

Chapter 2: Human Resource Policies and Management Guidelines

2.1 Human Resource Policies

Full time and part time employees of ACCCA will be afforded all rights guaranteed under both Federal and State laws. The Board's policies regarding employment and employer/employee relations [Human Resources] are as follows:

2.1.1 ACCCA Non-Discrimination Policy:

ACCCA does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

2.1.2 ACCCA Fair Employment Policy:

ACCCA provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, ACCCA complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, lay off, leaves of absence, compensation and training.

2.1.3 ACCCA Employee Compensation Policy:

It is the policy of the Board to compensate employees at a rate that is commensurate with the approved budget and based on current comparable salary rates regionally, and by position. Unless otherwise determined by the Board, adjustments to compensation shall be determined annually according to a staffing plan recommendation submitted by the Executive Director.

2.1.4 ACCCA Policy for Board Approved Rates of Compensation:

It is the policy of the Board that the Executive Committee shall obtain research and information on current salary rates in comparable positions within the region that ACCCA operates to inform its recommendation to the full board for the compensation (salary and benefits) of the Executive Director. The Executive Director will rely on a complete review of like comparability data to complete the annual staffing plan for the Executive Committee's review and the approval of the full Board. This data may include the following:

- *Salary and benefit compensation studies by an independent source;*
- *Comparable job listings for positions at similar organizations;*

To approve the compensation for the Executive Director the board must document how it reached its decisions, including the data on which it relied, in minutes of the meeting during which the compensation was approved. Concurrent documentation will include:

- *A description of the compensation and benefits and the date it was approved;*
- *The members of the board who were present during the discussion about compensation and benefits, and the results of the vote;*
- *A description of the comparability data relied upon and how the data was obtained; and*
- *Any actions taken (such as abstaining from discussion and vote) with respect to*

consideration of the compensation by anyone who is otherwise a member of the board but who had a conflict of interest with respect to the decision on the compensation and benefits.

2.1.5 ACCCA Contracted and Outsourced Services Policy:

It is the policy of the Association that any function requiring specialized expertise and/or a level of service beyond that which can be found within the Association's paid staff or volunteers may be acquired through contracted services. The Board authorizes the Executive Director, under the oversight of the Executive Committee, to engage in negotiation and contract for such services as deemed necessary by the Executive Director.

2.2 Employee Guidelines and Processes:

The Association stipulates the following minimum criteria for satisfactory employment:

2.2.1 Satisfactory Performance Guidelines:

Employees are expected to adhere to the duties of employment as described in the job descriptions of the position for which they were hired, and as evaluated on a regular basis by the employee's Supervisor.

Office attire is considered "business casual" on days when meetings are not scheduled. Business attire is expected when scheduled meetings are held in the office or while attending meetings on behalf of the Association. If attire or personal appearance is considered by the Executive Director to be inappropriate, steps will be taken to work with the employee to improve their professional appearance.

Rudeness and inconsiderate behavior toward anyone will not be tolerated. Appropriate protocols and professional behavior are expected in the office and when traveling on behalf of the Association. This includes treating fellow employees, volunteers and all visitors and callers with respect, kindness and concern. The use of proper English and is required, and the use of abusive language or profanity is unacceptable. Telephone courtesy is expected. Misuse of the office phone lines and/or computer or internet service for personal business is unacceptable.

2.2.2 Reliable Attendance:

Employees are expected to adhere to the operating hours of the Association Monday through Friday and may accrue **no more than three days' absence in one month without a doctor's verification.**

Acceptable use of both sick leave hours and vacation time shall be as determined by the Supervisor with appropriate written records maintained in the employee's personnel file. Unless otherwise arranged with the Supervisor in advance, full time employees work an 8-hour day beginning at a specified time and permanent part-time employees will work four hours per day. Employees will take no more than one 60-minute lunch hour at a mutually agreed time and is entitled to two 15-minute breaks each day if employed full time, and one 15 minute break for part time employees.

2.2.3 Paid Leave Policy:

Insert Board approved policy following June 2018 Planning Meeting.

- ***Sick Leave:*** Twelve days of sick leave shall be provided annually to all full time employees and six days provided to all permanent part-time employees. **In the event of illness, notice should be given to the Supervisor no later than one hour after the start of the business day** and hours used will be

deducted from the balance. Any remaining sick leave hours are to be carried forward at the end of the fiscal year. Unused sick leave hours are not to be compensated upon the termination of employment.

- **Vacation Leave:** Vacation leave shall be provided to all full time employees of the Association and earned according to the following schedule:
 - 1-5 years of FT employment—10 days of vacation leave annually
 - 6-10 years of FT employment—15 days of vacation leave annually
 - 11-20 years of FT employment—20 days of vacation leave annually
 - 20+ years of FT employment—24 days of vacation leave annually

Vacation leave may be expended only after the first 12 months of employment. Vacation leave may be accrued from year to year. Unused vacation leave will be compensated up to 18 months. Unused sick leave will not be compensated.

- **Paid Holidays:** The following holidays shall be taken as paid days off for all employees. Employees who choose to work on these paid holidays will not be given salary or compensating time off in exchange for hours worked on these days. Paid holidays include:
 - *Independence Day*
 - *Labor Day*
 - *Veteran's Day Observed*
 - *Thanksgiving Day and the Following Friday*
 - *Winter Break (December 24-January 1)*
 - *Martin Luther King Jr. Day*
 - *Lincoln's Birthday Observed*
 - *Washington's/President's Day*
 - *Cesar Chavez Day Observed*
 - *Memorial Day*

2.2.4 Compensation and Benefits

Employees are compensated for their work, and benefits are provided based on the Board-approved Staffing Plan. The Staffing plan is proposed to the Board at each annual meeting in conjunction with and as a part of each annual budget. Final approval of both the budget and the staffing plan is given at the Board's fall meeting. If salary or benefit adjustments are indicated, the pro-rated adjustment is paid to staff following approval of the plan. *A copy of the current budget and staffing plan are included in the Appendix Section of this Manual.*

Following are the general policies and procedures that guide employee compensation:

Employee benefits include worker's compensation insurance paid for by the Association as well as health, dental and vision care benefits paid to a cap of \$1,000 per month for every full time employee. Coverage is to be paid directly by the Association to the provider.

Amounts in excess of the \$1,000 cap shall be deducted from the employee's gross wages on a pro-rata basis. Benefits will be negotiated annually, but will not exceed the benefits cap included in the current staffing plan and in consideration of budget constraints.

2.3 Exempt/Non-Exempt Employees:

2.3.1 Definitions:

FSLA, the federal oversight body of Employer/Employee issues, sets the standards for which positions can be designated either "Exempt" or "Non-Exempt" employees. As interpreted by Management in consideration of their definitions, ACCCA's salaried staff is considered "exempt" and its clerical support employee(s) is/are considered "non-exempt" and hourly. As such, hourly employees are required to complete weekly time cards.

Specifically, FSLA has determined that the regulatory definition describes exempt administrative job duties as: *"Office or non-manual work that is directly related to management or general business operations of the employer or the employer's customers, and is a primary component of which involves the exercise of independent judgment and discretion about matters of significance."*

Further, the administrative exemption is designed for relatively high-level employees whose main job is to "keep the business running." A useful rule of thumb the FSLA cites is to distinguish administrative employees from "operational" or "production" employees. As an example, those who make what the business sells are not administrative employees.

To be exempt under the administrative exemption, the "staff" or "support" work must be office or non-manual, and must be for matters of significance. Clerical employees perform office or non-manual support work, but are not administratively exempt. Administratively exempt work typically involves the exercise of discretion and judgment, with the authority to make independent decisions on matters which affect the business as a whole or a significant part of it. Merely clerical work may be administrative, but it is not exempt.

2.3.2 Time Card Processes:

All hourly employees must submit a timesheet on the last day of each pay period to verify the number of hours worked in the preceding two weeks. The gross salary of the hourly employee is calculated based upon the total hours worked in the two week period.

If the employee is absent or does not work a full day, those hours are first deducted from the employee's sick leave or paid vacation leave depending on the reason for the absence. If the employee does not have sick leave or paid vacation leave to use, the hours are deducted from the employee's total hours for the pay period. *A copy of the timesheet template can be found in the Appendix Section of the Operations Manual.*

2.3.3 Non-Exempt Employee Overtime Guidelines:

For non-exempt employees, any time worked beyond the 8 hour day is considered overtime and shall be compensated. Overtime hours must be approved by the supervisor in advance in order to be compensated. Hours worked beyond the 8-hour day of the regular work week [Monday through Friday] shall be compensated at the full-time hourly wage rate of the employee. Hours worked over a weekend or holiday must also be approved by the supervisor in advance and shall be compensated at time and ½ for each hour worked.

2.4 Employee Evaluation Process:

2.4.1 Probationary Period, Evaluations and Performance Reviews:

All full and part-time employees are subject to a 90 day probationary period during which the immediate supervisor may observe and review the behavior and demonstrated skills of the employee. Following the 90-day probationary review, employees will either be retained as a permanent employee, or released. If retained, the employee may be considered for an increase in compensation.

Employees shall be evaluated at least annually by their supervisor in advance of the end of the operating year. Employee reviews may be held in the interim between evaluations, and are for the purpose of improving or adjusting performance or to revise the employee's scope of responsibility. Employee reviews are deemed necessary at the discretion of the immediate supervisor of the employee.

The results of the annual evaluation should include any performance reviews held prior to the annual evaluation. Results of the reviews and the annual evaluation should be discussed with the employee and mutual goals for growth identified. A written summary of the evaluation and any performance reviews should be included in the employee's personnel file. Any disciplinary actions taken as a result of an unfavorable evaluation are to be reported to the Board of Directors.

2.4.2 Training and Professional Development:

As ACCCA is a professional development focused organization, providing skill-building training for staff is a primary consideration. Following each employee review the evaluation will include an assessment of or recommendation for additional training for the employee to be successful and grow. By mutual agreement between the employee and Supervisor, and in consideration of budget limitations, an appropriate training program will be arranged. ACCCA will be responsible for all reasonable costs of additional training for employees.

2.4.3 Cross Training of Staff:

The Association provides a wide spectrum of programs and services to a statewide network of members and consumers through the work of a small staff and the contracted services of a few experts with specific skills.

The level of work that must be accomplished, and the limited human resourced environment in which it must be done, requires that the work itself be dedicated in specific service areas. That being said, an effort must be made by the Executive Director to encourage and enable time for the cross training of staff in specific areas. Staff is responsible for articulating and documenting key processes related to their specific role in a "desk manual." The exact framework and content of these desk manuals is mutually developed by the ED and staff and as processes evolve, the desk manual should be updated to reflect the change and keep it current.

2.5 Expense Reimbursement Process & Credit Card Usage

2.5.1 General Reimbursement

Expenses incurred on behalf of the Association in relation to travel or the purchase of necessary supplies or services will be reimbursed upon receipt of a request accompanied by receipts for the expense (*see "Expense Reimbursement Claim form" in the Appendix Section of this Manual.*)

Expenses claimed without an accompanying receipt will be reimbursed at the discretion of the Executive Director, and final approval of all employee expenses is the duty of the Executive Director or the Administrative Supervisor.

2.5.2 Credit Card Authorization and Use Procedures

Selected staff who travel consistently or are authorized to purchase goods and services on behalf of the Association may be provided with a company credit card for expenses at the discretion of the Executive Director.

If authorized, the employee must sign an "Employee Cardholder Agreement" which is kept in the employee's personnel file and updated as necessary. A copy of the Employee Cardholder Agreement is contained in the Appendix Section of the Operating Manual.