

# EMPLOYEE DEVELOPMENT

## Complaint Policy

We want Federation to be a good place to work, but also recognize that problems may arise from time to time. It is, therefore, Federation's management desire to have an "Open Door" policy. This is especially true regarding employee complaints because Federation may not know what problems an employee is experiencing. It is conceivable that the only way we will become aware of a problem is if the employee brings it to our attention.

In order to ensure the communication of a complaint, the following procedure should be observed:

- The employee should discuss the situation with his/her supervisor, including situations in which (s)he feels (s)he may have been unfairly disciplined. If discussing with the supervisor is not appropriate or comfortable for the employee, the employee should reach out to the Vice President, Human Resources. Complaints regarding harassment or discrimination should be reported to Federation's Vice President, Human Resources and handled in accordance with the harassment complaint procedure set forth in this Handbook.
- The employee should provide the supervisor with a written explanation of the issue. The employee should receive an answer within five (5) business days.
- If the situation is not satisfactorily resolved, the employee should then make an appointment to discuss the complaint with the Vice President, Human Resources. Be advised that the employee's supervisor will meet with the Vice President, Human Resources, who may wish to speak with both the employee and the supervisor, together, at some point. A response should be given within five (5) business days. The Vice President, Human Resources' decision is final.

## Confidentiality

Employees will learn confidential information concerning Federation's business operations, practices and procedures, and information concerning the community and those who use our services. All such information obtained is to be kept confidential at all times both during the employee's terms of employment with Federation and following the employee's termination or retirement from Federation. At no time should any such information relating to Federation's operations, services, persons employed, or other issues be divulged to anyone outside of Federation, or anyone within Federation except to the extent that such disclosure is necessary in performing the employee's job duties.

Violation of this policy is a serious offense, subjecting the employee to discipline and possible immediate termination.

## In-House Educational Programs

Federation will periodically sponsor in service educational programs for some or all employees depending upon their classification and/or position. Attendance at any such programs during work hours is mandatory. Violation of this policy is a serious offense, subjecting the employee to discipline and possible immediate termination.

## Reimbursement for Authorized Expenses

Employees will be reimbursed for authorized expenses incurred due to official Federation business. Such reimbursement is subject to the Department Head's approval. Please be advised that employees shall not be reimbursed for trips between home and the office.

In the event the use of an employee's personal automobile is authorized in connection with official Federation business, Federation will provide the employee with a per mile allowance as approved by the Internal Revenue Service to cover all expenses in connection with the operation of a car for business purposes. The normal commutation costs (from employee's residence to 901 Route 10 and from 901 Route 10 to employee's residence) will be deducted from the total mileage if the employee travels directly from his/her residence to the meeting/function location. Employees shall obtain receipts for meal allowances, hotels and parking which will be reimbursed in total after submission of the receipts and approval by Federation.

## Licensing and Certification

If an employee is required as part of his/her job to be licensed or certified by a state agency in order to perform that job, the employee must obtain and renew such licenses and certificates as required and report such license or certificate renewal(s) and number(s), as well as any suspension(s) or revocation(s) to Human Resources on an annual basis or more frequently if required by law. Failure to provide timely notification may necessitate a suspension from duties or the position associated with the licensing or certification until such documents are renewed and presented to Federation.

## Personal Information

Federation maintains personnel files on its employees. Personnel files are categorized into two types – general personnel files and employee health files. Employee health files contain any medically related information regarding employees, including for example, doctors' notes, workers' compensation forms, and leaves of absence requests. Access to employee health files is strictly limited on a need-to-know basis. Personnel files contain all other non-medical, work-related materials, including, for example, applications, resumes, references, payroll information, performance evaluations, and disciplinary memos. Employees do not have the right to review their personnel files nor to submit any documents for inclusion in the file or to remove any documents from the file, except as may be provided by law.

The employee must notify Human Resources immediately if there are any changes in the following:

1. Name
2. Address or telephone number
3. Person to be notified in an emergency
4. Number of exemptions
5. Educational achievements
6. Marital status
7. Birth in the immediate family
8. Licensure status

## Inclement Weather Notification

Any delayed opening or closing for the day will be determined by the Chief Financial Officer. All employees should receive a phone call, to the phone number provided by the employee, if the office will have a delayed opening or will be closed for the day. Employees can also call Federation's general phone number or log on to Federation's website to see if there is to be a closing or non-routine opening.

**If you have not heard via the notification system of a closing or delayed opening, assume that the office will be open and that employees are to report to work.**