



Keystone SMILES Community Learning Center Inc

Employee Handbook

11/28/2012





Keystone SMILES Community Learning Center Inc

Employee Handbook

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Welcome to Keystone SMILES!

We believe that every employee helps to make Keystone SMILES successful. We hope that you will be proud to be a member of our team.

Keystone SMILES extends their support to you as an employee of this agency, which was incorporated on May 12, 1995.

The SMILES Board of Directors and the Executive Director represent the governing body of this agency which serves as a community organization. All employees, National Service members or volunteers entering this organization are to committed to the SMILES mission *"to empower and strengthen people of all ages, with a focus on children and youth, to enhance the quality of their lives through learning and service"* and we welcome your service efforts with enthusiasm.

This handbook describes many of our policies. The handbook also outlines many of the programs and benefits available to eligible employees.

The handbook will answer many questions you may have about your employment at Keystone SMILES. We suggest that you become familiar about the handbook as soon as possible.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

The Keystone SMILES Board of Directors and Executive Director





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ORGANIZATION DESCRIPTION

I. The History of Keystone SMILES

In 1991, Keystone SMILES [Students Making an Impact through Learning Experiences with Seniors] began at Keystone Elementary School as a school-based service-learning initiative. A core group of elementary school teachers coordinated a way to combine educational objectives with service to the community. Students learned oral, written communication skills and social studies while providing service to area nursing homes.

With the help of partnerships, cooperation from area businesses, and individual volunteers, Keystone SMILES consistently grew by adding more projects, expanding the program to more students, and by addressing more community needs.

In August 1994, through Keystone School District, Keystone SMILES was awarded an AmeriCorps grant by the Corporation for National Service. The grant provided 20 FT and 8 PT AmeriCorps Members (National Service Volunteers) to help make it possible to provide educational and community service-learning programs beyond the schools. The National Service initiative prompted Keystone SMILES to revise its acronym to mean [Students Making an Impact through Learning Experiences with Service].

In October 1994, Keystone SMILES/AmeriCorps, in service to Pennsylvania's children, youth, and communities, joined efforts with AmeriCorps Members, local volunteers, and area businesses to renovate and establish the first of four child development centers and a community learning center. With this expansion Keystone SMILES incorporated in May 1995, and became "Keystone SMILES Community Learning Center, Inc." and made a final revision of the SMILES acronym to effectively express the entirety of our program to now mean [Service Making an Impact through Learning Experiences with Students].

The commitment to establish the child development and community learning centers was an effort by SMILES/AmeriCorps and the community to assist area residents in overcoming the limited resources that restrict services to children and families for rural communities. Accessible and affordable childcare proved to be a significant barrier for employment, education, and ultimately for economic growth, and thus set the stage for SMILES, AmeriCorps, and the community to "get things done".

Over the past seven years, Joyce Fosdick, our founding Executive Director, has led the organization through substantial growth, national recognition, and positive program results. She, along with a dedicated staff, has been a strong force behind the multiple partnerships and collaborative relationships that have helped our organization grow into a living, breathing expression of community action.





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II. Facilities and Locations

Keystone SMILES operates an alternative education facility at 518 Main Street Knox upstairs. Downstairs consists of one of our preschool facilities the other of which is located at 51 E Shenango Street in Sharpsville. In addition to these educational facilities there is an administrative hub located at 420 Main Street Knox and 67 Euclid Avenue Sharon.

III. Organizational Objectives

Keystone SMILES continues to focus our efforts on how to best facilitate and sustain our educational and community service-learning programs to the children, youth and community partners of rural Pennsylvania.

For the next five years, we have elected to continue our focus and our efforts on three areas of organizational competence:

- 1) Getting Things Done through community service-learning, school support, school readiness, and literacy programs
- 2) Community Strengthening
- 3) Member / Volunteer Development.

IV. Awards and Accomplishments

- Exemplary Elementary Service Award, 1993-94
- Presidential Youth Service Award given to 856 students (involved in SMILES Service-Learning Projects) at Keystone Elementary, 1994
- Second Runner-up, PA State Service Fair, 1994
- One of six AmeriCorps programs nationwide included in documentary on National Service, 1994
- Outstanding Elementary School Service-Learning Project, PA State Service Fair, 1995
- Used as a case study by Presidio Leadership Training Center, San Francisco, CA, 1996
- One of 50 runners-up nationwide in Community Solutions for Education Contest sponsored by USA Today, 1996
- Outstanding AmeriCorps*State program in Pennsylvania, 1996
- Chosen as an AmeriCorps Leader site, 1995-6, 1996-7, 1997-8, 2000-1
- Chosen as a VISTA Leaders site, 1998-99, 1999-0, 2000-1, 2001-2
- Executive Director chosen for Humanitarian Service Award for Distinguished Alumni, Clarion University, 1998
- Awarded the Keystone Service Coalition Award for Excellence in Collaboration, 1999





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- Awarded the Clarion Chamber of Commerce Outstanding Business Award, Community Service Division, 2000
- Clarion Summer SMILES Drum and Bugle Corps Show named Drum Corps International's 2001 Division II/III Contest of the Year
- Chosen *Best in Parade* by Clarion's Autumn Leaf Festival, 2001, 2002, 2003
- Approved Private Provider through the Pennsylvania Department of Education, Effective April 2002
- Board Member, John Altadonna, named Zambelli International Volunteer of the Year, November 2002
- Approved to receive funds through the Educational Tax Credit program, 2002-3
- National Association of Housing and Redevelopment Officials Award (NAHRO Award) in conjunction with Mercer County Housing Authority, 2004
- Northwest PA Workforce Investment Act (WIA) Youth System Community Partner of the Year, 2004
- Featured as 1 of 51 of the "Most Innovative AmeriCorps programs in the United States" by Innovations in Civic Participation Northwest 2005
- PA Safe Kids Community Outreach Award 2007
- NWPA WIA Youth System Community Partner of the Year 2007
- 2007 Spirit of Service National Service Award Finalist—Staff Member Liborio Hansford
- Venango Training and Development Corporation Outstanding Community Partner, 2008-2009





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INTRODUCTORY STATEMENT

This employee handbook will give you important information about working at Keystone SMILES. The policies in the handbook explain many of the benefits of working here. The handbook also explains what we expect of you and tells about many of our rules.

However, the policies and procedures in this manual are not intended to be contractual commitments by Keystone SMILES and employees shall not construe them as such. They are intended to be guidelines to management and merely descriptive of suggested procedures to be followed.

Please note, this employee handbook cannot cover every situation or answer every question about policies and benefits at Keystone SMILES. Furthermore, we reserve the right to change the handbook as needed to meet Organization needs under changing conditions and regulations. Keystone SMILES has the right to add new policies, change policies, or cancel policies at any time without notice. No policy is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied by statements in this handbook.

The only policy we will never change or cancel is our employment-at-will policy. The employment-at-will policy allows you or Keystone SMILES to terminate your employment at any time for any reason. The employment-at-will policy is further described in the policy titled Nature of Employment.





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EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about Keystone SMILES. I understand that I should consult the Human Resources Office if I have any questions that are not answered in the handbook.

I became an employee at Keystone SMILES voluntarily. I understand and acknowledge that there is no specified length to my employment at Keystone SMILES and that my employment is at will. I understand and acknowledge that "at will" means that I may terminate my employment at any time, with or without cause or advance notice. I also understand and acknowledge that "at will" means that Keystone SMILES may terminate my employment at any time, with or without cause or advance notice, as long as they do not violate federal or state laws.

I understand and acknowledge that there may be changes to the information, policies, and benefits in the handbook. The only exception is that Keystone SMILES will not change or cancel its employment-at-will policy. I understand that Keystone SMILES may add new policies to the handbook as well as replace, change, or cancel existing policies. I understand that I will be told about any handbook changes and I understand that handbook changes can only authorized by the chief executive officer of Keystone SMILES.

I understand and acknowledge that this handbook is not a contract of employment or a legal document. I have received the handbook and I understand that it is my responsibility to read and follow the policies contained in this handbook and any changes made to it.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____





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101 Nature of Employment

Effective Date: 11/28/2012

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You became an employee at Keystone SMILES voluntarily and your employment is at will. "At will" means that you are free to resign at any time, with or without cause. Likewise, "at will" means that Keystone SMILES may terminate your employment at any time, with or without cause or advance notice, as long as we do not violate any applicable federal or state law.

The policies in this handbook are not intended to create a contract. The policies should not be construed to constitute contractual obligations of any kind or a contract of employment between Keystone SMILES and any employee. The provisions in the handbook have been developed at the discretion of management and, except for the policy of employment-at-will, may be amended or cancelled at any time, at the sole discretion of Keystone SMILES.

These provisions replace all other existing policies and practices and may not be changed or added to without the express written approval of the chief executive officer of Keystone SMILES.





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102 Employee Relations

Effective Date: 11/28/2012

Revision Date:

We believe that the work conditions, wages, and benefits we offer to Keystone SMILES employees are competitive with those offered by other employers in this area and in this industry. If you have concerns about work conditions or compensation, we strongly encourage you to express these concerns openly and directly to your supervisor.

Our experience has shown that when employees deal openly and directly with management, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Keystone SMILES fully demonstrates its commitment to employees by responding effectively to employee concerns.

Furthermore, we strive to:

- keep you informed about your job responsibilities, expected outcomes, and any changes which will impact those responsibilities
- provide a work environment and leadership that expand learning and professional opportunities for employees
- create teambuilding and collaborative activities to generate enthusiasm for Keystone SMILES and its services
- maintain the highest standards of business ethics
- understand the importance of the employees' roles and needs for the organization's success





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103 Equal Employment Opportunity

Effective Date: 11/28/2012

Revision Date:

To give equal employment and advancement opportunities to all people, we make employment decisions at Keystone SMILES based on each person's performance, qualifications, and abilities. It is our policy to select the best-qualified person for each position in the organization. Keystone SMILES does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

We will make reasonable accommodations for qualified individuals with known disabilities unless making the reasonable accommodation would result in an undue hardship to Keystone SMILES.

Our Equal Employment Opportunity policy covers all employment practices, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

We also have an affirmative action program. The affirmative action program will promote opportunities for people in certain protected classes throughout Keystone SMILES.

If you have a question about any type of discrimination at work, talk with your immediate supervisor or the Human Resources Office. You will not be punished for asking questions about this. Also, if we find out that anyone was illegally discriminating, that person will be subject to disciplinary action, up to and including termination of employment.





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104 Business Ethics and Conduct

Effective Date: 11/28/2012

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We expect Keystone SMILES employees to be ethical in their conduct. It affects our reputation and success. Keystone SMILES requires employees to carefully follow all laws and regulations, and have the highest standards of conduct and personal integrity.

Our continued success depends on our customers' trust. Employees owe a duty to Keystone SMILES, our customers, and shareholders to act in ways that will earn the continued trust and confidence of the public.

As an organization, Keystone SMILES will comply with all applicable laws and regulations. We expect all directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to not do anything that is illegal, dishonest, or unethical.

If you use good judgment and follow high ethical principles, you will make the right decisions. However, if you are not sure if an action is ethical or proper, you should discuss the matter openly with your supervisor. If necessary, you may also contact the Human Resources Office for advice and consultation.

It is the responsibility of every Keystone SMILES employee to comply with our policy of business ethics and conduct. Employees who ignore or do not comply with this standard of business ethics and conduct may be subject to disciplinary action, up to and including possible termination of employment.





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105 Personal Relationships in the Workplace

Effective Date: 11/28/2012

Revision Date:

When relatives or persons involved in a dating relationship work in the same area of an organization, it may cause problems at work. In addition to claims of favoritism and morale issues, personal conflicts from outside can sometimes carry over to work.

For this policy, we define a relative as any person who is related to you by blood or marriage, or whose relationship with you is similar to that of a relative. We define a dating relationship as a relationship that might reasonably be expected to lead to a consensual "romantic" or sexual relationship. This policy applies to all employees regardless of their gender or sexual orientation.

Our policy permits the hiring of relatives of current employees, if the applicant is qualified and selected by the hiring personnel. Furthermore it is policy that an employee may not directly work for a relative or supervise a relative. We also do not allow a person in a dating relationship to work for the other person in that relationship or to supervise the other person. An exception may exist for each of these statements only in extraordinary circumstances and with management approval. Keystone SMILES also reserves the right to take quick action if an actual or potential conflict of interest arises involving relatives or persons involved in a dating relationship who are in positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If two employees become relatives, or start a dating relationship and one of them supervises the other, the one who is the supervisor is required to tell management about the relationship. We will then ask the two employees to decide which one of them is to be transferred to another available position. If they do not make that decision within 30 calendar days, Keystone SMILES will decide which one will be transferred or, if necessary, terminated from employment.

There may also be situations when there is a conflict or the potential for conflict because of the relationship between employees, even if there is no direct reporting relationship or authority involved. In that case, we may separate the employees by reassignment or termination of employment. If you are in a close personal relationship with another employee, we ask that you avoid displays of affection or excessive personal conversation at work.





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106 Employee Medical Examinations

Effective Date: 11/28/2012

Revision Date:

At Keystone SMILES, certain positions within the organization require that employees have a medical examination to comply with regulations. The exam is to help make sure you can perform your duties.

After we make a job offer to an applicant for certain types of jobs, to comply with regulations, we may require a medical examination. The job offer and starting the job then depend on whether the applicant satisfactorily completes the exam.

With above noted positions where regulations require, current employees must continue to meet those regulations with routine medical exams to remain in compliance with job requirements.

We keep any medical information separate from your other personnel information to protect your privacy. Also, only people who have a legitimate business need to know may see medical information.





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107 Immigration Law Compliance

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES is committed to employing only people who are United States citizens or who are aliens legally authorized to work in the United States. We do not illegally discriminate because of a person's citizenship or national origin.

Because we comply with the Immigration Reform and Control Act of 1986, every new employee at Keystone SMILES is required to complete the Employment Eligibility Verification Form I-9 and show documents that prove identity and employment eligibility.

If you leave Keystone SMILES and are rehired, you must complete another Form I-9 if the previous I-9 with Keystone SMILES is more than three years old, or if the original I-9 is not accurate anymore, or if we no longer have the original I-9.

If you have questions or want information on the immigration laws, contact the Human Resources Office. If you ask questions or want to complain about the immigration law, you will not be punished in any way.





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108 Conflicts of Interest

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES has guidelines to avoid real or potential conflicts of interest. It is your duty as an employee of Keystone SMILES to follow the following guidelines about conflicts of interest. If this is not clear to you or if you have questions about conflicts of interest, contact the Human Resources Office.

What is a conflict of interest? An actual or potential conflict of interest is when you are in a position to influence a decision or have business dealings on behalf of Keystone SMILES that might result in a personal gain for you or for one of your relatives. For conflicts of interest, a relative is any person who is related to you by blood or marriage, or whose relationship with you is similar to being a relative even though they are not related by blood or marriage.

We do not automatically assume that there is a conflict of interest if you have a relationship with another company. However, if you have any influence on transactions involving purchases, contracts, or leases, you must tell an officer of Keystone SMILES as soon as possible. By telling us that there is the possibility of an actual or potential conflict of interest, we can set up safeguards to protect everyone involved.

The possibility for personal gain is not limited to situations where you or your relative has a significant ownership in a firm with which Keystone SMILES does business. Personal gains can also result from situations where you or your relative receives a kickback, bribe, substantial gift, or special consideration as a result of a transaction or business dealing involving Keystone SMILES.





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110 Outside Employment

Effective Date: 11/28/2012

Revision Date:

You may hold an outside job as long as you can satisfactorily perform your Keystone SMILES job and the job does not interfere with our scheduling demands.

We hold all employees to the same performance standards and scheduling expectations regardless if they have other jobs. In order to remain employed at Keystone SMILES, we will ask you to terminate an outside job if we determine that it is impacting your performance or your ability to meet our requirements, which may change over time.

If your outside employment has an undesirable impact on Keystone SMILES, we will consider that it is a conflict of interest.





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112 Non-Disclosure

Effective Date: 11/28/2012

Revision Date:

It is the responsibility of all Keystone SMILES employees to safeguard sensitive Organization information. The nature of our business and the economic well-being of our Organization is dependent upon protecting and maintaining proprietary Organization information. Continued employment with the Organization is contingent upon compliance with this policy. The financial / executive offices bears the responsibility for the orientation of all new employees. The direct supervisor of each program is to ensure that on-site training is provided and enforcement of Organization confidentiality to be implemented. Confidential information includes, but is not limited to, the following examples:

- * computer processes
- * customer lists
- * customer preferences
- * financial information
- * pending projects and proposals

All such information shall be appropriately marked or verbally identified to each employee. When such information is transferred from one employee to another, the transferor must do all of the following:

Determine that the transfer is necessary and in the interest of regular Organization business;

Determine that the transferee has a need to know the information and has the necessary clearance;

Ensure that all cover sheets or markings which identify the information as proprietary, or classified, are conspicuous;

Give the information directly to the transferee and verbally identify the proprietary or classified information as such. Do not give it to a non-cleared employee, such as a secretary or office colleague, and do not leave it on the transferee's desk unattended.

You may be asked to sign a non-disclosure agreement as a condition of your employment.

If you improperly use or disclose a trade secret or confidential business information, you will be subject to disciplinary action, up to and including termination of employment and legal action. This applies even if you do not get any benefit from releasing the information.





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114 Disability Accommodation

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES is committed to complying fully with the Americans with Disabilities Act (ADA). We are also committed to ensuring equal opportunity in employment for qualified persons with disabilities. We conduct all our employment practices and activities on a non-discriminatory basis.

Our hiring procedures have been reviewed and they provide meaningful employment opportunities for persons with disabilities. We only make pre-employment inquiries regarding an applicant's ability to perform the duties of the job.

We require post-offer medical examinations only for jobs that have bona fide job-related regulatory or physical requirements. An examination will be given any person who enters the job but only after that person has been given a conditional job offer. We keep medical records separate from other personnel files and confidential.

Reasonable accommodation is available to an employee with a disability when the disability affects the performance of job functions. We make our employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. We make all types of leaves of absence available to all employees on an equal basis.

Keystone SMILES is also committed to not discriminating against any qualified employee or applicant because the person is related to or associated with a person with a disability. Keystone SMILES will follow any state or local law that gives more protection to a person with a disability than the ADA gives.

Keystone SMILES is committed to taking all other actions that are necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and any other applicable federal, state, and local laws.





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116 Job Posting and Employee Referrals

Effective Date: 11/28/2012

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Our organization believes that the best candidates to fill our job openings may well be some of our present employees. Therefore, prior to any outside recruitment, we will announce all new positions within the organization.

Our job posting program gives you the opportunity to show your interest in open jobs and to advance within the nonprofit according to your skills and experience. In general, we post all regular, full-time job openings, although Keystone SMILES reserves its right to not post a particular opening.

Job openings will be posted in the email system and organization bulletin board and normally remain open for 5 days. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, you must have performed competently for at least 365 calendar days in your current position. You are not eligible to apply for a posted job if you have a written warning on file, or are on probation or suspension. You may only apply for posted jobs for which you possess the required skills, competencies, and qualifications.

To apply for an open position, submit a job posting application to the Human Resources Office. List your job-related skills and accomplishments on the application. Also tell how your education and your work experience here or elsewhere make you qualified for the new job.

We encourage you to talk with your supervisor about your career plans. We also encourage supervisors to support your efforts to gain experience and advance within Keystone SMILES.

After you apply for a job, your supervisor may be contacted for information about your performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a possible transfer may also be discussed.

Job posting is a way to inform you of open jobs. It is also a way for the hiring manager to find out about qualified and interested applicants.

In addition to internal posting, Keystone SMILES may use outside recruiting sources to fill open jobs, including employee word of mouth. Keystone SMILES believes in our employees and feel that they may often provide us with the best candidates through their personal grapevines. Therefore, we encourage you to refer friends who may be interested in working at Keystone SMILES if they are qualified for an open position. You should first get your friend's permission to make the referral. You can give information about working at Keystone SMILES but be sure to not make any commitments or promises about employment.





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You should submit your friend's resume or a completed application form to the Human Resources Office for a posted job.

Under no circumstances will our current employees or their referrals get special consideration. All applications will be given the same consideration.





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180 Employee Selection Process

Effective Date: 11/28/2012

Revision Date:

Selection of candidates for all positions will follow Keystone SMILES Equal Opportunity and Affirmative Action policies. The supervisor/manager is responsible for preparing the position requisition. Only the Executive Director is authorized to place ads, respond to inquiries from employment agencies, and post requisitions on the Organization bulletin boards. The Executive Director works in collaboration with other agency personnel in the areas of position requisition.

Job-related duties and qualifications, as listed on the position requisition, will provide the basis for initial screening of applications. All applications and résumés received for the position will be forwarded to the personnel department. The personnel department will conduct initial screening for the minimum qualifications. The supervisor/manager will further screen the applications to select those individuals to be interviewed for the position.

The personnel department and hiring manager will jointly conduct the interviews. Only job-related questions or ones that assess the candidate's experience, skill, and training will be asked. Definite salary commitments will be avoided during the initial interview.

Some positions will require skills for which a known level of competence must exist — for example, typing, mathematics, and keypunch. Under these circumstances, the personnel department may request applicants to demonstrate these skills by completing an exercise involving a job-related work sample. It must be evident that such an exercise measures knowledge or skills required for the particular job. The results of an exercise must prove to be a valid prediction of job performance. All interviewed applicants must be given the same exercise.

The personnel department will be responsible for verification of employment information provided by the applicant, if the information is needed in making a candidate selection.

The applicant should be advised that this information will be verified. Additional information should not be requested from prior employers, unless the applicant agrees in writing, because it may violate the applicant's privacy.

Every newly hired employee must verify his or her eligibility for employment within three business days of accepting employment. The personnel department will not notify other candidates that the position has been filled until the new employee has complied with the law.

The employee will fill out and execute the top of *Form I-9*. The personnel department will complete *Form I-9* after examining the employee's documentation of identity and employment eligibility. Each document examined will be photocopied, initialed and dated. The copy will be maintained in the employee's personnel file folder.





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181 Employment Criteria

Effective Date: 11/28/2012

Revision Date:

1. Evaluations will be minimally performed once a year.
2. Employee will be required to complete, continue, or maintain any and all trainings/certifications related and required of their position.
3. Since Keystone SMILES AmeriCorps serves vulnerable populations it is mandatory that the employee agrees and gives permission to the following state and federal clearances:
 - National Sex Offender Registry Check
 - FBI Fingerprint History Check
 - DPW Childline Child Abuse Clearance
 - PA State Police Criminal History Check
 - State of Residence Criminal History Check, when applicable

*Clearances should be routinely updated throughout an employee's employment with the organizations in accordance with the governing regulations.





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182 New Hires & Rehires

Effective Date: 11/28/2012

Revision Date:

Rehires

Applications received from former employees will be processed using the same procedures and standards that govern all direct applications. The hiring manager/supervisor will review the former employee's performance records and the circumstances surrounding termination of previous employment with the Organization. This information will be provided to the staff responsible for screening and interviewing applicants. Keystone SMILES is under no obligation to rehire former employees.

New Hires

The HR/Financial Office is responsible for the following on the employee's first day of work: new employee pre-employment forms, benefit applications, employee's picture ID, tour of facilities, staff introduction, and basic information on pay and leave policies, benefits, parking situations, and working hours.





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201 Employment Categories

Effective Date: 11/28/2012

Revision Date:

It is important that you understand the definitions of the employment classifications at Keystone SMILES and know your classification. The reason is because your employment classification helps determine your employment status and what benefits you are eligible for. If you have questions or are not sure what your employment classification is, see the human resource office.

These employment classifications do not guarantee employment with Keystone SMILES for any specific period of time. You became an employee at Keystone SMILES voluntarily and your employment is at will. "At will" means that you may terminate your employment at any time, with or without cause or advance notice. Likewise, "at will" means that Keystone SMILES may terminate your employment at any time, with or without cause or advance notice, as long as we do not violate federal or state laws.

Depending on your job, you are either NONEXEMPT or EXEMPT from federal and state wage and hour laws. If you are a NONEXEMPT employee, you are entitled to overtime pay under the specific provisions of federal and state laws. If you are an EXEMPT employee, you are excluded from specific provisions of federal and state wage and hour laws. Your EXEMPT or NONEXEMPT classification may be changed only with written notification by Keystone SMILES management.

In addition being a Nonexempt or Exempt employee, you also belong to one of the following employment categories:

You are a REGULAR FULL-TIME employee if you are not assigned to a temporary or introductory status AND you are regularly scheduled to work the Keystone SMILES full-time schedule. REGULAR FULL-TIME employees are employees who are not in a temporary or introductory status AND who are regularly scheduled to work the full-time schedule at Keystone SMILES. In most cases, regular full-time employees are eligible for all Keystone SMILES benefit programs, subject to the terms, conditions, and limitations of each benefit program.

You are a PART-TIME employee if you are not in a temporary or introductory status AND you are regularly scheduled to work less than 37 hours per week. Part-time employees receive all legally mandated benefits, such as Social Security and workers' compensation insurance. Part-time employees are not eligible for the other Keystone SMILES benefit programs.

You are an INTRODUCTORY employee if your performance is being evaluated to determine whether further employment in a specific position or with Keystone SMILES is appropriate. When you satisfactorily complete the introductory period, you will be told about your new employment classification.

You are a TEMPORARY employee if you were hired as an interim replacement, or to temporarily increase our workforce, or to help finish a specific project. Employees are in the temporary category for a





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limited time. Even if you work at Keystone SMILES longer than the original time period that we agreed to when you were first hired, you will stay a temporary employee until you are officially notified that you have been assigned to a different category. Temporary employees receive all legally mandated benefits, such as Social Security and workers' compensation insurance. Temporary employees may also be eligible for some other Keystone SMILES benefit programs, subject to the terms, conditions, and limitations of each benefit program.

You are a CASUAL employee if you have an employment relationship with Keystone SMILES, but you are assigned to work on an irregular or unpredictable basis. Casual employees receive all legally mandated benefits, such as Social Security and workers' compensation insurance. Casual employees are not eligible for the other Keystone SMILES benefit programs.

You are a SEASONAL employee if you have an employment relationship with Keystone SMILES, which you have an annual position with the agency but do not work the full twelve months of the year. Seasonal employees typically work nine to ten months of the year and often follows the school calendar year. All other terms and conditions for the respective employment apply unless otherwise stated.





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202 Access to Personnel Files

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES keeps personnel files on all employees. The personnel files include the job applications and related hiring documents, training records, performance documentation, salary history, and other employment records.

Personnel files are the property of Keystone SMILES. Because personnel files contain confidential information, the only people who can see them are people with a legitimate business reason.

If you wish to review your own file, contact the Human Resources Office. You will need to give advance notice if you wish to see your file. You may review your file only when a representative of Keystone SMILES is also present.





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203 Employment Reference Checks

Effective Date: 11/28/2012

Revision Date:

To ensure that individuals who join Keystone SMILES are well qualified and have a strong potential to be productive and successful, it is the policy of Keystone SMILES to reserve the right to check the employment references of all applicants.

The Human Resources Office will respond to all reference check inquiries from other employers. Responses to such inquiries will confirm only dates of employment, wage rates, and positions held.





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204 Personnel Data Changes

Effective Date: 11/28/2012

Revision Date:

It is important that Keystone SMILES have certain personal information about you in our records. You need to tell us as soon as there is a change to your mailing address, telephone numbers, marital status, dependents' information, educational accomplishments, and other possibly related information. We also need to have information about who to contact in case of an emergency. To change your personal information or if you have questions about what information is required, contact the Human Resources Office.





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205 Introductory Period

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES has an introductory period for new employees. During the introductory period, we will evaluate your work habits and abilities to make sure that you can perform your job satisfactorily. The introductory period also gives you time to decide if the new job meets your expectations.

Since your employment with Keystone SMILES is voluntary and at will, you may terminate your employment at any time during or after the introductory period, with or without cause or advance notice. Likewise, Keystone SMILES also may terminate your employment at any time during or after the introductory period, with or without cause or advance notice.

The introductory period for all new and rehired employees is the first 60 calendar days after their hire date.

If you are absent for a significant amount of time during your introductory period, the length of the absence will automatically extend the introductory period. We may also extend the introductory period if we decide it was not long enough to evaluate your performance. This could happen either during or at the end of the introductory period.

When employees satisfactorily complete the introductory period, they are assigned to the "regular" employment classification.





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208 Employment Applications

Effective Date: 11/28/2012

Revision Date:

We rely on the accuracy of the information you put on your employment application. We also expect that you and your references give accurate and true information during the hiring process and employment. If we find that any information is misleading, false, or was left out on purpose, we may reject an applicant from further consideration. If the person was already hired, it could result in termination of employment.





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209 Performance Evaluation

Effective Date: 11/28/2012

Revision Date:

We encourage you and your supervisor to discuss job performance and goals on an informal, day-to-day basis. A formal written performance evaluation will be done at the end of the introductory period after you are first hired at Keystone SMILES. In addition, you and your supervisor will have formal performance evaluations to discuss your work and goals, to identify and correct weaknesses, and to encourage and recognize your strengths.

Each employee will have a performance evaluation annually. Evaluations will be based on the employees's job description, dependability and job performance.

The employee will have an opportunity to respond to or refute any of the data and/or evaluation. Improvement plan for areas of weakness should be made and agreed upon.

We may give merit-based pay adjustments to some employees to recognize truly superior employee performance. These adjustments are based on a number of factors including the information documented by the formal performance evaluations.

Employees are issued merits and demerits in accordance with said employee's responsibilities, dependability, job performance. Merits occur when said employees actions are above and beyond their duties and responsibilities or their actions result in positive results such as passing an inspection. Demerits occur when said employees actions have negative effects on their duties and responsibilities. These merits and demerits are then utilized by the Board of Directors when figuring pay adjustments during contract renewal. Please note that those actions resulting in negative effects warranting a demerit may in addition also result in disciplinary action depending on severity and frequency.





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210 Job Descriptions

Effective Date: 11/28/2012

Revision Date:

We try to have accurate job descriptions for all jobs at Keystone SMILES. A job description includes the following sections: job information; job summary (gives a general overview of the job's purpose); essential duties and responsibilities; supervisory responsibilities; qualifications (includes education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required); physical demands; and work environment.

We use the job descriptions to help new employees understand their jobs and their responsibilities. We also use job descriptions to identify the requirements of a job, set up the hiring criteria, set standards for employee performance evaluations, and establish a basis for making reasonable accommodations for individuals with disabilities.

Positions are not guaranteed to remain the same each program year. A change in status may occur as a result of an employee's job qualifications, available funding, physical or mental health status.

The Human Resources Office and the Executive Director prepare a job description when a new job is created. We review existing job descriptions annually to ensure equity and consistency and change them when a job changes. You can help by making sure that your job description is accurate and describes your job duties.

Your job description does not necessarily cover every task or duty that you might be assigned. You may be assigned additional responsibilities as necessary. If you have questions or concerns about your job description, contact the Human Resources Office.





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212 Salary Administration

Effective Date: 11/28/2012

Revision Date:

We have a salary administration program at Keystone SMILES. The salary administration program helps us have consistent pay practices, comply with federal and state laws, support our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market.

We are committed to paying equitable wages that are based on the requirements and responsibilities of each job. We also try to pay wages that are comparable to the wages paid to employees in similar jobs in other organizations in the area. Keystone SMILES will not pay wages to any employee at a rate less than the Organization pays employees of the opposite sex for work that substantially equivalent requiring comparable job skills.

Compensation for each job is based on several factors. The factors include job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data (how other employers pay their employees). We periodically review our salary administration program and change it as necessary.

Keystone SMILES Board of Directors has instituted a merit/demerit-based system, which will be used when determining pay adjustments to all employees, as a way of recognizing superior employee performance. These adjustments are based on a number of factors including the information documented by the formal performance evaluations.

If you have a question about compensation in your area or for your job, talk with your supervisor. If you have a question about Keystone SMILES's salary administration, contact the Human Resources Office.

When money becomes available, we may give incentive bonuses to the school readiness program staff. Keystone STARS Child Care will request a bonus for the employees that have/are:

4. Completed Probationary Period
5. A positive Performance Evaluation
6. Employed at the time the money is request AND at the time the money is distributed
7. Contributed to the Continuous Quality Improvement Goals of the site
8. Completed all required trainings
9. Participated in Community Building Events
10. Assisted in helping generate resources

All eligible personnel will receive compensation based on the STARS Merit and Education Retention Award Chart. Monies will be distributed within sixty days of receipt or in compliance with grant guidelines whichever is less to allow time for processing.

Program budgets will be reviewed annually by the Keystone SMILES Board of Directors. All employee benefits and pay increases are proportionately budgeted with program resources, employee annual





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performance and resources available to support the staff positions.





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214 Medical Information Privacy

Effective Date: 11/28/2012

Revision Date:

This policy describes how health information about you may be used and disclosed and how you can get access to this information. If you have any questions, ask your boss or the Human Resources Office.

Keystone SMILES is committed to keeping our employees' personal information private. This policy of privacy applies to our health plans that are covered by state or federal law, for example health benefit plans, dental plans, employee assistance plans, and pharmacy benefit programs. We will refer to all of these plans in this policy as the Benefit Plans.

The Benefit Plans are required by federal and state law to protect the privacy of your health information and other personal information, and to provide you with notice about our policies and protections. When the Benefit Plans use or disclose your protected health information, the Benefit Plans promise to respect the privacy of that information.

The Benefit Plans will not use your protected health information or disclose it to others without your permission, except for the following reasons:

- * Treatment
- * Payment
- * Health Care Operations
- * Disclosure to Employer or Operating Company
- * Disclosure to Health Care Vendors and Accreditation Organizations
- * Public Health Activities
- * Health Oversight Activities
- * Research
- * To Comply with the Law
- * Judicial and Administrative Proceedings
- * When required by Law Enforcement Officials
- * Health or Safety
- * Government Functions
- * Workers' Compensation

The Benefit Plans may also disclose your protected health information when necessary to file claims with other insurance carriers.

The Benefit Plans will not use or disclose your protected health information for any purpose other than the purposes described in this policy without your written okay and agreement. You may take back an authorization that you gave before by sending a written request to the Human Resources Office, but not about any actions the Benefit Plans have already taken.

The Benefit Plans may disclose protected health information about you to a relative, a friend or any other person you identify, provided the information is directly relevant to that person's involvement with your health care or payment for your care. For example, if a family member or a caregiver calls us with





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knowledge of your protected health information, we may confirm it or answer questions about it. You have the right to stop or limit this type of disclosure by contacting the Human Resources Office. If you are a minor, you also may have the right to block your parents' access to your protected health information, if permitted by state law.

You have the right to additional restrictions on who can see your protected health information. While the Benefit Plans will consider all requests for restrictions carefully, they are not required to agree to a requested restriction.

You have the right to confidential communications about your protected health information confidentially. While the Benefit Plans will consider reasonable requests carefully, the Benefit Plans are not required to agree to all requests.

You have the right to see and copy your protected health information. If you ask for copies, the Benefit Plans may charge you copying and mailing costs.

You have the right to make corrections to your protected health information. If your doctor or another person created the information that you want to change, you should ask that person to change the information.

You have the right to know who your protected health information is disclosed to. If you request an accounting more than once during any 12-month period, the Benefit Plans will charge you a reasonable fee for each accounting statement after the first one.

You have the right to a paper copy of this policy. You may contact the Human Resources Office to obtain a paper copy of this policy, even if you agreed to receive this policy electronically.

If you want to make any of the requests listed above, you must contact the Human Resources Office.

If you want more information about your privacy rights, do not understand your privacy rights, are concerned that the Benefit Plans have not respected your privacy rights, or disagree with a decision that the Plans made about who can see your protected health information, you may contact the Human Resources Office. You may also file written complaints with the Secretary of the U.S. Department of Health and Human Services. We will not take any action against you if you file a complaint with the Secretary of Health and Human Services or the Human Resources Office.

Finally, the Benefit Plans may change this policy at any time. If the policy is changed, the Benefit Plans may make the new policy effective for all of your protected health information that the Benefit Plans maintain, including any information created or received before the new policy. If the Benefit Plans change this policy, you will be notified of the change.





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216 Social security number policy

Effective Date: 11/28/2012

Revision Date:

To protect your personal information, Keystone SMILES will not use your Social Security number to identify you. That means we will not:

- * Publicly post or publicly display your Social Security number.
- * Print your Social Security number on any card you need to access our products or services.
- * Require you to send your Social Security number over the Internet, unless the connection is secure or the Social Security number is encrypted.
- * Require you to use your Social Security number to access an Internet web site, unless a password or unique personal identification number or other authentication device is also required to access the Internet web site.
- * Print your Social Security number on any materials that are mailed to you, unless state or federal law requires the Social Security number to be on the document that is mailed.

However, Social Security numbers may be included in job applications and forms sent by mail.

If Keystone SMILES used your Social Security number in the past in a way that this policy now prohibits, we will continue using your Social Security number in that way, if:

- * The use of the Social Security number is continuous. If the use is stopped for any reason, the conditions listed above will apply.
- * You get a yearly memo that tells you that you have the right to stop the use of your Social Security number in a way that is prohibited by this policy.

A written request by you to stop the use of your Social Security number in a prohibited way will be taken care of within 30 days of our receiving the request. You will not be charged for stopping the use of your Social Security number. Keystone SMILES will not deny you services because you make a written request to stop the use of your Social Security number.

Keystone SMILES will continue to collect, use, or release Social Security numbers as required by state or federal law, and may use Social Security numbers for our own identification or authorization purposes.

If you have questions about this policy or feel your Social Security number has been misused by Keystone SMILES, contact the Human Resources Office.





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280 Employee Privacy

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES recognizes our employees' rights to privacy. In achieving this goal, the Organization adopts these basic principles:

The collection of employee information will be limited to that which does the Organization for business and legal purposes need.

The confidentiality of all personal information in our records will be protected.

All in-house employees involved in record keeping will be required to adhere to these policies and practices. Violations of this policy will result in disciplinary action.

Internal access to employee records will be limited to those employees having an authorized, business-related need-to-know. Access may also be given to third parties, including government agencies, pursuant to court order or subpoena.

The Organization will refuse to release personal information to outside sources without the employee's written approval, unless legally required to do so.

Employees are permitted to see the personal information maintained about them in the Organization records. They may correct inaccurate factual information or submit written comments in disagreement with any material contained in their Organization records.

Furthermore, Keystone SMILES strives to protect all its employees and have enacted both an increased privacy policy for each of the employees health and medical information and their social security number.





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301 Employee Benefits

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES gives eligible employees many benefits. Some benefits are required by law and cover all employees. The legally required benefits include Social Security, workers' compensation, state disability, and unemployment insurance.

There are several factors that decide if you are eligible for a benefit. One important factor is your employment classification. See your supervisor to find out which benefit programs you are eligible for.

This employee handbook contains policies describing many of the benefit programs. Sometimes a policy will tell you that there is more information in another place such as the Summary Plan Document.

The following benefit programs are available to eligible employees:

- * Auto Mileage
- * Bereavement Leave
- * Educational Financial Assistance
- * Family Leave
- * Flextime Scheduling
- * Health Insurance
- * Holidays
- * Jury Duty Leave
- * Medical Leave
- * Paid Time Off (PTO)
- * Personal Leave
- * Travel Allowances

You may have to pay part or all of the cost for some benefits but Keystone SMILES fully pays for many of them.





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305 Holidays

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES gives time off to all employees on the following holidays:

- * New Year's Day (January 1)
- * Memorial Day (last Monday in May)
- * Independence Day (July 4)
- * Labor Day (first Monday in September)
- * Thanksgiving (fourth Thursday in November)
- * Christmas (December 25)

Eligible employees will be paid for holiday time off. If you are eligible, your holiday pay will be calculated at your straight-time pay rate as of that holiday multiplied by the number of hours you would normally have worked that day.

Employees in the following employment classifications are eligible for holiday time off with pay immediately:

- * Regular full-time employees

Employees must work the last scheduled day before a holiday and the first scheduled working day following the holiday to be eligible for holiday pay unless time off on these days has been excused with paid time off. If you are eligible for paid holidays and on the holiday you are on a paid absence, you will get holiday pay instead of the paid time off pay you would have received.

If a recognized holiday falls on a Saturday, Keystone SMILES will observe it on the Friday before the holiday. If a recognized holiday falls on a Sunday, Keystone SMILES will observe it on the Monday after the holiday.

If you are eligible for paid holidays and on the holiday you are on a paid absence, such as being vacation or sick, you will get holiday pay instead of the paid time off pay you would have received.

In addition to the recognized holidays previously listed, eligible employees will receive 6 floating holidays in each year. Floating holidays, those paid days that the agency chooses to close in addition to the holidays listed above, are considered such as they will differ each year based on when the actual holidays fall. As these will change from year to year a supplemental form will be given with you contract packet stating the dates chosen by the agency as floating holidays for each contract year. Only salaried personnel are eligible for floating holidays as they have an expected guarantee of wage.

We do not count holiday paid time off as hours worked when calculating overtime.





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306 Workers' Compensation Insurance

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES provides a comprehensive workers' compensation insurance program to our employees. This program does not cost you anything.

The workers' compensation program covers injuries or illnesses that might happen during the course of your employment that require medical, surgical, or hospital treatment. Subject to legal requirements, workers' compensation insurance begins after a short waiting period, or if you are hospitalized, the benefits begin immediately.

It is very important that you tell your supervisor immediately about any work-related injury or illness, regardless of how minor it might seem at the time. Prompt reporting helps to make sure that you qualify for coverage as quickly as possible and lets us investigate the matter promptly.

Workers' compensation covers only work-related injuries and illnesses. Neither Keystone SMILES nor its insurance carrier will pay workers' compensation benefits for injuries that might happen if you voluntarily participate in an off-duty recreational, social, or athletic activity that we might sponsor.





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307 Extended Illness or Injury and Return to Work

Effective Date: 11/28/2012

Revision Date:

If you cannot report to work because of an illness or injury, you should notify your supervisor before the scheduled start of your workday, if possible. Your supervisor must also be contacted on each additional day of absence.

If you are absent for three or more consecutive days due to illness or injury, you must give us a doctor's statement that states you are ill or injured, when it began, and when you should be able to return to work. We may also request a similar statement for other sick leave absences of less than three days. Before you can return to work after a sick leave absence of 3 calendar days or more, you must give us a doctor's statement that you may safely return to work.

As a joint protection to the employee and the Organization, employees who have been absent from work because of serious illness or injury are required to obtain a doctor's release specifically stating that the employee is capable of performing his or her normal duties or assignments. A serious injury or illness is defined as one that results in the employee being absent from work for more than two consecutive weeks or one which may limit the employee's future performance of regular duties or assignments.

Keystone SMILES management shall ensure that employees who return to work after a serious injury or illness are physically capable of performing their duties or assignments without risk of re-injury or relapse.

If the cause of the employee's illness or injury was job-related, the employee's supervisor/manager will make every reasonable effort to assign the returning employee to assignments consistent with the instructions of the employee's doctor until the employee is fully recovered. A doctor's written release is required before recovery can be assumed.





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308 Time Off to Vote

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES wants employees who are citizens to vote in elections. If it is impossible for you to vote before work or after work, we will give you up to 1 hours time off to vote during working hours, at either the beginning or end of your workday.

If you need time off to vote, see your supervisor for the time off at least two days before the election day.





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309 Bereavement Leave

Effective Date: 11/28/2012

Revision Date:

It is recognized that circumstances other than illness or PTO may sometime result in absence from work. Keystone SMILES has enacted this bereavement policy to cover time when an employee may need to take time off due to a death.

Employees in the following employment classifications are eligible for up to 3 days of bereavement leave with pay for immediate family members:

- * Regular full-time employees

For bereavement leave, "immediate family" means your spouse, parent, child, brother, or sister; your spouse's parent, child, brother, or sister; your child's spouse; your grandparent or your grandchild.

Employees in the following employment classifications are eligible for up to 1 day of bereavement leave with pay for non-immediate family members:

- * Regular full-time employees

While you are on a paid bereavement leave, you will get your base pay rate but you will not get any special forms of pay, such as incentives, commissions, bonuses, or shift differentials.

We normally will give you bereavement leave unless there are business reasons that require you be at work. All time taken for bereavement should be reflected accurately on the employee's timesheets. The organization may require verification of the need for leave. Furthermore, Keystone SMILES understands the deep impact that death can have on a individual or family, therefore additional non-paid time off may be requested or PTO requested and may be granted depending on the circumstances such as distance and the individual's responsibility for funeral arrangements.

Regular part-time employees may request bereavement leave to attend the funeral of an immediate family member. Bereavement leave will be granted at a prorated rate based on their regular work schedule.





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311 Jury Duty

Effective Date: 12/3/2012

Revision Date:

Keystone SMILES encourages you to fulfill your civic responsibilities by serving jury duty if you get a summons. Employees in an eligible classification may request up to 2 weeks of paid jury duty leave over any 1 year period.

If you are eligible for jury duty, you will be paid at your base rate of pay for the number of hours you would normally have worked that day. Time spent on jury duty is not counted toward overtime calculations. In exchange for the paid time off for jury duty, Keystone SMILES requires employees to endorse over their jury duty pay. Employees in the following classifications are eligible for paid jury duty leave:

* All employees

If you stay on jury duty longer than paid jury duty leave allows, you may use any available paid time off benefits you have, such as PTO, to be paid for the unpaid jury duty leave.

If you get a jury duty summons, show it to your supervisor as soon as possible. This will help us plan for your possible absence from work. We expect you to come to work whenever the court schedule permits.

Either you or Keystone SMILES may ask the court to excuse you from jury duty if necessary. We may ask that you be relieved from going on jury duty if we think that your absence would cause serious operational problems for Keystone SMILES.

Subject to the terms, conditions, and limitations of the applicable plans, Keystone SMILES will continue to provide health insurance benefits for the full period of unpaid jury duty leave.

Your PTO and holiday benefits will continue to accrue during unpaid jury duty leave.





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313 Benefits Continuation (COBRA)

Effective Date: 12/3/2012

Revision Date:

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) helps employees and their dependents to continue their health insurance even if they are no longer eligible under our health plan.

There are strict rules about when you can use COBRA. COBRA lets an eligible employee and dependents choose to continue their health insurance when a "qualifying event" happens. Qualifying events include the employee's resignation, termination, leave of absence, shorter work hours, divorce, legal separation, or death. Another qualifying event is when a dependent child stops being eligible for coverage under your health insurance.

If you continue your insurance under COBRA, you will pay the full cost of the insurance at Keystone SMILES's group rates plus an administration fee. When you become eligible for our health insurance plan, we will give you a written notice describing your COBRA rights. Because the notice contains important information about your rights and what to do if you need COBRA, be sure to read it carefully.





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315 Paid Time Off (PTO)

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES provides Paid Time Off (PTO) to eligible employees. PTO is an all-purpose time-off policy. You can use PTO for vacation, illness or injury, and personal business. PTO combines traditional vacation and sick leave plans into one flexible, paid time-off policy.

Employees in the following employment classifications are eligible for PTO:

- * Regular full-time employees

Once you enter an eligible employment classification, you begin to earn PTO according to the following schedule. You can request to use PTO after it is earned.

*Upon initial eligibility the employee is entitled to 12 PTO days each year (unless contractual agreement states otherwise). All PTO is given on January 1 and it is up to the employee to manage their PTO wisely.

You may not take less than one-half hour PTO at a time. If you need to be absent from work unexpectedly, you should tell your supervisor and the Executive Director before the scheduled start of your workday, if possible. Your supervisor and the Executive Director must also be contacted on each additional day of an unexpected absence.

To schedule planned PTO, you should first ask for advance approval from the Human Resource Office. Each request will be reviewed and either approved or denied based on a number of factors, including our business needs and staffing requirements.

Personnel are responsible for finding substitutes for program responsibilities while absent. The Human Resource Office must receive a written copy of arrangements made by staff when annual leave is taken. A list of substitutes and their responsibilities should be submitted before the leave is taken.

Extended PTO requests must be submitted in writing to the Human Resource Office at least two weeks in advance for approval. Extended PTO may not be guaranteed if request is made less than two weeks in advance and/or granting said leave puts undue hardship on the organization such as lack of substitute/staffing.

You will be paid for PTO at your base pay rate as of the time of the absence. PTO pay does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

If you do not use your available PTO by the end of the benefit year, you will lose the unused PTO. Exceptions apply with leave earned prior to 2011 and unless any written agreement states otherwise.





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If an employee does not work all 24 pay periods in the calendar year, then said leave will be prorated to match the time working within the benefit year. If an employee expends all of their allocated leaves than quits, then the employee is responsible for repaying the prorated unearned leave.

During contract renewal, employees wishing to have more leave may negotiate with the Executive Director. The resulting salary will be the product of the negotiations and will require Board approval. The subsequent leave negotiated as part of the employee's contract will than be applicable with each contract renewal unless revoked by board actions.

If an employee chooses to resign his/her employment with Keystone SMILES they must give at least two weeks notice and a maximum of six days of PTO balance will be paid. Failure to work the final two weeks or failure to give two weeks notice will result in no payment of PTO balance. However, if Keystone SMILES, in its sole discretion, terminates your employment for cause, you may lose any remaining unused PTO and will not be paid for it.





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316 Health Insurance

Effective Date: 12/3/2012

Revision Date:

Our health insurance plan offers medical benefits to eligible employees. Employees in the following employment classifications are eligible to enroll in the health insurance plan:

- * Regular full-time employees
- * Seasonal employees during the period in which they are working with the organization in a full-time capacity. However, if said seasonal employee wishes to continue their coverage during time not full-time under the following stipulations:
 - Employee is responsible for the full amount of the premium and Keystone SMILES will act only as the fiscal agent
 - Payments may be in any monetary form. Please make checks and money orders payable to Keystone SMILES Community Learning Center Inc
 - Payments are to be pre-paid monthly (i.e. July must be paid by the end of June)
 - Coverage will be terminated for non-payment

Eligible employees can enroll in the health insurance plan subject to the terms and conditions of the agreement between Keystone SMILES and its insurance carrier. The Healthcare package is a co-pay program in which the employer pays between 60-80% and the employee pays between 20%-40% of the monthly premium tax deferred. If the premium increases during the term of this agreement both the employer and the employee will be subject to the increased cost equally.

If you are enrolled in the health insurance plan and change to an employment classification that would make you no longer eligible, you may be able to continue your health care benefits under the Consolidated Omnibus Budget Reconciliation Act (COBRA). See the Benefits Continuation (COBRA) Policy in this handbook for more information.

A staff member in the personnel department is available to answer specific insurance questions. During new employee orientation, the cost, coverage, eligibility requirements will be explained in detail. The terms and conditions of the insurance policy, itself, will control over any inconsistent descriptions contained in this manual.

Keystone SMILES reserves the right to change insurance companies or to modify or terminate eligibility requirements, benefits, or coverage at any time. However, employees may not drop or re-enter Healthcare benefits until the anniversary date of the organization's enrollment, unless qualifying circumstances are met as per the insurance carrier's policy.





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332 Service Days

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES encourages participation and support of community service agencies, organizations, schools, and similar groups.

If you are a regular full-time or part-time employees, you may be asked to assist with National Service Day events and/or requested community projects. Salaried employees will be scheduled for 6 service days beyond their regular work schedule to be assigned throughout the contract year. If said employees do not complete all 6 service day requirements, a demerit will be issued for each day less than six. Each service day an employee assists with in addition to the six will result in a merit.

After you complete your volunteer work, you should give documentation to the Human Resource Office that tells when and what service days they have participated in. We would also like to have supporting information, photographs, or materials about your volunteer work so that we can record and recognize your contributions. If you have any questions or suggestions about community service activities, see our project planner policy.





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380 Program Services for Employee Families

Effective Date: 12/3/2012

Revision Date:

All children of employees are eligible for participation in the programs offered by Keystone SMILES. These programs include the summer, alternative education, and school/early school readiness programs. Each child should fall within the program's guidelines to be eligible for services. If a child of an employee does not meet eligibility requirements for a program, and special or extenuating circumstances exist, a written request must be submitted to the Executive Director for review. Upon review of the request, Keystone SMILES personnel or directors will determine if resources and compliance issues can be met to determine if reasonable accommodations can be made for participation. Employees may be subject to any and all applicable program fees. Any applicable fees for these programs may be payroll deducted after taxes at the employee's request. At calendar year end a statement of applicable fees for the program services utilized will be given for income tax purposes.





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381 Black Out Dates

Effective Date: 11/28/2012

Revision Date:

Throughout the contract year there are dates that mandate all staff is present for the benefit of the agency programs. Should staff choose to take these days off it may result in a demerit as the staff not being here may result in a detriment to agency programs. These days include but are not limited to staff and agency development, pre-determined service days and member training and orientation.

Anticipated black out dates for each contract year include:

- 1 or 2 days the last week of December for mandatory staff development
- 1 or 2 days in July, when the summer programs break, for mandatory staff development
- For 420 Main Street staff the week of summer AmeriCorps orientation and training
- For 518 Main Street staff the week prior to summer programs for planning and prep
- The second to the last week of August for school year program and prep as well as AmeriCorps orientation and training





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401 Timekeeping

Effective Date: 11/28/2012

Revision Date:

All employees are responsible for accurately recording the hours they work. The law requires Keystone SMILES to keep accurate records of "time worked" in order to correctly calculate employee pay and benefits. "Time worked" means all the time that employees spend performing their assigned work.

Timesheets have been created on the network for employees use. Each employee has a file, which is password protected, located on the smiles drive. Please click the appropriate program year folder and Staff Timesheets folder to access.

Each employee is responsible for making sure:

- Timesheets reflect actual hours worked, which should be allocated according to program requirements and job responsibilities
- PTO, bereavement, jury duty, and holidays are properly documented
- Timesheets are **SAVED** weekly, as they are updated
- Timesheets are signed in **BLUE** ink
- If applicable, the timesheets are signed by a supervisor (also in **BLUE** ink)
- Timesheets are submitted **WEEKLY** to the HR/Financial Office as they are needed for payroll and grant reporting purposes.

Late submission of timesheets to the point that it jeopardizes the organization or program, will result in a demerit on the new merit-demerit system.





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403 Paydays

Effective Date: 11/28/2012

Revision Date:

All employees are paid semimonthly on the 15th and last days of the month. If a payday falls on a Saturday, you will typically be paid on the Friday before. If a payday falls on a Sunday, you will typically be paid on the following Monday. Exceptions may occur when scheduled payday policies result in conflicts with holidays and end of the month.

Keystone SMILES has a direct deposit program, which all employees are mandated to participate in. Direct deposit means that we will deposit your pay directly into your bank account once you authorize it. On paydays, instead of a check, you will get an electronic statement explaining how much you were paid and all the details.

It is our policy to decline all requests for early paychecks or pay advances for personal reasons. Pay advances in the event of vacation or legitimate business reasons [e.g. temporary duty assignment] may be requested for consideration through the Executive Director.





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405 Employment Termination

Effective Date: 11/28/2012

Revision Date:

There can be many reasons why employment may terminate. The following are some of the most common reasons for termination of employment:

- * Resignation - voluntary employment termination initiated by an employee.
- * Discharge - involuntary employment termination initiated by the organization.
- * Layoff - involuntary employment termination initiated by the organization for nondisciplinary reasons.
- * Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

We will usually schedule an exit interview if you terminate. At the exit interview, we can go over such topics as your benefits, benefits conversion rights, repayment of any outstanding debt to Keystone SMILES, or return of Keystone SMILES-owned property. You may also make suggestions or complaints and ask questions at the exit interview.

Since your employment with Keystone SMILES is voluntary and at will, you may terminate your employment at any time, with or without cause or advance notice. Likewise, Keystone SMILES may terminate your employment at any time, with or without cause or advance notice.

Your benefits are affected by termination in several ways. All accrued, vested benefits that are due and payable at termination will be paid out. You may be allowed to continue some benefits by paying for them yourself. You will be notified in writing about which benefits you can continue and the limitations and details of how to continue them.





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409 Administrative Pay Corrections

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES tries to make sure that you are paid correctly and on scheduled paydays. In case you find a mistake in your pay, tell the Human Resources Office immediately so that the error can be corrected as quickly as possible.





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410 Pay Deductions and Setoffs

Effective Date: 11/28/2012

Revision Date:

Laws require Keystone SMILES to take deductions from your pay. Deductions are money taken from your pay for certain things such as federal, state, and local taxes. The law also requires us to deduct Social Security taxes from your pay. We must deduct up to a certain amount called the Social Security "wage base." We also contribute to your Social Security. We pay the same amount of Social Security tax to the government as we deduct from your pay.

The following mandatory deductions will be made from every employee's gross wages: federal income tax, Social Security tax, Medicare tax, and applicable city and state taxes.

Every employee must fill out and sign a federal withholding allowance certificate, IRS Form W-4, on or before his or her first day on the job. This form must be completed in accordance with federal regulations. The employee may fill out a new W-4 at anytime when his or her circumstances change. Employees who paid no federal income tax for the preceding year and who expect to pay no income tax for the current year may fill out an Exemption From Withholding Certificate, IRS Form W-4E. Employees are expected to comply with the instructions on Form W-4. Questions regarding the propriety of claimed deductions may be referred to the IRS in certain circumstances.

Keystone SMILES also offers programs and benefits to eligible employees that are not required by law. You may ask us to deduct money from your pay to cover your payment for these programs. Other optional deductions include the co-pay portion of group health insurance not paid by the Organization, which is deducted from each payroll check. Employees may also elect to participate in AFLAC benefits which are payroll deducted either before or after taxes depending on the benefit the employee elects.

We may have to take a "pay setoff" from your paycheck. Pay setoffs mean that Keystone SMILES must deduct money from your paycheck to pay off a debt you owe us or someone else. Employees may have any fees, fines, garnishments, or payments deducted from their checks if arrangements are made with HR/Financial.

If you want to know why money was deducted from your paycheck or how your pay is calculated, contact the Human Resource Office.

Every employee will receive an annual Wage and Tax Statement, IRS Form W-2, for the preceding year on or before January 31. Any employee, who believes that his or her deductions are incorrect for any pay period, or on Form W-2, should check with the financial office immediately. Your supervisor/manager will give you time to do this during the workday.





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501 Safety

Effective Date: 11/28/2012

Revision Date:

Our workplace safety program is a top priority at Keystone SMILES. We want Keystone SMILES to be a safe and healthy place for employees, customers, and visitors. A successful safety program depends on everyone being alert and committed to safety.

We regularly communicate in different ways with employees about workplace safety and health issues. These communications may include supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive workplace safety training. The training covers possible safety and health hazards as well as safe work practices and procedures to eliminate or reduce hazards.

Some of the best safety improvement ideas come from employees. If you have an idea, concern, or suggestion on how to improve safety in the workplace, tell your supervisor, another supervisor, or We want you to know that you can report any concerns about workplace safety anonymously and without fear of reprisal.

You are expected to obey all safety rules and be careful at work. You must immediately report any unsafe condition to the appropriate supervisor. If you violate Keystone SMILES safety standards, you may be subject to disciplinary action, up to and including termination of employment. Violations include causing a hazardous or dangerous situation, not reporting a hazardous or dangerous situation, and not correcting a problem even though you could have corrected it.

It is very important that you tell the appropriate supervisor immediately about any accident that causes an injury, no matter how minor it might seem at the time. When you report it quickly, we can investigate the accident promptly, follow the laws, and start insurance and worker's compensation processing.

Finally, all job-related injuries or illnesses are to be reported to your supervisor immediately, regardless of severity. In addition, an accident report must be submitted to the HR/Financial office by the close of the business day. In the case of serious injury, an employee's reporting obligation will be deferred until circumstances reasonably permit a report to be made. Failure to report an injury or illness may preclude or delay the payment of any benefits to the employee and could subject Keystone SMILES to fines and penalties.

Security cameras may be installed in situations and places where the security of either property or people would be enhanced. Keystone SMILES respects the privacy of its staff, members, and clientele; therefore, camera use will be: 1) used in a professional, ethical, and legal manner consistent with all existing organizational policies and procedures, 2) limited to situations that do not violate the reasonable expectation of privacy as defined by law.

Security cameras use for non-instructional purposes is considered appropriate when it enhances: 1) the protection of individuals, equipment and facilities, 2) the monitoring of public areas, 3) the monitoring of





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entrances and exits & 4) the investigation of criminal activity.

When an incident is suspected to have occurred, designated personnel may review the images from surveillance camera data. Images recorded that directly involve an investigation into a incident will be kept until the incident is resolved.





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502 Work Schedules

Effective Date: 12/3/2012

Revision Date:

The normal work schedule for all full-time employees is 8-10 hours a day, 4-5 days a week. The normal work schedule for all part-time employees is contingent upon the needs of the organization. The Central Office Staff will determine specific workday and workweek hours for each employee based on the operational needs of the organization. Your job description will tell you what time your work schedule will normally start and end.

Our staffing needs and work demands may require that we change the starting and ending times of work schedules. We may also need to change the number of work hours that are scheduled each day and week.

Flexible scheduling, or flextime, is available to some employees. Flextime lets you vary the times you start and end work each day within certain time limits. To have flextime, you and your supervisor must agree on the schedule together. Before we can approve flextime, we will also look at our staffing needs, your performance, and the needs of your job. If you are interested in flextime, talk with the human resource office.

Keystone SMILES will attempt to notify employees of any changes in workdays or workweek hours typically one week in advance of the effective date of any such change.

Organization Service Days

Keystone SMILES, as a community service organization, highly encourages volunteerism and ethic of service from it's employees.

- Salaried employees will be assigned if needed to implement weekend service events as needed not to exceed more than 6 days per year.
- Daily or Hourly employees may be scheduled for special events in lieu of the regular work schedule.





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504 Use of Phone and Mail Systems

Effective Date: 11/28/2012

Revision Date:

Our telephone communications are an important reflection of our image to customers and the community. Always use proper telephone etiquette. The following are some examples of good telephone etiquette: use the approved greeting, speak courteously and professionally, repeat information back to the caller, and only hang up after the caller hangs up.

1. Telephone Calls --- When people call into the system they are given the option for accessing staff by their extensions, by programs, or going to the operator. If you have someone who is trying to reach you please notify them of your extension. If your extension should change please make sure that you update it with you contacts. Furthermore since there is no one answering the phones anymore people are required to check their voice mailbox regularly. Instructions on how to check your voicemail and a list of extensions have been provided to each staff member (the list of extensions should be placed by the phone). If you should need another copy of the mailbox instructions please see Tami Burns-Stevenson.

When talking on the telephone, employees should remember that they represent the Organization and its members. Answer all telephone calls promptly. All incoming calls should be answered “good morning/afternoon”. If a call is to be transferred to another staff member, that person should answer in a professional manner. Remember, it is also very important to identify yourself and the Organization on all out-going calls.

Telephone conversations should be kept businesslike and brief. Long conversations hamper the ability of the rest of the staff to use the phone and get their work accomplished. Habitually long conversations on the telephone indicate that the staff member involved is not properly organizing their activities. Long distance telephone calls and faxes are used only when absolutely necessary. Account codes have been assigned to individual staff to allocate long distance calls accordingly. These codes are to remain confidential so please do not share them with other staff and use extreme discretion in allowing members and students to use your code. If you should allow someone else to use your code, you should enter the code for that individual rather than giving the code to them.

Persons making incoming calls should never be kept waiting longer than one minute to be connected with the staff member he or she is calling. Encourage the caller to leave a message in the staff's voice mailbox or for members give you his or her name and telephone number if it is apparent that the caller will have to wait longer than one minute to be connected. Telephone “call back” messages should be delivered to the staff/member as soon as they are received.

Long distance calls add to the cost of doing business. Keep them to a minimum. All personal long distance calls must be charged to the employee's home phone, be placed as a collect call, or be reimbursed to the organization for toll charges.

2. Information – Only trained, identified staff are permitted to answer program questions. Please refer questions about :





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- Keystone SMILES Non-Profit / AmeriCorps Administration to Joyce Fosdick
- AmeriCorps issues to Jennifer Welton/Amy Anderson/Jenn Arbuckle
- AmeriCorps Training/Recruitment to Amy Anderson
- Alternative Education to Nancy Ambrose
- Volunteer and Mandatory Community Service Program to Bill Evans
- Community Requests to Jenn Arbuckle
- Pre-K Program to Monica Weter
- Sharpsville Gardens to Sherry Minto/Thelma Rhoades
- Pre-K Counts to Monica Weeter
- Food Program/Supplies to Barb Buzard/Heather Custer/Patty Baughman
- Financial and Budgeting questions to Nancy Ambrose/Tami Burns-Stevenson/Joyce Fosdick
- Community Service-Learning Projects to Libby Hansford
- Safe Kids/Cribs for Kids to Barb Buzard/Tami Burns-Stevenson
- Tickets for Kids to Nancy Ambrose
- If the above staff members are not available please transfer to the caller to the appropriate voice mailbox.

3. Mail - Our mail system is intended for business purposes so you should refrain from sending or receiving personal mail at work.





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505 Smoke, Alcohol & Tobacco Free Zone

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES is an smoke, alcohol and tobacco free zone, both inside the centers and on/around SMILES property. All SMILES personnel must be respectful and agree to abide by this policy to be a part of the staff. Staff are required to set an example to the youth we serve by not only physically representing a smoke free person, but also acting in a professional manner with compliance of this policy in the vehicles, and both inside and outside of SMILES facilities and when SMILES programs are being implemented.

This policy applies equally to all employees as well as to our customers and visitors.





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506 Meal Periods

Effective Date: 12/3/2012

Revision Date:

All full-time employees will have one meal period each workday. Your supervisor will schedule your meal period to accommodate operating requirements. During meal periods, you are not subject to any work responsibilities or restrictions. You will not be paid for meal period time.





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507 Overtime

Effective Date: 12/3/2012

Revision Date:

There may be times when Keystone SMILES cannot meet its operating requirements or other needs during regular working hours. If this happens, we may give employees the opportunity to work overtime.

It is our policy that no overtime can be worked without the approval of the supervisor and authorization of the Executive Director. Supervisors shall ensure that no unauthorized overtime hours are worked. Employees and Supervisors who are negligent of this policy will be disciplined accordingly.

Nonexempt employees will receive overtime pay in accordance with the federal and state wage and hour laws. Overtime pay is based on the actual hours worked. For this reason, time off for sick leave, vacation, and other paid or unpaid leaves of absence is not counted as hours worked when calculating overtime pay.

If you work overtime without first getting your supervisor's approval, you may be subject to disciplinary action, up to and including possible termination of employment.





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508 Use of Vehicles

Effective Date: 12/3/2012

Revision Date:

Vehicles essential in accomplishing your job duties are expensive and may be difficult to replace. When you use Keystone SMILES property, you should be careful, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Tell your supervisor if any vehicle appears to be damaged, defective, or in need of repair. When you promptly report damages, defects, and the need for repairs, you can prevent deterioration of equipment and possible injury to employees or other people.

See your supervisor if you have questions about your responsibility for maintenance and care of vehicles you use on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of vehicles, as well as excessive or avoidable traffic and parking violations, may result in disciplinary action, up to and including termination of employment.





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510 Emergency Closings

Effective Date: 12/3/2012

Revision Date:

Business operations are Monday through Friday during normal business hours. However, Keystone SMILES recognizes there may be times when emergencies, such as inclement weather, natural disasters, national crisis, or other emergencies disrupt normal business operations resulting in either a delay, closure or early dismissal. Our typical policy is to follow the school schedule for preschool and alternative education programs.

For delays and closures, the Organization will attempt to notify all personnel through an emergency call list. The emergency call list is updated as needed and a link to it is located on the SMILES Intranet located at <http://www.smilesamericorps.org/SMILESIntranet/smilesbulletin.htm>. The agency intranet may also serve as another resource when accessible, proper personnel with update the calendar accordingly to provide information on delays and closures.





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512 Business Travel Expenses

Effective Date: 12/3/2012

Revision Date:

Keystone SMILES personnel may request time off and/or financial support to attend conferences, meetings and/or trainings sponsored by institutions or professional organizations, to which the matter being presented relates directly to the employee's position or will provide beneficial information to share with said employee's program.

We will reimburse you for reasonable business travel expenses if the Executive Director approves the travel in advance. After a trip is approved, travel arrangements will be made through the financial office.

We reimburse approved travel expenses such as travel, meals, lodging, and other expenses as long as they are necessary to meet the objectives of the trip. You are expected to keep expenses within reasonable limits.

We will generally reimburse you for the following expenses:

- * Fares for shuttle or airport bus service, where available; costs of public transportation for other ground travel.
- * Taxi fares, only when there is no less expensive alternative.
- * Mileage costs for use of personal cars, only when less expensive transportation is not available.
- * Cost of meals, no more lavish than would be eaten at the employee's own expense.
- * Tips not exceeding 15% of the total cost of a meal or 10% of a taxi fare.
- * Registration fees

Travel per diems are reimbursable. Per diem will be pre-approved for periods of 24 hours or more. Example: 8:00 am Monday to 8:00 am Tuesday entitles someone to claim one breakfast, one lunch, and one dinner.

OBM guidelines for maximum per diem rates still apply. Therefore personnel will be instructed on how much they are allotted to spend based on these guidelines prior to travel. Any amount spent over that will be incurred by the individual and will not be reimbursed. Example: The OBM rate is \$61.00 a day, the individual spends \$75.00. Only \$61.00 of that will be reimbursed.

The reverse is also true. If the rate is \$61.00 and you only spend \$55.00 you only get reimbursed for \$55.00

In addition, if a meal is provided by the conference that meal will be deducted from the maximum per diem rate. Example: The OBM rate of \$61.00 a day is divided \$12.80 for breakfast, \$12.80 for lunch, and \$35.40 for dinner. Lunch is provided by the conference. Therefore, the personnel attending the conference will only be able to be reimbursed for \$48.20 (\$61.00-\$12.80 for lunch).

All though common practice is that per diem is reimbursable, SMILES recognizes that situations may arise that an advance in per diem is necessary. These situations will be determined on a need to need





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basis by the Executive Director. If advances are given staff and members are required to sign Per Diem Receipts that detail their responsibilities. Staff and member are responsible for submitting receipts and any remaining funds.

If you are involved in an accident while on business travel, immediately report the accident to your supervisor. If you use a vehicle owned, leased, or rented by Keystone SMILES, you may not use that vehicle for personal reasons unless you got advance approval.

When a business trip is over, submit your completed travel expense report within 30 days. With your expense report, you must also submit receipts for every expense item. Remember under NO circumstances is alcohol a reimbursable expense.

Monthly mileage logs must be turned into the HR/Financial office on or before the 5th of each month if reimbursement rate, which contingent on the federal mileage rate, is to be paid during the month of submission.

See your the financial office for help and questions about business travel, travel advances, expense reports, or any other travel issues.

It is a very serious matter if you record false or misleading information on your expense report. You may not request reimbursement for expenses that you did not have or that were not business-related. Employees who do not follow this business travel policy could be subject to disciplinary action, up to and including termination of employment.





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514 Visitors in the Workplace

Effective Date: 11/28/2012

Revision Date:

Only visitors who are properly authorized may be on Keystone SMILES premises. This helps to maintain safety standards, safeguard employee and customer welfare, protect our property and facilities, guard confidential information against theft, and reduce potential distractions and disturbances.

All visitors should enter Keystone SMILES at the lobby. If you have visitors, you are responsible for their conduct and to watch out for their safety.

If you see an unauthorized person at work, notify your supervisor immediately or direct the person to the lobby.

In dealing with visitors and the general public, staff must observe good public relations. It may be difficult to "hold your temper" while someone makes a complaint which is not justified, but the position of the organization staff must be one of unquestionable courtesy at all times.





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516 Computer and Email Usage

Effective Date: 12/3/2012

Revision Date:

To help you do your job, Keystone SMILES may give you access to computers, computer files, the email system, and software. You should not use a password, access a file, or retrieve any stored communication without authorization. To make sure that all employees follow this policy, we may monitor computer and email usage.

We try hard to have a workplace that is free of harassment and sensitive to the diversity of our employees. Therefore, we do not allow employees to use computers and email in ways that are disruptive, offensive to others, or harmful to morale.

At Keystone SMILES you may not display, download, or email sexually explicit images, messages, and cartoons. You also may not use computers and email for ethnic slurs, racial comments, off-color jokes, or anything that another person might take as harassment or disrespect.

Keystone SMILES buys and licenses computer software for business purposes. We do not own the copyright to this software or its documentation. Unless the software developer authorizes us, we do not have the right to use the software on more than one computer.

You may only use software on local area networks or on multiple machines according to the software license agreement. Keystone SMILES prohibits the illegal duplication of software and its documentation.

If you know about any violations to this policy, notify your supervisor, the Human Resources Office or any member of management. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

The network computer system is to be used for administrative and program purposes for the Keystone SMILES agency. Confidential information and program files are it's only purpose. Personnel permitted to use the network must log off when not at their computer or have a screen saver with password programmed if office is left unlocked.

Personnel are assigned to work areas and assigned computer privileges. Program personnel and AmeriCorps Members are not permitted to use the computers located in the Central Offices. Each staff member has programmed licenses for drives on the network appropriate to their job responsibilities.

Computer files are the property of Keystone SMILES and must be saved to the server and dated via the document name accompanied by the initials of the author of the document.

Drive permission changes must be approved by the director before any additions or deletions may be made.





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Software not purchased or owned by Keystone SMILES is not permitted on the network system. Spot checks may occur to ensure personnel are not violating licensing regulations.

Downloads to employee computers, including netbooks, not related to their position description is considered a threat to the system. If employee downloads anything to their computer that causes harm or loss, then said employee is responsible for the replacement or repair of said equipment.

The Executive Office personnel has the right to check the computers for trouble shooting and policy supervision. All screen saver passwords are to be submitted to the director's office immediately upon setup. These passwords are kept confidential in the Executive Director's office.

The computer network system is to be used only by SMILES employees. Staff who allow any unauthorized personnel i.e. AmeriCorps Members or volunteers to use the administrative/program staff computers will risk privilege of network use and accessibility to program files. This violation may result in verbal notification, written, or suspension without pay.

Community Computer Lab

The community computer lab is for community, SMILES program participants, AmeriCorps Members and general public use.

It is free and has Internet accessibility.

Community Lab Computers are to be used for personal use only during non-paid work/service hours.





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517 Internet Usage

Effective Date: 12/3/2012

Revision Date:

Keystone SMILES may provide you with Internet access to help you do your job. This policy explains our guidelines for using the Internet. Internet usage is intended for job-related activities but short, occasional personal use is allowed as long as you keep it within reasonable limits.

All Internet data that is written, sent, or received through our computer systems is part of official Keystone SMILES records. That means that we can be legally required to show that information to law enforcement or other parties. Therefore, you should always make sure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and legal.

The equipment, services, and technology that you use to access the Internet are the property of Keystone SMILES. Therefore, we reserve the right to monitor how you use the Internet. We also reserve the right to find and read any data that you write, send, or receive through our online connections or is stored in our computer systems.

You may not write, send, read, or receive data through the Internet that contains content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person.

Examples of unacceptable content include (but are not limited to) sexual comments or images, racial slurs, gender-specific comments, or other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

Keystone SMILES does not allow the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet. As a general rule, if you did not create the material, do not own the rights to it, or have not received authorization for its use, you may not put the material on the Internet. You are also responsible for making sure that anyone who sends you material over the Internet has the appropriate distribution rights.

To protect against computer viruses, you may not download a file from the Internet without getting authorization in advance.

If you use the Internet in a way that violates the law or Keystone SMILES policies, you will be subject to disciplinary action, up to and including termination of employment. You may also be held personally liable for violating this policy.

The following are some examples of prohibited activities that violate this Internet policy:

* Sending or posting discriminatory, harassing, or threatening messages or images





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- * Using the organization's time and resources for personal gain
- * Stealing, using, or disclosing someone else's code or password without authorization
- * Copying, pirating, or downloading software and electronic files without permission
- * Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- * Participating in the viewing or exchange of pornography or obscene materials
- * Sending or posting messages that defame or slander other individuals
- * Using the Internet for political causes or activities, religious activities, or any sort of gambling
- * Jeopardizing the security of the organization's electronic communications systems
- * Passing off personal views as representing those of the organization
- * Engaging in any other illegal activities





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518 Workplace Monitoring

Effective Date: 12/3/2012

Revision Date:

Keystone SMILES may conduct workplace monitoring to help ensure quality control, employee safety, security, and customer satisfaction.

All computer equipment, services, or technology that we furnish you are the property of Keystone SMILES. We reserve the right to monitor computer activities and data that is stored in our computer systems. We also reserve the right to find and read any data that you write, send, or receive by computer.

We may perform video surveillance of non-private workplace areas. We use video monitoring to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent harassment and workplace violence.

You may ask to see information about you that was gathered by workplace monitoring if it might impact employment decisions. We will give you access unless there is an ongoing investigation or a legitimate business reason to protect confidentiality.

Because we are sensitive to employees' legitimate privacy rights, we will make every effort to guarantee that workplace monitoring is always done ethically and with respect.





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522 Workplace Violence Prevention

Effective Date: 12/3/2012

Revision Date:

We are committed to preventing workplace violence and making Keystone SMILES a safe place to work. This policy explains our guidelines for dealing with intimidation, harassment, violent acts, or threats of violence that might occur during business hours or on our premises at anytime.

You are expected to treat your co-workers, including supervisors and temporary employees, with courtesy and respect at all times. You should not fight, play tricks on others, or behave in any way that might be dangerous to other people. We do not allow firearms, weapons, and other dangerous or hazardous devices and substances on the premises of Keystone SMILES without proper authorization. This policy does not include members of law enforcement who may visit the facilities.

Keystone SMILES does not allow behavior at any time that threatens, intimidates, bullies, or coerces another employee, a customer, or a member of the public. This includes off-duty periods. We do not permit any act of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

You should immediately report a threat of violence or an act of violence by anyone to your supervisor or another member of management. If you report a threat of violence, give every detail you can.

Be sure to immediately report any suspicious person or activities to a supervisor. Do not place yourself in danger. If you see or hear trouble or a disturbance near your work area, do not try to see what is happening or try to stop it.

We will promptly and completely investigate all reports of violent acts or threats of violence. We will also promptly and completely investigate all suspicious people and activities. We will protect the identity of a person who makes a report when practical. Until we have investigated a report, we may suspend an employee, either with or without pay, if we think it is necessary for safety reasons or to do the investigation.

If you commit a violent act, threaten violence, or violate these guidelines in another way, you will be subject to disciplinary action, up to and including termination of employment.

If you are having a dispute with another employee, we encourage you to talk it over with your supervisor or the Human Resources Office. Keystone SMILES wants to help you work out problems before they become more serious and possibly violent. We will not discipline you for bringing these types of problems to our attention.





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526 Cell Phone Usage

Effective Date: 12/3/2012

Revision Date:

Keystone SMILES provides cell phones to employees as deemed necessary for communication which directly affect the need of individuals related to their position. The sole purpose of a cell phone is to ensure the success of Keystone SMILES programs, goals and sustainability. If a phone is assigned to an employee, this means the employee agrees to be available by phone to answer work-related questions and needs beyond the regular work week schedule.

If an employee is provided a cell phone, expenses are covered by Keystone SMILES within a specific plan. If an employee causes overage of minutes/data usage that directly increases the costs on a bill, the employee will be financially responsible to pay the additional expenses arranged by the financial office. All cell phones will be inventoried and coordinated through the HR/Financial office.

All cell phone equipment such as a phone, car charger, and/or outlet charger assigned to an employee, is their responsibility and must all be returned. If any piece is lost or broken through neglect or abuse then said employee is responsible for replacement.

SMILES personnel traveling for program purposes and/or leaving the Center for more than one hour are to sign out the traveling phone for emergencies unless a personal cell phone is preferred to be used for business. All personal numbers are to be registered with the HR/Financial office if they choose to leave the Center without the traveling phone.

When using a cell phone, please remember to keep your conversations private and quiet.

Personal cell phone calls are to be limited during work hours. Calls should be scheduled during breaks and lunchtime whenever possible so as not to interrupt normal business operations. This privilege may be banned if abused.

Personal cell calls are not to be taken during times when employees or members are teaching or supervising children or students excluding family emergencies. Staff who receive an emergency phone call and need to leave must notify someone that they are leaving, the notified individual is then responsible for passing on the information to the Executive Director and HR/Financial office.

Employees are to follow all state and federal laws limiting cell phone usage while traveling and are encouraged to use their own discretion beyond the laws to make sure safety for themselves and those around them is not compromised based on distracted or impaired driving.





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601 Medical Leave

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES provides unpaid medical leaves of absence to eligible employees who become temporarily unable to work due to a serious health condition or disability. For medical leave purposes, a serious health condition or disability includes inpatient care in a hospital, hospice, or residential medical care facility. It also includes continuing treatment by a health care provider.

Employees in the following employment classifications are eligible to request medical leave:

- * Regular full-time employees
- * Regular part-time employees

Eligible employees may request medical leave only after they have completed 180 calendar days of service. To accommodate disabilities, we may make exceptions to the 180 days rule. If you think you will need a medical leave, give your request to the Human Resource Office at least 30 days before the leave would start. This will help us plan for your possible absence. If it is an unexpected situation, make your request as soon as possible.

We require a health care provider's statement verifying that you need a medical leave, when the leave would start and the expected end dates. You are responsible for telling us if that information changes later. Before you can return to work, we will require verification from a health care provider that says you are fit to return.

Unpaid medical leaves are normally for the period of the disability, up to a maximum of 2 weeks within any 1 month period. The 2 week maximum applies to any combination of both medical leave and family leave during any 1 month period. If you need more time, we will also consider a request for extension.

If you sustain a work-related injury, you are eligible for a medical leave for the period of disability in accordance with the laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, Keystone SMILES will continue to provide your health insurance benefits for the full period of an approved medical leave.

Your benefits, such as PTO or holiday benefits, will not accrue during a medical leave. When you return from leave, the benefits will start accruing again.

Please give us at least two weeks advance notice before you plan to return. When you return from medical leave, Keystone SMILES will make a reasonable effort, consistent with good business practices and organization need, to reinstate an employee to the same position he/she previously occupied. If that job is no longer available, we will place you in an equivalent job that you are qualified for. However, in the case of leaves over one year, the organization cannot guarantee that the same or similar position will be





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available at the time the employee desires to return to work, or thereafter. If this situation occurs, Keystone SMILES reserves the right to offer the employee a lower-level position, if one is available at the appropriate wage for such a position. An exception to this rule occurs when an employee is guaranteed re-employment rights under federal or state laws.

If the employee desires voluntary termination, this should be reported as soon as possible.

If you do not come back to work promptly at the end of a medical leave, we will assume that you have resigned.





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602 Family Leave

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES provides unpaid family leaves of absence to eligible employees who need to take time off from work duties to meet family obligations that are directly related to childbirth, adoption, or placement of a foster child. Family leave may also be requested to care for a child, spouse, or parent with a serious health condition. A serious health condition is an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility. A serious health condition can also include continuing treatment by a health care provider.

Employees in the following employment classifications are eligible to request family leave:

- * Regular full-time employees
- * Regular part-time employees

Eligible employees may request family leave only after they have completed 180 calendar days of service. If you think you will need a family leave, give your request to the Human Resource Office at least 30 days in advance of the date the leave would start. This will help us plan for your possible absence. If it is an unexpected situation, make your request as soon as possible.

If you request family leave due to the serious health condition of a child, spouse, or parent, you may be required to submit a health care provider's statement verifying the need for a family leave, the start and expected end dates, and the estimated time required.

An eligible employee may request up to a maximum of 12 weeks of family leave within a 2-year period. For the purpose of this policy, a "year" is determined by looking back twelve months from the date the leave is requested to determine how much leave has been taken in that period.

If your spouse is also employed by Keystone SMILES, as a couple you may be restricted to a combined total of 12 weeks leave within a 2-year period for childbirth, adoption or placement of a foster child, or to care for a parent with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans, Keystone SMILES will continue to provide health insurance benefits for the full period of an approved family leave. However if the employee wishes to continue their health issue and does not return after the maximum twelve week leave, then COBRA kicks in and the employee is responsible for the full premium.

Your benefits, such as vacation, sick leave, or holiday benefits, will not accrue during a family leave. When you return from leave, the benefits will start accruing again.

Please give us at least two weeks advance notice before you plan to return. When you return from family leave, you will go back to the same job if it is still available. If that job is no longer available, we will





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place you in an equivalent job that you are qualified for. The organization is not required to discharge any other employee in order to reinstate the employee.

If you do not come back to work promptly at the end of a family leave, we will assume that you have resigned.





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605 Military Leave

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES will grant a military leave of absence if you are absent from work because you are serving in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). You must give your supervisor advance notice of upcoming military service, unless military necessity prevents advance notice or it is otherwise impossible or unreasonable.

You will not be paid for military leave. However, you may use any available accrued paid time off, such as PTO, to help pay for the leave.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which you are otherwise eligible.

Your benefit accruals, such as PTO and holiday benefits, will continue during a military leave.

If you are on military leave for up to 30 days, you must return to work on the first regularly scheduled work period after your service ends (allowing for reasonable travel time). If you are on military leave for more than 30 days, you must apply for reinstatement in accordance with USERRA and applicable state laws.

When you return from military leave (depending on the length of your military service in accordance with USERRA), you will be placed either in the position you would have attained if you had stayed continuously employed or in a comparable position. For the purpose of determining benefits that are based on length of service, you will be treated as if you had been continuously employed.

If you have questions about military leave, contact the Human Resources Office for more information.





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607 Pregnancy Disability Leave

Effective Date: 11/28/2012

Revision Date:

In addition to the family leave policy, pregnant employees may request, if reasonably necessary, a temporary transfer to a less strenuous or hazardous position for the duration of the pregnancy. Keystone SMILES reserves the right to request medical opinion regarding the need for transfer.

In addition, Keystone SMILES provides pregnancy disability leaves of absence without pay to eligible employees who are temporarily unable to work due to disabilities related to pregnancy, childbirth, or related medical conditions.

Employees in the following employment classifications are eligible to request pregnancy disability leave:

- * Regular full-time employees
- * Regular part-time employees

If you think you will need a pregnancy disability leave, give your request to your supervisor at least 30 days before the leave would start. This will help us plan for your possible absence. If it is an unexpected situation, make your request as soon as possible.

We may require a health care provider's statement verifying the need for pregnancy disability leave and the start and expected end dates. You are responsible for telling us about any subsequent changes to that information. Before you can return to work, we will require verification from a health care provider stating that you are fit to return.

Unpaid pregnancy disabilities are normally for the period of the disability, up to a maximum of 12 weeks within any 2-year period. You may substitute any available paid leave time for unpaid leave as part of the pregnancy disability leave period.

Subject to the terms, conditions, and limitations of the applicable plans, Keystone SMILES will continue to provide health insurance benefits for the full period of a pregnancy disability leave.

Your benefits, such as PTO or holiday benefits, will not accrue during a pregnancy disability leave. When you return from leave, the benefits will start accruing again.

Please give us at least two weeks advance notice before you plan to return. When you return from pregnancy disability leave, you will go back to the same job unless, because of business reasons, the job no longer exists or we could not save it for you because it meant undermining our ability to operate safely and efficiently. If the same job is not available, we will offer you a comparable job in terms of in terms of pay, location, job content, and promotional opportunities. Keystone SMILES is not required to discharge an employee in order to reinstate the employee.





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If an issue arises as to the employee's physical capacity to return to work, Keystone SMILES may request a medical opinion.

If you do not come back to work promptly at the end of a pregnancy disability leave, Keystone SMILES will assume that you have resigned.





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680 Seasonal Leave of Absence

Effective Date: 11/28/2012

Revision Date:

A regular employee may request a seasonal leave of absence and be granted this inactive employment with pre-approval from the Executive Director and/or Board of Directors. This leave will only be granted when it can be accommodated such as times when there is a break due availability of work. Such leave is a voluntary commitment by the employee to work a specified schedule, and it will not change until the organization's circumstances change making it no longer practical. During this period, you will not receive compensation for days not worked. However, the employee has the option to use any available paid leave.

At the end of the leave period, the employee is expected to return to work and/or their regular schedule. No break in service is considered to have occurred. When the employee returns all unused leave is reactivated and leave will begin to accrue as usual.

An employee on seasonal leave of absence is not eligible for unemployment insurance benefits because there is an expected return to work date.

Eligibility for health benefits apply under the conditions of seasonal employment.





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681 Parental Leave

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES will provide unpaid parental leave for its employees. Employees seeking parental leave shall provide a request in writing at least 30 days in advance of the anticipated date of delivery or adoption if the necessity for the leave is foreseeable. The notice shall be binding upon the parents unless:

- The birth is premature;
- The mother is incapacitated due to the birth such that she is unable to care for the child;
- The employee takes physical custody of a newly adopted child at an unanticipated time is unable to give 30 days advance written notice; or in cases of premature birth, incapacity or unanticipated taking physical custody of an adopted child, employee shall give the organization written notice of the revised dates of parental leave within 7 days following the birth or taking custody.

Keystone SMILES may require certification from a health care provider as to the need for the leave. Employees may choose to use PTO. Any parental leave shall not exceed twelve weeks in length and shall consist of all or that part of the time between the birth of the employee's infant and the time the infant reaches twelve weeks of age, or in the case of a premature infant, until the infant has reached the developmental stage equivalent to twelve weeks as determined by an attending physician or all or part of the twelve week period following the date an adoptive parent takes physical custody of a newly adopted child under six years of age.

The organization will not grant parental leave if the effect would be to enable the employee and the other parent of the child, if also employed, parental leave totaling more than the time set forth above or to grant any parental leave for any period of time in which the child's other parent is also taking parental leave from employment.

Employees seeking parental leave may also utilize any accrued PTO subject to the other terms and conditions of this policy manual.





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702 Drug and Alcohol Use

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES is committed to being a drug-free, healthful, and safe workplace. You are required to come to work in a mental and physical condition that will allow you to perform your job satisfactorily.

Keystone SMILES employees may not use, possess, distribute, sell, or be under the influence of alcohol, controlled substances or illegal drugs while on Keystone SMILES premises or while conducting any business-related activity away from Keystone SMILES premises. You may use legally prescribed drugs on the job only if they do not impair your ability to perform the essential functions of your job effectively and safely without endangering yourself or others.

This policy is implemented because we believe that the impairment of any Keystone SMILES employee due to their use of the above mentioned substances is likely to result in the risk of injury to other employees, the impaired employee, or to third parties, such as customer or business guests. Moreover, substance abuse adversely affects employee moral and productivity.

“Impairment” or “being impaired” means that an employee’s normal physical or mental abilities, or faculties, while at work have been detrimentally affected by the use of substances.

The employee who begins work while impaired or who becomes impaired while at work is guilty of a major violation of Organization rules and is subject to severe disciplinary action. Severe disciplinary action can include suspension, dismissal, or any other penalty appropriate under the circumstances. Likewise, the use, possession, transfer, or sale of any substance on Organization premises or in any Keystone SMILES parking lot, storage area, or job site is prohibited. Violations are subject to severe disciplinary action. In all instances, disciplinary action to be administered shall be at the sole discretion and determination of the Organization.

Employees who are taking prescription drugs shall report this to their supervisor/manager. This is for the protection of the employee and for safety purposes in case of an adverse reaction to the drug while at work, or so the employee is not falsely accused of taking an illegal substance.

When an employee is involved in the use, possession, transfer, or sale of a substance in violation of this policy, the Organization may notify appropriate authorities. Such notice will be given only after such an incident has been investigated and reviewed by the employee’s supervisor, and the executive director. Keystone SMILES is aware that substance abuse is a complex health problem that has both physical impact and an emotional impact on the employee, his or her family, and social relationships. A substance abuser is a person who uses substances, as defined above, for non-medical reasons, and this use detrimentally affects job performance or interferes with normal social adjustments at work. Substance abuse is both a management and a medical problem.





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A supervisor/manager who suspects a substance abuse case should discuss the situation immediately with his or her supervisor/manager. Because each case is usually different, the handling and referral of the case must be coordinated with the supervisor/manager and the personnel director.

We have resources available to assist an employee who requests help with substance abuse. The employee must ask for help. The Organization will not require it. Should disciplinary action be pending against an employee who asks for help, the Organization will assist to the extent of its resources assuming that the employee remains employed. Nonetheless, regular disciplinary action will proceed. If the employee is terminated, the Organization will be unable to continue any program. Voluntary, successful participation in a recovery or rehabilitative program by an employee may be a mitigating factor in any disciplinary action, depending on the facts and circumstances of each individual case. In some cases, disciplinary action may be suspended, or the employee placed on probation pending a successful completion of a recovery program.

Employees who are placed on a rehabilitation program because of performance or behavior problems due to substance abuse are subject to dismissal for failure to successfully complete the program or change their performance or behavior.

Applicants who have a past history of substance abuse and who have demonstrated an ability to abstain for the substance, or who can provide medical assurance of acceptable control, may be considered for employment as long as they are otherwise qualified for the position for which they are applying.

Management has chosen to adopt an alcoholic beverage policy in keeping with the concern for and the risks associated with alcohol use. Alcoholic beverages shall not be served or used on Keystone SMILES premises at any time. Alcoholic beverages have no part in and shall not be used in conjunction with any Organization business meeting.

Social activities held off-premises and paid for on a personal basis are not affected by this policy. If management considers it appropriate, light alcoholic beverages may be served at Organization-sponsored events held off premises and for purely social reasons. The service must be managed in good taste with good judgment. No alcoholic beverages should be served at any Organization event where children are present.

The Organization is concerned with its employees' privacy, especially when matters regarding medical and personal information are involved. As long as the information is not needed for police or security purposes, the Organization shall maintain employee medical and personal information in confidence and release this information to authorized Organization personnel on a "need to know" basis. An exception to this policy is when the employee signs a release for the transfer of such information on forms acceptable to the Organization to designated persons or agencies. Nothing contained in this section shall eliminate or modify the Organization's right to terminate any employee at any time for any reason.

If you violate this policy, it may lead to disciplinary action, up to and including immediate termination of your employment. We may also require that you participate in a substance abuse rehabilitation or treatment program. If you violate this policy, there could also be legal consequences.





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Under the Drug-Free Workplace Act, if you perform work for a government contract or grant, you must notify Keystone SMILES if you have a criminal conviction for drug-related activity that happened during your employment. You must make the report within five days of the conviction.





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703 Sexual and Other Unlawful Harassment

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Keystone SMILES will not tolerate any actions, words, jokes, or comments based on a person's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- * Unwanted sexual advances.
- * Offering employment benefits in exchange for sexual favors.
- * Making or threatening reprisals after a negative response to sexual advances.
- * Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- * Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- * Verbal sexual advances or propositions.
- * Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- * Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment at work, report it immediately to your supervisor. If your supervisor is unavailable or you believe it would be inappropriate to discuss it with your supervisor, you should immediately contact the Human Resources Office or any other member of





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management. There will not be punishment or reprisal if you report sexual harassment or ask questions or raise concerns about it.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and the confidentiality of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Office or any member of management so it can be investigated in a timely and confidential manner. Any employee who engages in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.





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704 Attendance and Punctuality

Effective Date: 11/28/2012

Revision Date:

We expect Keystone SMILES employees to be reliable and punctual. You should report for work on time and as scheduled. If you cannot come to work or you will be late for any reason, you must notify your supervisor and the Executive Director as soon as possible.

Unplanned absences can disrupt work, inconvenience other employees, and affect productivity. If you have a poor attendance record or excessive lateness, you may be subject to demerits or disciplinary action, up to and including termination of employment.





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705 Personal Appearance

Effective Date: 11/28/2012

Revision Date:

Personal appearance means how you dress, how neat you are, and your personal cleanliness standards. Your personal appearance can influence what customers and visitors think about Keystone SMILES. Personal appearance can also impact the morale of your co-workers.

During business hours or whenever you represent Keystone SMILES, you should be clean, well groomed, and wear appropriate clothes. This is particularly important if your job involves dealing with customers or visitors in person.

IF SMILES apparel is distributed, the employee should wear it as often as possible. Staff members are to wear some type of SMILES apparel when participating in community events.

Each employee is issued an identification description tag (ID). Said ID should be worn daily for security purposes, community building, and program assignment identification. This applies to both administrative and program personnel.

Staff personal choice of apparel is expected to demonstrate leadership behavior and abide by policies as an example to the youth and community in which we serve.

See your supervisor if you are not sure about the correct clothing standards for your job.

Where necessary, Keystone SMILES may make a reasonable accommodation to this policy for a person with a disability.





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712 Solicitation

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES does not allow people who are not employees to solicit or distribute literature in the workplace at any time for any reason.

We realize that many employees participate in events and organizations outside work. However, during working time, employees may not solicit for these activities or distribute information about them. Working time does not include lunch periods, work breaks, or any time when you are scheduled to be working.

These are examples of the types of solicitation that we do not allow:

- * The collection of money, goods, or gifts for religious groups
- * The collection of money, goods, or gifts for political groups

Employees may not put information on our bulletin boards. The bulletin boards are reserved for official Keystone SMILES communications such as:

- * Organization announcements
- * Payday notice
- * Workers' compensation insurance information





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714 Drug Testing

Effective Date: 11/28/2012

Revision Date:

We are committed to making Keystone SMILES a safe, efficient, and productive work environment for all employees. There can be serious safety and health risks if an employee uses or is under the influence of drugs or alcohol on the job. We may ask job applicants and employees to provide body substance samples, such as urine and/or blood. We will use the samples to check for the illegal or illicit use of drugs and alcohol. If you refuse to be tested for drugs, you may be subject to disciplinary action, up to and including termination of employment.

We will provide copies of the drug testing policy to all employees. We will ask you to sign an acknowledgement form that says that you got a copy of the drug testing policy. If you have questions about our drug testing policy or its administration, contact the Executive Director.





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716 Progressive Discipline

Effective Date: 11/28/2012

Revision Date:

This policy describes the policy for administering fair and consistent discipline for unsatisfactory conduct at Keystone SMILES.

We believe it is important to make sure that all employees are treated fairly and that disciplinary actions are prompt, consistent, and impartial. The major purpose of a disciplinary action is to correct the problem, prevent it from happening again, and prepare the employee for satisfactory performance in the future.

Although your employment is based on mutual consent and both you and Keystone SMILES have the right to terminate employment at will, with or without cause or advance notice, Keystone SMILES may use progressive discipline at its discretion.

Disciplinary action may be any of the following (all of which become part of the employee's personnel file but may be removed from said file under appropriate circumstances and amount of time):

1) verbal warning - the supervisor should review pertinent job requirements with the employee to ensure his/her understanding of them to assist in correcting unacceptable behavior or performance; supervisors should consider all relative facts (i.e. severity, past events) about the offense as well as make the employee aware of other progressive discipline actions; employee should be asked to review what was discussed to ensure his/her understanding and the supervisor/manager should document the verbal warning for future reference

2) written warning - defines the problem and how it may be corrected emphasizing the seriousness of the matter and noting the other actions that may result if problem is not corrected

3) probation - a serious action in which the employee is advised that termination will occur if improvement is not achieved with probationary period (a pre-determined length of time designated by the supervisor and Executive Director between two weeks to sixty days depending on severity); a written notice is to be prepared including the following; the specific unsatisfactory situation; a review of oral and/or written warnings; length of probation; the specific behavior modification or acceptable level of performance; suggestions for improvement; scheduled counseling session(s) during probationary period; and a statement the further action, including termination may result; other actions that may result include reassignment or reduction in pay

4) suspension with or without pay - a two or three suspension without pay may be justified who circumstances reasonably require an investigation of a serious incident in which the employee was allegedly involved. A suspension may also be warranted when employee safety, welfare, or morale may be adversely affected if a suspension is not imposed.

In addition, and with prior approval of the Executive Director suspension without pay for up to three consecutive working days may be imposed for such proven misconduct as intentional violation of safety rules, fighting, or drinking alcohol on the job. These examples do not limit management's use of





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suspension with or without pay in other appropriate circumstances, such as the need to investigate a serious incident. In implementing a suspension, a written counseling report should set forth the circumstances justifying the suspension. Such a report shall become part of the employee's personnel file.

5) fines - If determined to be necessary for improvement in employee performance or attendance, Keystone SMILES may impose a reasonable fine on employees for minor disciplinary problems. All such fines will be imposed in full accordance with the provisions and regulations that govern this organization.

6) termination of employment - Termination for cause may be executed as the result of a progressive discipline procedure or for committing a strictly forbidden act, bypassing the previous steps of the procedure. In addition, if an employee is convicted of a violent felony or sale or distribution of a controlled substance during an employment term, termination for cause may result.

We will look at how severe the problem is and how often it has happened when deciding which step to take. There may be circumstances when one or more steps are bypassed.

In most cases, progressive discipline means that we will normally take these steps in the following order:

1) a first offense may call for a verbal warning; 2) a next offense may be followed by a written warning; 3) another offense may lead to a probation; 4) the next offense may lead to a suspension; and, 4) still another offense may then lead to termination of employment.

In very serious situations, some types of employee problems may justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

You should also look at the Employee Conduct and Work Rules policy in this handbook. That policy lists examples of unacceptable conduct that might result in immediate suspension or termination of employment. However, some of the examples of unsatisfactory conduct listed may result in the progressive discipline process described above instead of immediate suspension or termination.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and Keystone SMILES.





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718 Problem Resolution

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES encourages an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Keystone SMILES supervisors and management.

Keystone SMILES tries hard to ensure fair and honest treatment of all employees. We expect supervisors, managers, and employees to treat each other with mutual respect. We encourage employees to give positive and constructive criticism to each other.

If you disagree with Keystone SMILES rules of conduct, policies, or practices, you can state your concerns through the problem resolution procedure described in this policy. You will not be penalized, formally or informally, for making a complaint as long as you do it in a reasonable, business-like manner. You will also not be penalized for using this problem resolution procedure.

Any dispute or claim that arises out of or that relates to employment with Keystone SMILES, or that arises out of or that is based on the employment relationship [including any wage claim, any claim for wrongful termination, or any claim based on any employment discrimination or any claim arising under any federal, state, local or common law, Keystone SMILES is committed to a prompt and fair resolution.

Civil rights statute, regulation or law, including tort or harassment claims [except a tort that is a “compassable injury” under workers’ compensation law], shall be resolved by arbitration in accordance with the then effective commercial arbitration rules of the American Arbitration Association by filing a claim in accordance with the filing rules of the American Arbitration Association, and judgment on the award rendered pursuant to such arbitration may be entered in any court having jurisdiction thereof.

If a situation occurs when you believe that a condition of employment or a decision that affects you is not fair, you are encouraged to use the following problem resolution steps. You may stop the procedure at any step.

1. You present the problem to your supervisor within 30 calendar days after the incident occurs. If your supervisor is unavailable or you believe it would be inappropriate to discuss it with your supervisor, you may present the problem to the Human Resources Office or any other member of management. Whenever issues are raised, both the company and the employee will make a good faith effort to resolve the matter openly discussing the matter and attempting to reach a resolution. Your supervisor/member of management will either respond to the problem during discussion or within 30 calendar days after consulting with appropriate management, when necessary. For record keeping purposes all discussions will be documented.

2. If the issue is not resolved with step one, you present the problem to the Executive Director or Board of Directors within 30 calendar days. The Executive Director/Board of Directors conducts an appropriate investigation into the matter, counsels and advises you, helps you to put the problem in writing, visits with your managers. If a mutual resolution is not reached, the Executive Director or Board of Directors





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may issue a determination on the issue which shall be final unless the employee invokes mediation under this procedure.

3. If the employee is dissatisfied with the decision and the claim involves a material aspect of the employment or an allegation of violation of any law, the employee can request that the matter be submitted to mediation. The parties shall jointly designate a mediator. The cost of the mediation shall be borne equally, unless the parties agree otherwise. The company and employee are obligated to make a good faith effort to resolve the issue through mediation within 30 days.

Problems, disputes, or claims not resolved through the preceding problem resolution steps are subject to final and binding arbitration. Either party may request that the matter be referred to arbitration by a written request of the other party within sixty days of the conclusion of dispute resolution. The arbitration proceeding will be conducted under the Employment Dispute Resolution Rules of the American Arbitration Association. The decision or award of the Arbitrator made under these rules is exclusive, final, and binding on both parties, their beneficiaries, executors, administrators, successors, and assigns.

If you choose to use the arbitration process to resolve a problem, you will be expected to share the cost of the arbitration proceeding with Keystone SMILES. You can get a complete description of the arbitration procedure from the Executive Director.

Not every problem can be resolved to everyone's total satisfaction. However, we believe that honest discussion and listening to each other will build confidence between employees and management and help make Keystone SMILES a better place to work.





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722 Workplace Etiquette

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES can be a better place to work when all employees show respect and courtesy to each other. Sometimes there are problems when employees do not realize that they are bothering or annoying other people. If this happens to you, you should first try to solve the problem by politely telling your co-worker what is bothering you.

In most cases, if you use common sense, the problem can be fixed. We encourage you to keep an open mind. If another employee tells you about something that you are doing that makes it hard for that person to work, try to understand the other person's point of view.

The following are some guidelines and suggestions for how to be considerate of others at work. You will not necessarily be disciplined if you do not follow these suggestions, but the guidelines will help you get along with others. If you have comments or suggestions about workplace etiquette, contact the Human Resources Office.

- * Unless in the case of emergency, do not leave a meeting to answer your cell phone.
- * Make sure cell phones are turned off or on silent while attending meetings.
- * Replace paper in the copy machine and printer paper trays when they are empty.
- * Retrieve print jobs in a timely manner and be sure to collect all your pages.
- * Keep the area around the copy machine and printers orderly and picked up.
- * Be careful not to take or discard others' print jobs or faxes when collecting your own.
- * Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- * Try to minimize unscheduled interruptions of other employees while they are working.
- * Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- * Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- * Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- * Refrain from using inappropriate language (swearing) that others may overhear.

Overall SMILES asks its employees to be courteous of their fellow employees, AmeriCorps members, and community members while working.





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780 Whistleblower Policy

Effective Date: 11/28/2012

Revision Date:

In accordance with the Sarbanes-Oxley Act of 2002, if any employee reasonably believes that some policy, practice, or activity of Keystone SMILES is in violation of law, a written complaint must be filed by that employee with the Executive Director or the Board President. Protecting whistleblowers is an essential component to an ethical and open work environment; therefore, the employee filing the complaint should not fear retaliation or loss of job for disclosing this information.





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800 Life-Threatening Illnesses in the Workplace

Effective Date: 11/28/2012

Revision Date:

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal lives, including work, to the degree that they can. Keystone SMILES wants to help these employees to work as long as they continue meeting acceptable performance standards.

As in the case of other disabilities, we will make reasonable accommodations in accordance with all legal requirements to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on any employee is confidential. Keystone SMILES will take reasonable precautions to protect medical information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing medical information is subject to disciplinary action, up to and including termination of employment.





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880 Professional Training/Staff Development

Effective Date: 12/13/2012

Revision Date:

11. Professional Training

All employees of Keystone SMILES will attend professional development trainings assigned by the entity that governs and supports the employee status in the staff assignment area per program year if deemed necessary and appropriate. The employee may submit for a desired training in writing to the Executive Director for approval.

A summary report and travel voucher is due to the director within ten days of return.

Professional Development travel will not be approved or paid by the agency if it is not directly related to the role and responsibilities of the employee within the agency. Cost incurred by the organization for Professional Development are to support staff members to enhance the quality of their service to Keystone SMILES Community Learning Center. If an employee chooses to leave the organization less than 2 years from the date said expense are incurred, the employee will be responsible for the costs of the training.

12. Staff Development Training

Attendance is required at staff development sessions by all SMILES employees that work directly with programs and administrative offices. Attendance may also be required by community center AmeriCorps Members and National Service Leaders. Development sessions are mandatory and part of all service or job descriptions. Schedules are to be adjusted, and approved by the Director, to allow time for the staff development session. (Ex. hourly employee will have hours adjusted prior to the meeting to ensure the staff's scheduled and paid for the time.)

Staff are required to attend meetings scheduled by the Executive Director's office as designated by the nature of the meetings.

SMILES personnel who are not present at the mandatory meetings and who do not notify the Executive Director at least 24 hours in advance will be given an unexcused absence, all unexcused absences will result in a demerit unless the director deems absence an emergency.





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881 Political Activities

Effective Date: 11/28/2012

Revision Date:

In recognition of its responsibilities as a business citizen, Keystone SMILES encourages its employees to accept the personal responsibility of good citizenship, including participation in civic and political activities, in accordance with their interests and abilities.

Keystone SMILES accepts without reservation the basic democratic principle that all employees are free to make their own individual decisions in civic and political matters. Therefore, no employee's status with the Organization will be affected, in any way, whatsoever, because of participation or non-participation in lawful civic and political activities.

Participation in civic and political activities is considered to be a personal matter and, as such, is generally to be carried on outside of normal working hours. No political activities or solicitations will be carried on within Organization premises.

Political activities are defined for purposes of this policy as activities in support of any partisan political issue or activities in support of, or in concert with, any individual candidate for political office, or a political party, which seek to influence the election of candidates to federal, state, or local offices. The definition includes employees who are or may be candidates for political office.

The Organization reserves the right to deny time off for political activity where the activities, in the opinion of the Organization, would unduly interfere with the employee's fulfillment of any obligations to the Organization. When an employee's full time is required for political activity, however, a leave of absence without pay may be granted.

However, Keystone SMILES does strictly forbid any form of a business gift to federal, state, or municipal employees. Management is charged with the responsibility of informing all employees of this policy and maintaining adherence to it.

Violation of this policy will be treated as a major violation and, depending on the circumstances, may be grounds for immediate termination or other appropriate action.





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882 Parking

Effective Date: 11/28/2012

Revision Date:

Keystone SMILES recognizes the need of our neighboring businesses, community members, customers, suppliers, and visitors parking requirements, SMILES employees should refrain from parking in the metered spaces along main street. Limited parking for two hours or less is permissible. NO staff or AmeriCorps member is to park in the space located behind the Education Center located at 518 Main Street. Keystone SMILES pays for these spaces so that parents may use them when dropping off and picking up their children who are enrolled in our programs. Under no circumstances should any employee park in reserved for business parking. The organization assumes no responsibility or liability for employee automobiles. Lock your vehicle and take your keys.





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883 Facility / Vehicle Maintenance

Effective Date: 12/3/2012

Revision Date:

If staff or members notices that something needs fixed or have a need to have something fixed, than that staff or member needs to submit a **MAINTENANCE** ticket.

Facility Maintenance

Since our staff and Community Corps Member time is limited the ticket should detail what needs addressed, when it needs addressed, etc. The tickets will be assigned to the appropriate staff and addressed as time permits in the order of severity.

Vehicle Maintenance

The ticket should detail which vehicle needs fixed, as much information about the problem that needs addressed, and how soon the vehicle is needed (if the vehicle is needed for travel or transportation). The ticket will be assigned to the appropriate staff to resolve the issue.





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884 Organization Communication

Effective Date: 12/3/2012

Revision Date:

The Organization has created communication tools to assist in the dissemination of information to its employees and National Service Members. They include email, Internal Intranet, the ticket systems and the SMILES Web Sites.

It is the responsibility of the employees and members to check their email daily for updates and important information. In addition, staff is responsible for checking the SMILES Intranet Bulletin and reporting to their members any important updates or information. SMILES personnel will be held accountable for missed meetings, travel or written information. Refusal to utilize this information may result in termination of employment.

Keystone SMILES has in place a series of tickets (detailed throughout the policies) which are designed to keep staff and members connected and any issues addressed promptly). These tickets include the following: **SUPPLY** ticket, **FOOD** ticket, **TRANSPORTATION** ticket, **MAINTENANCE** ticket, **TECHNOLOGY** ticket, **MEMBER** ticket (detailed in AmeriCorps policies), and **HOST SITE** ticket (detailed in AmeriCorps policies). Once any of the submitted tickets are resolved the ticket will be closed by the staff to which it was assigned. Please provide as much information as possible when submitting any of the tickets.

The **TECHNOLOGY** ticket is used when a staff/member is having problems with their email, OnCorps login, the network, the SMILES website, etc. The ticket will be assigned to the appropriate staff or the Technology and Network Maintenance Consultant.

Organization computers and e-mail system are Organization property and should be used for Organization purposes. Unpaid time, break and mealtime usage is permitted for personal needs.

Keystone SMILES reserves the right to access the e-mail system from time to time without notice. Employees acknowledge that the e-mail system is not considered private and that by using the system, employees consent to the Organization's access to it. Keystone SMILES server is Sarbanes-Oxley compliant providing archival of incoming and outbound messages.

Keystone SMILES understands the need to have emails retained in order to protect employees and the organization if an incident or liability subject arises. Therefore the organization has an email retention policy in place. All emails will be archived and backed up to the mail server by the Technology and Network Maintenance Consultant.

To facilitate access, those passwords or security devices known and approved by an employee's supervisor/manager restrict the use of passwords or other security devices by any employee.

Under no circumstances may employees use or be part of a chat room or AOL conversation groups using the agency's computer network unless deemed necessary for work related reasons and approved in writing by the Executive Director.





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885 Program Supplies

Effective Date: 11/28/2012

Revision Date:

All supply and equipment requests are to be submitted using the online **SUPPLY TICKET** system. All requests should be as detailed as possible and correspond with the policies listed below. Tickets will be assigned to the appropriate personnel by the Executive Director, and all additional steps such as purchase orders will be handled by the designated personnel.

General operation supplies:

To obtain general operation supplies, a staff member must submit a **SUPPLY TICKET** by Thursday of each week stating the items with quantity needed as well as the date they are needed. The request will be filled and distributed by the required date, if applicable time is given.

Special Order Supplies:

Requests are to be submitted following the same procedure utilizing the **SUPPLY TICKET SYSTEM**. When submitting your request please include as much detail as possible including the item to be purchased, quantity needed, date needed, and price

- Materials will be purchased at the earliest convenience of the agency. Requests are to be submitted **two weeks** before it is needed. Requests may not be honored without ample notice for purchase.
- Individuals wishing to purchase something and be reimbursed for it must submit a supply ticket for the item(s) and note that they wish to pick up the item. The Executive Director will review said request and notify the individual that their request has been approved. Only pre-approved purchases will be reimbursed by the agency.
- Reimbursement will be forwarded to the purchaser within 2 weeks of receipt of an original receipt.
- All supplies are inventoried and program staff and AmeriCorps Members may not take supplies from the office without a written request form or permission from Barb Buzard/Tami Burns-Stevenson/Nancy Ambrose.

Food Supplies:

All requests for food supplies are to requested through the **FOOD TICKET** utilizing the same procedures documented for program supplies.





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886 Transportation

Effective Date: 11/28/2012

Revision Date:

Approved Drivers

- All SMILES staff members are expected to assist with transportation when or if necessary. However, only approved staff and AmeriCorps Members may drive the agency vehicles. Approval eligibility is determined by age, driving record, and the insurance agency.
- SMILES vehicles are to be used for program needs only. Vehicles and gas cards are not to be used for personal needs unless it is an approved emergency by the executive director.

Vehicles

- All vehicles are smoke free vehicles. Violation of this policy will result in disciplinary action.
- Vehicle keys are located in the Central Office, designated personnel will track vehicle usage. Keys are to be returned to the Central Office upon return of vehicles.
- Vehicle travel logs are located in each vehicle. They are to be used for tracking usage of the vehicle and are to remain in the vehicle until it is refueled. At which time, the log along with the gas receipt is to be submitted to the HR/Financial Office.

Personnel using vehicles are responsible for:

- Making sure the logs are in the vehicles before usage and completing them properly (If there is no log in the vehicle see the HR/Financial Office for more logs.) The vehicle log must be completed each time a vehicle is returned when transporting clients or for any SMILES BUSINESS OR SERVICE.
- Ensuring that vehicles are properly secured such as windows are closed and doors locked
- Vehicles should be kept clean and litter free at all times. The personnel who use the vehicle are responsible. Driving privileges may be revoked if policy is violated.

If applicable, personnel using organization vehicles are responsible for any traffic or parking violations. All fines are to be paid immediately or the amount due will be deducted from the employee's paycheck.

When staff/members are traveling off site they need to submit a **TRANSPORTATION** ticket detailing when they need transportation, why they need transportation, how many miles, whether they will be using a company vehicle, their own, or need a bus, how many people will be travelling with them.

Buses





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Buses may not be taken without a written request to the Community Program Coordinator. The Community Program Coordinator or Director may approve exceptions. Alternate transportation needs will be arranged by the Community Program Coordinator.

All keys and gas cards are to be returned to the central office.

Maintenance

If any mechanical problems arise, please report utilizing the **MAINTENANCE** ticket.

Any oil, gas, or windshield wiper maintenance should be documented.

Vehicles gas tanks should be filled and the gas card returned to the Community Center before any departure.





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887 Program & Community Projects

Effective Date: 11/28/2012

Revision Date:

Community Request for event support are submitted electronically via our agency website www.keystonesmiles.org under the tab For Community. All requests are submitted, reviewed and organized by Jenn Arbuckle. Requests should be as detailed as possible and be submitted at least two weeks in advance to allow time for approval and coordination of said request.

Employees and members who wish to do a program project must communicate with Jenn Arbuckle. She will email them the digital Organization Project Planners which must be completed two weeks prior to the project to allow for processing time.

Keystone SMILES thrives on the statistics it generates from both organization and community project and events. A final project report is to completed by the personnel responsible for the project/event and must be submitted to Jenn Arbuckle via digital form. The digital form will be emailed following the close of the project or event and must be completed and submitted within five business days of the receipt of the digital form.





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888 Fundraising / Grant Proposals

Effective Date: 11/28/2012

Revision Date:

General Information

Each employee of Keystone SMILES is required to participate in at least two fundraising events or grant proposals per program year.

Fundraising may include but is not limited to training services, program activities, etc. Upon approval from the Executive Director, fundraisers may be ongoing such as CPR training and lollipop sales. Daily submission of fundraising money is required to the HR/Financial Office for deposit. No money will be kept in program areas unless permission is given by the Executive Director. Only approved petty cash funds is allowed to be in the possession of program staff.

A request proposal for fundraising must be submitted and approved by the Central Office before it is permitted to be implemented. Items to be included in a proposal: type of fundraiser, purpose, timeline, and personnel and material needs, etc.

Original approved proposals must be submitted to the HR/Financial Office immediately upon receipt of paperwork from the program staff member. A copy will be distributed to program staff responsible for implementation.

A fundraising project report must be submitted to the Executive Director's office by the end of the month in which the project took place. All revenue and expenditure transactions must be occurred through the financial accounting systems office of Keystone SMILES.

Grant Writing Procedure

Staff Initiative:

Research, read, and determine if grant guidelines are applicable to the mission of Keystone SMILES Inc.

Submit a request for pre-grant approval to the front central office mailbox.

Upon written approval, proposal will be collaboratively written with resource personnel and agency director. The SMILES resource office will provide required budget and financial information for the grant submission. Proper planning for grant submission is required. If additional postage costs are incurred due to poor planning, the person(s) responsible for the grant proposal will be responsible for the cost, not the agency.

Agency Assigned Grants:





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The director of the agency may assign personnel outside the resource office to assist in proposal writing and preparation if deemed beneficial for the sustainability of personnel or SMILES programs.

The staff personnel are to work collaboratively with the resource department in preparation and submission of resource opportunities.





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889 Publications / News Articles

Effective Date: 11/28/2012

Revision Date:

News Articles and Advertisements

All news articles, pictures, and advertisements for projects, programs, positions, etc. are to be submitted to the Executive office for approval before submission.

Publications

(Publications include: newsletters, letters to stakeholders, thank you notes, PowerPoint presentations, flyers, brochures, etc.)

Printed material becomes the property of Keystone SMILES and must be saved to the server and dated via the document name accompanied by the initials of the author of the document.

The Executive Office must approve all written materials before final printing or release of any kind representing the agency, its programs, or procedures to the public.

In order to allow sufficient time for the Executive Office to approve printed materials, publications should be submitted no later than 1-3 days before the anticipated publication date.





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890 SMILES' Property & Key Policy

Effective Date: 12/3/2012

Revision Date:

Keystone SMILES employees are responsible for the care, security, and safety of all agency property, including but not limited to equipment such as cameras, video cameras, copiers, typewriters, and computers.

Keys

The Directors of the SMILES Centers are directly responsible for overseeing the security of their buildings. Keys are only to be distributed to staff for opening and closing purposes. Directors are to notify the Executive Office when staff will be using the buildings after normal hours of operation. Each Director is to provide the Executive Director with names of staff members who have possession of keys at the beginning of each contract year. The Executive Director is to be notified if key distribution changes during the program years.

420 Main Street houses the AmeriCorps Hub, Financial and Personnel Files. Five people are issued keys for this building: Libby Hansford, Barbara Buzard, Joyce Fosdick., Mike Goodwin, and Nancy Ambrose. Keys are distributed on a need basis upon approval by one of the administrators of the building. A key will be distributed through the Community Learning Center Office for use after normal business hours. The key is to be left in the mailbox of Barbara Buzard upon leaving the center on the day of use.

420 Main Street will be locked in the morning until 8:00am. If you should need in the building before that please contact key administrators.

518 Main Street houses the Alternative Education and Pre-K Centers. Staff with keys issued for this building are: Barbara Buzard, Joyce Fosdick, Libby Hansford, Mike Goodwin, Heather Custer, Monica Weeter, Lyle Foringer and Andy Traister.

A copy of all keys to filing cabinets and offices are to be handed in to the Executive Director immediately upon receipt or installation of new locks. Keys for personnel and financial files will be kept in the Executive Director's Office.

SMILES Property

All property of Keystone SMILES is for program and Organization use. Any requests for personal or other use involves the following policies. Portable equipment used by an individual will require a Memorandum of Understanding between the individual and organization for the privilege of usage.

Program Use

Property used for program by staff members is to be used as if it were their own personal property. These files are the sole property of Keystone SMILES and shall be relinquished to the central office upon termination of employment and at the end of each program year. Data files are to be submitted to the central office upon request at any period during each program year for reporting purposes. Reasonable wear on the property is expected. If negligence is a result of damaged or destroyed equipment and property, the employee may be responsible for its replacement.





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Personal Use or Community Request for Use

Items such as tables, chairs, video equipment, vehicles, etc. are issued upon a fee for use policy. These fees are determined by the Central Office Staff. Anyone may use the property if a deposit and fee is honored. Items damaged or lost during use must be replaced at its market value.

Keystone SMILES reserves the right to prohibit use of certain items the organization feels is in the best interest not to lend out. Special requests must be approved by the Executive Director that are not customary or normal.

Video/Digital/Traditional Cameras

Each program has been assigned one digital camera for program use. Program staff will be responsible for the usage and safety of the camera assigned to their program. Cameras should be kept in a secure location and returned there at the end of the day. A log should be kept indicating who has the camera, when it was taken, and when it was returned. The cameras are to be returned immediately after use for other program usage.

Netbooks

Traveling netbooks have been purchased for when staff are in need of computer access while traveling. They can be signed out for use in the HR/Financial office.





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