



**providence**  
connections, inc.

# Employee Handbook & Providence Connections Policies

## Mission

Providence Connections,  
a ministry sponsored by the Sisters of Divine Providence,  
strengthens families and enriches lives through comprehensive education  
and development opportunities for parents and children

Effective January 2016

Providence Connections, Inc.  
3113 Brighton Road  
Pittsburgh, PA 15212  
412.766.3860  
[www.providenceconnections.org](http://www.providenceconnections.org)



Winter 2016

Dear New and Current Employees:

On behalf of the entire staff, I welcome you to Providence Connections/ Providence Family Support Center. As an employee of Providence Connections, you join a tradition of 20 years of successful service, "strengthening families and enriching lives."

Hiring a new employee is a celebratory event as a new member is welcomed to Providence Connections. We will take efforts to make the process of orientation comfortable, so that after the orientation, as a new hire you will feel or say, "I am welcomed, therefore I belong."

This handbook, now in digital form, will provide you with information about benefits, policies, performance standards and much more. Your Supervisor and the Coordinator of HR are available to answer questions about the various aspects of employment as presented in the handbook.

Providence Family Support Center is committed to ensuring that your work experience is satisfying, meaningful and enjoyable. You join a staff of about 39 others and they look forward to getting to know you.

My hope is that we will continue to maintain and promote a warm and friendly atmosphere, an environment in which each of us can be and do our best for one another and the families that we serve.

Sincerely in Providence,

*Sr. Carolyn Winschel, CDP*

Sr. Carolyn Winschel, CDP, Executive Director

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## 1. Purpose Of This Handbook

The Providence Connections, Inc. Employee Handbook provides important information regarding the history and philosophy of our organization as well as the employment practices, policies and benefits provided to you as a valued employee. It also explains the code of conduct expected of all employees.

While no employee handbook can answer every work-related question, our goal is to provide a written foundation that encourages, supports, and informs ongoing dialogue and communication among us. It is through our person-to-person conversations that we come to know each other better, express our views, and work together in harmonious and productive relationships.

Our hope is that your employment at Providence Connections will be successful, enjoyable and fulfilling. You are an important member of our team. Questions about policies and procedures are encouraged and welcomed.

Please familiarize yourself with the policies set forth in this handbook. Please note that from time to time the policies, employment practices, and benefits described in this handbook may be updated and/or revised. If and when provisions are changed, you will be given notice of updated pages with the revised policies. New policies will also be explained by your direct supervisor and/or the HR coordinator.

## 2. About Providence Connections

Providence Connections, dba Providence Family Support Center, is a not-for-profit corporation sponsored by the Sisters of Divine Providence. The corporation has one principal location on the North Side of Pittsburgh

Providence Family Support Center is a multi-faceted facility that provides programming for families, facilities and programming for children less than three (3) years of age, pre-school programming for children ranging in age from three (3) to five (5), before/after school programming and a summer day camp

Providence Connections began with two childcare facilities, Childcare North in the Northside at St. Peter's Convent and Childcare South at St. Anne Convent, Castle Shannon on February 4, 1994. It was officially incorporated as Providence Connections on June 15, 1996.

## 3. Mission, Vision, Philosophies, & Core Values

### Mission Statement:

Providence Connections, a ministry sponsored by the Sisters of Divine Providence, strengthens families and enriches lives through comprehensive education and developmental opportunities for parents and children.

### Vision Statement:

Providence Connections will be a bridge in reaching families, partnering with them in building on their strengths and in attaining their goals.

## Total Compensation Philosophy

At Providence Connections we believe that employees are one of our most valuable assets. Without them we could not offer services or live the mission of “**Strengthening Families and Enriching Lives.**” Retaining valuable employees provides a stable environment for our clients: families, children and youth.

Providence Connections is committed to managing Total Compensation in such a way that it is enabled to attract, retain, motivate and compensate employees for their performance of responsibilities. Employees are compensated in a way that recognizes quality performance and encourages professional growth and development.

Market considerations, fiscal prudence, changes in state and federal funding and regulatory demands may cause the organization to change its compensation and benefits practices at any time.

### Core Values:

We respect the **dignity** of the human person, manifested in our **respect, empathy** and **compassion** toward ourselves and one another.

We appreciate the heritage and vision of the Sisters of Divine Providence, founders and sponsors of Providence Connections

As employees of Providence Connections, we accept the responsibility to conduct ourselves in an ethical manner; our actions and words, characterized by **integrity** and **truth**. We demonstrate **loyalty** and **commitment** to the agency.

In all that we do, we work to strengthen families and to enrich the lives of those whom we serve.

## **4. Employment Information**

### **a. At Will Employment**

Employment at Providence Connections is **at-will** for an indefinite period of time. This means your employment may be terminated at any time by either you or Providence Connections **with or without cause**, for any reason or no reason at all, except as prohibited by law.

No written or oral representation by Providence Connections personnel is intended to create a contract of employment. No employment practice of Providence Connections is intended to create a contract of employment.

Providence Connections may amend, change, suspend, or eliminate the policies in this handbook at any time with or without prior notice. No changes in Providence Connections employment at-will policy, however, will be effective unless executed in writing, signed by the Executive Director, and promulgated to all those concerned.

### **b. Equal Employment Opportunity**

The policy of Providence Connections is to provide equal employment opportunities (EEO) to all applicants for employment on the basis of their individual merit and ability to perform job assignments independent of race, color, religion, sex, age, national origin, disability, sexual orientation, ancestry, familial status, or veteran status.



Every employee is given equal consideration regarding all personnel actions including, but not limited to, compensation, benefits, promotions, transfers, company-sponsored training and recreational activities without regard to race, color, religion, sex, age, disability, sexual orientation, handicap, citizenship, ancestry, familial status or status as a veteran.

Any employee who believes that he or she has been unfairly treated should utilize the procedures set forth in the Anti-Harassment Policy section of this handbook (page 3). Providence Connections believes strongly in teamwork. All of us have a shared responsibility for preventing and reporting unfair treatment and/or discrimination. You must immediately report actions, comments, or behaviors which you believe constitute harassment or discrimination. If you believe your direct supervisor is acting in a harassing or discriminatory manner, you should report his/her behavior to the Human Resources (HR) Coordinator or the Executive Director.

### **c. Anti-Harassment**

Providence Connections is committed to providing a work environment free of intimidation or harassment related in any way to an individual's race, color, religion, sex, national origin, disability, sexual orientation, status as a veteran, familial status, or ancestry. Specifically prohibited is any behavior involving verbal or physical conduct by which any employee harasses, disrupts, or interferes with another's work performance, or which creates an intimidating, offensive, or hostile work environment. Any reports of harassment will be immediately and thoroughly investigated. Appropriate corrective action will be taken as necessary.

Harassment or intimidation includes, but is not limited to; slurs, epithets, and threats, derogatory or objectionable conduct in the form of remarks, pictures, objects, unwelcome jokes, teasing, or any other type of conduct of a physical or verbal nature which is directed against someone based on any of the above-mentioned personal characteristics.

Harassment of a sexual nature is strictly prohibited and is more specifically defined as any unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of sexual or otherwise hostile nature if:

1. submission to the harassment is made either explicitly or implicitly a term or condition of employment;
2. submission to or rejection of the harassment is used as a basis for employment decisions affecting the employee; or
3. the harassment has the effect of unreasonably interfering with the work performance of an employee, or of creating an intimidating, hostile, or offensive work environment. (Examples of sexually harassing conduct, if unwelcome, may include, but not be limited to: off-color jokes or language, sexually suggestive pictures or objects, verbal comments about an individual's appearance or sexuality, propositions, sexual advances, sexual or degrading gestures, and verbal abuse of a sexual nature.)

Employees who believe they are being unlawfully harassed by a supervisor, co-worker, visitor, client, or anyone else, should notify their supervisor, HR coordinator, or executive director if necessary.

Providence Connections does not and will not tolerate this unwelcome conduct. The following process will be followed:

1. If possible, employees should tell the person engaged in harassing behavior that it must cease immediately.
2. If the offended employee prefers, or if the employee's conversation with the offending

person does not result in the immediate cessation of harassing conduct, the offended employee should contact his or her supervisor, Human Resources Coordinator, or the executive director if necessary.

3. The offended employee's supervisor, the HR coordinator, or the executive director will then promptly conduct a thorough investigation and take appropriate action as deemed appropriate.
4. Allegations of harassment will be treated as confidentially as possible. However, the need to investigate and, if appropriate, redress the issue will predominate.
5. Employees should not tolerate such conduct. All employees have an affirmative obligation to report offending and/or harassing behavior to their supervisor, Human Resources Coordinator, or the executive director of Providence Connections when they are aware of its existence.

Providence Connections will not tolerate harassment or violence of any form of its employees by anyone. Employees found to have engaged in conduct that violates this policy will be subject to discipline up to and including termination of employment. Violence includes, but is not limited to, physically harming another, shoving, pushing, and harassment of any kind, intimidation, coercion, brandishing weapons and threats or talk of violence.

Persons other than employees engaging in such behavior will be disciplined or reprimanded by Providence Connections in a manner dictated by the circumstances in order to put an end to the harassing conduct.

Providence Connections will not tolerate retaliation against any employee who files a complaint of harassment, in good faith, pursuant to this or any policy.

Should internal resolution be unsatisfactory to the employee or at any other time, the employee may file a complaint with any of the following:

Providence Connections  
3113 Brighton Road  
Pittsburgh, PA 15212-2456

Department of Human Services  
Bureau of Equal Opportunity  
Health & welfare bldg., Room 225  
P.O. Box 2675  
Harrisburg, PA 17110

Pittsburgh Commission on Human Relations  
908 City-County Bldg., 414 Grant Street  
Pittsburgh, PA 15219-2600

Department of Health & Human Services  
Office for Civil Rights, Region III  
Ste. 372, Public Ledger Bldg.  
150 S. Independence Mall West  
Philadelphia, PA 19106-9111

PA Human Relations Commission  
Pittsburgh Regional office  
301 Fifth Ave., Ste. 390, Piatt Place  
Pittsburgh, PA 15222

Wm. S. Moorhead Federal Bldg.  
1000 Liberty Ave., Ste. 1112  
Pittsburgh, PA 15222

#### **d. Employee Classifications**

The employees of Providence Connections are classified as either exempt or non-exempt as defined by the Fair Labor Standards Act (FLSA). Employees will be advised of their status as exempt or non-exempt at the time they are hired, transferred, or promoted.



**Exempt employees** are not covered by the minimum wage and maximum hour's provision of the FLSA. They are generally accorded deference, discretion and autonomy in how they perform their jobs. They do not receive overtime pay for working in excess of forty (40) hours per week.

**Non-exempt employees** perform jobs which are more clearly defined. The Fair Labor Standards Act (FLSA) mandates that non-exempt employees be paid at least the prevailing minimum wage and at least one and one-half (1.5) times their regular rate of pay for all hours worked in excess of forty (40) hours in a given week. The Executive Director is informed of any overtime prior to the authorization by the supervisor.

**Full-time employees:** work at least thirty-two (32) hours per week.

**Part-time Employees:** work at least twenty (20) hours but less than thirty-two (32) hours per week.

#### **e. Employment Anniversary Date**

The first day that you report to work is considered your official employment anniversary date. This date is used to calculate various conditions and benefits described in this handbook. Your employment anniversary date will be adjusted to reflect any unpaid leave taken.

#### **f. Act 33/34 Clearances & FBI Background Check**

Providence Connections requires that all employees and volunteers who are directly involved with the children at this facility obtain up-to-date Act 33/34 Clearances and an FBI Background Check. (Please refer to the <http://keepkidssafe.pa.gov/clearances/index.htm> for more detailed information.)

Both volunteers and employees are required to complete appropriate paper work indicating that they have (within thirty (30) days) obtained these clearances. It is the individual's responsibility to pay for and provide such clearances.

**Individuals** who accept employment with Providence Connections and have Act 33/34 Clearances and an FBI Background Check that are more than five (5) years old from the original date of certification must renew them. Volunteer clearances are slightly different for renewal times. For information on how to apply and receive forms, please go to the website listed below:

<http://www.dhs.state.pa.us/findaform/childabusehistoryclearanceforms/>

#### **g. Introductory Period**

The first ninety (90) days of employment at Providence Connections are considered an introductory period during which the new employee's progress will be monitored. If at any time during this period or thereafter, it is determined that the new employee is not suited for the job, his/her employment with Providence Connections, will be terminated with or without prior notice. At the end of the introductory period, a new employee may be offered a position as a full-time or part-time employee.

He or she will be given a performance review that identifies expected job performance measures and areas that need improvement. During and after the introductory period, employment is at-will and may be terminated by either the employee or Providence Connections at any time, with or without cause, in compliance with all applicable laws.



## **h. Payroll Information**

Providence Connections employees are paid twenty-six (26) times a year. Paychecks are issued every other Friday, following the close of the bi-weekly pay period. In addition to their wages each pay period, employees will receive a statement indicating any deductions made and the net amount of their pay. Providence Connections will make all necessary local, state and federal deductions, including FICA.

To ensure protection and privacy, paychecks or pay statements will be issued only to the employee. Pay advances will not be granted to any employee of Providence Connections.

For employee convenience, Providence Connections offers direct deposit for paychecks. Direct deposit authorization forms can be obtained from the HR Coordinator.

Individual employees are responsible for notifying the HR coordinator of any changes in their: name, address, telephone number, marital status, number of dependents, and desired payroll deductions.

Questions or concerns about payroll should be directed to the employee's immediate supervisor. If additional questions exist, they should be directed to the payroll office at Providence Connections

## **i. Overtime**

Non-exempt employees asked to work more than forty (40) hours in any given week, will be paid one and one-half (1.5) times their regular rate of pay for the actual overtime hours worked.

Ordinarily, an employee will be asked in advance by his/her supervisor if overtime work is required. Overtime will be assigned equitably. Any overtime incurred must be approved by the employee's supervisor and reported to the Executive Director.

The overtime exemption regulation can be found at the U.S. Department of Labor website, [www.dol.gov](http://www.dol.gov).

## **j. Compensatory Time**

Exempt employees work in professional positions and are generally paid at a higher level of compensation. Exempt employees are expected to work as many hours as required to perform the duties of the position which they hold, which at times may be more than 40 hours per week. Exempt employees are accountable for performance outcomes rather than hours worked.

On rare occasions, when an exempt employee is required to spend an extraordinary and sustained period of time beyond the normal work week on a project or assigned work, supervisors may award additional time off to these exempt employees as compensatory time. Non-exempt employees are not eligible for comp time but will be paid regulatory over-time rates.

A staff member must schedule compensatory time off in advance with his/her supervisor. A record of hours worked and the amount of comp time awarded must be retained by the supervisor and employee.

Compensatory time must be taken within a 30 day period of when the time was earned.

## k. Time Records

Providence Connections uses the ADP Biometric system for timekeeping. Non-exempt employees are required to clock in when their work begins and clock out for lunch or any break taken outside the center. Five minutes grace is permitted for lunch break. Time records are legal documents supporting your claim for wages; it is essential that employees clock in and out as directed so that the number of hours worked during each pay period is accurate. A non-exempt employee's computerized time record is the only documentation his or her supervisor has to determine how many hours he or she has worked and how much he or she should be paid. Changes in the work record can only be made by the individual's supervisor.

**Note:** All holidays, PTO days, etc. are noted on non-exempt employee computerized records. Non-exempt employees are required to:

1. Clock-in when reporting to work.
2. Clock-out anytime during the work day when permission has been granted by their supervisor to leave the premises.
3. Clock-in and out for lunch breaks.
4. Clock-out when leaving work.

Attempting to tamper with another person's work record is cause for corrective action, including possible termination of employment. Employees must alert their immediate supervisor of any errors and/or discrepancies.

All full-time, nonexempt employees are permitted a 15-minute rest break for each four-hour work period. Breaks must be taken within the times an employee is clocked in for the workday. Employees who voluntarily work through their break periods will not be paid additional compensation. All nonexempt employees who work an eight-hour day or more are permitted a noncompensable meal break of 30 minutes. Meal breaks are not counted toward worked hours. If an employee is required to perform any work duties while on his or her meal break period, the employee must be compensated for the time spent performing work duties. This time spent working during the meal break will then be counted toward the total hours worked.

## l. Personnel Records

Personnel files are the property of Providence Connections and are maintained in a secure and confidential manner. Employees may request to review their personnel file at any time by making a written request to the Human Resources Department. Records cannot be taken from the HR Department.

Personnel records are maintained on every employee. These files contain important information about each employee. Employees are responsible for notifying their supervisor and the HR department of any changes and/or updates in their personal information.

## m. Nepotism

Providence Connections permits the hiring of qualified relatives of employees as long as such employment does not, in the opinion of the agency, create actual conflicts of interest. (For the purpose of this policy the term "relative" shall include the following relationships: Employee's spouse, child/ren, parent, sibling, grand parent, grandchild, aunt, uncle, first cousin, in-laws, nieces and nephews.)

The agency may allow existing personal relationships to be maintained under the following



circumstances:

Individual related employees:

- May not work under the supervision of the same manager
- May not supervise or evaluate a family relative
- May not create an adverse impact on work productivity or performance or be perceived as a conflict of interest
- May have no influence over the hiring, evaluation, wages, hours, benefits or other terms and conditions or other related staff members.

It is the responsibility of every employee to identify to the agency's HR Coordinator or Supervisor any potential or existing personal relationship. Employees who fail to disclose personal relationships covered by this policy may be subject to disciplinary actions up to and including termination.

## n. Problem Resolution

Providence Connections practices an open-door approach to problem resolution. When an employee has a problem, concern or complaint, he or she should feel comfortable and welcomed to discuss and receive resolution on the matter. Employees are advised to implement the following process to resolve a problem:

1. Employees should discuss all problems, concerns, or complaints with their supervisor. This is a natural first step in that the supervisor should act as a coach and mentor. Most situations can be resolved at this level.
2. If for some reason, a meeting with the supervisor is not appropriate, or not successful, the employee is then encouraged to discuss the problem, concern or complaint with the next level supervisor/director.
3. It is unusual for situations to go unresolved by the supervisor or director. However, should this occur or should the resolution be unsatisfactory to the employee, he/she may take the matter to the Executive Director. In such cases, the decision of the Executive Director is final.

## 5. Benefit Information

### a. Holidays

Providence Connections observes the following 10 paid holidays plus the employee's birthday.

- New Year's Day
- Martin Luther King, Jr. Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

Employees are eligible to receive holiday pay for the above holidays after successfully completing their ninety (90) day introductory period.

**Full time employees** working 32-40 hours per week are paid eight (8) hours for each holiday.

**Part Time employees**, working a 20.00 - 31.99 hours per week, are paid six (6) hours for each holiday.

Temporary employees are hired for a specific period of time not to exceed six (6) months.

Note: Employees are eligible for benefits when scheduled for 30 hours per week. Employees working 20 or more hours per week are eligible for Holidays and PTO hours which will be pro-rated based on current hours worked.

Employees who work less than twenty (20) hours a week or are temporary employees are not eligible for any benefits described in this handbook to which Providence Connections contributes. Any self-pay benefits offered by PCI are available to employees working at least twenty (20) hours per week should they elect to participate

**Employees working less than twenty (20) hours per week and all temporary employees** do not receive holiday pay.

Holiday pay is computed according to the employee's status at the time of the holiday (e.g., Full time, part-time, etc.).

Employees who call-off the day before a holiday or the day after a holiday will not be paid for that holiday unless a doctor's excuse is presented regarding their absence.

When a holiday occurs during an employee's scheduled PTO, he or she will receive pay for the holiday and may then select another day to use the paid time-off day.

Holidays falling on a Saturday will be observed the preceding Friday, holidays falling on a Sunday will be observed the following Monday.

Employees whose religious holidays fall on days which are not included in the regular holiday schedule may observe these holidays with pay using PTO, or may choose to take time off without pay. This time off may be taken only with a supervisor's approval.

## **b. Paid Time Off (PTO)**

Providence Connections provides PTO to eligible employees as a flexible benefit that is used for vacation, sick (individual or family illness), doctor's appointments and other activities of the employee's choice. PTO is not used for jury duty, bereavement, or holiday time-off.

### **Guidelines for PTO Use:**

1. Employees requesting PTO must record it within the ADP system, and must receive their supervisor's approval, prior to using scheduled PTO days. If unscheduled days are taken, upon their return to work the employee should record unscheduled PTO due to illness or extenuating circumstances.
2. Employees are required to take PTO (if available) for scheduled and unscheduled absences. If excessive absences occur without available PTO, progressive disciplinary action may result (see Absenteeism and Tardiness Policy).
3. Family and Medical Leaves and personal leave of absences are exempt from these guidelines provided they have been approved in advance.

### **Entitlement:**

1. PTO may be taken after an employee has completed three (3) months of service. The hire date is used to calculate the three calendar months. Employees begin to accrue PTO



time from the first day of service, but are unable to take time until the orientation period of three (3) months is complete.

2. PTO must be scheduled in full day or half-day increments. The number of PTO hours allocated is prorated based on the total number of hours worked per week.
3. PTO is calculated on a per calendar year basis (January 1 - December 31) using an individual accrual rate per pay period. The accrual rate is calculated by taking the total eligible days times 8 hours (for full-time) and 6 hours (for part-time) and then is divided by the number of pay periods worked per year.
4. Employees in the starting year will accrue PTO on a prorated basis as a percentage of the year determined by the hire date. (See chart that follows)
5. Employees in the starting year will move to Year 1 at the end of the calendar year in which they were hired.
6. The amount of paid time-off entitlement depends upon an employee's classification and years of service:

### **PROVIDENCE CONNECTIONS PTO BENEFIT ALLOTMENTS**

#### **EXEMPT EMPLOYEES**

- Starting Year: Hire date between Jan – June 40 hours  
Hire date between July – December 20 hours
- Years 1 and 2 18 days
- Years 3 through 5 22 days
- Years 6 through 10 30 days
- Years 10+ 35 days

#### **NON-EXEMPT EMPLOYEES**

- Starting year: Hire date between Jan-June 40 hours  
Hire date between July-December 20 hours
- Years 1 and 2 10 days
- Years 3 through 5 18 days
- Years 6 through 10 25 days
- Years 10+ 30 days

PTO days are **not** earned during unpaid leave of absences (including FMLA) or worker compensation time-off. At the end of each calendar year, the PTO days that have not been used may not be rolled into the next calendar year, but are placed in a Medical Bank (See Medical Bank policy under Paid Leave, Section d ).

#### **Borrowing PTO:**

Since a paid time-off system allows for more flexibility in accumulating and using time from a single bank, the borrowing of paid time-off is generally limited to hours that will accrue within the current quarter. Requests to borrow in excess of amount accrued for the quarter require the

supervisor's approval. **Borrowing PTO from a new calendar year is not permitted.** Employees who have borrowed paid time-off without earned accrual will automatically have this amount deducted from their last pay at the end of the calendar year or at time of resignation or termination.

### **Classification Change:**

An employee who changes from full time status to an employee who works less than twenty (20) hours per week or to a temporary employee does not earn PTO. Earned PTO days that have not been taken prior to the change must be taken no later than within six (6) months from the date of the change in status or be forfeited. However, if an employee has borrowed paid time-off, this amount will be deducted from the next pay after the change in status.

Part-time employees moving to a higher status will immediately begin to accrue at the higher rate based on the position and years of service.

### **Religious Congregation Retreat**

Members of religious congregations who work in any of the positions governed by this Employee Handbook are entitled to five (5) days off with pay for a yearly retreat. Additional Community meetings, or days of retreat greater than the five above, are to be scheduled with the employee's supervisor and can be taken with pay by using PTO days or without pay, if the employee chooses.

## **c. Christmas Week**

Ordinarily the center is closed between the week of Christmas and New Year's Day. During this time, all employees are required to use PTO. If an employee has exhausted his or her PTO, the time will be considered as unpaid time. If the center is open between the week of Christmas and New Year's, employees are required to work their normal hours.

## **d. Paid Leaves**

### **Bereavement Leave**

It is the policy of Providence Connections to offer bereavement leave with pay to full and part-time employees.

In the event of a death of the employee's immediate family, as defined in this policy, eligible full and part time employees will be compensated for time absent from scheduled work for a period of three (3) consecutive days, including the day of the funeral. Immediate family members shall be defined as the employee's parent, spouse, son, daughter, step children, foster children, adopted children and siblings, brother, sister, grandchild, grandparent, mother-in-law, and father-in-law. Any other arrangement for bereavement days is scheduled with the approval of the supervisor.

In the event of the death of an aunt, uncle, brother-in-law, sister-in-law, son-in-law or daughter-in-law, employees are entitled to take one day of paid leave.

Employees may opt for unpaid leave based on their relationship with the deceased. This will be handled on a case-by-case basis.

### **Jury Duty**

All full-time and part-time employees will be given paid time off for jury duty. **Employees will be paid for the time they are absent for jury duty not to exceed a total of five (5) days, less the amount they receive for performing jury duty service.**



**Employees should give their supervisor notice for requested time off for jury duty. A copy of the summons should accompany the request.**

On any day or half-day an employee is not required to serve, he or she will be expected to return to work. In order to receive jury duty pay, employees must present a statement of jury service and pay to their supervisor. This document is issued by the court.

### **Employee Medical Bank**

Paid time-off not used during the calendar year will not be carried over into the new calendar year but will be transferred to a Medical Bank at the end of the same calendar year. The maximum amount of employee medical leave that can be accumulated is twenty-six (26) weeks. No additional leave can be accumulated beyond the twenty six (26) weeks. Hours accrued in the medical bank are not paid at the time of termination.

The Employee Medical Bank serves as a short term benefit payment in case of long term illness (at least five consecutive days) for the employee only.

The employee medical bank is available to full and part time employees who are unable to work due to a bona fide non-job related illness or injury (for job related injuries, see the Workers' Compensation policy). Employees may begin to use earned employee medical bank time after being off work for five (5) consecutive calendar days. (These five (5) calendar days can be covered with paid time-off or taken without pay.) An employee will be required to submit a written work release from a physician/health care provider before returning to work. The Employee Medical bank applies to personal medical necessity and is not for the care of family members (See FMLA policy).

## **e. Unpaid Leaves of Absence**

### **Family and Medical Leave**

***Providence Connections is not required by law (THE FEDERAL MANDATE IS LIMITED TO EMPLOYERS WHO EMPLOY 50 OR MORE EMPLOYEES) to provide leave under the Family and Medical Leave Act (FMLA). However, when possible, Providence Connections may allow a leave according to standards set forth in the Act.***

See \*Chart on next page.

***\*This chart is not meant to be all inclusive of explaining the provisions of FMLA. For further information***

***Go to: <http://www.dol.gov/whd/fmla/index.htm>.***

***Or, see your Human Resources Coordinator for more details.***

**PROVIDENCE CONNECTIONS FMLA PROVISIONS**

ELIGIBILITY	CONDITIONS	CONDITIONS
Mandated coverage limited to employers who employ 50 or more employees	Providence Connections chooses to offer this accommodation without meeting the legal requirements	
Coverage limited to employees who have worked for their employer for at least 12 months and at least 1250 hours in the preceding year	No job protection for “life issues”, i.e. domestic violence, school visits, court appearances, etc.	
FMLA leave is unpaid; employee must be absent for more than 3 days; Leave is limited to up to 12 weeks during a 12 month period measured from hire date	Must run concurrently with any employer PTO according to employer’s policy.	
FMLA leave is limited to leave for care giving and personal health care needs; limited to child, parents or spouse needs	Does not cover domestic partners, stepparents, grandparents, in-laws or other relatives	Birth or adoption of a child, or foster child: must conclude within 3 months of birth or placement of child
Leave is provided for serious health condition that makes an employee unable to perform his/her job functions	Employer does require physician certification of condition	Employer FMLA designation required within 2 working days
Employer paid medical second and third opinions may be required		
An employee may take intermittent leave or get a reduced schedule if medically necessary; Physician certification may be required though not necessarily for each occurrence	Particularly important for chronic conditions or “flare ups” or short duration treatments; May be taken in one hour or less increments if necessary	Employee has obligation to notify employer in advance and should not unduly disrupt organization’s operations; Employer will decide FMLA acceptance or denial within 5 working days.
Employees covered under a medical insurance plan will be permitted to retain coverage	Employees must pay their portion of premiums and full premiums for spouse or dependents	Failure to make payments will result in employee being removed from medical plan
Return to work certification (“fit for duty”) required from physician	If the employee requests an FMLA extension, (limited to 6-12 weeks longer), the additional time allowance is at the discretion of the employer	If additional time is granted, there is no guarantee of returned employment; COBRA is then offered as insurance plan through employer



Where possible, employees should give Providence Connections thirty (30) days advance notice of the need for leave. Otherwise, Providence Connections may delay the beginning of the leave for thirty (30) days. If leave is not foreseeable thirty (30) days in advance, employees must notify Providence Connections of the need for leave as soon as possible after the need becomes known.

When requesting medical leave, Providence Connections requires that employees provide certification issued by the attending health-care provider. This certification should contain the reason for requesting a medical leave and also the length of time needed for such leave. Providence Connections requires re-certification of the continued need for leave every thirty (30) days while employees are on leave.

Employees requesting FMLA will be required to use any accrued PTO concurrently during this leave. Employees who have taken a leave of absence will not earn any additional holiday pay or PTO.

When an employee returns from Family and Medical leave, Providence Connections will make every effort to place the employee in the same or similar position held when the leave commenced.

### **Military Leave**

Providence Connections complies with all laws regarding employment and re-employment rights of individuals serving in the military. Employees who have left or are leaving Providence Connections because of military service should see the Human Resources Coordinator regarding their rights to be re-employed with Providence Connections upon discharge from the service. FMLA affords 26 weeks to be used to care for a covered service member (spouse, child, parent) with a serious injury.

### **f. Medical Insurance**

After successful completion of three (3) months of employment, employees are eligible for the medical insurance plan selected by Providence Connections. Employees must work at least thirty (30) hours a week to qualify for the plan.

Providence Connections pays a portion of the cost of the basic health insurance plan for the **employee only**. The employee is responsible for the balance via a bi-weekly payroll deduction.

Employees who qualify for the plan may select coverage for their qualified spouse and/or legal dependents. Employees are responsible for full premiums to cover these family members. A bi-weekly payroll deduction will be used to collect this amount.

Providence Connections will **discontinue insurance coverage** of any former employee who is enrolled in Cobra and who fails to remit premium(s) within thirty (30) days of the due date,

### **g. Workers Compensation (covers being injured on the job)**

Employees are covered under the Pennsylvania Workers' Compensation Law, a no-fault insurance plan which is supervised by the state and 100% paid for by Providence Connections

Report any injury immediately within (no matter how minor) to employee's supervisor immediately. Employees should follow these steps if injured at work:

1. The supervisor, along with the injured employee (if possible) will complete the Report of Occupational Injury/Disease Form and return the completed form to HR.
2. Injured employees are required to seek medical attention. When the employee seeks medical attention, all paperwork should be returned to the HR coordinator.

*In an emergency, employees seeking medical attention as a result of an occupational injury or illness may initially go to their family doctor. Employees must inform the treating physician that they are covered under Wesco as their primary insurance at work for Workers Compensation claims. The physician must indicate this on all office insurance forms. After the initial visit, the employee must use a physician listed on the panel of doctors provided by Wesco. This list is available at the front desk or will be provided by the H.R. Coordinator.*

3. Failure to report an accident or injury promptly could result in loss of benefits.
4. All other applicable leave or accrued paid time-off for eligible employees must be used concurrently with Workers' compensation.

#### **h. Unemployment Compensation**

Providence Connections is a religious organization and is exempt from the Federal Unemployment Tax Act and State Unemployment Tax Act. Therefore, employees separated from employment with Providence Connections, **are not eligible** for any unemployment compensation from Providence Connections

#### **i. Retirement Savings Plan**

A retirement savings plan (401K) is offered to employees of Providence Connections who meet the following requirements:

- at least 21 years old
- employed for more than six (6) months
- work at least 20 hours a week (1000 hours of service)

Eligibility for the match is pro-rated according to the employee hire date and begins after 12 months of employment. Providence Connections offers a dollar for dollar match up to the first 4% of the employee's salary (subject to change). After three (3) years of enrollment, the employee is fully vested and will receive the full 4% employer match upon withdrawal of their funds. The employee is free to contribute 4% or any amount he/she chooses. Employees should contact the HR Coordinator for more information.

#### **j. Child Care Benefit**

All employees requesting their children be enrolled in the Providence Family Support Center are required to sign a Child Care Benefit Agreement before their child or children can be enrolled.

All employees who request to receive the tuition discount/reduction must apply for CCIS and will receive the reduction until they are officially contracted with CCIS. From that point on they will need to remit only the co-pay, the amount of which has been designated by CCIS. No further reduction is permitted. If an employee has been denied coverage by CCIS, the employee remains eligible for the tuition discount/reduction.

Exempt employees who work at least 30 hours/week are immediately eligible for a 40% reduction in the tuition rate for a child or children enrolled in the Providence Family Support Center programs. Those working between 20 and 29.9 hours are eligible for a 35% reduction.



Non-exempt employees who work at least 30 hours/week are immediately eligible for a 60% reduction in the tuition rate for a child or children enrolled in the Providence Family Support Center program with the agreement that the child or children can participate only on days/times when the parent employee is working for Providence Connections. Non-exempt employees who work between 20 and 29.9 hours/week are eligible for a 40% reduction.

Tuition for an employee's child or children will be automatically deducted through payroll. This benefit is taxable and will appear on the employee's W2 form.

Due to the generous nature of this benefit, fees other than tuition are at full price and will not be payroll deducted. Other discounts/benefits do not apply. Ordinarily, no additional tuition assistance will be granted.

#### **k. Mileage Reimbursement**

When employees use their own automobile for travel related to their job, they will be reimbursed at the per mile rate set yearly by the Executive Director in compliance with Federal Reimbursement/IRS guidelines.

Employees will only be reimbursed for mileage approved by their supervisor. This does not include daily travel to and from work.

#### **l. College Tuition Benefit**

Employees working thirty (30) hours a week or more are eligible for a reduced rate of tuition at La Roche College. A tuition reduction of 50% for undergraduate courses and a 30% tuition reduction for graduate courses are offered to eligible students during the academic year. For additional information, employees should contact the HR Coordinator.

### **6. Job Performance**

#### **a. Orientation of New Staff**

##### **Philosophy**

Hiring a new employee is a celebratory event as a new member is welcomed to Providence Connections. Efforts are taken to make the process of orientation comfortable, so that after the orientation, the new hire can feel or say, "I am welcomed, therefore I belong."

##### **Policy**

All new hires at Providence Connections will attend a primary orientation on the first day of work. Additional phases will include more information and should be completed within the period of one month following the first day of work.

The initial orientations, conducted by the Human Resources Coordinator, will include: a review of the Employee Handbook; completion of HR and Payroll forms; and either initial or finalization of clearance documents. Computer access password) and copier access number will be given to the employee within one week. The new employee will also receive directions on how to access the Employee Handbook on ADP and sign the document which acknowledges the receipt and agreement of acceptance and following of policies contained within the Handbook.

Within the first week of employment, the employee's Supervisor will conduct the phase of touring the facility and introducing the new hire to other employees. In addition the supervisor will review and have the employee complete any necessary forms and become acquainted with use of various machines such as: the Time Clock, copy/print equipment, evacuation route, entrance into the building with a fob, location of fire extinguishers, available computers, etc. Child care

employees will be assigned a mentor who can direct and advise them for the first month of employment.

The final phase of orientation should occur within at least a month from employment and should include: an overview of Family Support, Philosophy and Principles and Corporate history and mission. The first year of any new hire includes a visit and introduction to the Provincial House of the Sisters of Divine Providence.

See chart on below for further details.

### Newly Hired Staff Process and Procedure Including Orientation

Procedure	Time Frame
Staffing Request Submitted and Approved by ED	Before Job is posted
Job is posted upon request received	Within one week Various job boards and internally
Resumes screened	Qualified candidates resumes sent to hiring manager within 2 days of receipt
Hiring Manager selects candidates to interview	HR is notified of final selection within 2 days of selection
Phone call to make initial offer from HR	Within 2 days job offer letter from HR to candidate; appointment set for HR to meet with candidate
Candidate and HR meet to conduct initial orientation	On first day of meeting, On-line Handbook review, completion of all necessary payroll & HR forms, clearances, candidate signs Handbook acknowledgement
Passwords and log in given for PC lab	Completed with Uptime within one week of employment
Supervisor will conduct tour of facility and make introductions	Within one week, complete any additional necessary forms; key fob assigned
Supervisor will continue orientation for Time Clock instruction with Accounting, copy/print machines, evacuation routes, location of fire extinguishers, computer labs.	Immediately child care employees will be assigned a mentor able to direct and advise them for the first month of employment.
Final phase of orientation to include an overview of: Family Support, Philosophy & Principles, Corporate History & Mission	Within one month, orientation to be completed by ED or Director of PFSC and within the first year will include an introduction and visit to the Provincial House of the Sisters of Divine Providence.



## **b. Staff Training & Development**

Providence Connections and its employees share a responsibility for continued staff development. Opportunity for continued staff development is afforded through the following:

1. provision of appropriate, qualified supervision and consultation;
2. provision of literature related to the functioning of your job;
3. regularly planned staff meetings for discussion of concerns, as well as discussion of Providence Connections' plans.

Meetings of the Leadership Team, the Family Support Staff and the Childcare Staff will be held on a regular basis. Attendance at these meetings is mandatory. Outside training may be reimbursed based on job requirements related to the specific position.

With the approval of their supervisor exempt employees may plan attendance at professional workshops or meetings in accord with their goals. OCD and at times DHS, provide free training for most employees of the Family Support Center. In-service days are held at the Center four times a year for childcare, youth care and at times, general staff. These opportunities enable the PFSC staff to attend sessions in fulfillment of the number of required credits.

## **c. Performance Reviews & Pay Raises**

Employees will receive a written performance review from their Supervisors upon completion of the introductory period; and again at the end of the fiscal year if applicable; and annually thereafter.

The purpose of the performance review is to allow employees and their Supervisors to achieve the following:

1. Evaluate the extent to which previously set goals have been achieved;
2. set future goals;
3. Compliment employee for above average performance;
4. Identify areas of performance that need improvement.

Budget considerations and the financial resources of the organization are considered in determining if an employee will receive a pay increase. The performance review is only part of the factoring process to be considered for a pay increase.

Employees and their Supervisors will sign the performance review to signify that the written performance review has been read and discussed. The performance review will become part of an employee's personnel file. A copy of the performance review will be provided to the employee if requested.

## **d. Absences & Tardiness**

Providence Connections recognizes the contributions of every employee and expects employees to understand their responsibility in reporting to work on time and when scheduled. Employees may, on occasion, have unscheduled absences for unavoidable reasons. However, excessive unscheduled absences/tardiness regardless of the reason has a detrimental effect on the agency, especially coworkers, children and families.

### **Definitions:**

1. **Scheduled Absence:** PTO that has been requested by the staff member, approved by the immediate supervisor and scheduled in advance of the day(s) off. Employee uses allocated PTO.

2. **Unscheduled Absence:** The failure to report to work when scheduled regardless of the reason or documentation by a physician or other health care professional. Employees must notify the supervisor of the reason for absence.
3. **Tardiness:** Defined as officially documented at six or more minutes beyond the start time of the employee's shift or return to work following a break period.
4. **No Call/No Show:** Employee does not call or show up for a scheduled day(s) of work.

#### **Policy Guidelines:**

1. Unscheduled Absence occurrences are reviewed by their supervisors. If an employee incurs three occurrences of unscheduled absences in a three month period, correction may be initiated.
2. Employees in their 90 days Introductory Period are expected to be at work as scheduled and may be terminated at will should Unscheduled Absenteeism incidents occur.
3. An employee who demonstrates a pattern of tardiness will be counseled by his/her supervisor. Repetitive tardiness is subject to the corrective action process for absenteeism.
4. An employee is considered to have voluntarily resigned without notice if absent from work for two (2) or more consecutive days or consecutive shifts and fails to report to work. At that time, HR formally notes the termination and advises the employee of the action by certified mail.

#### **Procedure for Corrective Action:**

Corrective action begins at the 3<sup>rd</sup> unscheduled absence with a Verbal Warning.

For absences related to medical problems, discussion should include the following:

1. Discussion of treatment for chronic health problems.
2. Review of the Family Medical Leave Policy's provision for intermittent leave.

Once the verbal warning is given, all attendance issues will be reviewed as needed and at three month intervals to either:

1. Proceed with further corrective action, or
2. Determine that no action is needed if total incidents in the rolling three month period are fewer than three. At this point the employee record is cleared.

Should absence continue after the verbal warning, the following sequence will be followed:

1. The 4<sup>th</sup> occurrence of absence may result in a written warning.
2. The 5<sup>th</sup> occurrence of absence may result in an involuntary termination.

When the supervisor has determined that there is a clear pattern of abuse, corrective action may be used, even if the maximum number of occurrences is not reached. Example: absenteeism in conjunction with holidays, PTO, scheduled days off etc.

Providence Connections has the right not to implement corrective action even if the maximum number of occurrences is reached due to extenuating circumstances or a chronic health problem that is being treated. However, Providence Connections administers the policy consistently. This policy also applies to occurrences of tardiness utilizing the same procedures.



#### **d.-1 Severe Weather and Snow Policy**

It is the policy of Providence Connections to comply with applicable laws as it relates to pay for all employees during incidents of inclement weather.

During severe weather, employees can obtain information from the local TV stations and/or websites below. Providence childcare will call a delay/closing by 6:30 a.m. to:

WPXI (channel 11): [www.wpxi.com](http://www.wpxi.com)

KDKA (Channel 2): [www.kdka.com](http://www.kdka.com)

WTAE (Channel 4): [www.thepittsburghchannel.com](http://www.thepittsburghchannel.com)

The listing will read Providence Family Support Center – Childcare.

If a two hour delay is called, Providence connections will open at 9:00 a.m. Childcare staff should arrive by 8:30 a.m. for the opening of the center. If you regularly scheduled time to be at work is after 9:00 a.m., report at your normally scheduled time.

Communication with the employee supervisor is critical during extreme weather incidents. If employees are unable to get to work due to weather, they will follow the regular call-off procedure by calling their direct supervisor.

Non-exempt employees will be paid based on the actual hours worked. If the center is closed, non-exempt employees may choose to use PTO or take the day without pay.

Exempt employees are compensated according to job function not the hours worked. If extreme weather is predicted, exempt employees can plan ahead and bring work home to complete. Once the weather has cleared, employees may come into the office to complete the day unless PTO has been requested in advance and approved.

#### **e. Safety & Security**

Providence Connections is committed to ensure a clean, safe, and healthy work environment for all employees and its clients. We are all partners in this effort. Each of us can help with safety and security issues.

In the event of an emergency, employees should notify their Supervisor. Employee emergency phone numbers are available for reference if necessary.

All employees and parents/guardians are issued a key fob which will allow them entry into the front or back doors. Anyone without a key fob will not be granted entrance through the back door but must go to the front door to be buzzed in by a receptionist. Employees are not permitted to let anyone in who does not have a key fob. All persons needing to go to the front door are required to sign in and receive a visitor or Other Agency pass that must be worn while on the premises.

As part of orientation, employees will be instructed to safely use products and equipment that are a part of their job responsibilities.

Employees are required to know all guidelines for safety and fire prevention. In addition, employees are required to know their responsibilities in case of a fire or other disaster including:

1. The location of fire extinguishers in your building;
2. Understand and knowing the evacuation plan for the building;
3. How to notify the proper authorities;

4. Assisting in the evacuation of everyone in the building.
5. The use of the internal emergency paging system provided through the phones.

Providence Connections complies with the Occupational Safety and Health Act (OSHA) and all applicable safety laws. For further details on OSHA requirements, refer to OSHA poster in staff lounge

#### **f. Rules of Conduct**

When an employee fails to meet the established standards of work or conduct, it is in the best interest of both the employee and Providence Connections that such unsatisfactory behavior be addressed as soon as possible.

Providence Connections will address disciplinary matters promptly and consistently. While general guidelines are set forth in order to provide consistency in policies and procedure, resolution of any matter will take into consideration the particular facts and circumstances involved.

Providence Connections reserves the right to terminate employees for any disciplinary infraction. However, for less serious offenses, the following steps normally will be followed:

1. First Offense .....Verbal Warning
2. Second Offense .....Written Warning
3. Third Offense.....Termination

Particular circumstances may dictate stronger or milder action.

It is impossible for Providence Connections to list every possible reason why an individual would be terminated or disciplined. Depending upon the circumstances of each particular case, an employee may be placed in the progressive disciplinary program. Should the same or similar behavior occur after the written warning, the employee may be terminated. Providence Connections however, reserves the right at all times to consider each case upon its own merit and take appropriate action. The offenses below are only representative of situations that could lead to immediate dismissal:

1. Insubordination - refusal to comply with instructions of a supervisor or a Providence Connections policy;
2. Use of a cell phone for personal reasons while supervising children;
3. Leaving a classroom which causes the room to be out of ratio;
4. Falsifying an application, or any work records; immoral or criminal conduct of any kind;
5. Unauthorized removal of property owned by Providence Connections;
6. Carrying any kind of weapon or object that could be used as a weapon;
7. Use of obscene, abusive or threatening language;
8. Possession of liquor or narcotics on company premises or reporting while under the influence of either substance;
9. Unauthorized removal of property owned by Providence Connections, a fellow worker or a client.

**If a written warning has been placed in the file of an employee, he/she will not receive a salary increase or a Keystone Stars bonus for a year from the date of the warning.**

#### **g. Fraud, Waste and Abuse**

Providence Connections has zero tolerance for the commission or concealment of acts of fraud, waste or abuse. All employees are responsible for reporting suspected instances of fraud, waste



and abuse. The administration of Providence Connections has the primary responsibility for the implementation of internal controls that deter and detect fraud. The Board of Directors of Providence Connections is responsible for oversight that deters and detects fraud (*For definitions of Fraud, Waste and Abuse, and examples of each, please contact the Finance Director*).

#### **h. Whistleblower Reporting Policy and Retaliation Protection**

Providence Connections employees are responsible for verbally reporting suspected fraud, waste or abuse solely to the Director of Finance in a confidential manner. The Director of Finance will arrange for a confidential fact-finding meeting with the employee. A formal written report will be filed by the employee at this time. Notification that a claim has been filed will be given to the appropriate people and that an investigation is in process. Relevant information will be gathered and a complete report will be written. Legal advice will be obtained if necessary. This report will be reviewed and necessary action will be determined. Employees reporting an alleged fraud are expected to refrain from communicating the matter with anyone inside or outside of the organization.

Whistleblower protections are provided in two areas – confidentiality and retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. Providence Connections will not retaliate against a whistleblower in the form of an adverse employment action such as: termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the Human Resources department immediately.

### **7. General Information**

#### **a. Confidentiality**

The people we serve entrust Providence Connections with important information related to their lives, families and businesses. All personal information regarding our clients is strictly confidential. Information can only be discussed among relevant staff members at the facility, and only on a need to know basis. Confidential issues should not be discussed while employed nor after leaving employment. Federal law (NLRA and NLRB) protects the privacy rights of all, including but not limited to ADA and HIPPA laws.

Nothing in Providence Connections Internet/Social Media or Electronic Mail Policies are designed to interfere with, restrain or prevent employee communications regarding wage, hours or other terms and conditions of employment and company employees have the right to engage in or refrain from such activities. For more information regarding employee rights, see the National Labor Relations Board (NLRB) Employee rights, provision, Section 7.

Information that is recorded in the files of Providence Connections is only available to appropriate staff members and is the property of Providence Connections Employee files must not be removed from the HR department/office unless subpoenaed.

If an employee is questioned by someone outside Providence Connections staff and there is concern about the appropriateness of giving him or her certain information, employees are not required to answer. Instead, as politely as possible, employees should refer the request to the Executive Director.



## **b. Visitors**

In order to provide a safe workplace, employees who anticipate a visitor should inform the receptionist in advance.

Providence Connections requires that all visitors (including staff family members) sign in and out at the reception area and will be given a visitor pass to be worn. Visitors are expected to observe the same Standards of Conduct that all employees observe.

At all times, the safety and security of our clients and employees needs to be respected. Interaction with visitors and/or staff from another work area should occur only during scheduled break times outside the classroom.

## **c. Professional Appearance**

Providence Connections believes that a comfortable workplace is a productive one. But we also recognize that as an agency, we have only one chance to make a good first impression as we conduct business amongst ourselves and with others.

As representatives of Providence Connections all employees should be neat, well groomed and dressed in job-appropriate attire that reflects the agency's interest in projecting a comfortable, yet businesslike image. Employees should use common sense regarding work attire.

We realize that some staff provides direct service to children or parents where more casual attire is appropriate. In such cases, jeans, tennis shoes and walking shorts may be worn if and when appropriate.

Infractions of this policy may result in disciplinary action, up to and including suspension without pay.

## **d. Personal Phone Calls**

Employees are permitted to make personal phone calls only during lunch time and break time. Ordinarily, personal phone calls are not made from work unless there is an emergency. Employees are responsible for reimbursing Providence Connections for all incurred costs for personal phone calls made on a Center phone while at work. Employees may not receive personal phone calls while at work at any time unless there is an emergency. Cell phone usage, including text-messaging, is not permitted unless an employee is at lunch or on break.

## **e. Internet/Social Media & Electronic Mail Policy**

### **Internet Access:**

The Internet is a powerful organizational and business tool that can provide a great deal of useful information. Unfortunately, it can also be a distraction from productive work time when browsing non-business related sites. In an effort to clarify our position on the use of the Internet while utilizing agency property, we have developed the following guidelines for all employees:

- Exploring the Internet for personal use should be done before or after work hours or during lunch break. Using appropriate sites for business purposes is unrestricted within reason.
- Although we have very good virus preventions programs installed, downloading from the Internet should be done with caution. Space is also a potential problem; therefore, downloaded material should be kept under control and no material should be saved to the hard drive but saved on a USB. Opening e-mail with attachments without subject headings or



ones which appear suspicious is strongly discouraged as they have often proven to be sources of computer viruses.

- The display or transmission of sexually-explicit images, messages or cartoons, or any transmission that contains ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs is not permitted before, during, or after business hours.
- The Internet does not guarantee the privacy and confidentiality of information. Sensitive material transferred over the Internet may be at risk of detection by a third party. Employees must exercise caution and care when transferring such material.

Providence Connections has the right and capability to monitor Internet browsing by each user on our system. However, our goal is that employees will make this unnecessary. Each employee is given a log in and password. Keep it safe and for your use only.

### **Social Media**

At Providence Connections we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks both personally and to the Organization, and carries with it certain responsibilities. The following policy applies to all employees, any family member,, and associates who work or volunteer for Providence Connections and will establish the appropriate use of social media.

- Identify yourself with your name and role at Providence Connections when you discuss PCI or PCI related matters. You must make it clear that you are speaking for yourself and not on behalf of PCI. Only authorized individuals are permitted to officially represent the agency using any social media platform. Providence logos cannot be used without approval from the Executive Director.
- Respect your audience and don't use obscenities, personal insults and ethnic slurs, harassing remarks or any disparaging language. Show proper consideration for others' privacy.
- Do not disclose confidential or proprietary information.
- Use common sense about what is posted. Remember that what you publish will be public for a long time.

### **Electronic Mail:**

During work hours, electronic mail is to be used for business purposes. Personal electronic mail should be sent or received only if absolutely necessary and should be as brief as possible. No one may solicit, promote or advertise any organization, product or service through the use of electronic mail or anywhere else on agency premises at any time.

Employees are not permitted to send electronic mail that contains ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs. Providence Connections reserves the right to determine when an employee is sending excessive or improper electronic mail.

Passwords, system telephone numbers, and similar information may not be disseminated to the public and must be retained as confidential information by the user. For privacy reasons, employees may not attempt to gain access to another employee's personal file or e-mail messages without the latter's express permission.

The electronic mail is an agency asset and privilege and is subject to review or monitoring at any



time without notice.

#### **f. Employee Parking**

Employees of Providence Connections and Providence Family Support Center are welcome to park in the parking lot(s) as available and on the street.

#### **g. Rest Breaks**

Full time employees (those working an average of 32-40 hours per week) may take two (2) paid fifteen (15) minute breaks during the workday. Although employees may take breaks when they desire, Child Care Staff should ensure that the room is in ratio at all times.

Employees who work at least six (6) hours a day may have one (1) 15 minute rest break during the work day.

#### **h. Lunch Breaks**

Employees who work between six (6) and eight (8) hours a day are entitled to one (1) unpaid thirty (30) minute lunch break. Non-Exempt employees must clock in and out for their lunch break.

Generally, employees are required to take their lunch break daily. Unless an employee has his/her director's authorization, he/she may not work through lunch in order to arrive late or to leave early or to work extra time.

#### **i. Smoking in the Workplace**

Providence Connections/Providence Family Support Center is tobacco and smoke free (including electronic cigarettes). This applies to the property and the facility including the agency vans, and personal vehicles on the property when transporting staff, families or children. Employees are requested to help keep the facility and grounds smoke-free.

In addition to reducing the risk of fire, maintaining a smoke-free environment contributes to the health and well-being of all employees and models positive choices for everyone.

#### **j. Drug Free Work Place**

Providence Connections' drug and alcohol policy is as follows:

1. Providence Connections prohibits the use, consumption, sale, purchase, transfer, or possession of any illegal non-prescription drug or alcohol by the Employees during working hours, or while on the premises of Providence Connections.
2. Employees of Providence Connections are strictly prohibited from being under the influence of alcohol or illegal non-prescription drugs during working hours. This includes reporting to work under the influence of alcohol or illegal drugs.
3. Violation of this Policy will result in Corrective Action, which may include immediate termination for the first offense.



#### **k. Solicitation & Distribution**

During work time in work areas, employees are expected to devote their time to work activities. Conducting raffles, collections, solicitations, selling chances, tickets or merchandise, and distribution of flyers and literature are to take place only during break times and non-work times in areas where they will not disturb other people who are working.

#### **l. Separation of Employment**

Providence Connections requires that employees give at least two (2) weeks advance notice prior to resignation. A final paycheck will be available to employees after the next regular pay period. Upon the cessation of employment, employees must return all company property, such as keys, credit cards, and any job-related equipment or materials to their supervisor. A final paycheck stub will be mailed to them or they can pick it up at the front desk.

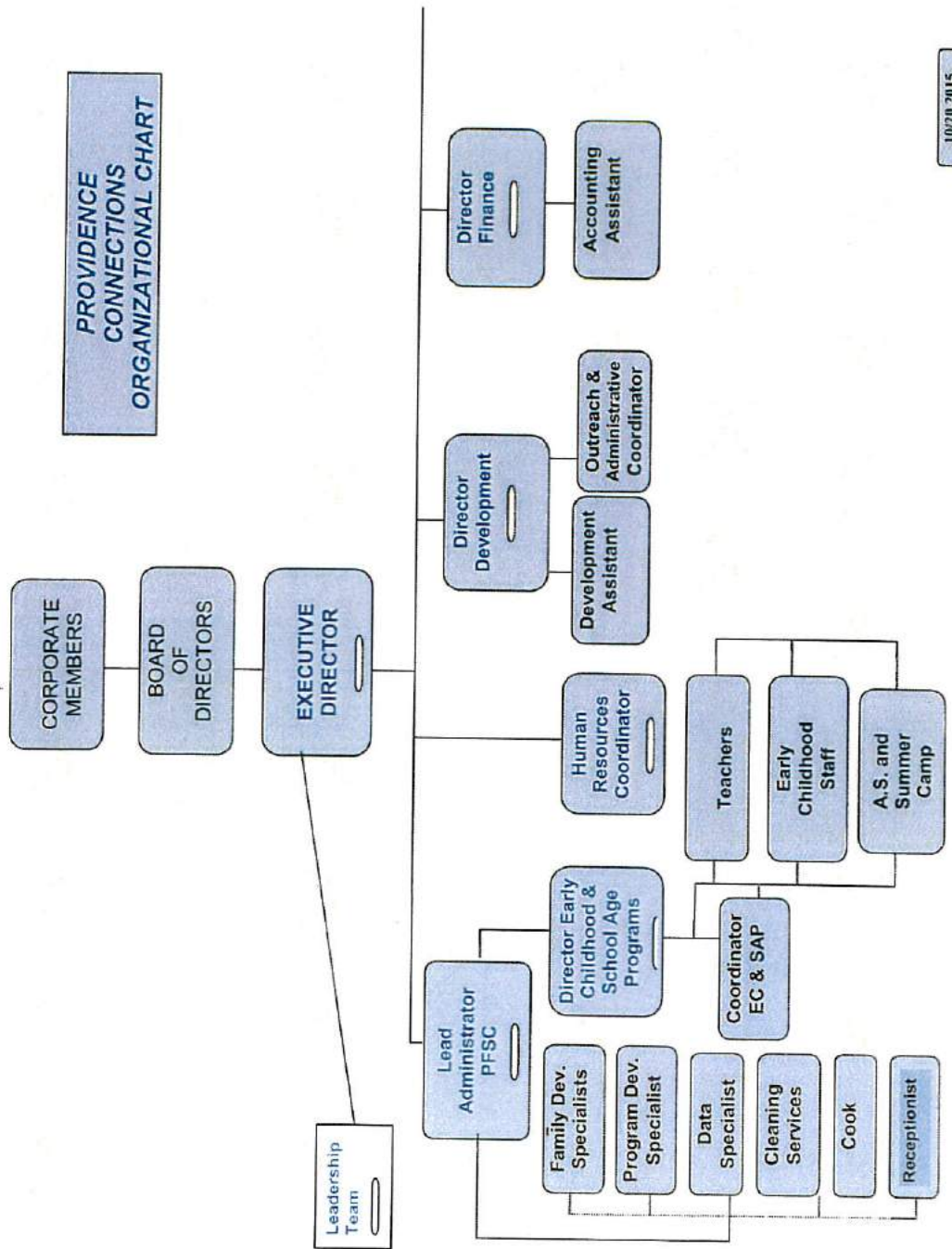
COBRA insurance is available for 18 months to any employee that is leaving employment with Providence Connections and would like to have or continue health insurance. The premiums required to maintain this insurance are the responsibility of the separating employee. Providence Connections will discontinue insurance coverage of any former employee who is enrolled in COBRA and who fails to remit premiums within 30 days of the due date.

Employees are required to schedule an exit interview with the HR Coordinator prior to their last day of work. The purpose of this interview is to ensure that employees are aware of the continuation of coverage applicable to certain benefits, submit a forwarding address, and to provide an opportunity to discuss their employment at Providence Connections.

#### **m. Financial Obligations**

All financial obligations must be satisfied before the resignation or termination of any employee. The employee is responsible to make sure all debts have been paid before his/her last day. If this is not possible, money that is owed will be deducted from the last paycheck and/or an invoice will be sent to the individual with further instructions.

# Appendix A: Providence Connections Organizational Chart



10/20/2015



**\*Acknowledgment of Receipt  
Of Providence Connections Employee Handbook**

I have read the Providence Connections Employee Handbook and I understand that my employment with Providence Connections can be terminated at any time by either party, with or without cause, for any reason or no reason at all, except as prohibited by law. Employment at Providence Connections is strictly at-will.

I understand that Providence Connections reserves the right to revise, change, suspend, or eliminate any or all of the plans, procedures, rules, and regulations contained in this handbook at any time, with or without prior notice to employees.

I understand that this handbook is intended only as an explanation of employment practices, policies, and benefits. I recognize that the handbook is a general guide for working at Providence Connections and that it does not represent contractual terms of employment.

By signing below, I acknowledge that I have fully read, understand and am willing to abide by the plans, policies, procedures, rules and standards of Providence Connections.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

**\*This Acknowledgment Receipt is to be given to your supervisor. A copy will be placed in each employee's file. The employee may also request a copy.**