

PERSONNEL POLICY AND PROCEDURE MANUAL TEMPLATE

Insert Your Logo Here

(INSERT YOUR SYSTEM NAME)

Note:

This manual is intended to be a “sample” or “go-by” to help Small Water Systems generate their own customized Personnel Policy and Procedure Manual. Be sure to read and make changes to fit the needs of your system.

ACKNOWLEDGMENTS

Procedures Manual/Grievance Committee Members:

List Committee Members Below:

Version
Revised:

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(this is to be signed by employee and given to supervisor)

WELCOME TO (INSERT YOUR SYSTEM NAME)

A career with (INSERT YOUR SYSTEM NAME) offers many opportunities for your personal success; and, to assure operational excellence at (INSERT YOUR SYSTEM NAME), we have developed this Personnel Policies & Procedures Manual.

HOW TO USE THIS PERSONNEL POLICIES & PROCEDURES MANUAL

This manual is provided for your use as a ready reference and as a summary of our human resources policies, work rules and benefits. It is designed to acquaint you with the system's policies as quickly as possible. It is MANDATORY for you to read the entire manual promptly so that you will have a complete understanding of the material covered.

Please understand that this manual highlights system policies, practices, and benefits for your personal education and cannot be construed as a legal document. An employee's employment and compensation can be terminated with or without cause and with or without notice at any time at the option of the system. No manager or representative of the system has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to this paragraph. This manual is not intended to constitute a contract of employment or a guarantee of the benefits or policies stated in it. The system may unilaterally revoke or revise this manual for any reason at any time. As policies and benefits are revised, updated pages will be distributed to you. Please keep this manual readily available and insert the updated material promptly so that it is current at all times.

THE SYSTEMS'S GOAL

Our goal at (INSERT YOUR SYSTEM NAME) is to improve the quality of life in the rural and small municipal areas of the State of Louisiana. To achieve this goal, dedicated and skilled people are essential. And that's where you come in. You have been selected to be part of the (INSERT YOUR SYSTEM NAME) team because of your abilities, experience and interest.

With responsibility and hard work come rewards. This manual will acquaint you with some of the more tangible ones. It will also tell you about (INSERT YOUR SYSTEM NAME) policies, operating guidelines, and opportunities for advancement.

Please feel free to ask questions about any phase of your job or the system in general at any time. The Executive Director (Executive Director) will always be open to discussing any problems you may have and also be an outlet for providing information or answers to your questions.

YOUR CAREER

A career with (INSERT YOUR SYSTEM NAME) offers many opportunities for personal success, as long as you and (INSERT YOUR SYSTEM NAME) are satisfied with each other. Although you or the system may terminate this employment relationship at any time, we hope that there will be no reason to do so. As you gain experience with the system and demonstrate your skills and initiative, your achievements will be recognized and new opportunities for career growth may become available. In addition, many of the benefits that you enjoy accumulate according to your length of service.

DISSEMINATION

All system employees shall be required to read this manual upon being hired and to sign a statement acknowledging they have read and understand this manual. Upon adoption of this manual, current employees will also be required to read and sign a similar statement. Each department head will maintain a copy of the most current manual in their office for this purpose.

CHAPTER I

EMPLOYMENT

1-1. GOVERNANCE POLICIES/GUIDELINES

A. Board of Directors

The governing body of (INSERT YOUR SYSTEM NAME) is the Board of Directors. Only the full board may act on behalf of the system. The Executive Director works for the full board. The Board directs the Executive Director only through motions reflected in the minutes. The President works closely with the Executive Director and is a liaison between board members and the Executive Director. Communication between board and staff shall not circumvent system policies or procedures or board authority. The board of directors will be responsible for interviewing of all potential applicants and hiring for the position of Executive Director

B. Executive Director

The Executive Director is responsible for all personnel actions including hiring and termination. Manage and direct the daily operations of the organization according to the policies, procedure, and goals as set forth by the board of directors. Implement a team environment. Maintain a positive rapport with the board and staff. Conduct annual performance reviews of all staff. Implement the Long Range Plan. The Executive Director is expected to follow all personnel policies and insure legal compliance with all personnel/labor laws and regulations. The Executive Director is expected to keep the President informed of any major personnel issues.

1-2. OTHER POLICIES/GUIDELINES FOR CONSIDERATION

A. Financial

The Executive Director is responsible to see that all expenditures are within budgeted amounts. Budgets shall be submitted to this board for review, modifications and adoption in a timely fashion.

B. Committees

Committees shall have no authority to expend funds or direct staff unless specifically granted in their charge. Committee recommendations will be presented to the board for approval or modification.

1-3. WAGE RATES AND FRINGE BENEFITS

Employees will be placed on the wage scale commensurate with the position and their experience. Employees working 32 hours or more per week are entitled to fringe benefits. Salaries are set and approved/reviewed by the Executive Director, the Salary Review/Finance Committee will set/approve the Executive Director salary with approval by the full Board of Directors annually. (INSERT YOUR SYSTEM NAME) is required to make deduction from pay in accordance with appropriate Federal and State Laws. New Employees are required to complete the necessary forms to authorize these deductions on the first day of employment. Payroll checks are issued on the 1st working day of the month. Travel checks are issued monthly after submission of approved travel expenses.

1-4. INITIAL EMPLOYMENT PERIOD

In addition to completion of job application, all prospective employees will be required to obtain a motor vehicle check, physical, and undergo alcohol/drug testing. Thereafter an annual motor vehicle check will apply to all employees. Motor Vehicle Check may also be ran for probable cause. (INSERT YOUR SYSTEM NAME) will select the physician to administer the examination. Results are to be forwarded by physician directly to (INSERT YOUR SYSTEM NAME). The cost of all examinations and testing will be paid by the system. Employment is contingent upon evaluation of test results.

During the first 120 days of probationary employment, employees shall demonstrate their ability to satisfactorily perform their job duties. Within this period the employee may be laid off or terminated at the discretion of the Executive Director with approval of the (INSERT YOUR SYSTEM NAME) Board of Directors. After probationary period, employee will be evaluated for possible permanent employment with all benefits and privileges afforded that position.

1-5. TYPES OF EMPLOYMENT

- A. TEMPORARY --- Refers to employees hired to work for a limited period of time. Temporary employees are not entitled to fringe benefits.
- B. PART-TIME --- Refers to employees who work less than the normal work week. Part-time employees who work less than 32 hours a week are not entitled to fringe benefits.
- C. REGULAR --- Refers to employees who work a minimum of 40 hours per week. Regular employees are entitled to fringe benefits as outlined in this manual, regardless of the contract period.
- D. LAY-OFFS -- At the time of employment, employee will be informed that should system funding decrease, all staff positions will be evaluated for possible downsizing or restructuring.

The determination of who continues their employment will be based on evaluation of job performance and length of service.

1-6. NEPOTISM

- A. The (INSERT YOUR SYSTEM NAME) will not employ a member of the immediate family of a Board or Staff Member.
- B. Immediate family includes spouse, children, mother, father, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, grandfather, grandmother, grandson, or granddaughter.
- C. If two employees marry, neither shall be required to resign or transfer unless they have a direct supervisory relationship.
- D. No change in the existing status or position of a current permanent employee will be required if such position and/or relationship existed at the time of the adoption of this policy. i.e. If a member of an employee's immediate family later becomes a board member.
- E. Present employees are "Grandfathered" and are not subject to any of the above provisions or restrictions.

CHAPTER II

EMPLOYEE FRINGE BENEFITS

2-1. WHAT YOU CAN EXPECT

Eligible employees enjoy many benefits and services in addition to a paycheck. Paid time off, training, and pension are all part of the benefits package.

2-2. DEFINITIONS

Salary alone cannot be used to measure the total attractiveness of employment. The term "Fringe Benefits" refers to those added employment attractions that are provided by the (INSERT YOUR SYSTEM NAME) to increase production and/or level of service.

2-3. INSURANCE

Eligible employees are offered health and dental insurance benefits, or a supplement plan. (INSERT YOUR SYSTEM NAME) will pay the employees monthly premium. Employee is responsible for dependants that are covered under the plan through the payroll cafeteria plan.

2-4. RETIREMENT BENEFITS

Eligible employees are offered the (INSERT YOUR SYSTEM NAME) 401K Retirement Program. Participation in the Retirement program begins after the completion of 120 days of service. Retirement benefits will be fully vested after 120 days of service. Information may be obtained by contacting the office of (INSERT YOUR SYSTEM NAME).

2-5. HOLIDAYS

A. All eligible employees shall be entitled to fourteen (14) paid holidays. They are:

- | | |
|---------------------------|----------------------------|
| 1. New Year's Day | 8. Labor Day |
| 2. Martin Luther King Day | 9. Veteran's Day |
| 3. Mardi Gras | 10. Thanksgiving Day |
| 4. President's Day | 11. Day after Thanksgiving |
| 5. Good Friday | 12. Christmas Eve |
| 6. Memorial Day | 13. Christmas Day |
| 7. Independence Day | 14. Non-specified Holiday |

When one of these days falls on a Sunday, the following Monday is observed as a holiday; and if the holiday falls on a Saturday, the preceding Friday is observed as a holiday.

Each employee earns one additional non-specified holiday each year. This holiday may be taken with the pre-arranged approval of the Executive Director. If a new employee begins work during the first six (6) months of the year, they are entitled to this holiday. If any employee begins work during the last six (6) months of the year they will not have this additional day until the following year.

B. If an employee is required to work on an authorized holiday, he/she shall be entitled to one and half (1.5) hours off the regular work schedule for each holiday hour worked.

2-6. VACATIONS

A. Vacation leave is granted on January 1 of each year and is to be scheduled with your immediate supervisor and approved by the Executive Director. Vacation must be taken in the calendar year granted and is eligible as follows:

- 1st year --- days granted equals the number of months the employee has worked during the previous calendar year times 83%.
- 2nd year through 4 years --- 10 days
- 5th year through 19 years --- 15 days
- 20 years and above ---- 20 days

B. If an authorized holiday falls within an employee's vacation leave, he/she will be entitled to one (1) additional day beyond the specified vacation period.

- C. Under unusual circumstances a written request for carryover may be submitted to the Executive Director. A maximum of ten (10) vacation days may carryover of into the following year. Any conflicts with vacation days will be resolved by the Executive Director.
- D. Vacation rights are vested after satisfactory completion of the first 120 days of employment. Upon termination of employment, an employee will be paid for all accrued vacation.

2-7. SICK LEAVE

- A. All eligible employees accrue sick leave at the rate of one (1) day per month with a maximum of 120 days of accumulation at any one time.
- B. An employee who is absent and request sick leave to cover such absence, will be required, after three days, to furnish a doctor's certificate. Following an extended illness an employee will be required to submit to Executive Director a doctor's release prior to returning to work.
- C. Sick leave is primarily intended to be used for the personal illness of the employee. Sick leave may be granted at the discretion of the Executive Director for the purpose of attending to immediate family members, provided this leave does not interfere with the efficient operation of the employee's department, and this type of sick leave cannot exceed ten (10) days a year.
- D. Immediate family as applied to this section consists of the following: spouse, children, brother, sister, mother, father, mother-in-law, father-in-law, grandparents and grandchildren. Leave for other relatives may be left to the discretion of the Executive Director.
- E. Upon departure for whatever reason, from **(INSERT YOUR SYSTEM NAME)** no compensation for accrued sick leave will be paid to employee.

2-8. WORKERS' COMPENSATION

All employees are covered by Workers' Compensation, which provides medical reimbursement and disability benefits for job-related illness or injury. Reporting procedures are critical to qualification for payment under Workers' Compensation. If an employee is injured while on the job, no matter how minor, the circumstances should be reported to the Executive Director/Office Manager immediately. Such claims should be reported within 48 hours. A statement from the attending physician stating that you are able to resume your normal duties will be required before you return to work.

2-9. OVERTIME

Non-exempt/salaried employees are not entitled to overtime; provided however, in the event of a state of emergency or disaster declared by any local, state or federal governmental body or agency and upon approval by the Board of Directors of (INSERT YOUR SYSTEM NAME), overtime pay shall be paid to non-exempt/salaried employees of (INSERT YOUR SYSTEM NAME). Overtime pay shall be paid in accordance with the following formula:

Hourly overtime rate = Annual Salary/2080 hours x 1.50

Further provided however, overtime pay shall not be due and payable to employees until (INSERT YOUR SYSTEM NAME) actually receives funds from an outside source specifically for the purpose of reimbursing said overtime.

2-10. SEVERANCE PAY

Upon termination of employment with (INSERT YOUR SYSTEM NAME), for any reason, except termination for cause, granting of severance pay (if any) is left solely to the discretion of the Board of Directors. Determination, if any, will be based upon the following:

- A. Years of service
- B. Annual Salary
- C. Cause of termination
- D. Contribution to agency
- E. Availability of (INSERT YOUR SYSTEM NAME) funds

CHAPTER III

ABSENCES

3-1. BENEFITS DURING LEAVES OF ABSENCE WITHOUT PAY

During leaves of absence without pay all fringe benefits are suspended commencing with the first day of leave. Your seniority status is interrupt during your prolonged absence, however, it will resume on your first day back to work.

3-2. MATERNITY LEAVE/PATERNITY LEAVE

See attachment relating to Federal Law Family and Medical Leave Act of 1993. All request will be handled in accordance with said law. Any additional information can be obtained from **(INSERT YOUR SYSTEM NAME)** office.

3-3. PERSONAL LEAVE OF ABSENCE

A personal leave of absence is time off from scheduled work without pay. A personal leave is not a privilege, and in no instance is a leave granted automatically. Decisions to grant a personal leave are based on your work record, the work load, and the availability of other personnel to handle the work in your absence. A personal leave of absence may be granted by the Executive Director or in his/her absence the request is made to the executive committee. Notification of such leave will be given to the board of directors.

3-4. MEDICAL LEAVE

When, in the opinion of the Executive Director, an employee is unable to perform duties due to his or her physical condition, the employee may be required to submit to a physical examination at the cost of the employer by a physician named by the Executive Director. If the report of the medical examination indicates that the employee is unable to perform his/her duties effectively, the Executive Director may require the employee to take a medical leave of absence not to exceed three (3) months. While on medical leave an employee is eligible to receive payment only for what sick leave and vacation they have accumulated. Upon return to work, the employee must submit a written release from the initial examining physician.

3-5. JURY DUTY

An employee who is called to serve on a jury shall be granted all necessary leave with pay equaling the difference between the pay received while on such duty and the employee's regular salary. An employee called for jury duty should immediately notify the Executive Director.

3-6 VOTING TIME

The **(INSERT YOUR SYSTEM NAME)** encourages all employees to vote. However, when the polls are open before and/or after the employees workday, employees are expected to vote during the non-working hours.

3-7. MILITARY LEAVE

- A. Military duty means training and service performed by a reservist or any entrant into a temporary component of the Armed Forces of The United States.
- B. Reserve Training or Emergency Service Leave --- An eligible employee who has completed his probationary period and who is a member of any reserve component of the U.S. Armed Forces or the National Guard may be granted a leave of absence not to exceed ten (10) working days or a period of time as specified by the Executive Director for emergency service duty. Any military leave will be charged against any accrued vacation.

3-8. SABBATICAL LEAVE

The Executive Director may grant an eligible employee leave without pay when it is to the advantage of the system. The employee and the Executive Director will execute a written agreement setting forth the terms of such special leave.

3-9. FUNERAL LEAVE

Three (3) days leave with pay may be authorized by the Executive Director for the death of a member of the employee's immediate family. Immediate family as applied to this section consists of the following: spouse, children, brother, sister, mother, father, mother-in-law, father-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, grandparents, and grandchildren. One day's leave may be authorized for other relatives or persons meeting the approval of the Executive Director.

CHAPTER IV

EMPLOYER/EMPLOYEE RIGHTS AND RESPONSIBILITIES

4-1. RESPONSIBILITIES

- A. It is the responsibility of all employees to maintain high standards of personal conduct, cooperation, efficiency, loyalty and economy in their work for the (INSERT YOUR SYSTEM NAME). Executive Director shall organize and direct the work of their units in a manner calculated to achieve these objectives.
- B. It is the responsibility of the Executive Director to provide each employee with a current Job Description as outlined in the various (INSERT YOUR SYSTEM NAME) contracts. This Job Description shall outline as clearly as possible the specific responsibilities of the job assignment. Such Job Description can be amended or revised with notification and shall become a permanent part of the employee's file. After a review by the Executive Director and employee of Job Description it will be signed by employee and Executive Director and become a permanent part of the employees file.

4-2. DISCIPLINARY RULES

Some examples of conduct which could cause suspension or dismissal shall include, but not be limited to, the following:

- A. Gross neglect of duty;
- B. Refusal to comply with management's lawful instructions; (Insubordination)
- C. Intentional falsification of personnel records, time reports or other records;
- D. Conviction of a felony;
- E. Indulging in careless or offensive conduct;
- F. Inefficiency in the performance of job duties;
- G. Careless or neglect with monies or property;
- H. Theft or intentional destruction of property;
- I. Intoxication by alcohol or drugs while at work;
- J. Inducing or attempting to induce, any employee to commit an unlawful act or to violate professional ethics.

- K. Using or threatening to use personal or political influence to secure special considerations.
- L. Accepting personal gifts or gratuities in exchange for favorable treatment;
- M. Distributing and/or discussing with un-authorized persons any confidential information obtained through their employment.
- N. Excessive absences and/or tardiness;
- O. Smoking in unauthorized areas;
- P. Violating a safety rule or practice;
- Q. Unsatisfactory job performance;
- R. Breach of professional confidence;
- S. Engaging in the unlawful manufacture, distribution, possession, or use of a controlled substance;
- T. Sexual harassment;
- U. Any other conduct which would indicate an employee's un-willingness or inability to perform or which in the sole discretion of management is detrimental to the best interest of the Association.
- V. The use of gerrymandering strategy to benefit an employee alone instead of the total association.
- W. Not following the chain of command as outlined in this manual. (This means the discussion of grievances with board members prior to following the grievances procedures set forth in this manual.
- X. Creating or attempting to create dissension among fellow employees and board members, through the spreading of gossip, rumors and/or un-truths that could lead to employee un-rest and/or internal problems.
- Y. Suspended drivers license - reason for termination.

4-3. DISCIPLINARY ACTION

If, in the discretion of the Executive Director, the conduct of the employee is such that the following order of disciplinary actions should not be followed, then Executive Director may select other action he/she deems appropriate as approved by the executive committee.

- A. FRIENDLY WARNING --- The first time a minor violation occurs, the Executive Director discusses it with the employee.

- B. VERBAL WARNING --- Second time, for the same minor violation, or first time for a serious violation, the Executive Director will counsel the employee. Signed documentation of the verbal warning shall become a permanent part of the employee's file and a copy shall be provided to the employee.
- C. WRITTEN WARNING --- Written notice is given to an employee for a third violation offense or for a violation of a more critical nature, according to the following steps:
 - 1. The Executive Director will explain the seriousness of the situation;
 - 2. Both parties will discuss possible solutions to the situation;
 - 3. A written warning is completed and signed by both parties;
 - 4. A copy of the form shall become a permanent part of the employee's file and a copy provided to the employee.

4-4. DISCIPLINARY ACTION --- SUSPENSION

- A. Suspensions are temporary separations from employment without pay for disciplinary purposes. Each suspension shall not exceed three (3) days.
- B. The Executive Director may suspend an employee who is under his/her supervision for any violation of system policy. A third-party witness must be present during the suspension process.
- C. Executive Director shall give a report in writing to the Executive Committee regarding any suspension.

4-5. DISCIPLINARY ACTION --- DISMISSAL

- A. The Executive Director has authority to terminate the services of any employee because of:
 - 1. A reduction in force;
 - 2. Violation of a disciplinary rule;
 - 3. Unsatisfactory performance; or

4. Gambling while on company time.
 5. Other violation.
- B. No regular employee shall be dismissed because of a reduction in force while there are temporary or part-time employees serving in the same or comparable positions.
- C. An employee who becomes incapacitated because of a mental or physical disability shall be given the opportunity to continue employment in another capacity providing a position is open which the employee is capable of performing and providing there is written approval of a physician.

4-6. GRIEVANCES

A grievance is an actual or supposed circumstance regarded as cause for protest.

- A. Counseling --- An employee who believes he/she has a valid grievance must submit the complaint orally to the Executive Director within five (5) regularly scheduled work days of the incident giving rise to the complaint. The Executive Director shall attempt to resolve the complaint promptly and fairly by counseling the employee within two (2) regularly scheduled workdays after the complaint has been submitted.
- B. Written Appeal to Executive Director --- If the employee is not satisfied with the response to the oral appeal of the grievance, the grievance must be put in writing, signed by the employee, and presented to the Executive Director within five (5) regularly scheduled work days. The written grievance shall state:
1. who is affected;
 2. what happened;
 3. when it happened;
 4. where it happened; and
 5. what adjustment is requested.

Executive Director shall give a written answer to the aggrieved employee within ten (10) regularly scheduled workdays after receipt of the written grievance. If the complaint has not been resolved by this procedure within the stated time limits, the employee has the right to submit written appeal to the Grievance Committee, attaching copies of all correspondence concerning the complaint. Each appeal to the next level must be made within five (5) regularly scheduled workdays of management's decision. The aggrieved employee can take the grievance as high as the Grievance Committee, but all other steps in seeing that the grievance is resolved must first be met. The Grievance Committee's decision on any grievance shall be final unless the complainant desires to appeal to the full board of directors. Grievances may only be filed by employees.

TIME LIMITS

At any step of the grievance procedures, time limits may be extended only by mutual agreement. If at any time, the Executive Director fails to reply to a grievance at any step within the specified time limit, the grievance will proceed to the Grievance Committee. If an employee fails to timely appeal to the next level of management, the grievance shall be resolved based on management's last response. All disciplinary action or grievance of or on the Executive Director is brought to the Executive Committee.

DEFINITION OF REGULARLY SCHEDULED WORKING DAYS

The words "regularly scheduled working days" are defined as those days which are scheduled for work between Monday and Friday, excluding recognized holidays.

4-7. RESIGNATION

An employee's resignation should be submitted in writing to the Executive Director and should include their reasons for resigning.

An employee is expected to give two (2) weeks notice of resignation. Supervisory employees are expected to give four (4) weeks notice. Upon receipt of written notice, an employee's final check will be ready at the close of the last working day. If written notice is not received the employee's check will be prepared in a timely manner and mailed to a designated mailing address. Employee's paycheck will be held until all material furnished by (INSERT YOUR SYSTEM NAME) and reports pertinent to or belonging to (INSERT YOUR SYSTEM NAME) are returned in satisfactory condition. Executive Director's resignation must be made to the board of directors.

4-8. SEXUAL HARASSMENT POLICY

It is the policy of (INSERT YOUR SYSTEM NAME) not to discriminate in any employment practices on the basis of race, color, sex, national origin, or religion as prohibited by the federal Civil Rights Act, or on the basis prohibited by any other applicable law. This prohibition on discrimination applies to all aspects of employment, including but not limited to hiring, firing, promotion, assignment, compensation, discipline, and other terms and conditions of employment. It is the responsibility of all employees, supervisory and non-supervisory, to adhere to this policy and to use all efforts to further its goals and spirit.

Sexual harassment is a form of unlawful discrimination based on sex. In some circumstances, it may also violate other laws. Any form of unlawful discrimination to which this policy applies is a very serious matter and will not be tolerated at (INSERT YOUR SYSTEM NAME). Because there is often a great deal of confusion about sexual harassment it is described here.

Sexual harassment, including, but not limited to, unwelcome sexual advances, request for sexual favors, or other verbal or physical conduct of a sexual nature, is unlawful discrimination based on sex when submission to such conduct is explicitly or implicitly a requirement of the individual's employment, or used as a basis for any employment decision concerning that individual, or when such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment as so defined will not be condoned. Our employees are absolutely prohibited from engaging in it. Further more, the Executive Director is instructed to use all reasonable means to become aware of whether employees are being subjected to sexual harassment. The Executive Director who knows or should know that any employee is being subjected to sexual harassment must take immediate corrective action and must report that fact to the Executive Committee. Appropriate disciplinary measures will be taken against employees who cause, engage in, encourage, condone, or otherwise permit unlawful sexual harassment as provided in the above paragraph. Such conduct may be grounds for dismissal from employment. If you feel you have been sexually harassed:

- A. Tell the Executive Director. During this discussion, feel free to "speak candidly". The Executive Director will listen in a friendly, courteous manner, because it is his or her desire to understand and aid in solving problems that arise in your work. Generally, you and the Executive Director will be able to resolve your problem. If the Executive Director is the person who is sexually harassing you, you should go to the Executive Committee.

- B. If you do not get your problems straightened out with your Supervisor, continue to follow the grievance procedures specified in Chapter IV, Section 6. He or she will obtain all the facts and endeavor to settle your problem in a fair and equitable manner. If you are still not satisfied, you may arrange to proceed up the chain of command to the board of directors.

There will be no discrimination or recrimination against any employee because he/she presents a complaint or problem.

4-9. ALCOHOL/GAMBLING/DRUG-FREE WORKPLACE

- A. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance by employees is prohibited in the workplace. As a condition of employment, employees must abide by this policy.
- B. Alcohol/Drug abuse in the workplace has major adverse effects on the welfare of all citizens of the United States, and it results in lost productivity each year. Employees who use illegal drugs have three to four times more accidents while at work.

Employees with alcohol/drug abuse problems are encouraged to seek help. Employees desiring more information on the dangers of alcohol/drug abuse in the workplace and those employees needing alcohol/drug counseling, rehabilitation, or other employee assistance should contact the Executive Director for assistance.

Employees will be referred to the appropriate resource for available counseling, rehabilitation or other assistance at the expense of the employee.

- C. Penalties will be imposed upon employees for alcohol/drug abuse violations:
 - a) Employees must notify their employer of any criminal alcohol/drug statute conviction for a violation occurred:
 - b) Within thirty (30) days of receiving notice of any criminal alcohol/drug statute conviction for any violation occurred. The employer will take appropriate personnel action against such employee, up to and including termination; or

D. Within thirty (30) days of receiving notice of any criminal alcohol/drug statute conviction for a violation occurred, the employer may require such employee to participate satisfactorily in a alcohol/drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency, at his/her own expense.

CHAPTER V

EMPLOYEE RELATIONS

5-1. REIMBURSEMENT FOR TRAVEL EXPENSES

- A. Travel undertaken for system purposes other than regularly scheduled in state work, In-Service or Conferences must be approved in advance by the Executive Director. Travel of Executive Director must be approved by President or in his absence any officer of the Executive Committee.
- B. (INSERT YOUR SYSTEM NAME) follows the general guidelines on allowable travel expenses within the Federal Government or as specified in contract.
- C. No employee can approve his/her own reimbursement claim.

5-2. TRAVEL BY NON-EXEMPT EMPLOYEES

Unless specified by their job description, no non-exempt employee shall be required as a condition of employment to make any trip to a system function outside the city of the systems' location. Occasionally an employee may be offered the opportunity to attend functions such as the Technical Conference. These meetings offer the employee the opportunity to meet members of the system and become better informed about our mission and objectives. An employee may also be offered the opportunity to attend an education training session that would improve his/her job performance.

All employees are specifically cautioned against engaging in hazardous activities on any such trip or participating with other attendees in any activities that may result in personal injury.

5-3. ASSIGNMENT RESPONSIBILITIES

Employees are responsible in seeing that they understand their assignment of job performance fully.

5-4. HOURS OF WORK

- A. The normal workweek consists of five (5), eight (8) hour days.
- B. Normal office hours will be from 8:00 a.m. to 4:30 p.m., Monday through Friday with a half hour for lunch. A fifteen-minute break is granted in the morning and the afternoon. Neither lunch time or break time will be accumulated.
- C. The Executive Director may designate other hours of work and may alter the administrative workweek if such action is necessary or in the best interest of the system.

5-5. CHANGE OF ADDRESS

Employees are required to inform the system of any change of address or telephone number.

5-6. OUTSIDE EMPLOYMENT

- A. Basic Policy --- No employee may undertake outside employment that conflicts or interferes with system business, responsibilities or interest.
- B. Compensation for Activities During Normal Office Hours --- Employee acceptance of any compensation from a source other than **(INSERT YOUR SYSTEM NAME)**, is prohibited

5-7. EMPLOYEE TRAINING

Employees are encouraged to obtain continued education. Request must be approved in advance by the Executive Director.

5-8. EMPLOYEE EVALUATION

The work of each employee is to be reviewed in accordance with the organizational chart. Evaluation of new employees should be done on a monthly basis until the probationary period is ended. The evaluation shall relate specially to the performance of the job assigned to the employee and promote effective functioning of the system.

Evaluation of Executive Director will be done by (INSERT YOUR SYSTEM NAME) Executive Committee.

An evaluation report is made on the Employee Evaluation Form every six months. The report is reviewed and signed by the staff member with the right to make comments if he/she wishes.

Evaluations are made permanent part of the employees personal file.

CHAPTER VI

WHAT IS EXPECTED OF YOU

6-1. WHAT IS EXPECTED OF YOU

(INSERT YOUR SYSTEM NAME) expects each employee to maintain high standards of conduct and job performance to ensure the well-being of all employees and to protect the rights of fellow employees and visitors alike.

6-2. ATTENDANCE

Regular attendance and punctuality are essential to providing high quality work and to avoid extra work for fellow employees. All duties and work schedules have been thoughtfully planned so that efficient, dependable service is uninterrupted. Therefore, if you are going to be late or if you will not be able to report to work, notify the Executive Director or other designated person. Failure to notify above mentioned person could result in disciplinary action.

6-3. ACCOUNTING OF TIME

Each employee is required to maintain daily logs or time sheets and to submit them for examination to the Executive Director. These logs or time sheets are then kept on file.

6-4. PROFESSIONAL ETHICS AND CONFIDENTIAL INFORMATION

Fellow employees have an unquestionable right to expect all personal information about themselves, their illness, their family and financial circumstances to be kept confidential. Every employee has an obligation to protect this confidence. Never discuss privileged information with others who are not authorized to receive it, either inside or outside the office.

Employees are expected to refrain from disclosing information regarding the operations or business.

6-5. GIFTS OR GRATUITIES

Accepting personal gifts or gratuities in exchange for favorable treatment is against system policy.

6-6. PERSONAL APPEARANCE

Your personal appearance creates an impression on our members and the public. It is important that the impression you create be totally professional. Dress should be kept neat and clean at all times. Employees should wear apparel appropriate to their job and the tasks to be accomplished.

6-7. CONDUCT

A high standard of conduct is necessary to ensure the well-being of our members. We have an obligation to be considerate, compassionate and skilled in the performance of our work and attentive to the needs of others. We must all earn our position of trust and confidence.

6-8. SAFETY

All employees are responsible for ensuring all safety procedures are being followed and all necessary safety equipment being used. Disciplinary action shall be taken if an employee/supervisor is found to be negligent.

6-9. SOLICITATION AND DISTRIBUTION

In order to prevent disruption in the operation of the facility and inconvenience to our visitors, the following rules will apply to solicitation and distribution of literature on system property;

- A. Persons not employed by the system or engaged in authorized business with the system will not solicit or distribute any literature on system property for any purpose at any time.
- B. Employees will not solicit for any purpose during work time.
- C. Employees will not distribute literature, other than pertaining to, or published by (INSERT YOUR SYSTEM NAME), during working time or in working areas.

6-10. POLITICAL ACTIVITY

- A. Employees shall not publicly use their position or influence for or against any candidate for any public office.

B. Not use working time to **solicit** or receive political service or contribution or campaign literature or circulate petitions on behalf of any candidate for any public office.

6-11. NON-EXEMPT EMPLOYEE

Employees will not remain in the office after the end of the normal workday without the permission of the Office Manager.

6-12. STATUTES

If any provision of this manual conflicts with an applicable statute, the statute will prevail.

6-13. NOT A CONTRACT

The statements contained in this manual reflect system policies and procedures and do not constitute a contract between the system and any employee.

6-14. OUR MISSION AND YOURS

(INSERT YOUR ASSOCIATION NAME)'s goal is to improve the quality of life in the rural and small municipal areas of the State of Louisiana. We expect every employee to understand this goal can be achieved by having dedicated and committed employees. As a non-profit association, our only product is the services we provide to our members. As an employee, you are the provider of these services and we expect those to be of the highest standards, attainable.

APPENDIX A

APPENDIX C

Acknowledgement

I _____ (Employee's Name) hereby acknowledge I have been issued a copy of (INSERT YOUR SYSTEM NAME)'s Personnel Policies and Procedures Manual. I also acknowledged I have read the entire manual and completely understand what is written here in. I further understand that it is my personal responsibility to make any updates or deletions to the manual in accordance with written revisions provided me by (INSERT YOUR SYSTEM NAME) Executive Director. I also understand that these Policies and Procedures will govern the Operation and Management of (INSERT YOUR SYSTEM NAME). After reading the (INSERT YOUR SYSTEM NAME) Policies and Procedures Manual, I agree with and will adhere to provisions set forth in this manual.

The system will periodically require applicants and employees to take a drug and alcohol test. All tests shall be performed at the Corporation's expense and in accordance with state and federal laws. The Executive Director may establish specific guidelines for testing, retesting and notification to the applicant or employee of the results of such test(s), as well as conducting/collecting random drug test with our own kits at any given site out in the field. Any employee refusing to take a drug test may be subject to being discharged.

I further acknowledge after reading the (INSERT YOUR SYSTEM NAME) Policies and Procedures Manual, I agree and will adhere to provisions set forth in this manual.

Employee's Signature

Date

Witness Signature

Date

APPENDIX B