



Hawkeye Area  
Community Action Program, Inc.

## Employee Handbook



An Equal Opportunity Agency - A United Way Member Agency

# TABLE OF CONTENTS

Welcome Letter	4
Mission and Vision	5
History	6
Programs	7
Employment Practices	8
Introduction	
Employment Policy	
Probation Period	
Changes in Personnel Records	
Access to Personnel Files	
Criminal Background Checks	
Employee Health Examinations	
Equal Opportunity	10
Americans with Disabilities Act (ADA) and Reasonable Accommodation	
Conflicts of Interest	11
Employment Classification	13
Wages and Benefits	14
Pay Period	
Flex Scheduling	
Wages	
Meal and Rest Breaks	
Time Records	
Overtime	
Payroll Deductions	
Time Off and Leaves of Absences	15
Holidays	
Paid Release	
Family and Medical Leave	
Military Leave	
Bereavement Leave	
Jury Duty	
Time off for voting	
Worker's Compensation	
Separation from Employment	
Employee Benefits	18
Overview	
Group Life and Accidental Death	
Short-Term Disability	
Long-Term Disability	
Optional Employee Life Insurance	
Employee Assistance Program	
Medical Reimbursement/Dependent Care	
Retirement	
Advancement Opportunities Training Program	

- Drug-Free and Alcohol-Free Workplace 21
- Commitment to Safety 22
  - Smoke-Free Workplace
  - Privacy and Searches
  - Identification Badge
  - Tornado Watch
  - Fire Safety
  - Bloodborne Pathogens
  - HIPAA Regulations
- Workplace Guidelines 24
  - Orientation
  - Attendance
  - Job Performance
  - Seniority Date
  - Dress and Grooming
  - Confidential Information
  - Computer Security
  - Electronic Mail
- Workplace Violence 27
- Harassment and Retaliation Policy 28
- Complaint Policy 30
  - Confidentiality
- Disciplinary Procedure 31
  - Definitions of Disciplinary Levels
- Employee Handbook Acknowledgment and Receipt 34

# Welcome to HACAP

Welcome to Hawkeye Area Community Action Program, Inc. (HACAP)!

HACAP is non-profit organizations committed to helping people develop skills to become successful and build strong communities as a team.

This Employee Handbook will give you an overview of the organization and a summary of the agency's policies and procedures. We hope it will answer questions you may have regarding HACAP's operations and employee expectations. Should you have any questions about the content of this Handbook or about certain policies and procedures, please contact your Supervisor or direct your questions to the Human Relations Department.

Once again, we are pleased to have you join our team and wish you every success!

We are HACAP!!!!

Jane Drapeaux

Chief Executive Officer



# HACAP's Mission and Vision

## Mission

Helping people develop skills to become successful and build strong communities.

## Vision

A thriving community where all people have the opportunities for success.

***We are Innovative.***

***We are Partners.***

***We are Responsible.***

***We are Leaders.***

***We have integrity.***

***We are HACAP.***

HACAP believes that upward mobility programs are an investment in the future. So that families in poverty need not live from one crisis to another nor live in poverty from one generation to another, we will strive to:

- Identify the causes and extent of poverty in our communities and locate individuals in need.
- Identify and mobilize all available local resources and community facilities to assist the disadvantaged in securing needed services.
- Provide maximum participation of the disadvantaged in the planning operation and evaluation of HACAP programs through our governance groups.
- Make the community aware of HACAP and the needs of the disadvantaged.
- To provide decent housing that is affordable to low-income and moderate-income persons.

## History of HACAP

In 1968, Hawkeye Area Community Action Program, Inc. began serving families in Linn, Johnson, and Jones counties. From 1973 to 1981, Iowa, Benton, and Washington counties joined the HACAP family. In 2020 Dubuque, Delaware, and Jackson counties were added. Throughout the years, HACAP has continued to identify and alleviate the conditions of poverty and helping people on the road self-sufficiency within our nine-county area.

HACAP, a Community Action Agency (CAA), is responsible for developing and delivering Iowa's anti-poverty plan for Benton, Iowa, Johnson, Jones, Linn, Dubuque, Delaware, Jackson, and Washington Counties. CAAs are non-profit private and public organizations established under the Economic Opportunity Act of 1964 to fight "America's War on Poverty". The goal of an anti-poverty plan, as well as community action, is to identify the specific needs of our clients and our communities; design opportunities and programs to meet those needs. As a result, rather than promoting dependence on welfare and other forms of government assistance, HACAP fosters self-sufficiency and independence for the low-income clients we serve.

Currently, HACAP has many facilities serving the 9 county area. HACAP facilities reflect the reality that this is a place where a family comes to access resources to help them address immediate needs and move toward self-sufficiency. HACAP facilities are located in high need areas and serve entire neighborhoods or rural communities.

HACAP deploys its resources to operate programs that stabilize households. In addition, we collaborate with community partners to better serve the families of our communities.

# **Programs**

## **Health and Nutrition**

**Food Reservoir-** Partner Agencies, Operation Backpack, Mobile Food Truck

**Family and Community Health Alliance-** WIC, Maternal Health, Child Health/Care for Kids, *Hawk-I*, Dental Health

**Rural Senior Services-** Congregate meals. Home Delivered Meals, Chore Program, Medical Equipment Lending Library

## **Housing Stabilization**

**Weatherization-** Energy Efficiency Measures, Rural Rehabilitation

**Energy Assistance-** LIHEAP, Energy Counseling, Budget Counseling

## **Regional Housing**

**Housing-**Transitional, Permanent, Permanent housing for Chronically Homeless, TBRA, Housing Assistance

## **Early Childhood**

**Head Start/Early Head Start-** Center /homebased child development services, variety of options available

**Child and Adult Care Food Program-** Nutritious meals for in home child care

**PACES/QECE-** Child care training programs promoting quality

# **Employment Practices**

## **Introduction**

In the Employee Handbook, you will find information pertaining to current personnel policies, employee benefits, and what is expected of you as a Hawkeye Area Community Action Program, Inc. (HACAP) team member.

More detailed information is contained in HACAP's Personnel Policies which are available at your worksite and are online in the HACAP Core documents.

You are encouraged to ask your supervisor, program manager, or Human Resource staff any questions you may have regarding the content of this manual.

The employee handbook is presented for informational purposes only and can be changed at any time by the Hawkeye Area Community Action Program, Inc. with or without notice. The handbook is not an employment contract, expressed, or implied. Hawkeye Area Community Action Program, Inc. are employees at will and either the employee or Hawkeye Area Community Action Program, Inc. can terminate the employment relationship at any time for any reason.

Employees are to read this handbook and acquaint themselves with the information contained herein.

## **Employment Policy**

It is the policy of Hawkeye Area Community Action Program, Inc. to select personnel on the basis of past work history and occupational qualifications without regard to age, race, creed, color, sex, national origin, sexual orientation, marital status or disability. Persons who feel they have been discriminated against in any of these areas should let their grievances be known to the Human Resources Department. All personnel are required to comply with the Immigration Reform and Control Act of 1986 and must complete an Employment Eligibility Verification Form (I-9) to be kept in HACAP's Human Resources Department.

## **Probationary Period**

All new and rehired employees, or currently employed persons transferring into a position requiring a different classification description, must serve the first 180 calendar days of that position on a probationary basis. During this period the employee will have the chance to accustom him or herself to the work; it will also give his or her supervisor an opportunity to see how well the employee is suited for these duties and



responsibilities. During the probationary period, the employee will be evaluated by the supervisor at 30, 90, and 180 days.

An employee must complete the probationary period before being considered for other positions unless management waives that requirement.

For employees working within the initial 180-day probationary period, Hawkeye Area Community Action Program, Inc. reserves the right to terminate employment without the option of leave or transfer and without recourse to the Hawkeye Area Community Action Program, Inc. grievance procedure.

## **Changes in Personnel Records**

It is the responsibility of each employee to promptly notify HACAP of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Department as soon as possible. If the change will affect your benefits (i.e. medical, dental, etc.) it is very important that timely notification is made so that required deadlines in which to make life-changing event changes are not missed.

## **Access to Personnel Files**

The personnel file is a permanent record of an employee's work history and is the property of HACAP. They are maintained in the Human Resources Department and access to the information they contain is restricted. Generally, only supervisors and management personnel of HACAP, program monitors and auditors, who have a legitimate reason to review information, are allowed to do so.

The personnel record contains such items as the application for employment, employment references, educational and developmental records, and leaves of absence, employee performance appraisals and other such data. Disciplinary actions are part of the employee record as outlined in HACAP's Disciplinary Policy. Employee health records are confidential and are maintained in the Human Resources Department in a separate file in compliance with HIPAA regulations. With reasonable advance notice, employees may review their own personnel file in HACAP's corporate office and in the presence of an individual appointed by HACAP to maintain the file.

## **Criminal and Abuse Background Checks**

HACAP shall submit record checks, both State and Federal for each employee with direct responsibility for child care or with access to a child when the child is alone, including staff who perform duties under a subcontract with HACAP, who will have access to a child to determine whether they have any founded child abuse reports or criminal convictions.

Any person with direct responsibility for child care or with access to a child when the child is alone with a founded child abuse or criminal record will immediately be denied continued employment.

## **Employee Health Examinations**

HACAP has some positions that require physical exam clearance or successful fitness for duty testing. If you have been offered a position in Head Start/Early Head Start you will be required to have a physical examination. If you have been offered a position in Weatherization, Maintenance, or the Warehouse you may be required to undergo a fitness for duty test.

Employment is contingent on a determination based upon the results of your physical examination and testing that you will be able to meet the requirements of the position offered to you.

## **Equal Opportunity**

Hawkeye Area Community Action Program, Inc. supports equal employment opportunity in principle, practice and complies with the Equal Pay Act of 1963, Age Discrimination in Employment Act of 1967, Americans with Disabilities Act of 1990, Rehabilitation Act of 1973 and the Civil Rights Act of 1991. No person shall be excluded from participation in, be denied the benefits of, be subjected to discrimination under or be denied employment in connection with any Hawkeye Area Community Action Program, Inc. program or activity on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law. Furthermore, the company has made a commitment to equal employment opportunity through a positive and continuing Affirmative Action Program.

## **Americans with Disabilities Act (ADA) and Reasonable Accommodation**

To ensure equal employment opportunities to qualified individuals with a disability, Hawkeye Area Community Action Program, Inc. will make reasonable accommodations for the known disability of an otherwise qualified individual, unless undue hardship on the operation of the business would result. Employees who may require a reasonable accommodation should contact the Human Resources Department.

## **Conflicts of Interest**

HACAP prohibits staff from using their position with HACAP or their relationships with HACAP employees, vendors, and consumers **for private advantage or personal gain.** HACAP employees may not conduct their work or personal activities in any manner that would obstruct the efficient operation or adversely affect the public image of HACAP. All employees are required to avoid or disclose any actions or inactions that would create a conflict of interest or the appearance of a conflict of interest.

Employees are responsible for disclosing Conflicts of Interests.

The following is a list of situations that provide the potential for a Conflict of Interest that employees should avoid or obtain a specific written guidance from the CEO:

1. HACAP employees, their relatives, members of their households, their friends must always meet normal eligibility rules and cannot receive a priority of any sort in applying for or receiving a HACAP service.
2. HACAP employees cannot participate in the applications processing or approval process for themselves, their relatives, members of their household, or their friends. Applications for supervisors must always be reviewed by someone outside their supervisory line and under the direction of someone higher on the chain-of-supervision. **Service approval for supervisory employees and those connected to them always creates an “appearance of conflict of interest” and must be carefully scrutinized.**
3. HACAP personnel in positions to authorize purchases or to monitor performance of HACAP contractors and vendors may not conduct personal business with those contractors and vendors without the approval of the CEO or designee. The President of the Board of Directors must approve any action related to the CEO in this area. **This does not apply to retail vendors who offer products to the general public at a known retail price. It does apply if the price is negotiable.**
4. HACAP employees may not accept or solicit personal gifts of any kind from co-workers, consumers, or vendors without the approval of the CEO or designee. The President of the Board of Directors must approve any action related to the CEO in this area.
5. HACAP supervisory personnel may not require or allow subordinates to work on (or volunteer to work on) personal projects of their own, their families, or members of their household without the approval of the CEO or designee. The President of the Board of Directors must approve any action related to the CEO in this area.

6. HACAP employees may not use HACAP buildings, vehicles, supplies, equipment or proprietary information for personal projects, activities or causes without the approval of the CEO or designee. The President of the Board of Directors must approve any action related to the CEO in this area.
7. HACAP employees may not remove or convert to personal use any discarded HACAP materials, supplies, or equipment without the approval of the CEO or designee. The President of the Board of Directors must approve any action related to the CEO in this area.
8. All unusual work hours and locations, especially working at home, must be approved by supervisors in advance and be noted on the time sheet for the date(s) involved.
9. HACAP supervisors/managers may not hire, supervise, or evaluate members of their immediate family.
10. HACAP employees may not seek or hold partisan elective office.
11. HACAP employees may not serve on HACAP boards, councils or other policy advisory groups without the approval of the CEO or their designee.
12. HACAP employees may not serve on community boards, councils or other policy advisory groups in their capacity as a HACAP employee without the approval of the CEO.
13. HACAP employees may not serve on community boards, councils or other policy advisory groups that directly impact HACAP operations or mission without the approval of the CEO.
14. HACAP employee's without-side employment or business interests must obtain the approval of the CEO or designee. The President of the Board of Directors must approve any action related to the CEO in this area. **Out-side employment and business interests must at all times be kept totally separate from the employee's role at HACAP. Employees and their out-side businesses may not contract for service with HACAP. Employees and their out-side businesses may not adversely affect the operations or public image of HACAP.**
15. HACAP supervisory and professional employees may not engage in unapproved intimate relationships with subordinate staff members, vendors, board members, or program participants.
16. HACAP professional employees may not engage in activities with program participants that conflict with the Codes of Conduct or established Professional Ethics Standards for their position.

## **Employment Classification**

In order to determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, Hawkeye Area Community Action Program, Inc. classifies its employees as shown below. HACAP may review or change employee classifications at any time. A Personnel Action will document any changes in an employee's status. A copy can be made and given to the employee, upon request.

**Exempt.** Exempt employees are paid on a salaried basis and are not eligible to receive overtime pay.

**Nonexempt.** Nonexempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked.

**Probationary Status.** All new employees shall be considered probationary for one hundred eighty (180) days during which time said employees may be discharged at the discretion of HACAP. Probationary discharges shall not be subject to the grievance and arbitration procedure.

A new Head Start/Early Head Start employee may not be removed from probation or attain full status until he or she has been satisfactorily employed in the position and the Head Start Policy Council has approved the hiring.

**Full-Time, Full Status.** Employees are considered full-time/full-status if they are regularly scheduled to work 40 hours per week year round and have successfully completed their probationary period. Full-time employees are eligible to participate in HACAP's benefits programs as long as all specific program requirements are met.

**Regular Part-Time, Full Status.** Employees are considered part-time if they are regularly scheduled to work at least 20 hours per week for a minimum of 33-weeks/contract year but do not meet full-time requirements. Part-time/Full Status employees are eligible to participate in HACAP's benefit programs on a prorated basis as long as all specific program requirements are met.

**Part-Time, Limited Status.** Employees are considered part-time if they are regularly scheduled to work less than a regular part-time employee in a continuing, regularly scheduled position on an ongoing basis. Part-time-Limited status employees receive all legally mandated benefits and retirement, and are ineligible for all of HACAP's voluntary benefits.

**Intermittent.** Employees hired to substitute for a full or part-time employee on a day-to-day basis, as needed, or to perform a specific task on a non-routine basis. Intermittent status employees receive all legally mandated benefits and retirement, and are ineligible for all of HACAP's voluntary benefits.

**Temporary.** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work the company's full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

## **Wages and Benefits**

### **Pay Period**

HACAP has a fourteen day pay period. The pay period starts on Monday and ends fourteen days later on Sunday, with employees being paid on the following Friday. The scheduled hours you work each week may vary and will be determined by your supervisor.

### **Flex Scheduling**

Flexible scheduling may be an option for employees in certain job classifications and certain job functions. Employees should not assume or expect that flexible work hours are available upon request. In some instances, an employee may be placed on a flexible schedule, as a way to better meet the needs of HACAP and our customers and the families we serve.

### **Wages**

HACAP strives to recruit and retain highly qualified team members. Non-bargaining positions shall be classified and paid according to the current Personnel Classification Schedule. Bargaining unit positions will be classified and paid according to the SEIU/HACAP Collective Bargaining Agreement.

### **Meal and Rest Breaks**

Full-Time and Regular Part-Time employees are entitled to a 30-minute unpaid meal break each day. If a nonexempt employee is required to work through a meal break, he or she will be paid for the 30-minute period. Employees are also entitled to two 15-minute rest periods each day when working an eight hour shift. Meal and rest breaks will be scheduled by the department supervisor or manager.

### **Time Records**

Accurate recording of time worked is the responsibility of every employee. Federal and State laws require HACAP to keep an accurate record of time worked, in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Employees should accurately record the time they begin and end their workday, as well as the beginning and ending time of each meal period using HACAP's electronic timesheet system. They should also record the beginning and ending time of any

departure from work for personal reasons. Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

## **Overtime**

All overtime work must receive the supervisor's prior authorization.

Overtime is paid to all non-exempt employees in accordance with federal and state wage and hour restrictions (hours worked over 40 hours in a week). Overtime pay is based on actual hours worked. Time off for holiday, paid release, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

## **Payroll Deductions**

Deductions from an employee's gross pay period earnings are of two types: mandatory and voluntary. Mandatory deductions are those required by law, court order or other legally compelling influence on the payroll. HACAP is required by law to make the following deductions from an employee's check:

- Federal income tax
- Medicare
- Social Security tax (FICA)
- State tax
- Court-ordered garnishments (when required by law)

The number of tax deductions depends on the employee's income level, marital status and the number of allowances an employee claims on the W-4 form.

Voluntary deductions are those requested by employees to be made on their behalf and may include medical insurance premiums, retirement contributions, voluntary life insurance premiums, long-term disability, etc. Voluntary deductions will not be made without the employee's written request or authorization, and advanced approval from the Human Resources Department.

## **Time Off and Leave of Absence**

### **Holidays**

HACAP observes the following holidays:

New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve day and Christmas day.

If a holiday falls on a Saturday HACAP will recognize the Friday before as the holiday. If the holiday falls on a Sunday HACAP will recognize the Monday after as the holiday.

## **Paid Release**

Paid Release is available to all employees with the following status: probationary /full-status, full-time/full status, and regular part-time/full status employees. This paid release time is to provide opportunities for personal obligations, emergencies, rest, relaxation and personal pursuits. The amount of paid release an employee may earn each pay period varies with the number of hours worked and the length of their employment in an eligible status. Please refer to the HACAP Policies and Procedures Manual or HACAP/SEIU Collective Bargaining Agreement for your accrual rate.

Upon termination of employment, employees will be paid for unused paid release time that has been earned through the last day of work.

## **Family and Medical Leave**

The Family and Medical Leave Act of 1993 (FMLA) is a federal law that covers all employers with 50 or more employees within 75 miles of a given workplace. FMLA requires employers to provide up to 12 weeks of job-protected leave to eligible employees for certain family and medical reasons. An eligible employee who takes leave under the law must be permitted to return to the same job or a job with equivalent status and pay. The employer must continue the employee's health benefits during the leave period at the same level and conditions as if the employee had continued to work. The leave may be paid, unpaid, or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

## **Military Leave**

Military leave of absence shall be granted to employees under the provision of the Selective Service Act and the Code of Iowa. Employees requesting military leave should send a copy of their orders along with a memo requesting military leave or a Request for paid leave form to the Human Resources Department.

## **Bereavement Leave**

HACAP wishes to recognize the personal loss an employee experiences as a result of the death of a loved one. While a general policy cannot be written that provides



bereavement leave for every category of “loved one”, it is HACAP’s intention to provide paid bereavement leave to employees who experience the loss of a family member as follows; Absence due to death of family members shall be paid in full not to exceed three days for parent, stepparent, child, spouse, brother, sister or stepchild; One day shall be paid in full for son in law, daughter in law, brother in law, sister in law, mother in law, father in law, aunt, uncle, grandchildren, and grandparents of the employee.

## **Jury Duty**

An employee called for jury duty during working hours shall be provided such time without loss of pay. Any per diem fees the employee receives during such jury duty shall be turned over to HACAP.

When an employee is excused from jury duty, either temporarily or permanently during work hours, the employee should report to work and complete any remaining hours of the workday, if required.

## **Time Off for Voting**

Hawkeye Area Community Action Program, Inc. recognizes that voting is a right and privilege of being a citizen of the United States and encourages employees to exercise their right to vote. In almost all cases, you will have sufficient time outside working hours to vote. If for any reason you think this won’t be the case, contact your supervisor to discuss scheduling accommodations.

## **Workers’ Compensation**

All employees are covered by workers’ compensation insurance, which compensates an employee for lost time, medical expenses, and loss of life or dismemberment from an injury arising out of or in the course of work. Employees must report any accident or injury immediately to his/her supervisor and, if applicable, the Human Resources Department, so that the necessary treatment can be administered and paperwork may be completed.

HACAP will strive to reduce workers’ compensation claims by providing the best possible working conditions. The status of an employee shall not be affected by the filing of workers’ compensation claims unless the claim is filed fraudulently. It is up to every employee of HACAP to ensure that the environment is safe for both employees and clients and to report any injuries immediately. All unsafe conditions should be reported immediately or if feasible, corrected upon sight.

## **Separation from Employment**

If an employee wishes to resign from HACAP a minimum two-week notice of resignation, in writing, should be submitted to their supervisor, unless other arrangements have been made with management. Unexplained failure to report to work for three consecutive days will be considered a resignation.

On the final day of employment, the employee must return all HACAP property.

The Human Resources Department will provide the employee with any benefit information needed at this time.

## **Employee Benefits**

Following is a description of the benefits offered by HACAP. If questions regarding the application of benefits information in this manual should arise, reference may be made to the appropriate benefit policy contained in the Human Resources Department. These policies are subject to change. In instances where this manual may disagree with plan documents for insurance policies, the policies and plans will always prevail.

### **Medical, Dental, and Vision Insurance**

Employees working 30 hours or more are eligible for HACAP health and dental plans. This benefit is available the first of the month after 30 days of successful employment. Wellmark is the health insurance provider with three tiers of coverage. Delta Dental Plan of Iowa administers dental coverage. You may seek care from almost any dentist you wish. However, there are advantages when you receive services from Delta dentists. The EyeMed Vision Care discount program is also available through Delta Dental. Discounts on exams, glasses, contacts, etc. are available when choosing participating providers and/or retailers. Vision coverage is through VSP and has tiered options to choose from.

### **Group Life and Accidental Death**

HACAP provides the following coverage, at no cost to the employee:

Basic Life and AD&D Insurance—\$15,000

\$9650 after age 65

\$7500 after age 70

No cost to an employee

## **Short-Term Disability**

HACAP provides a short-term disability insurance program for eligible employees who have completed at least one year of service. The benefit is paid at 60% of the employee's work hours per their approved work schedule, beginning with the 6th consecutive workday of time loss. Benefits for eligible employees will be paid up to 25 weeks in accordance with the terms and conditions of the insurance carrier.

## **Long-Term Disability**

Long-term Disability insurance pays a monthly benefit to you in the event you cannot work because of a covered illness or injury. Additional information about LTD benefits and the specific features of our plan are available in the Human Resources Department.

## **Optional Employee Life Insurance**

You have the option to purchase additional life insurance for yourself, dependent life insurance coverage for your spouse and children. Employee cost will vary depending upon coverage election and age.

## **Employee Assistance Program**

HACAP provides an EAP program for employees and their immediate family members to use in helping them deal with challenging situations. The EAP will provide confidential assessments, short-term counseling, and referrals for long-term needs.

## **Medical Reimbursement/Dependent Care**

The Medical Care Reimbursement Account and the Dependent Care Reimbursement Account let you pay for health care and dependent day care expenses that are not paid by other benefit plans. You set aside before-tax dollars from your pay into an account in your name. Then, as you have eligible expenses, you claim tax-free reimbursements from your account to cover the expenses.

## **Retirement Plans**

### **Option 1—IPERS**

IPERS is the Iowa Public Employees Retirement System. All HACAP employees are automatically covered by IPERS on their first day of employment. Please refer to benefit schedule for the most current contribution percentages. The IPERS Investment Board manages the funds.

If you choose not to participate in IPERS, you have 60 days from your first day of employment to complete the Election for Termination of IPERS Coverage form and turn it into Human Resources. This is an irrevocable decision for this period of employment with HACAP.

### **Option 2 – 403(b)**

This Plan was established in order to provide funds for your retirement. This Plan is a “tax-deferred annuity” or “403(b)” Plan. .

You are eligible to participate in the 403(b) plan on the first day of the month after completing 30 days of employment. You may designate the amount of your contribution. Please refer to benefit schedule for the most current contribution/matching percentages.

### **Option 3 – IPERS & 403(b)**

You may participate in both IPERS and 403(B). Your IPERS contribution will be the only contribution that will be matched by HACAP.

### **Option 4 – No Participation**

You can elect not to participate in either plan. If you choose not to participate in IPERS, you must complete the Election for Termination of IPERS Coverage form within the first 60 days of employment and turn it into the Human Resources Department. If you choose not to participate in IPERS, the decision is irrevocable for this period of employment with HACAP. If you choose not to participate in the 403(b) program, you will be required to complete the Election Deferral Form declining participation.

## **Advancement Opportunities Training Program**

The Advancement Opportunities Training Program is designed to support an employee as he or she voluntarily obtain the education and training necessary to qualify for a high demand position, for which advancement within HACAP reasonably exists. This list will vary from time to time, depending upon the job market. Human Resources will determine what these positions are. See HACAP Personal Policy #309 for more information.

## **Drug-Free Work Place**

Hawkeye Area Community Action Program, Inc. will comply with the Drug-free Workplace Act of 1988 (Pub. L. 100-690 Subpart 23.5), which states: the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited at HACAP worksites and by HACAP employees while at work at non-HACAP worksites.

### **NON-COMPLIANCE**

Any employee violating this policy will be subject to disciplinary action as outlined in policy 442.1 on Employee Discipline, Section 1:

1. First Offense – The employee may be placed on disciplinary probation or suspended if the employee participates satisfactorily in a drug abuse assistance or rehabilitation program. If the employee refuses, employment will be terminated.
2. Second Offense – Employment will be terminated.
3. Employees who are in their probationary period will have their employment terminated at the first offense.
4. Nothing precludes HACAP from terminating an employee who has violated this policy for the first time if there are other grounds for termination.

This action will be taken within thirty (30) days of the violation or notification of conviction for such violation.

### **NOTIFICATION TO EMPLOYEES**

Once each year, all employees will be notified in writing of:

1. The Drug-Free Work Place Policy;
2. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.

### **NOTIFICATION TO HACAP**

Should an employee be convicted of a violation of any criminal drug statute occurring in the workplace, the employee shall notify HACAP no later than five (5) days after such conviction.

### **NOTIFICATION TO FEDERAL FUNDING SOURCE**

Should an employee work in a program funded by the federal government, the federal funding source will be notified in writing ten (10) days after the violation or notification of conviction of violation.

### **DRUG-FREE AWARENESS PROGRAM**

HACAP will establish a Drug-Free Awareness Program to inform employees about:

1. The dangers of drug abuse in the workplace;
2. HACAP's policy of maintaining a drug-free workplace;
3. Any available drug counseling, rehabilitation, and employee assistance program;
4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.

This will be done during the annual notification process.

## **Commitment to Safety**

The health and safety of employees and others on HACAP's property are of the utmost concern. HACAP strives constantly for the highest possible level of safety in all activities and operations. HACAP will make every effort to provide working conditions that are as healthy and safe as reasonably possible. Employees are expected to be equally conscientious about workplace safety, including proper work methods, reporting potential hazards and abating known hazards. Unsafe conditions in any work area, or other areas at HACAP that might result in an accident, should be reported to a supervisor immediately or the Human Resources Department at 319-393-7811.

## **Smoke-Free Workplace**

HACAP will comply with Public Law 103227, Part C Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994, which requires that smoking not be permitted in or on any portion of any facility routinely owned, leased or contracted by HACAP and used routinely or regularly for provisions of health, day care or education services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan or loan guarantee. HACAP will also comply with the provisions of the law that include smoking in vehicles, indoor/outdoor activities and off-site functions.

## **Privacy and Searches**

Company desks, closets, and other places where employees may place their possessions, are the property of HACAP and the employees have no right of privacy in those places. Thus, HACAP may conduct security searches on its premises, in any manner deemed appropriate in order to protect the interests of HACAP, including but not limited to, the purposes of helping to maintain a safe drug-free work environment, and protecting HACAP property and preventing loss from theft.

Employees who refuse to cooperate in such searches, or who are found to possess prohibited items or who have such items in their desks are subject to corrective action up to and including termination of employment.

## **Identification Badge**

As part of our employee identification/ security system, a Hawkeye Area Community Action Program, Inc. (HACAP) identification badge with your name, photo, and the department will be issued to you as part of your new employee orientation. Everyone is required to wear his or her identification badge in plain view while in HACAP facilities or while performing HACAP work functions.

## **Tornado Watch**

All HACAP locations have a designated shelter area in the event of life-threatening weather. Employees are expected to cooperate when they are instructed to take shelter. Supervisors should provide employees with information regarding violent weather procedures in their area so that the employee will be prepared to take cover in the event of life-threatening weather.

## **Fire Safety**

Call 911 then follow the plan that is specific to the HACAP facility you are working at. The site supervisor will orient new employees to the fire plan for each site.

## **Bloodborne Pathogens**

In March 1992, the Occupational Health and Safety Administration (OSHA) passed the Bloodborne Pathogens training and Hepatitis B Standard which requires that information and training regarding the potential exposure risk to blood or body fluids in the workplace be provided to employees. All employees who have a potential exposure risk to blood or body fluids must satisfactorily complete HACAP's Bloodborne Pathogens training when hired and an annual training session for each subsequent year of employment. Employees will be trained on how to protect themselves from bloodborne viruses and on HACAP's Exposure Control Plan.

Universal precautions should be followed and proper cleaning and disinfection procedures are required when removing and handling blood and other body fluids. All spilled blood and body fluids are to be treated as contaminated and potentially harmful to health and Universal Precautions should be practiced.

## **HIPAA Regulations**

The Health Insurance Portability and Accountability Act (HIPAA) include components to ensure that your personal health information is protected so that individuals are not afraid to seek health care or to disclose sensitive information to health professionals. These privacy rules apply to entities such as health insurance carriers, medical providers (physicians, hospitals, clinic, etc.) and employers. It is designed to ensure that Protected Health Information is protected during its collection, use, disclosure, storage and destruction within these entities, including your employer, HACAP. The policies and procedures noted herein are effective April 14, 2004.

Protected health information is any individually identifiable health information transmitted or maintained in any form or medium including electronic or otherwise that is

used or disclosed by a covered entity. Individually identifiable health information that relates to HACAP's workers' compensation program, short-term disability program, or any other employment-related program is not considered protected health information and is not subject to HIPAA privacy rules. However, under separate laws and regulations, employees have a right to privacy of this information and employees having access to such information must ensure its confidentiality.

Protected Health Information does not include employment records held by the employer for medical information needed for an employer to carry out its obligations under:

- Family and Medical Leave Act
- American with Disabilities Act
- Occupational injury/Worker's Compensation
- Disability insurance eligibility
- Sick leave requests and justifications
- Workplace medical surveillance

If an employee believes that his/her protected health information has been inappropriately disclosed, the employee is encouraged to first contact HACAP's privacy officer (Human Resources Manager) to discuss the concern. If the concern cannot be resolved, the employee is then encouraged to file a complaint following the appropriate complaint procedure.

Unauthorized use or disclosure of confidential information will result in disciplinary action up to and including termination of employment. All individuals who become aware of a possible breach of the security or confidentiality of Protected Health Information are to contact HACAP's privacy officer (Human Resources Department).

## **Workplace Guidelines**

### **Orientation**

Orientation is provided for all new staff members at HACAP. Orientation is conducted during regular working hours and is designed to familiarize each person with HACAP's overall operations, objectives, and personnel policies. Each new staff member will receive further orientation for their specific position from their individual department.



## **Attendance**

HACAP expects all employees to conduct themselves in a professional manner during their employment. This includes practicing good attendance habits. All employees should regard coming to work on time, working their shift as scheduled, and leaving at the scheduled time as essential functions of their jobs, i.e., good attendance habits form an integral part of every employee's job description.

Among other things, "good attendance habits" mean the following:

- Being at your workstation ready for work by the start of the shift; remaining at your workstation unless the needs of the job require being elsewhere, except during authorized breaks (including restroom breaks);
- taking only the time normally allowed for breaks;
- remaining at work during your entire shift, unless excused by a supervisor; not leaving work until the scheduled end of your shift, unless excused by a supervisor;
- leaving promptly at the end of your shift unless you have been given advance permission from your supervisor to work past that point;
- calling in and personally notifying your supervisor or another member of management if you are going to be either absent or tardy unless a verifiable emergency makes it impossible for you to do so.

"Proper notice" means that you call HACAP at a number designated by your supervisor for such calls prior to the start of your shift and personally notify your supervisor or another member of management about the problem unless a verifiable emergency makes it impossible for you to do so. It is not sufficient to call in and leave a message with a co-worker or someone else that is not in a supervisory position. All supervisors and managers have been advised to make them available to take calls such as these, so there should be no reason to worry that you will not be able to reach an appropriate person to advise of your attendance problem. If you fail to give proper notice of attendance problems in advance as explained in this section, you may be subject to disciplinary action, up to and possibly including termination.

If you are absent without notice for three days in a row, you will be considered as having abandoned your job, and HACAP will process your work separation as a voluntary resignation on your part.

## **Job Performance**

Communication between employees and supervisors or managers is very important. Discussions regarding job performance are ongoing and often informal. Employees should initiate conversations with their supervisors if they feel additional ongoing feedback is needed.

Generally, formal performance reviews are conducted annually. These reviews include a written performance appraisal and discussion between the employee and the supervisor about job performance and expectations for the coming year.

## **Seniority Date**

Seniority is determined by the length of an employee's continuous service as a HACAP employee, since the employee's last date of hire. Breaks in seniority occur upon separation from employment through voluntary resignation, discharge, or upon lapse of recall rights. Employees that are rehired within six (6) months of separation will retain the seniority they held before the separation, without accumulating seniority during the separation period.

## **Dress and Grooming**

HACAP provides a casual yet professional work environment for its employees. Even though the dress code is business casual, it is important to project a professional image to our customers, visitors, and coworkers. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste. Please use common sense.

Any questions or complaints regarding the appropriateness of attire should be refer to HACAP's Standard of Dress Policy- #504 or directed to the immediate supervisor or Human Resources department.

## **Confidential Information**

Disclosure of confidential information gained through your employment or as a volunteer by Hawkeye Area Community Action Program, Inc. is an act of prohibited conduct subject to formal disciplinary action. Any information concerning a client, family, financial condition or personal peculiarities is strictly confidential. When a client's history or condition is reviewed, it must be done in privacy with only those persons involved with the care of the client. Any other information coming to you in the course of your work concerning another person or employee is also considered confidential and may not become the topic of conversation with others.

## **Computer Security**

Your job responsibilities may require the use of a computer. The computer you use at a HACAP facility or are assigned to use in the field is HACAP property and will be monitored as needed to ensure proper use of HACAP equipment.

In order to access information from computer terminals or personal computers, you are required to identify yourself through logon or sign-on procedures by presenting your assigned user I.D. and password.

Passwords are personal and confidential information; you should treat them as such and must not disclose them to other individuals. Actions taken under your user I.D. with or without your consent are your responsibility. If you suspect that your password had been compromised, you must notify your supervisor and the Information Services Department immediately and change your password at once. Your failure to comply with these responsibilities and requirements justifies corrective action and or termination.

## **Electronic Mail**

E-mail is subject to the same confidentiality and ethical conduct that applies to any other form of HACAP communications and files. HACAP has the right to access all electronic mail and computer files, whether in PC's, servers or mainframes and employees have no privacy rights with respect to any such information or data.

## **Workplace Violence**

HACAP is committed to providing a safe work environment for employees. All employees should be treated with courtesy and respect. All employees, clients, vendors, and business associates should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay" or other conduct that may be dangerous to others. Conduct that threatens, intimidates, or coerces another employee, client, vendor, or business associate will not be tolerated. Hawkeye Area Community Action Program, Inc. resources may not be used to threaten, stalk, or harass anyone at or outside the workplace. Hawkeye Area Community Action Program, Inc. treats threats coming from an abusive personal relationship as it does other forms of violence.

Employees are prohibited from possessing any dangerous weapon while engaged in HACAP business or on HACAP property or premises.

Indirect or direct threats of violence, incidents of actual violence, and suspicious individuals or activities should be reported as soon as possible to a supervisor, a member of Human Resources, or a member of senior management. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede during an incident. In the event of a situation requiring immediate intervention

by law enforcement, 911 or the appropriate law enforcement agency should be contacted immediately.

## **Harassment and Retaliation Policy**

It is the policy of Hawkeye Area Community Action Program, Inc. that all employees are entitled to a work environment in which all individuals are treated with courtesy and respect, free of harassment or retaliation. Therefore, HACAP expects that all relationships among persons in the workplace will be business-like and free of harassment or retaliation.

Harassment or retaliation is prohibited by federal, state, and local laws. This policy addresses harassment and retaliation based upon race, creed, color, national origin, citizenship status, religion, age, sex (whether or not of a sexual nature), sexual orientation, pregnancy, mental or physical disability, military or veteran status, or any other characteristic protected by law. HACAP prohibits its employees from harassing any other employee, applicant, customer, vendor or visitor. Complaints of harassment or retaliation will be taken seriously and will be investigated appropriately. Corrective action will be taken as warranted by the facts.

Conduct prohibited by this policy is unacceptable in the workplace and in any work-related setting outside the workplace such as during business trips, business meetings, and business-related social events. This policy prohibits harassment and retaliation whether engaged in by fellow employees, by a supervisor or manager, or by someone not directly connected to HACAP (e.g., an outside vendor, contractor, consultant or customer).

### **Definitions**

Sexual harassment constitutes discrimination and is illegal. It is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when for example:

- A. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- B. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting an individual;
- C. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working Title VII of the Civil Rights Act of 1964 recognizes two types of sexual harassment: 1) quid pro quo 2) hostile work environment.

Title VII of the Civil Rights Act of 1964 recognizes two types of sexual harassment:

- a) Quid pro quo
- b) Hostile work environment

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending upon the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body; sexual prowess or sexual deficiencies; leering; whistling or touching; insulting or obscene comments or gestures; display of sexually suggestive objects or pictures in the workplace; and other physical, verbal, or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, creed, color, national origin, citizenship status, religion, age, sex, sexual orientation, pregnancy, mental or physical disability, military or veteran status, or any other characteristic protected by law or that of his/her relatives, friends, or associates, and that:

Has the purpose or effect of creating an intimidating, hostile or offensive work environment;  
has the purpose or effect of unreasonably interfering with an individual's work performance; or  
otherwise adversely affects an individual's employment opportunities.

**Harassing conduct includes, but is not limited to:**

epithets, slurs, or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on the walls or elsewhere on the employer's premises , on company time or using company equipment by email, phone, text messages, social networking or other media sites.

**Retaliation**

HACAP encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of HACAP to promptly and thoroughly investigate such reports. HACAP prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

**Responsibilities**

If employees believe that they have been subject to unwanted sexual attention, harassment or retaliation, they should:

Make their unease and/or disapproval directly and immediately known to the harasser;  
Make a written record of the date, time, and nature of the incident(s) and the names of

any witnesses; and  
Report the incident HACAP's Human Resources Manager.

## **Complaint Policy**

HACAP employees are assured of their right to file a formal complaint and to have their complaint considered, by the Chief Executive Officer or his/her designee if necessary.

A formal complaint may be filed on the following grounds:

- Unsafe working conditions
- Mistreatment
- Demonstrable damage for which redress is possible

The complaint must describe the nature of the unsafe working condition, mistreatment or damage and the redress sought.

If the complaint is in regards to an article violation of the Collective Bargaining Agreement, the employee will need to file a grievance in accordance with Article VII of the Collective Bargaining Agreement.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

All complaints will be investigated promptly and, to the extent possible, with regard for confidentiality.

If the investigation confirms conduct contrary to this policy has occurred, HACAP will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

## **Formal Resolution Procedures**

All incidents of inappropriate sexually oriented conduct, harassment or retaliation should be reported to initiate a formal investigation into an alleged violation of this policy, employees must file a Harassment / Retaliation Complaint with HACAP's Human Resources Manager. Complaints should be filed as soon as possible after an incident of alleged sexual harassment, harassment or retaliation. The Human Resources Department assists the complainant in completing the Harassment / Retaliation Complaint form.

## **Discipline**

Employees who violate this policy are subject to appropriate discipline. If an investigation results in a finding that this policy has been violated, the mandatory minimum discipline is a written warning. The discipline for very serious or repeat violations is termination of employment. Persons who violate this policy may be subject to civil damages or criminal penalties.

## **Confidentiality**

All inquiries, complaints, and investigations are treated confidentially. Information is revealed strictly on a need to know basis. The information contained in a formal complaint is kept confidential however, the identity of the complainant is revealed to the respondent and witnesses. The Human Resources Manager will take adequate steps to ensure that the complainant is protected from retaliation during the period of the investigation. A copy of the investigation report and the final decision is included in the personnel file of the respondent only if the investigation concludes that the individual engaged in prohibited conduct. No record of a complaint is kept in the complainant's personnel file unless the investigation concludes that the complaint was reckless, frivolous, or vexatious.

All information pertaining to the harassment/retaliation complaint or investigation is maintained by the Human Resources Manager in secure files. The Human Resources Manager explains the procedures for handling information related to sexual harassment, harassment or retaliation complaints, and investigations to complainants and respondents.

The procedures available under this policy do not preempt or supersede any legal procedures or remedies otherwise available to a victim of sexual harassment, harassment or retaliation under state or federal law.

## **Disciplinary Procedure**

The primary purpose of discipline under Hawkeye Area Community Action Program, Inc. policy is to correct unproductive or inappropriate activity.

Disciplinary action may take the form of a verbal reprimand, a written warning notice, probation, suspension or discharge, or a combination of these actions.

Actions requiring a disciplinary response can be divided into two categories:

1. Those of a serious nature, which may justify termination without prior warnings or attempts at corrective action. These include (but are not limited to) dishonesty, stealing, forgery, falsification of documents, violation of confidentiality, conflict of interest, illegal activity, prohibited political activity, insubordination, abusive language or

behavior exhibited toward employees or clients, destruction of property, acceptance of gratuities from vendors or clients, actions detrimental to the agency.

The progressive disciplinary procedures described above also may be applied to an employee who is experiencing a series of unrelated problems involving job performance or behavior.

In cases involving serious misconduct, or any time the supervisor determines it is necessary, such as a major breach of policy or violation of law, the procedures contained above may be disregarded. Typically, the supervisor should suspend the employee immediately (with or without pay) and an investigation of the incidents leading up to the suspension should be conducted to determine if any further action, such as termination, should be taken.

2. Those of serious nature, which may result in corrective action via a reprimand, warning, probation, or suspension and which may result in more serious action if the behavior is continued by the employee. These include (but are not limited to) repeated tardiness or unscheduled absence, unexcused absences, careless job performance, negligence, disregard of safety procedures, infractions of agency and/or unit work rules. An employee may also be suspended or dismissed for unsatisfactory work performance based on evaluation procedures.

Employees shall be given the opportunity to sign any disciplinary action prior to it going in their file. Employees shall be afforded the opportunity to place a written response within seven (7) calendar days to any disciplinary action placed in their personnel file. Management will not put any disciplinary action into an employee's file without the knowledge of the employee (Article IX Collective Bargaining Contract).

## **Definitions of Disciplinary Levels**

Verbal Reprimand – Level 1: Issued for minor disciplinary problems. Considered to be a notice to the employee that the job performance or work behavior does not meet standards of employment.

Written Warning – Level 2: Issued for serious disciplinary problems or considered to be a further notice to the employee of continued undesirable work behavior or unacceptable job performance or a more serious problem. This is submitted in writing, and placed in the personnel file for permanent record. It will be removed after 1 year if job performance or work behavior problem is not repeated.



Probation / Corrective Work Plan – Level 3(a) Must be developed to outline serious work performance deficiencies related to the essential duties and responsibilities of the position's job description. This work plan will outline specific goals that must be met during the (3) three-month period. This document is placed in the personnel file for permanent record. If work performance is not corrected during this (3) three-month period the employee will be terminated. If benchmarks set during this (3) three-month period are not met, as determined, the termination process will occur immediately.

Suspension Without Pay – Level 3(b): Considered to be the final notice to the employee that a serious work behavior must be corrected immediately or the termination process will occur.

Discharge – Level 4: Issued for major behavioral and work performance deficiencies and is considered to be the most extreme form of disciplinary action and the final step in this process. This will occur when all appropriate levels have been followed or in the event that the action is in violation of a HACAP policy that requires immediate termination.

The employer will advise collective bargaining unit employees, in writing, of their right to have representation when dispensing a disciplinary action or when conducting a pre-disciplinary interview (Article IX Collective Bargaining Contract). Prohibited at HACAP worksites and by HACAP employees while at work at non-HACAP worksites.

# EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I hereby acknowledge receipt of the employee handbook of **Hawkeye Area Community Action Program, Inc.** I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. Neither it, agency practices, nor other communications create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I further understand that I am an at-will employee and that neither this document nor any other communication shall bind the company to employ me now or hereafter and that my employment may be terminated by me or the company without reason at any time. I understand that no representative of the company has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action or to assure any benefits or terms or conditions of employment, or make any agreement contrary to the foregoing.

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Employee's Name in Print

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Signature of Employee

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Date Signed by Employee

**TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE**