, board members and consumers.

The use of scented products will not be allowed within the building at any time. In addition, all materials used for cleaning will be scent-free to include air-fresheners.

This includes: perfumes, hairspray, hand and body lotions, room fresheners, candles, etc....

Identification Badges

It is the policy of AIM Independent Living Center to provide a safe work environment for employees, board members, consumers, and visitors while at any AIM location. The proper issuance and display of identification badges is one way to create a safer work environment.

- All AIM employees are required to wear their issued photo ID badges in plain view for others to see while in any AIM facility, while attending and AIM event, or otherwise representing AIM.
- Lost or stolen cards should be reported to the employee's supervisor immediately. Failure to wear your identification card can lead to disciplinary action.

- Badges are required to be returned to AIM upon expiration of employment.

If your identification badge is lost or stolen please contact Human Resources for replacement.

Office Locations

AIM has several office locations throughout the Southern Tier. Please visit www.aimcil.com for locations and contact information.