



*SOUTHEAST ALASKA INDEPENDENT LIVING,  
INC.*

**POLICY MANUAL  
AND  
EMPLOYEE HANDBOOK**

Revised July 25, 2012

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# **WELCOME!**

On behalf of our consumers, your colleagues, and the Board of Directors, I welcome you to SAIL and wish you every success as part of our team!

We are excited to have you join us as we work toward our mission to *Inspire Personal Independence*. We believe that each employee contributes directly to SAIL's growth and success, and we hope you will take pride in being a member of our team. We are committed to providing high quality independent living services to all consumers throughout our service area.

As an agency, we look for certain core competencies in our employees. These are; an ability to be flexible, an ability to communicate and work well with a variety of individuals, an ability to problem solve situations as they arise, an ability to work well in a team setting and of course, an ability to have a sense of humor in a variety of situations. One of our objectives as an employer is to provide a work environment that is conducive to both personal and professional growth.

This handbook was developed to describe some of the expectations we have of our employees and to outline the policies, programs, and benefits available to eligible employees. Please familiarize yourself with the contents of the employee handbook as soon as possible, for it will answer many questions about your employment with SAIL. No employee handbook can anticipate every circumstance that might arise or question you might have. From time to time, SAIL will revise, supplement, or rescind any policies or portion of the handbook it see's fit.

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

Sincerely,

Joan Herbage O'Keefe  
Executive Director

## ***SECTION 01 - INTRODUCTION***

### **MISSION AND VISION STATEMENT**

SAIL's mission and vision is one that is easy to remember and we hope this will help you carry it with you through all the work we do here at SAIL.

"Inspiring Personal Independence"

This means a direct service philosophy requiring program staff to counsel, support, and empower consumers in order for them to live and work in the environments of their choice. This also includes the ability to function in the family and to engage in or continue in employment. The overriding philosophy of all SAIL services, principles, and activities is to reflect "consumer-driven" activities and actions. Empowerment comes from education of the community and by consumers participating in their own plans for independent living.

### **FIVE CORE SERVICES**

Independent Living Center's exist all over the country and each is driven by five core services. The core services are; Information and Referral, Advocacy, Peer Support, Independent Living Skills Training and De-institutionalization. At SAIL we work hard to promote these services to the best of our ability.

## ***SECTION 1 - EMPLOYMENT***

### **NATURE OF EMPLOYMENT**

This handbook is intended to provide employees with a general understanding of SAIL's personnel policies and procedures. Employees are encouraged to familiarize themselves with the contents of this handbook, for it will answer many common questions concerning employment with SAIL.

However, this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. SAIL is an at will employer, meaning neither the employee nor SAIL is bound to continue the employment relationship if either chooses to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, SAIL reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook, with the exception of those policies and/or benefits required by law or regulation. The only recognized deviations from the stated procedures are those authorized by the Executive Director of SAIL, Inc.

## **EMPLOYEE RELATIONS: OPEN DOOR APPROACH**

SAIL believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other similar agencies in this area and in this industry.

If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to the Executive Director.

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

## **EQUAL OPPORTUNITY**

SAIL intends to act consistent with all applicable federal, state and municipal laws. Accordingly, it is the policy of SAIL to recruit, hire, train and promote for all job classifications without regard to the person's race, religion, color or national origin, age, physical or mental disability, or any other characteristic protected by law when the reasonable demands of the position do not require distinction of the aforementioned items.

## **HARASSMENT**

SAIL, in keeping with federal and state law and good business practice, expressly prohibits any form of harassment based on race, color, religion, sex, age, sexual orientation, national origin, disability, marital status, changes in marital status, pregnancy, parenthood or status as a Vietnam-era or disabled veteran or any other protected classification. SAIL will not tolerate any prohibited harassment of the organization's employees.

## **WORKPLACE HARASSMENT**

Workplace harassment can take many forms. It is not necessarily sexual in nature. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, calendars, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence.

## **REPORTING**

If an employee experiences any job-related harassment based on his/her sex, race or another factor or believes that he/she has been treated in an unlawful, discriminatory manner, they should immediately contact their supervisor. This should be done in writing. All reports will be promptly investigated with due regard for the privacy of everyone involved. If, after conducting an investigation, management believes that any of its employees have acted inappropriately, disciplinary action will be taken against the offending employee. If the alleged

offender is the Executive Director, the complainant should contact the President of the Board of Directors.

It is the practice of SAIL for employees to have a working environment free from all forms of discrimination and conduct which can be considered harassing, coercive or disruptive. Any behavior of an employee which is not welcomed, which is personally offensive, which debilitates morale, and which, therefore, interferes with work effectiveness may result in disciplinary action, up to and including termination.

## **RETALIATION**

Retaliation of any sort will not be permitted. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

## **SEXUAL HARASSMENT**

Sexual harassment by supervisors, coworkers, customers, consultants, vendors, or volunteers is illegal and will not be tolerated. Unwelcome sexual advances, inquiries, request for sexual favors, derogatory verbal and visual displays, and verbal or physical conduct of a sexual nature constitutes sexual harassment. Additionally, sexual harassment also occurs when:

- Submission to such behavior is made explicitly or implicitly a term or condition of individual's employment or volunteer service; or
- Submission to or rejection of such behavior by an individual is used as the basis for decisions affecting the employee or volunteer; or
- Such behavior has the effect of interfering with an individual's work performance by creating an intimidating, hostile or offensive work environment.

Sexual harassment is grounds for immediate termination. Any employee who feels this policy is being violated should report this to the Deputy or Executive Director. In the event the Executive Director is the alleged harasser, the complainant should make a report directly to the President of the Board.

## **HIRING OF RELATIVES**

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Relatives of persons currently employed by SAIL may be hired only if they will not be working directly for or supervising a relative. SAIL employees cannot be transferred into such a reporting relationship.

If the relative relationship is established after employment, the individuals concerned in conjunction with management will decide what transfer options exist within the agency. If a joint decision is not made within 30 calendar days, management will determine the best resolution for the agency.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. This policy does not apply to any relative who may serve in a support capacity such as reader, interpreter, or personal services assistant.

## **ETHICS**

SAIL, Inc. works hard to ensure that all our activities are carried out in conformity with the highest moral, legal, and ethical standards; this is an important part of the culture here at SAIL.

*Conduct.* A high standard of ethical conduct is the responsibility of each individual employee. However, every supervisor must be aware of and is accountable for the ethical quality of behavior, within a professional context, of the people managed.

*Law.* In any instance where the law is ambiguous or difficult to interpret, the matter will be reported immediately to the Executive Director, who will in turn make the matter known to the Board of Directors.

Before approving any expenditure of SAIL funds, donation of services, or other things of value for any purpose which might possibly be construed as of questionable legality or propriety, the matter will be reported to the Executive Director. The Executive Director will, as necessary, seek the advice of the Board. The Board may in turn direct that legal counsel be sought.

*Political Contributions.* Employees shall not directly or indirectly use corporation funds or property to contribute to an election.

*Improper Payments, Gifts, Favors, and other Benefits.* No employee shall, directly or indirectly, give, offer, or promise, cause, or tolerate to be given, offered, or promised, anything of value to a federal, state or local government official, with the intent to: (1) influence any official act or (2) to induce such public officials or employees to do or to omit any action in violation of lawful duty.

*Relationships with Vendors or Suppliers.* No employee or any member of their immediate family shall accept money, gifts of other than nominal value, unusual entertainment, loans, or any other preferential treatment from any vendor or supplier of SAIL.

No employee shall give money, gifts, or unusual entertainment to any consumer, vendor or supplier of SAIL where any obligation might be incurred or implied or where the intent or effect is to unduly prejudice the recipient in favor of SAIL.

No employee shall make false or misleading statements to other employees, consumers, vendors, or suppliers about other consumers, vendors or suppliers of SAIL, their products, or services provided or received.

Employees shall respect the confidentiality of any competitive information specifically given to them in confidence by vendors and suppliers or potential vendors and suppliers.

Employees or any member of their immediate families who wish to act as a vendor or supplier to SAIL must be approved in advance by the Executive Director, or in his or her absence, the Board of Directors.

*Implementation.* Employees shall discharge their responsibilities in full compliance with these policies. They shall also make them known to all personnel under their direction and be responsible for adherence thereto.

Any infraction of the application laws or of recognized ethical or moral standards may subject an individual to disciplinary action up to and including termination. In addition, disciplinary measures will apply to anyone in a supervisory position who directs or approves such actions, or has knowledge of them and does not act promptly to correct such actions.

## **CONFLICT OF INTEREST**

Board members and employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. A conflict of interest exists whenever an individual encounters a situation in which their personal interest or gain might affect their judgment on behalf of SAIL. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee or Board member is similar to that of persons who are related by blood or marriage.

Employees should avoid the potential for conflicts of interest, or situations that may be interpreted as creating a conflict of interest, by not engaging directly or indirectly in an outside business activity, financial relationship, or investment that competes with SAIL or offers goods or services to SAIL.

This prohibition extends to contracts in which the employee's spouse, minor child, dependent or their respective businesses' employees may have a personal or financial interest, as well as benefits received by such persons. Employees must not speculate in materials, supplies, or services produced or purchased by the company. Employees may not represent themselves as representing SAIL when supporting political candidates. Finally, employees must not take any

action inconsistent with the employee's fundamental duty of loyalty to SAIL as their employer.

## **OUTSIDE EMPLOYMENT**

Employees may hold outside jobs as long as it does not interfere with their scheduled work at SAIL and they continue to meet the performance standards of their job with SAIL. All employees will be judged by the same performance standards and will be subject to SAIL's scheduling demands, regardless of any existing outside work requirements.

If SAIL determines that an employee's outside work interferes with performance or the ability to meet the requirements of SAIL as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain employed by SAIL.

An employee may not engage in outside employment during the employee's scheduled SAIL work hours.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside SAIL for materials produced or services rendered while performing their jobs.

All outside employment must be cleared first with the Executive Director before an employee engages in work outside of his or her employment with SAIL.

## **EMPLOYEE CLASSIFICATIONS**

An employee's wages, benefits and job duties are affected, in part, by his/her classification and job title.

### **FULL-TIME EMPLOYEE**

A full-time employee is one who is hired to work a predetermined schedule of at least thirty-seven and a half (37.5) hours per week and is eligible for benefits.

### **PART-TIME EMPLOYEE**

An employee who is hired to work less than thirty-seven and a half (37.5) hours per week is considered a part-time employee. A part-time employee who is scheduled to work twenty (20) hours per week or more is entitled to holidays and leave time on a prorated basis. A part-time employee working less than twenty (20) hours per week does not accrue benefits.

## **TEMPORARY EMPLOYEE**

An employee who is hired with the expectation that he/she will be employed for a definite period of time not to exceed six (6) months and is not entitled to benefits is a temporary employee. A temporary employee who is retained beyond a continuous period of six (6) months becomes a part-time employee.

## **NON-EXEMPT EMPLOYEE**

An employee who is governed by the wage and hour laws of the United States and the State of Alaska Wage and Hour Act is a non-exempt employee. Such employees are paid for overtime as per applicable law.

## **EXEMPT EMPLOYEE**

An employee who meets the criteria for exclusion from the wage and hour laws (e.g., administrative, professional) is considered an exempt employee. Exempt employees do not receive pay for hours worked in excess of seven and a half (7.5) hours per day or thirty-seven and a half (37.5) per week.

## **SEASONAL EMPLOYEE**

An employee whose employment is for a specific time period such as ski season or summer recreation season. They are not eligible for SAIL benefits.

## **CONFIDENTIALITY OF PERSONNEL FILES**

SAIL maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

All documents entered into the employee's file shall be made known to the employee. Employees are not permitted to remove any documents from their files. Records of suspension and/or termination will be permanently recorded in the employee's files.

Employees who wish to review their own file should contact the Executive Director. With reasonable advance notice, employees may review their own personnel files in SAIL's Juneau office and in the presence of the Executive or Deputy Director.

## **PERSONNEL DATA CHANGES**

It is the responsibility of each employee to notify SAIL of any changes in personnel data. Personal mailing addresses, telephone numbers, individuals to be contacted in the event of an emergency, tax withholding status, and other such information should be accurate and current at all times. Notify the Administrative Assistant of any pertinent personnel data changes.

## **INTERNAL TRANSFERS AND PROMOTIONS**

SAIL encourages employees to apply for internal promotions as these positions are posted. Management will give consideration to all applicants and will make decisions based on overall agency need and fit of the applicant.

## **PERFORMANCE EVALUATION**

Employees are strongly encouraged to discuss job performance and goals with their direct supervisor on an informal, day-to-day basis. Performance evaluations may be scheduled approximately once every 12 months, generally coinciding with the 4<sup>th</sup> quarter of the fiscal year.

The evaluation process is a collaborative effort between the employee and their direct supervisor in order to establish professional goals for the coming year, review progress through the past year and provide constructive feedback as to overall job performance. It is important to note that although a formal evaluation is done primarily annually, the process of evaluation is ongoing and regular communication and feedback between supervisors and employees is the standard at SAIL.

Employees may receive merit increases at the time of evaluation; however, these are not tied to the outcome of the evaluation process.

## ***SECTION 2 - EMPLOYEE BENEFIT PROGRAMS***

### **EMPLOYEE BENEFITS**

Eligible employees at SAIL are provided a wide range of benefits. A number of the programs (such as workers' compensation and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. The Finance Manager can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in this employee handbook.

The following benefit programs are available to eligible employees:

- Medical and dental insurance
- Personal leave
- Family leave
- Jury Duty leave
- Holidays
- Flextime scheduling
- Retirement Plan
- Mileage reimbursement

Some benefit programs require contributions from the employee. For further information about employee benefits, employees should see their direct supervisor.

## HEALTH INSURANCE COVERAGE

At the date reflected on this manual, all full time SAIL employees have the opportunity to apply for health insurance. SAIL pays the premium for employee coverage; the employee has the option, at his or her additional cost, to add spouse or dependents to the health insurance plan. SAIL may change health insurance policies at will.

Health insurance coverage is subject to waiting periods established by the insurance carrier. All newly hired eligible employees will be given an opportunity to apply for health insurance at the end of the prescribed waiting period. Enrollment forms will be distributed by the Business Manager when the employee becomes eligible.

An employee's health insurance coverage will terminate on the last day of the month in which his or her employment terminates. SAIL is not subject to the COBRA program.

In the event of a health insurance claim is not filed by the health care provider, you may obtain the necessary forms from the Finance Manager or off of the Premera web-site.

## HOLIDAYS

SAIL will grant holiday time off to all employees on the holidays listed below.

Holiday	Date Observed
New Year's Day	January 1
Martin Luther King, Jr. Day	Third Monday in January
Presidents' Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Alaska Day	October 18
Veterans' Day	November 11
Thanksgiving	4th Thursday in November and subsequent Friday
Christmas	December 25

SAIL will grant paid holiday time off to all eligible employees immediately upon date of hire. Full time employees receive the above eleven (11) paid holidays per year. Part time employees receive holiday pay on a pro rata basis.

A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of personal leave being used. No holiday pay will be paid to employees on unpaid leave.

If eligible nonexempt employees are directed to work on a recognized holiday, they will receive double time pay for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purposes of determining any overtime.

## **PERSONAL LEAVE POLICY**

### **Scope and Accrual of Personal Leave**

**Table 1:  
Schedule for accrual of personal leave**

<u>Years of Service Completed</u>	Hours/mo	Hrs & days/yr
After thirty days (retroactive to hire date) but less than two years	10	120 hours 15 days
More than two but less than four years	14	168 hours 21 days
More than four but less than six years	16	192 hours 24 days
More than six years	18	216 hours 27 days
Hired before January 1, 2009	20 max	14/16/18/20 hrs/mo
Hired before July 2001	24	288 hours 36 days

Personal leave accrual for part-time employees, who work 20 or more hours per week, is provided on a pro-rated basis. Those who work less than 20 hours per week will not be provided personal leave.

Upon the completion of 30 calendar days' employment (on a full or part time basis) the employee will be provided personal leave retroactively to their date of hire, according to the accrual table above.

An employee will not accrue personal leave during periods of time when they are away from the job on leave without pay.

SAIL asks that leave requests be submitted in writing and approved by the employee's supervisor. Leave requests greater than two (2) days must be submitted to the employee's supervisor two (2) weeks prior to the requested dates. Leave Request forms are available on the SAIL server. SAIL reserves the right to deny leave requests.

The employee's leave anniversary date is the date of hire and that same date each succeeding year, subject to the exceptions noted.

The rate of accrual for the employee changes on the employee's leave anniversary, according to the leave schedule.

### **Use of Leave**

Staff is encouraged to use personal leave each year to support a healthy work life balance.

#### Required Use:

An employee must use forty hours of the personal leave time they have accrued during their anniversary year.

However, the employee is exempt from the minimum use requirement if that employee's personal leave balance would be reduced to less than (10) days.

If an employee does not use personal leave within 12 months, they may only roll over a maximum of 30 days (225 hours) to the following year. Unused leave may be cashed out as additional pay.

### Scheduling and Use of Accrued Personal Leave

An employee may use personal leave at any time the work of the employee and the agency permits, with the prior approval of their supervisor.

Employees may not take leave without pay unless leave bank has been exhausted.

An employee is required to promptly advise their supervisor or executive director of the absence and reason before requesting leave. The supervisor or executive director may require a physician's statement or other acceptable proof that an employee's condition meets the requirements of this section before authorizing the use of personal leave.

### **CANCELLATION OF LEAVE AT TIME OF SEPARATION**

An employee separating from employment will receive payment within 10 business days for terminal leave in the form of a lump sum payment for the personal leave balance at time of separation.

## **WORKERS' COMPENSATION INSURANCE**

All employees of SAIL are eligible for workers' compensation benefits.

Additionally, SAIL asks you to report any unsafe conditions to your supervisor, or the Deputy or Executive Director as soon as you become aware of such conditions.

## **LEAVE OF ABSENCE**

SAIL endeavors to provide a humane and compassionate workplace environment. It is a strongly held belief at SAIL that people are important. The birth or adoption of children, accidents, major illness, the final days or sudden death of a loved one are all times in an employees' life when personal issues may become paramount unexpectedly or after long preparation. Staff is encouraged to take personal leave during such highly eventful times.

SAIL will comply with all state and federal laws pertaining to Family Leave.

## **JURY DUTY AND MILITARY LEAVE**

Employees who are called for jury duty will receive their regular salary. Employees are expected to return to work in the event they are dismissed during normal working hours.

Leave is granted to members of reserve components who are ordered to active duty training by military authority. A request for military leave must be accompanied by a copy of the employee's official orders. Absence charged to military leave will not exceed fifteen (15) days a year. If additional time is requested for military training purposes, accrued PTO may be used. If an employee uses accrued leave time he/she will be paid the difference between the military compensation and his/her regular wages while on military leave.

## **LEAVE OF ABSENCE WITHOUT PAY**

A leave of absence without pay for a period of up to three (3) months may be granted in writing by the Executive Director to full-time SAIL employees who are not in an introductory period of employment. All personal leave must be taken prior to the leave of absence without pay, except during military duty obligations.

All requests for a leave of absence without pay must be in writing and be approved by the Executive Director.

The written request must be submitted one (1) month in advance of the requested commencement date of the leave of absence, except in cases of emergency. All leave of absence requests must specify a date on which the employee expects to return to work. If the employee does not return on the specified date, the employee may be terminated.

Personal leave and holiday pay will not accrue during a leave of absence without pay. Health insurance premiums will become the responsibility of the employee during the leave of absence and must be prepaid before departure.

### **LEAVE WITHOUT PAY**

The Executive Director, after considering the circumstances, may grant leave without pay. An employee does not accrue PTO when on leave without pay status. Retirement benefits will be reduced to the actual wages paid when leave without pay is granted. An employee may contribute to maintain dependent or supplemental health insurance benefits.

Requests for time off without pay for periods longer than ten (10) consecutive working days are to be treated as a leave of absence without pay. A leave of absence may not exceed six (6) months. Employees will be required to report periodically on his/her leave status and intention to return to work. When a leave of absence is granted, SAIL will make every effort to keep the position available for the employee's return, but will not guarantee that the same position or the same salary level will be available upon their return.

During an approved leave of absence without pay exceeding thirty (30) calendar days, an employee's benefits will be suspended with the exception of health insurance benefits, providing that he/she arranges to pay the employee's portion of premium contributions during the period of unpaid absence.

Time spent on leave without pay does not count towards an employee's longevity for purposes of benefit entitlement. For an example, an employee who has been with the company for two years and takes a one (1) year leave of absence is not entitled to the same PTO as an employee with three years of service. Service for benefit entitlement purposes will resume upon the employee's return to work.

## ***SECTION 3 – TIMEKEEPING, COMPENSATION AND PAYROLL***

### **TIMEKEEPING**

SAIL strives to pay employees a fair wage that is competitive in the industry.

Accurately recording time worked is the responsibility of every employee. Time worked is all the time actually spent on the job performing assigned duties.

All employees must use the SAIL Timesheet form to accurately record the time they begin and end their work day, as well as the beginning and ending time of any break or meal period each day. Employees must also record the beginning and ending time of any departure from work for personal reasons.

Timesheets are to be submitted to your immediate supervisor on the 1<sup>st</sup> and the 16<sup>th</sup> day of each month. If the 1<sup>st</sup> or the 16<sup>th</sup> day of the month is on a scheduled holiday or weekend, the Finance Manager will notify employees of the due date for timesheets.

Altering, falsifying, tampering with timesheets, or recording time on another employee's timesheet may result in disciplinary action, including possible termination of employment.

Timesheets will be reviewed by the employee's direct supervisor for accuracy and will approve before submitting to the Finance Manager for payroll processing.

## **OVERTIME**

When operating requirements or other needs cannot be met during regular working hours, hourly paid employees may be scheduled by their supervisor and/or the Executive Director to work overtime hours. When possible, advance notification of any mandatory assignments will be provided. All overtime work will be at the supervisor and the Executive Director's prior authorization. Overtime assignments will be distributed as equitably as practical to all hourly paid employees qualified to perform the required work.

Overtime compensation is paid to all hourly paid employees in accordance with federal and state wage and hour regulations. Overtime pay is based on actual hours worked, and is calculated at 1.5 times the regular rate for hours worked over 8 hours per day and/or 40 hours per week. Time off on personal leave or any other leave of absence will not be considered hours worked when calculating overtime.

All overtime worked without *pre-approval* from the supervisor or the Executive Director will be noted in the personnel file. Repeated incidents of overtime worked without appropriate authorization may result in disciplinary action, up to and including possible termination of employment.

In accordance with federal and state regulation, hourly employees are paid for actual time worked and may not defer overtime pay through the use of comp time.

## **PAYROLL DEDUCTIONS**

The law requires that SAIL make the following deductions from every employee's compensation: federal income tax, state unemployment tax, Social Security and Medicare taxes.

SAIL offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs. Voluntary deductions are made only upon written authorization from the employee.

SAIL complies with all federal, state, and local laws regarding employment practices, payroll taxes, and related reporting requirements. If you have questions concerning why deductions were made from your paycheck or how they were calculated, the Business Manager will answer your questions.

## **DIRECT DEPOSIT**

Direct deposit is available to SAIL employees. Employees should see the Finance Manager to arrange.

## **SALARY ADVANCE**

In the event of a personal emergency, employees may submit a written request for a salary advance to the Executive Director, indicating the nature of the emergency involved. Two salary advances per employee, per fiscal year are permitted, subject to the discretion of the Executive Director.

## **PAYDAYS AND PAYCHECKS**

All employees are paid semimonthly, on the 10<sup>th</sup> and the 25<sup>th</sup> day of the month. The paycheck issued on the 10<sup>th</sup> will include earnings for all work performed in the previous period ending on the last day of the month. The paycheck issued on the 25<sup>th</sup> will include earnings for all work performed in the previous period ending on the 15<sup>th</sup> of the month.

In the event that a regularly scheduled payday falls on a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday. Paychecks will be distributed by 4:00 p.m. on the date of pay. Paychecks must be cashed within six (6) months of the date of the check.

## **BUSINESS TRAVEL EXPENSES**

SAIL will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the Executive Director. The Travel Authorization form must be used for approval. Employees should allow adequate time for approval of Travel Authorization requests, particularly when submitting requests for out-of-state travel.

Employees in Juneau whose travel plans have been approved should make all travel arrangements through the Administrative Assistant. Employees permanently assigned to the Sitka and Ketchikan offices may make their own travel arrangements on the Internet. Travel arrangements should not be made until a Travel Authorization form has been approved and returned to the employee.

When approved, the actual costs of travel, a per diem rate for meals, actual costs of lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by SAIL. Employees are expected to limit business-related expenses to reasonable amounts using coach or economy class travel, public transportation or economy class rental cars. Extraordinary expenses must be pre-approved by the Executive Director.

Expenses that generally will be reimbursed include the following:

- Airfare or Alaska Marine Highway ferry fare;
- Car rental fees or public transportation costs;

Fares for shuttle or airport bus service;  
Taxi fares and tips under 10% of fare;  
Mileage costs for use of personal vehicles, limited to the current federal rate;  
Cost of standard accommodations in hotels, motels, or similar lodgings;  
Charges for business-related telephone calls, fax, and similar services required for business purposes while traveling;  
Meal allowance, limited to the current standard state rate for meal allowance. Meal receipts are not required for reimbursement at this flat rate.

Employees who are involved in an accident while traveling on business must promptly report the incident to the Executive Director. Vehicles owned, leased, or rented by SAIL may not be used for personal use.

Cash advances to cover reasonable anticipated expenses may be made to employees, after travel has been approved. Employees must request the cash advance, using the Travel Authorization form. Cash advances are an accommodation made by the employer to assist employees in carrying out their travel-related job requirements.

Employees on business travel may be accompanied by a family member or friend, when the presence of a companion will not interfere with successful completion of business objectives. SAIL will not pay for the travel costs associated with friends or family members. Generally, employees are also permitted to combine personal travel with business travel, as long as time away from work is approved and personal leave is used to cover non-business times. Additional expenses arising from such non-business travel are the sole responsibility of the employee and will not be advanced nor paid by SAIL.

When travel is completed, employees must submit completed travel expense reports within 5 working days. Reports should be accompanied by receipts for all individual expenses, excluding meals.

Employees may contact the Administrative Assistant as necessary for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Willful and flagrant abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

## **EMPLOYEE DEVELOPMENT**

SAIL provides, as funding permits, a planned program of employee development. The goal of SAIL as an employer is to aid employees with career advancement both vertically and horizontally. We encourage employees to apply for

advancement as positions become available and are posted internally. We will consider every internal applicant seriously.

In-service training is provided, as funding permits.

Formal training may be obtained by the employee. SAIL may assist with tuition, fees, time off, etc., within budget constraints. All requests for training must be submitted to the Executive Director for approval before the training begins.

## ***SECTION 4 – GENERAL WORK PLACE PRACTICES AND EXPECTATIONS***

### **WORK SCHEDULES**

Work schedules for employees vary throughout the organization. The Executive Director or direct supervisor will advise employees of their individual work schedules. Program, consumer, or staffing needs as well as operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

All full-time employees are provided with one lunch period each workday. The Executive Director retains the right to schedule lunch breaks, as necessary, to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and are not compensated for that time.

### **ATTENDANCE AND PUNCTUALITY**

Absenteeism and tardiness place a burden on other employees and make normal operations difficult. SAIL expects employees to be reliable and punctual in reporting to work. In rare circumstances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

### **USE OF SAIL PROPERTY AND EQUIPMENT POLICY**

SAIL property and equipment essential to accomplishing job duties is often expensive and may be difficult to replace. When using property and equipment, employees are expected to exercise care, ensure required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the Administrative Assistant or direct supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The Administrative Assistant or direct supervisor can answer any questions about an employee's responsibility for maintenance and care of office equipment used on the job.

SAIL employees may borrow items from the equipment and resource libraries of SAIL, subject to the ordinary lending library policies, procedures, and constraints. If there is a wait list of consumers for any equipment or resource items that employees have borrowed, the equipment or resource items shall be immediately returned for consumer use.

### **EMERGENCY FACILITY CLOSURE**

At times, emergencies such as severe weather or power failures can disrupt program operations. In extreme cases, these circumstances may require the closing of a work facility. The Executive Director or designee will notify employees if such closings are necessary.

The satellite office staff should immediately, if at all possible, notify the Executive Director of emergency conditions in those communities that require facility closure.

When SAIL operations are officially closed due to emergency conditions, the time off from scheduled work will be paid. If an emergency condition emerges, the Executive Director or designee will attempt to contact the employee. If the employee is not contacted, the employee should assume they should report to work.

### **COMPUTER AND E-MAIL USAGE**

SAIL employees are provided access to an electronic computer system to assist in the conduct of business within the organization.

SAIL employees are expected to use SAIL office equipment, computers and e-mail in a manner consistent with the type of work performed by the agency. Computers, computer files, the E-mail system, and software furnished to employees are SAIL property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and E-mail usage may be monitored.

The electronic systems may not be used to solicit or proselytize for commercial ventures, religious or political causes, outside organizations or other non-job-related solicitations. The electronic systems are not to be used to create any offensive or disruptive messages. Among those which are considered offensive, are any messages which contain sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin or disability.

SAIL reserves the right to review, audit, intercept, access and disclose all messages created, received or sent over these electronic systems for any purpose. Notwithstanding this right, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any electronic messages that are not sent to them. Any exception to this policy must receive prior approval.

SAIL strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, SAIL prohibits the use of computers and the E-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

Employees shall not encrypt, password protect, or restrict access to files or retrieve any stored information, unless authorized to do so. Employees should not attempt to gain access to another employee's messages without the latter's permission. All computer pass codes must be provided to an employee's immediate supervisor. No pass code may be used that is unknown to a supervisor at SAIL.

Employees should notify the Executive Director upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Upon termination of employment, the employee's access privileges will be immediately suspended by the Information Technology (IT) staff upon request from the Human Resources office.

## ***SECTION 5 - EMPLOYEE CONDUCT AND DISCIPLINARY ACTION***

### **EMPLOYEE CONDUCT AND WORK RULES**

The nature of the work performed by employees of SAIL requires frequent contact and interaction with members of the public. All employees are expected to maintain conduct that is courteous and professional and reflects favorably upon the agency and the employee.

SAIL's reputation for integrity and excellence requires careful observation of the spirit and letter of all applicable laws and regulations, as well as scrupulous regard for the highest standard of conduct and personal integrity.

SAIL will comply with all applicable laws and regulations and expects its employees to conduct business in accordance with the letter, spirit and intent of all relevant laws and to refrain from any illegal, dishonest or unethical conduct. In general, the use of good judgment, based on high ethical principles, must guide each employee to lines of acceptable conduct. If a situation arises where it

is difficult to determine the proper course of action, the matter should be discussed openly with the supervisor or the Executive Director.

Compliance with this policy is the responsibility of every employee. If an employee's conduct has a detrimental impact on their performance, the performance of others or reflects poorly on SAIL, it may result in disciplinary action, up to and including termination.

Informed, professional and courteous communication is the cornerstone of the relationships which our staff seeks to build with each other, with the people we serve and throughout the community. As representatives of SAIL, employees should exhibit the highest standards of professionalism in their face-to-face, written, and telephone communications. Rude, distasteful, demeaning, or discriminatory communication will not be tolerated.

### **DRUG FREE WORK PLACE POLICY**

Employees discovered to be engaged in the manufacturing, distribution, or possession illegal substances while in the employ of SAIL will be subject to disciplinary action, up to and including immediate termination.

If there is a suspicion of drug or alcohol use while on the job, SAIL reserves the right to request an employee to submit to a drug and alcohol test.

Employees who suspect they may have an alcohol or drug abuse problem may voluntarily seek information and assistance from the Executive Director and when indicated, follow through with a prescribed treatment. Any such assistance sought or rendered is strictly confidential. The decision to pursue treatment is the responsibility of the employee; however, such indications of offered assistance and refusal may be noted in the employee's medical file.

If an employee's job performance, which includes maintaining a favorable image of SAIL in the community, is adversely affected by alcoholism or drug abuse, corrective action, up to and including termination, may apply.

Uncorrected performance problems or substandard performance leading to the necessity for a second treatment program may result in termination.

This policy is enacted, in part, to comply with the Drug-Free Workplace act of 1988 (PL 100-690, Title V, and Subtitle D). SAIL is required by law to inform appropriate U.S. Government officials when receiving notice that an employee subject to Drug-Free Workplace Act has been convicted of violating a drug statute in the workplace.

SAIL may provide materials and information about alcohol and drug abuse problems and their impacts in the work place to staff at regular staff meetings.

Regulations, evaluation practices, and work requirements will apply to all SAIL employees without prejudice or privilege.

## **SEPARATION OF EMPLOYMENT**

As previously stated in this manual, SAIL is an at-will employer. This means that neither SAIL nor the employee has entered into a contract regarding the duration of employment. An employee is free to terminate their employment with SAIL at any time, with or without cause. Likewise, SAIL has the right to terminate employment with an employee at any time, with or without cause.

There are two forms of termination:

- Resignation
- Involuntary termination (i.e., discharge)

If an employee decides to resign from their position at SAIL, management requests that employees provide their immediate supervisor or the Executive Director with at least two (2) weeks advance notice. This will give the organization the opportunity to begin the search process and to transition the employee's responsibilities to another staff member until such time as the position is filled.

The decision to involuntarily terminate an employee will be made by the Executive Director. The employee will have the option of using the Problem Resolution process described in this manual.

The Executive Director, or designee, will be responsible for coordinating the termination documentation and making final pay arrangements. The employee will be entitled to all pay earned benefits accumulated through the actual day of termination.

## **CONFIDENTIALITY**

Consumer records and activities are confidential. Confidential information is not discussed with anyone other than SAIL staff members without appropriate release of information forms, signed by the consumer, on file.

Each employee of SAIL has an obligation to keep in confidence all information pertaining to consumers and their families that is contained in SAIL records or that the employee receives through the employee's employment with SAIL. Employees are also expected to keep in confidence any other sensitive personal information that employees receive regarding consumers and their families, whether or not the employee receives the information through his or her employment with SAIL, because of the need to maintain consumer confidence that consumer privacy will be respected. All employees and volunteers sign an agreement indicating that they understand and will abide by SAIL's requirements of consumer confidentiality. Confidentiality agreements are filed in the employee personnel file.

Disclosure of confidential information while employed at SAIL may be grounds for immediate termination of employment. Individuals who disclose confidential information following employment at SAIL may be subject to prosecution to the full extent of the law.

Confidential information includes, but may not be limited to:

- Name, address, telephone number, or photograph of a person that receives services from SAIL; or their parent or guardian.
- Nature or extent of services provided to any consumer.
- Medical records.
- Past personal and family history, past or current treatment, and current behavior.
- Education, training, habitation, personal finances, or similar information about a person who requests or receives services.
- Any other information required to be confidential, pursuant to Federal or State law.

Certain persons or agencies frequently request information from SAIL. All disclosures must be authorized by the consumer on the appropriate release of information form. Examples include, but are not limited to:

- Division of Vocational Rehabilitation personnel;
  - Other service providers;
- Any person who has been granted access by a court order

## **PERSONAL APPEARANCE**

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the professional image SAIL presents to consumers and visitors.

Employees should maintain a professional, clean and neat appearance, including the use of appropriate footwear at all times. Employees who appear for work inappropriately dressed or in a less than clean state will be sent home and directed to return to work in proper attire or in a neat and clean condition. Under such circumstances, employees will not be compensated for the time away from work.

Consult the Executive Director or direct supervisor if you have questions as to what constitutes appropriate standards of personal hygiene or attire.

## **RETURN OF PROPERTY**

Employees are responsible for items issued to them by SAIL or in their possession or control, such as the following:

- Consumer information
- Credit cards
- Equipment

Keys  
Manuals  
Pagers  
Written materials

## **SOLICITATION**

In an effort to assure a productive and harmonious work environment, persons not employed by SAIL may not solicit or distribute literature in the workplace at any time for any purpose.

SAIL recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty.)

In addition, the posting of written solicitations on company bulletin boards is restricted. These bulletin boards display important information, and employees should consult them frequently for:

Employment Laws	Payday schedules
Organization announcements	Workers' compensation insurance information
Employee announcements	State disability insurance/unemployment insurance information
Internal memoranda	Job openings

## **PROGRESSIVE DISCIPLINE**

The purpose of this policy is to state SAIL's position on administering equitable and consistent discipline for unsatisfactory conduct or performance in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

SAIL's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Disciplinary action may include -- verbal warning, written warning, suspension with or without pay, or separation of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

SAIL recognizes that there are certain types of employee problems that are serious enough to justify a suspension, or, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the EMPLOYEE CONDUCT AND WORK RULES policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

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

SAIL employment is at-will; the employer or employee may terminate the relationship at any time for any or no reason.

## **PROBLEM RESOLUTION**

SAIL is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from SAIL's Executive Director and/or Board of Directors.

SAIL strives to ensure fair and honest treatment of all employees. The Board, Executive Director, and staff are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with SAIL in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when an employee believe that a condition of employment or a policy-related decision affecting them is unjust or inequitable, he/she may make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to their direct supervisor after the incident occurs. If the employee believes it would be inappropriate to contact that person, employee may present the problem to the Executive Director.
2. The Executive Director responds to problem during discussion or after consulting with appropriate staff. The Executive Director documents discussion.
3. If the problem is unresolved or the employee is unable to discuss the problem with the Executive Director, the employee may present the problem to the Board

President or Board of Directors, however generally the Board of Directors maintains a distance from the day-to-day running of the organization. Administrative issues or simply management decisions and/or style are not generally matters undertaken by the Board of Directors.

4. The Board of Directors counsels and advises employee, assists in putting problem in writing, and visits with the Executive Director, if necessary. The Board of Directors has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job satisfaction.

## ***SECTION 6 – EMPLOYEE WELLNESS***

Workplace wellness encompasses more than good physical health and nutrition. Wellness in the workplace also includes safety, environmental, social, emotional and intellectual aspects. SAIL strives to support a culture of workplace wellness through its practices and encouraging employee behavior toward well decisions and actions. SAIL's practices that support its commitment to wellness include, but are not limited to:

- Encouraging safe behaviors and following safety rules.
- Recycling and purchasing recycled products as appropriate
- Providing professional development and training opportunities as funding allows
- Promoting work/life balance of all positions
- Offering periodic wellness activities

All SAIL employees are encouraged to engage in wellness practices and programs promoted and adopted by the organization.

## **NON-SMOKING POLICY**

In keeping with SAIL's culture of health and wellness in the work place for staff and to protect the health and safety of SAIL consumers, smoking is prohibited throughout SAIL program facilities and is discouraged on SAIL activities.