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## **ABOUT US:** ACT is a non-profit (501(c)3) Spay & Neuter Clinic

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Our Mission is to provide low cost spay and neuter services to cats and dogs in order to end the destroying of dogs and cats in our shelters.

“Every cat or dog who dies as a result of pet overpopulation—whether humanely in a shelter or by injury, disease, or neglect—is an animal who, more often than not, would have made a wonderful companion, if given the chance. Tremendous as the problem of pet overpopulation is, it can be solved if each of us takes just one small step, starting with not allowing our animals to breed.” - *Humane Society of the United States (HSUS)*

HSUS Estimates updated August, 2008:

- Number of cats & dogs entering Hillsborough co. shelter last each year: 31,879
- Number of cats and dogs euthanized by shelters each year: 26,226
- Number of cats and dogs adopted from shelters each year: 2,212
- Number of cats and dogs reclaimed by owners from shelters each year: 94
- Number of animal shelters in the United States: Between 4,000 and 6,000
- Percentage of dogs in shelters who are purebred: 25%
- Average number of litters a fertile cat can produce in one year: 3
- Average number of kittens in a feline litter: 4-6
- Average number of litters a fertile dog can produce in one year: 2
- Average number of puppies in a canine litter: 6-10

In light of the estimates listed above, the role that you play as an ACT employee is critical to working toward a solution.

### **History:**

ACT was founded in 2001 and is governed by a board of directors. Under the direction of the board, ACT has thrived substantially and in doing so has spayed and or neutered over 17,000 animals as of April 2008.... and the numbers increase daily.

### **Present:**

Services currently offered by ACT include but are not limited to:

- Spay / neuter surgery
- Vaccination clinic. Enabling affordable vaccinations for dogs and cats.
- Residents of Hillsborough County can purchase their animal licenses with proof of rabies shot.
- Over the counter flea and tick products as well as heartworm preventatives are available for customers to purchase at a discounted rate.

The products and services provided enable pet owners to provide yearly maintenance at an affordable rate. This enables people to keep pets happy and healthy, also contributes to reducing the overpopulation problem, and provides tremendous public health benefits. It's about the animals; but we need to help the people to do that.

## **ANIMAL CARE/ HANDLING**

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### **Animal Mishandling**

1. **ACT has a zero tolerance policy on hitting or mishandling of animals.**

2. If an employee hits an animal or intentionally mishandles an animal while working or representing themselves as an ACT employee, it can be grounds for termination and possible prosecution.
3. No ACT employee will condone, encourage, support, or suggest hitting or intentionally mishandling an animal for any reason, this includes dragging an animal which refuses to walk.

### **Dog and Cat Bite Protocol**

In the event that an employee is bitten by an animal the following is required:

Do NOT let the animal leave before doing the following:

- Inform the Veterinarian that is on the premises.
- Document the incident, identify the animal and the person or person(s) involved. Indicate location and circumstances of bite.
- Call Hillsborough Animal Control to inform them of the incident.
- Notify the owners of the animal of what occurred and the protocol that we are required by law to follow.

### **Vaccination Reactions**

For any animals with known or presumed vaccination reactions: before indicating ANYTHING to the client as to being able to administer the vaccinations or not, the doctor must be consulted.

NEVER indicate/ recommend/ suggest to a client that Benadryl should be administered or any other type of allergy medication. If the doctor gives instructions for a client, only relay what the doctor has indicated and a note should be placed in the clients' permanent medical chart as to what the doctor ordered

- Never tell the client that we can pre-treat their animal
- Never advise the client to pre-treat their animal
- The doctor on staff must be consulted with full disclosure of the condition and history of the animal
- Doctors orders are to be followed and documented into the computer

PLEASE NOTE: Advising or administering without case specific doctor's orders is translatable to practicing medicine, ONLY a licensed doctor is qualified to do that.

Please be aware that further action may be required based on the injury and circumstances.

## **ATTENDANCE**

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### **Attendance and Punctuality**

To maintain a productive work environment, ACT expects employees to be reliable and to be punctual in reporting for work. Absenteeism and tardiness result in a burden on other employees and on the company's overall operations. Employees who are unable to be at their assigned duties on time or are unable to work as scheduled must notify their supervisors as soon as possible via supervisor's cell number in advance of the tardiness or absence. Excessive tardiness and poor attendance may lead to disciplinary action up to and including termination of employment.

### **Scheduled Work Hours**

Work schedules hours are subject to daily modifications based on daily activity. Be prepared to react appropriately if your scheduled leave time is lengthened or decreased (ie, transportation, etc). Due to the fluctuation of our workload, there is no way to project your leave time consistently and accurately. It is basically based on "when your assigned job is completed".

### **Scheduled time off**

is subject to prior approval, unapproved/ unscheduled time off is discouraged and if excessive may lead to disciplinary action. Earned Paid Days off is used partially at the employees discretion ie: sick, personal, vacation etc., however in the event that there are days accrued and the employee takes unscheduled time off, the paid time off will be utilized.

In requesting time off, employees are to complete a Time Off Request Form to the Office Manager and it is subject to approval.

### **Absence Notification**

The method of notification is to speak with the supervisor at the supervisor's cell number. If the employee fails to notify the supervisor of the absence in accordance with this procedure, the employee may be subject to disciplinary action. If the employee is out for more than one day, the employee is required to notify the supervisor each day, in accordance with the initial notification procedure. If the absence extends for a period of time, the employee and supervisor may establish a schedule to report on a less frequent basis.

### **No Call/No Show -- Walk Off**

Not reporting to work and not calling to report the absence is a no call/no show and is a serious matter. The first instance of a no call/no show may be considered abandonment of employment and employee resignation without notice. Additionally, any employee that walks off the job without prior approval of the Office Manager is considered the same as a No Show and results in immediate termination.

## **DRESS CODE**

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### **Attire**

Scrubs are encouraged and are appropriate as are jeans or pants. Scrub tops, Tops, Tee-shirts are appropriate barring any defamatory imagery or sayings.

Low cut shirts, or low cut tank tops are not permitted. Use common sense. Be professional. If there is a situation in which the definition of common sense differs, the supervisor's judgment will supersede.

Shorts are not permitted.

Open toed shoes are not permitted.

**Body Piercings and Large Tattoos** are not permitted to be in sight. This includes, but is not limited to, all facial piercings with the exception of earrings that are not considered work-disruptive.

## **GENERAL RULES OF CONDUCT**

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### **Building Etiquette**

Smoking – ACT is a smoke free environment, as such smoking is permitted only in the outside designated area out of view from clients. Hands must be washed after smoking and before handling animals.

Smoking will be limited to employee's two 10 minute breaks and one 30 minute lunch. Breaks consist of

standard implements of time and cannot be "sub-sectioned". (i.e., into four - 5 minute breaks, or two 15 minute lunches, etc).

Facility and equipment problems--Report a building or equipment problem to management.

Personal possessions--Employees bring personal possessions to the office at their own risk. Do not leave keys, purses, security cards and other similar items on your desk or anywhere they will be visible and easily taken. The company assumes no responsibility for personal items that are lost or stolen.

Radios--The use of radios in a department is at the discretion of the department manager. The operation of a radio must not disrupt the work of another employee. Radios are not allowed in public areas such as the lobby/reception area and in the break room.

### **Breakroom Etiquette**

You must clean up after yourself if you use the break room. Do not leave dishes in the sink, food on the table etc. Additionally, do not leave items in the refrigerator if you do not plan on using /consuming.

### **Backyard Poo-Etiquette**

Anyone walking a dog outside must carry a clean up bag and immediately clean up any dogs feces. Because of the necessity of a clean area, as well as having guests in the mobile unit, it is critical that no dog smell is created by uncleanly remains.

### **General Etiquette**

**Eating** in front of the clients or at workstations is not permitted. **Gum chewing** in front of clients, while dealing with clients, or while working with the animals is not permitted.

As with all company policies, failure to comply may result in corrective action

## **INTERPERSONAL CONDUCT**

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### **Harassment**

ACT is committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, we will not tolerate unlawful harassment of our employees by anyone, including any supervisor, co-worker, or third party. Harassment consists of unwelcome conduct, whether verbal, physical or visual, that is based on a person's race, color, national origin, religion, age, sex, gender or disability. Harassment that interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment will not be tolerated.

Harassment may include derogatory remarks, epithets, offensive jokes, the display or circulation of offensive printed, visual or electronic material, or offensive physical actions. Sexual harassment deserves special mention. Unwelcome sexual advances, requests for sexual favors, or other physical, verbal or visual conduct based on sex constitutes harassment when (1) submission to the conduct is required as a term or condition of employment or is the basis for employment action, or (2) the conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive workplace. Sexual harassment may include sexual propositions, innuendo, suggestive comments, sexually oriented jokes or teasing, or unwelcome physical contact such as patting, pinching, or brushing against another.

All ACT employees are responsible for helping to enforce this policy against harassment. Any employee who has been the victim of prohibited harassment or who has witnessed such harassment must immediately notify their supervisor so the situation can be promptly investigated and remedied. If it is the supervisor who is responsible for the harassment or reporting the situation to the supervisor fails to remedy the situation, complaints of harassment must immediately be reported to the President. It is ACT's policy to investigate all harassment complaints thoroughly and promptly. To the fullest extent practicable, ACT will

maintain the confidentiality of those involved. If an investigation confirms that harassment has occurred, ACT will take corrective action. Corrective action may include discipline up to and including immediate termination of employment. ACT forbids retaliation against anyone who has reported harassment or who has cooperated in the investigation of harassment complaints. (See appendix for more detail)

### **Personal Conduct**

ACT's prestige and reputation in the community will be determined by the work we do and by the employees who represent us. We are proud of those who work for us and employees can be proud of the positions of trust they hold. We must continue to earn that trust in everything we do. We expect that employees will maintain the highest degree of integrity and honesty. The community will judge ACT by the actions of its employees.

Employees are expected to conduct themselves in a professional, appropriate manner as judged by a reasonable person. Employees have the right to conduct their work without disorderly or undue interference from other employees. ACT prohibits employees from violating this right of their co-workers.

ACT encourages a congenial work environment of respect and professionalism. Therefore, the ACT prohibits employees from intentionally harming or threatening to harm other employees, clients, vendors, visitors or property belonging to any of these parties. This prohibition includes but is not limited to intentional acts such as:

- Physically harming others.
- Verbally abusing others, ie, racial slurs, sarcasm and/or profanity.
- Using intimidation tactics and making threats.
- Sabotaging another's work.
- Stalking others.
- Making malicious, false or harmful statements about others.
- Publicly disclosing another's private information.

Employees are responsible for maintaining their work area in a neat and professional manner.

Employees are responsible for assuring the security of Company confidential/proprietary material in their possession and similarly maintaining the security of the Company-provided equipment. Employees concerned for the security of their work area or equipment must inform their supervisor of such concerns.

ACT may request a search of personal property at the worksite or locked company property assigned to an individual if there is reasonable suspicion that evidence of illegal or prohibited activities resides therein. Refusal of such a request may result in disciplinary action up to and including termination.

ACT may take disciplinary action against employees whose conduct violates this or other ACT policies and practices.

### **Outside Activities**

Outside employment is permissible if it does not interfere, compete or conflict with ACT interests, provided it does not hinder the employee's ability to meet the responsibilities and demands of his or her company-required work.

An Outside Employment Information form should be initiated by the employee and, depending upon circumstances, may be approved by the Office Manager. Approval may later be withdrawn if it is believed

to be in the best interests of ACT. Refusal to comply with a request to discontinue outside employment may result in termination of employment at ACT.

ACT encourages outside involvement in community, industry and charitable activities, as long as they do not cause conflicts of interest or create demands that interfere with the job.

### **Personal Cell Phones Usage**

Cell Phones should only be used during breaks. If you have them on you they must be on silence mode or vibrate. Texting constitutes usage and again is only permitted during breaks.

### **Personal Use of ACT Telephones**

Under no circumstance other than an emergency are you to have incoming or make outgoing calls using ACT telephones. These lines are for customer calls and business related calls only.

Failure to comply with this will result in corrective action/ possible termination.

### **Personal Use of Internet and Company Computers**

Internet and computers are meant for business purposes only. The receptionist and office manager are obligated to check company emails; others expecting company emails should have them directed to one of them (ie, confirmations of supplies etc). Because of scarcity of computer equipment and its constant occupation to complete ACT business, personal usage during breaks (10 minute breaks or lunch) for personal reasons can no longer be permitted.

Company computer computers CAN be used for personal usage under the following conditions:

1. Employee is clocked out.
2. Employee has signed out the computer for personal use. Please be aware that they often are not available until after 6pm.

Loading or altering software on any of the computers is prohibited unless otherwise pre-authorized by the Office Manager or Executive Director.

Any unauthorized use of company computers will result in immediate corrective action.

### **Recording Devices in the Workplace**

The company prohibits employee possession or use of cameras, camera phones, tape recorders or other recording devices in the workplace as a preventative step believed necessary to secure employee privacy, and patient/client confidentiality.

1. Employees are prohibited from bringing cameras or audio recording devices into the workplace unless specific advance written authorization has been obtained from their department head. This includes a prohibition of cellular phones with built-in cameras or other recording capabilities.
2. Authorization to bring a recording device into the workplace that will not be used for recording, such as a cell phone with a built-in camera, may be granted in limited personal circumstances that will be reviewed on a case-by-case basis.
3. Employees are also prohibited from arranging for others, including non-employees, to engage in any recording of conversations, phone calls or other activities in the workplace.
4. Employees should regard this policy as an explicit statement that the employer does not consent to tape recording of any meetings or discussions without prior authorization as discussed above.
5. Employees with questions about this policy should contact the Office Manager.

## **BENEFIT POLICIES: HOLIDAY, SICK AND VACATION**

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(Effective for All Full Time Hourly, Non Contractual Employees)

### **Holidays**

After 90 days of service, the following are paid holidays for if they the holiday falls on a day they were scheduled to work:

New Year  
Thanksgiving  
Christmas

Overtime is only paid for weeks in which “worked” hours exceed 40. Holidays are considered paid benefits and not “pay for work” and as such are not included in guidelines that cover overtime rules. If an employee worked 36 hours and was paid 8 for holiday, he/she would be paid for a total of 44 hours, all at straight time, because the total number of “worked” is still under 40.

The following days will be paid at 1.5 times salary if scheduled to work, but will not be paid if not:

July 4  
Memorial Day  
Labor Day

### **Sick Time**

The Sick Time Benefit is as follows:

1. All eligible employees will have 40 hours of sick time accrued per year.
2. During the first year of service, eligible employees will begin receiving accrued hours at 90 days of service.
3. Sick time is available for use as earned.

### **Vacation Benefits**

The Vacation Accrual Rate is as follows:

1. All eligible employees will have 40 hours of sick time accrued per year.
2. During the first year of service, eligible employees will begin receiving accrued hours at 90 days of service.
3. Balance available is not to exceed 80 hours.

## **BREAK POLICIES**

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- One 10 minute break when possible in the morning.
- 30 minute paid lunch.
- One 10 minute break when possible in the afternoon.

Florida Law states that employees are entitled to a 30 minute un-paid lunch during an average work day. At this stage, lunches will be paid. If employees collectively are not able to take breaks within the guidelines listed, lunch will become un-paid, and ACT will hire backup for daily break relief. At that time, break times will be assigned.

During surgery days, breaks are NOT to be taken during the following times:

7:30 AM – 10:00 AM

12:00 Noon – 2:00PM

4:00PM – Closing

Breaks will be limited to two 10 minute breaks and one 30 minute lunch break. Breaks consist of standard implements of time and cannot be “sub-sectioned”. (i.e., into four 5 minute breaks, two 15 minute lunches, etc).

Abuse of break times and taking breaks outside the designated times may result in corrective action.

Going over the break times and taking breaks outside the designated times may result in corrective action.

### **Eating in offices and at workstations**

While employees must spend the lunch period and break periods away from their office or workstation, eating in the office or at individual workstations is not permitted. Eating is NOT permitted in Pre-op or surgery rooms.

- Eating may not occur in the Reception area.
- If not being used for a personal meeting, the mobile unit in the back has a table available for lunch.
- Immediate clean-up and proper disposal of food-stuff in kitchen and break room trash cans is expected from all employees.

## **MEASURES AND ACTIONS REGARDING PERFORMANCE**

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### **90 Probationary Period**

As a condition of every employee hired into a new position, either party is free to terminate the relationship without notice or cause within the first 90 days of employment in that position. A 90 day probationary review will allow both the employee and employer to determine employee’s fit within the organization..

### **Performance Appraisal Process**

As an employee of ACT you will receive an annual performance review based on your date of hire. The review is a multi part process covering areas including but not limited to: attendance, adherence to ACT policies, work ethic, skill level, and knowledge.

As part of the performance appraisal process, an employee may be placed on disciplinary probation for a designated period of time for significant performance deficiencies which are determined to be within the employee's ability and intent to correct. The employee's immediate supervisor shall counsel the employee regarding performance deficiencies, job performance standards, an improvement plan, and action to be taken if the employee fails to complete improvement goals. The employee's manager shall document this probationary status and counseling. They will give the employee a copy of the document and have another copy placed in the employee's personnel file. Salary increases are not granted during a disciplinary probationary period.

A review of compensation is done during the performance evaluation. As such, if warranted, an employee may be allotted a minimum of 3% and a maximum of 5% (the typical cost of living index is an average of 3.2%) increase based on all areas of the evaluation and work history. If job responsibilities change substantially then the compensation can be changed accordingly and appropriately.

## **EMPLOYEE TERMINATION**

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There are two types of terminations:

1. Voluntary
2. Involuntary

### **Voluntary Termination**

Voluntary termination of employment occurs when an employee informs his or her supervisor of employee's resignation, or termination is deemed to have occurred when an employee is absent from work and fails to contact his or her supervisor (job abandonment).

Employees are expected to provide a minimum of two weeks' notice of their intention to separate from the company in order to allow a reasonable amount of time to transfer ongoing workloads. It is expected that written notification will be provided to the employee's manager.

The Manager will coordinate the employee's out-processing. This process includes:

1. Returning all company property (i.e. keys, etc.).
2. Completion of an exit Interview questionnaire (once developed). The exit interview provides employees the opportunity to freely express views about working at the company and will be held in strict confidence. Management will compile data from exit interviews to determine feedback's accuracy.

### **Involuntary Termination**

ACT reserves the right under employment-at-will to terminate any employee at any time when it considers the termination to be in the best interests of the company. When feasible, employees will be given warning that they are in jeopardy of losing their jobs. Involuntary terminations may occur as a result of lack of work, corporate restructuring, or for unacceptable performance and personal conduct.

Reasons for an immediate involuntary termination may include but are not restricted to:

- Misrepresentation on employment application
- Gross Misconduct
- Theft

- Gross Insubordination
- Intentional, wrongful, or unlawful misconduct.
- Mistreatment of Animals

Reasons for involuntary termination in which written warnings might precede termination

- Chronic absenteeism/tardiness
- Not completing work assignments in a timely or a accurate manner
- Harmfully affecting personnel morale through consistent negativity

In some cases progressive discipline may be used, prior to termination, to correct a performance problem. However, certain types of employee misconduct are so severe that one incident of misconduct will result in immediate dismissal without prior use of progressive discipline.

Prior to an involuntary termination, consideration will be given to an employee's service and past contributions to the company.

### **Final Pay**

An employee who resigns or is discharged will be paid through the last day of work, less outstanding loans, advances or other agreements the employee may have with the company. If more sick time has been paid than accrued, (10 hours per quarter), the employee's final check may be reduced by that differential.

## GENERAL SAFETY RULES

Safety rules are primarily for employee protection. Injuries impose severe burdens on employees and their families. They often result in loss of pay and can lead to permanent disability or disfigurement.

The observance of the following fundamental safety rules should impose no hardship on anyone. It will make ACT a better and safer place in which to work and with whom to do business.

- Waste and trash containers must be used to keep work areas clean and orderly.
- Aisles, hallways, and fire exits must always remain open.
- All sharps, suture needles, syringes, medications, biohazard, and waste material must be handled and discarded appropriately.
- All stored materials must be stacked properly on a firm and even foundation. Stacks must not be allowed to reach a hazardous height, and where possible, stacks must be cross-tied or braced for mutual support.
- Employees must familiarize themselves with all fire fighting and evacuation procedures. Employees should further familiarize themselves with all exits proximate to their work area. Access to fire fighting equipment must be kept clear.
- The use of all fire extinguishers, regardless of type, must be reported to the employee's supervisor and exchanged for a full extinguisher.
- No smoking is allowed except where specifically authorized and is never acceptable in client's presence.
- Tools, personal safety, and other equipment shall be maintained in good serviceable condition. Tools must be used in a safe manner, and should not be used where they are mushroomed, broken, or badly worn. All electrical tools must be grounded, unless they are double insulated. Broken or badly worn tools should be given to the employee's supervisor for repair or replacement.
- Employees are prohibited from wearing clothing or clothing accessories which interfere with their work responsibilities.
- Disorderly conduct, running, or horseplay on ACT premises is prohibited.
- For safety and perception reasons, running is only appropriate when an animal's life is in jeopardy.
- All injuries and accidents regardless of their severity must be reported immediately to the employee's supervisor.
- All injured employees are required to report for treatment as requested by a doctor or medical provider. Employees will not be permitted to return to work without written approval of a doctor or medical provider.
- Employees who observe an unsafe condition are required to report it to their respective supervisor immediately.
- Safety equipment shall not be rendered ineffective.
- Employees shall not operate any machinery or equipment unless properly trained. Where an employee requires training to complete a job within the employee's job responsibilities, the employee shall coordinate such training with the employee's supervisor.
- Headphones and "Walkman" style radios are prohibited for use by employees during working hours.

## **External Reference Check Disclosure of Employee Information Policy**

All requests for information on current or former employees must be referred to the Management. Information given by phone will be limited to verification of employment dates, position title, and salary.

In response to written requests (i.e., mortgage applications), information such as salary, dates of employment, and job position may be provided, if an authorization signed by the employee is provided.

Representatives of Government or law enforcement agencies, in the course of their business, may be allowed access to file information. Personnel file access by employees and former employees will usually be provided in response to a legal subpoena or court order. Such cases will be handled on an individual basis.

All employee files are the property of ACT.

### **Anti-Harassment Policy**

ACT promotes a productive work environment and does not tolerate verbal or physical conduct by any employee that harasses, disrupts, or interferes with another's work performance or that creates an intimidating, offensive, or hostile environment.

- (1) Employees are expected to maintain a productive work environment that is free from harassing or disruptive activity. No form of harassment will be tolerated.
- (2) Each supervisor and manager has a responsibility to keep the workplace free of any form of harassment, in particular, sexual harassment. No supervisor or manager is to threaten or insinuate, either explicitly or implicitly, that an employee's refusal or willingness to submit to sexual advances will affect the employee's terms or conditions of employment.
- (3) Other sexually harassing or offensive conduct in the workplace, whether committed by supervisors, managers, non-supervisory employees, or non-employees, is also prohibited. Prohibited conduct includes, but is not limited to:
  - (a) Unwanted physical contact or conduct of any kind, including sexual flirtations, touching, advances, or propositions;
  - (b) Verbal harassment of a sexual nature, such as lewd comments, sexual jokes or references, and offensive personal references;
  - (c) Demeaning, insulting, intimidating, or sexually suggestive comments about an individual;
  - (d) The display in the workplace of demeaning, insulting, intimidating, or sexually suggestive objects, pictures, or photographs;
  - (e) Demeaning, insulting, intimidating, or sexually suggestive written, recorded, or electronically transmitted messages.

Any of the above conduct, or other offensive conduct, directed at individuals because of their sex, race, color, religion, national origin, pregnancy, age, marital status, disability, military status or any other characteristic protected by law is also prohibited.

- (4) Any employee who believes that a supervisor, manager, other employee, or non-employee's actions or words constitute unwelcome harassment has a responsibility to report/complain about the situation as soon as possible. The report/complaint should be made to the employee's supervisor; or to the department head or Human Resource Manager if the complaint involves the supervisor or manager.
- (5) Complaints of harassment will be handled and investigated under the local government's dispute resolution policy unless special procedures are considered appropriate. All complaints of harassment will be investigated promptly and in as impartial and confidential a manner as possible. Employees are required

to cooperate in any investigation. A timely resolution of each complaint should be reached and communicated to the parties involved.

(6) Any employee, supervisor, or manager who is found to have violated the harassment policy will be subject to appropriate disciplinary action, up to and including termination. ACT prohibits any form of retaliation against employees for bringing bona fide complaints or providing information about harassment. However, if an investigation of a complaint shows that the complaint or information was false, the individual who provided the false information will be subject to disciplinary action, up to and including termination.

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### **Attendance/Absenteeism:**

Absent is defined as scheduled work time where un-planned time off occurs. Each absence, regardless of length of time, is considered 1 occurrence. An illness that lasts more than 1 day is still considered one occurrence, as long as a Dr's note or other legal document explaining the extended time off is provided to the manager upon the first day back in the office. Each day absent, while it may be within the same occurrence, must be communicated to the Office Manager.

Each "illness" or "incident" is an occurrence and the allowed occurrences are based on a 12 month rolling schedule as follows:

- 1-3 occurrences are allowable
- 4 is a verbal warning
- 5 is a written warning
- 6 is subject to termination

### **Earned time usage request/Planned time off:**

Planned time off must be requested in writing in advance to the Office Manager and is subject to approval. Time off requests are due at least one week in advance of the time requested. Time off requests generally should not be more than the earned time potential. In the unlikely event that the requested time off is denied and absenteeism occurs during that time, this will be considered a voluntary resignation and the employee will be terminated immediately.

### **Bereavement Policy - Excused absences:**

In the unfortunate event of a death in an employee's immediate family (defined below); an employee may be granted up to three working days excused absence without pay in order to make any funeral arrangements or attend services. The employee must communicate with the Office Manager prior to taking any time off as to the arrangements and when the time is to be taken.

Immediate family for the purpose of bereavement absence is defined as:

Spouse, parents, stepparents, siblings, children, stepchildren, grandparent, mother-in-law, father-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, grandchild, or other relative of whom the employee is the sole survivor.

**Payroll, Paydates and Time Submission:**

Payroll is processed by an outside agency and because paper delivered (ie, live checks) cost the company approximately \$16 dollars per paycheck, direct deposit is a requirement of the company. If the employee doesn't have a checking account, ACT will help them establish one if requested with our payroll bank, Synovous.

Paychecks are received biweekly on every other Friday, and paid through the preceding Saturday.

Which means that all hourly employees must confirm the accuracy of their keyed hours and have any corrections made by Saturday evenings before employee's leave their shift (or if not working Saturday, then all hours must be accurate prior to leaving on the final day of week before that "close Saturday"). All hourly employees are responsible for the accuracy of the hours that they key into the software that collects hours for pay. Hours will be pulled at midnight on the Saturday preceding payroll, so any errors need to be caught by the employee and fixed by the office manager before that time.

If an employee forgets to clock in or out, it is suggested that they alert the office manager that same week so that the fixing prior to that Saturday due will be an easy matter.

If the employee is on paid leave (ie PDO), they are responsible for filling out a timecard and giving it to the office manager (or scheduler), who will forward to with their approval.

Any questions on the paycheck should be addressed with the office manager. The office manager will provide the payroll manager with the detail to adjust the hours on the following payroll. Advances of the balance due (up to 80%) will be made if requested and be recorded for W-2 purposes on the following paycheck.