
NYC MISSION SOCIETY:

EMPLOYEE PERSONNEL HANDBOOK **May 01, 2017**

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WELCOME NEW EMPLOYEE!

On behalf of your colleagues, I welcome you to New York City Mission Society and wish you every success here.

We believe that each employee contributes directly to New York City Mission Society's growth and to our success at realizing our mission, and we hope you will take pride in being a member of our team.

This handbook was developed to describe the policies and benefits available to eligible employees. You should familiarize yourself with the contents of the handbook as soon as possible and keep it handy as a reference guide throughout your employment. It will answer many questions about your employment with New York City Mission Society.

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

Again, welcome to **Team Mission!**

Sincerely,

A handwritten signature in black ink, reading "Elsie McCabe Thompson". The signature is written in a cursive, flowing style with a large initial "E".

Elsie McCabe Thompson
President

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010 ORGANIZATION DESCRIPTION

Since 1812, New York City Mission Society has been a force for positive change in the lives of New Yorkers in need. New York City Mission Society continues its rich legacy of service to the city's most vulnerable communities. We focus our efforts on education, personal growth and development, prevention and arts and recreation. Current programs are conducted in New York City Public schools and at our Minisink Town House, a thriving community center in the heart of Harlem.

Our mission is to provide programs and services in a warm and loving environment in which children and families from underserved communities achieve personal growth and a greater degree of self-sufficiency.

Through its own initiatives and through collaborations with community-based organizations, schools, and other non-profits, New York City Mission Society addresses the needs of people who do not otherwise have access to quality support services, educational programs, and recreational opportunities due to socio-economic circumstances. Unemployment, academic failure, poverty, and other factors that negatively impact personal and family success continue to plague Harlem, the South Bronx, Brooklyn and other low-income communities where our constituents reside.

After providing over 200 years of service, New York City Mission Society continues "to provide relief, diminish grief, and inspire hope" for the neediest among us.

New York City Mission Society's headquarters is located at Minisink Townhouse, 646 Malcolm X Boulevard, New York, NY 10037.

020 ORGANIZATION MISSION & VALUES

Mission Statement

Our mission is to provide programs and services in a warm and loving environment in which children and families from underserved communities achieve personal growth and a greater degree of self-sufficiency.

We do this by:

- providing programs (and activities) through four service strategies: education, prevention, personal growth & development and arts & recreation.
- creating opportunities for growth and learning for children, youth and young adults in New York City communities.
- providing relevant, comprehensive, integrated and high quality services.
- working collaboratively with faith-based and community-based organizations, schools, government agencies and corporations.

Values

These values clearly communicate to internal and external stakeholders those principles and beliefs that guide all aspects of the organization's work and interactions between employees, board members and clients.

- **Respect** for one another
- **Kindness, compassion and love**
- Recognition of the **dignity** intrinsic in all people
- Dedication to **building a community** that encourages and inspires individuals to fulfill their dreams and make positive change in their lives
- **Excellence** in our work
- **Accountability** to each other, our clients, and our external stakeholders
- **Commitment** to these values, to each other, and to a shared desire to create a world unburdened by poverty and its injustices

030 ORGANIZATION HISTORY

For over 200 years, New York City Mission Society has been a force for positive change in the lives of New Yorkers in need. In 1812, New York City was in the midst of a severe economic crisis. Newly arrived immigrants faced an uncertain future: disease was rampant, medical science limited, and poverty widespread. New York City Mission Society (then called The New York Religious Tract Society) was formed in an effort to inspire hope in the masses that flooded the City. At the time, the organization's mission was to provide Christian tracts to every New Yorker willing to receive them.

Working in low-income communities, Mission Society became intimately acquainted with the face of poverty and suffering. In response, it provided relief in the form of food, clothing, schooling, and access to health care to people in need. Its early efforts to attend to the physical and material needs of the poor led to the development of the Association for Improving the Conditions of the Poor (AICP), a "spin-off" organization that ultimately evolved into today's Community Service Society, one of NY's prominent human service providers.

In the second half of the 1800's, Mission Society established its reputation as an innovator in the human services field. It created ward libraries that were a forerunner to New York City's public library system in the 1850's. Soon thereafter, it started financing trips to the countryside for the urban poor that provided a model for the Fresh Air Fund, which was launched in 1877 with the strong participation of Mission Society's leadership. Other examples of our pioneering programming in the late 1800's included the development of an employment agency for women and children and the establishment of a visiting nurse service in lower Manhattan.

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While Mission Society made many programmatic advances in the late 1800's, its work became increasingly defined by an institutional church approach. Through this approach, Mission Society consolidated its programming in churches, which had ample space and resources needed to serve communities of need. Mission Society maintained firm authority over its churches, overseeing their budgets, raising funds and establishing endowments for them, and hiring and supervising their staffs.

The organization's shift to an institutional church approach did not affect the essence of Mission Society's programming. Reading programs, vocational training, trips to the country for urban children, and other services continued and expanded.

Although Mission Society would always maintain a strong connection to faith-based organizations, direct work in and with churches became deemphasized in the 1920's and 1930's. At this time - and during the ensuing years - Mission Society again moved to the forefront of service delivery. The organization initiated New York City's first sleep away camp (Camp Minisink) for African-American children in 1929. By the 1950's, the Mission Society's Harlem Unit had also developed several innovative leadership training programs, including the Tapawingo Honor Society, the Order of the Feather Fraternity, and the Cadet Corps. The Cadet Corps had a particularly widespread appeal, teaching thousands of young people marching techniques, team work, and discipline over the course of four decades. Family-based camping programs established in the 1950's continue to this day and have provided respite to thousands of people. Taken together, Mission Society's services in the 1900's were a lifeline to generations of New Yorkers, producing New York City's first black school principal, its first black district superintendent, its first black Deputy Police Commissioner, and countless other productive citizens.

Today, New York City Mission Society continues its rich legacy of service to communities of long-standing need by helping children and families to learn, succeed and achieve. The organization provides cutting-edge programs that focus on education, financial literacy, personal growth and development, prevention, and arts and recreation. We serve nearly 6,400 children and families in Central Harlem, the Bronx and Brooklyn. Current programs are conducted in eleven New York City schools and the Minisink Townhouse, a thriving community center in the heart of Harlem.

040 INTRODUCTORY STATEMENT

This handbook is not an employment contract. It is designed to acquaint you with New York City Mission Society and provide you with information about working conditions, employee benefits, and personnel policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the benefits and policies developed by New York City Mission Society to provide a work environment that is conducive to both personal and professional growth.

YOUR EMPLOYMENT AT NEW YORK CITY MISSION SOCIETY IS AT-WILL. This means in New York State, that as an employee of New York City Mission Society, you have the right to terminate your employment at any time, and New York City Mission Society reserves the same right. Your employment may be terminated at any time, for any reason, regardless of any verbal or written statements issued by a representative of New York City Mission Society. As part of the at-will employment policy, the terms and conditions of your employment (other than the at-will nature of such employment) may be changed by New York City Mission Society with or without cause and with or without notice. The contents of this handbook do not modify the at-will status of your employment with New York City Mission Society. In addition, no department head, officer or other employee of New York City Mission Society has any authority to alter the at-will status of your employment or to make any promise or agreement (orally or in writing) regarding the duration of your employment or that otherwise conflicts with any matter set forth in this handbook, except for the President of New York City Mission Society, who can only do so in a writing signed by him or her.

No employee handbook can anticipate every circumstance or question about policy. New York City Mission Society reserves the right to interpret and administer the provisions of this handbook as needed. As New York City Mission Society continues to grow, the need may arise, and management reserves the right, to revise, supplement, or rescind any policies or portion of the handbook as deemed appropriate in our sole and absolute discretion with or without prior notice. We will do our best to let you know of developments or changes that may affect you. However, oral statements or representations cannot supplement, change or modify the provisions in this handbook.

Please note that your employment at New York City Mission Society is governed by a variety of federal, state, local and labor laws. Furthermore, due to the particular services that New York City Mission Society provides to children, the organization may be subject to additional legal requirements. If at any point either now or in the future any provisions of this handbook appear to conflict with any applicable legal requirements, such legal requirements supersede this handbook.

The provisions presented in this handbook supersede all prior versions published or distributed by New York City Mission Society, all inconsistent oral or written statements, and all pre-existing policies and practices of New York City Mission Society and may not be amended or added to without the express written approval of the President of New York City Mission Society. With respect to insurance and other benefits, the terms of the insurance policy, benefit plan or plan document supersede any statements contained in this handbook.

NOTHING IN THIS HANDBOOK NOR ANY OTHER COMMUNICATION BY ANY NEW YORK CITY MISSION SOCIETY REPRESENTATIVE OR ANY OTHER EMPLOYEE, WHETHER ORAL OR WRITTEN, IS INTENDED TO IN ANY WAY CREATE A CONTRACT OF EMPLOYMENT. UNLESS YOU HAVE A WRITTEN EMPLOYMENT AGREEMENT SIGNED BY AN AUTHORIZED NEW YORK CITY MISSION SOCIETY REPRESENTATIVE, YOU ARE EMPLOYED AT WILL AND NOTHING IN THIS HANDBOOK CAN BE CONSTRUED TO CONTRADICT, LIMIT OR OTHERWISE AFFECT YOUR RIGHT OR NEW YORK CITY MISSION SOCIETY'S RIGHT TO TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME WITH OR WITHOUT NOTICE OR CAUSE. IF YOU HAVE A WRITTEN EMPLOYMENT AGREEMENT SIGNED BY AN AUTHORIZED NEW YORK CITY MISSION SOCIETY REPRESENTATIVE AND A PROVISION OF THIS HANDBOOK CONFLICTS WITH THE TERMS OF YOUR EMPLOYMENT AGREEMENT, YOU UNDERSTAND THAT THE TERMS OF YOUR EMPLOYMENT AGREEMENT WILL PREVAIL.

LEGAL EMPLOYMENT REQUIREMENTS:
SECTIONS 101 - 107

101 EQUAL EMPLOYMENT OPPORTUNITY (*required by law*)

In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, and abilities. New York City Mission Society strictly prohibits and does not tolerate discrimination against employees, applicants or other covered persons on the basis of religion, race, creed, color, national origin or ancestry, ethnicity, sex, age, gender, gender identity (including gender nonconformity and status as a transgender or transsexual individual), sexual orientation, disability, marital status, familial status, partnership status, unemployment status, military status, including past, current or prospective service in the uniformed services, citizenship status, genetic information, predisposing genetic characteristics, status as a victim of domestic violence, sex offenses or stalking, criminal convictions (except where otherwise permitted by law), protected activity (*i.e.*, opposition to prohibited discrimination or participation in proceedings covered by the anti-discrimination laws), or any other characteristic protected by applicable, federal, state or local law provided the individual is qualified and meets the mental and physical requirements established by New York City Mission Society for the job with or without a reasonable accommodation. All New York City Mission Society employees, other workers and representatives are prohibited from engaging in unlawful discrimination.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the SVP of Human Resources. The SVP of Human Resources serves as the *Equal Employment Opportunity Officer (EEO Officer)* and the *Equal Opportunity-Workforce Investment Act Liaison (EO-WIA Liaison)*. Employees may raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including separation of employment.

- ***New York City Mission Society is an Equal Opportunity Employer/Program***
- ***Auxiliary aids and services are available upon request to individuals with disabilities and Limited English Proficiency (LEP).***
- ***TTY/TDD: 1-800-662-1220***
- ***Voice Relay: 1-800-421-1220***

Reasonable Accommodation

If you need a reasonable accommodation due to your disability, religious observance and/or status as a victim of domestic violence, sex offenses or stalking or due to pregnancy or recovery from childbirth, please contact the Human Resources department. New York City Mission Society will provide reasonable accommodations to the extent required by law. All requests for reasonable accommodations will be kept confidential to the extent possible and shared only on a “needs-to-know” basis.

102 OFFENSIVE BEHAVIOR, HARASSMENT, SEXUAL VIOLENCE POLICY
(required by law)

Offensive Behavior Statement Policy

It is New York City Mission Society's policy to provide a work environment that is free from harassment and from offensive and degrading remarks and conduct for all individuals. Offensive behavior, including harassment against employees, applicants or other covered persons based on protected class characteristics recognized by federal, state and local law, at New York City Mission Society or at any related functions will not be tolerated. Any employee who is found to have acted in violation of this policy will be subject to appropriate disciplinary action, which may include separation, suspension, demotion, reprimand, mandatory education and/or written warning.

If you experience any job-related harassment based on your gender, sexual orientation, religion, race or another factor, or believe you have been treated in an unlawful, discriminatory manner, and you feel comfortable doing so, you may express your objections to the offending person. You must also promptly report the incident to your supervisor, the SVP of Human Resources or the President who will investigate the matter and take appropriate action.

Definitions and Examples

Employee conduct that is inappropriate and offensive has the potential of being perceived as harassment and will not be tolerated. Supervisors are responsible for acting promptly and dealing seriously with situations in which they observe or are advised of inappropriate and offensive behavior.

A. Harassment, including Sexual Harassment

One form of offensive behavior is harassment. Harassment may include verbal or physical conduct that denigrates or shows hostility or aversion towards an individual because of the individual's race, sex, creed, religion, age, gender, national origin, color, sexual/affectional orientation, marital status, disability, veteran or citizenship status, status with regard to public assistance or any other protected status. Harassment may include but is not limited to:

- epithets
- slurs
- negative stereotyping
- threats
- intimidation
- hostile acts
- denigrating or hostile written or graphic material posted or circulated in the workplace

Sexual harassment means any harassment based on someone's sex or gender (including pregnancy and status as a transgender or transsexual individual). Sexual harassment may include harassment that is not sexual in nature (for example, offensive remarks about an individual's sex or gender), as well as any unwelcome sexual advances, requests for sexual favors, sexually motivated contact or other verbal or physical conduct or communication where:

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1. Submission to that conduct or communication is made a term or condition, either explicitly or implicitly, of obtaining employment;
2. Submission to or rejection of that conduct or communication by an individual is used as a factor in decisions affecting that individual's employment;
3. That conduct or communication has the purpose or effect of substantially interfering with an individual's employment; or creates an intimidating, hostile, or offensive employment environment.

“Sexually motivated” behaviors include unwelcome, objectionable and offensive conduct or communication which, even though it may not be sexual in nature, is directed at an employee on account of his or her gender.

A few examples of sexual harassment or actions that have the potential for creating a hostile or offensive work environment include, but are not limited to:

1. use of any offensive or demeaning terms which have sexual connotation, or are addressed to an employee on account of his or her gender.
2. objectionable, unwelcome physical proximity or physical contact.
3. unwelcome gender-based suggestions or invitation to social engagements.
4. any indication, expressed, or implied, that an employee's job security, job assignment, conditions of employment, or opportunities for advancement depend or may depend on the granting of sexual favors to any other person or upon the acceptance of unwelcome objectionable sexual conduct, advances or comments.
5. any action relating to an employee's job status which is in fact affected by consideration of the granting or refusal of gender-based requests for social or sexual favors.
6. the existence of an atmosphere of sexual harassment or intimidation.
7. jokes or remarks of a sexual nature made to, or in the presence of, employees who may find such materials offensive.
8. the dissemination of materials (such as cartoons, articles, pictures, etc.) which have a sexual content, and which are not necessary for our work, to employees who may find such materials offensive.

This list is illustrative only, and not exhaustive. No form of sexual harassment will be tolerated either at the workplace or at employer-sponsored events.

Sexual harassment is prohibited regardless of the sex of the harasser or the recipient.

If you believe you are being subjected to harassment in any form or being subjected to reprisal, or if you witness harassment or reprisal, you are encouraged to promptly make a written complaint to your supervisor, the SVP of Human Resources or the President.

If you believe you are being subjected to harassment in any form or being subjected to reprisal, or if you witness harassment or reprisal by the President or the SVP of Human Resources, you are encouraged to make a written complaint to the Chair of the Board of Directors.

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Additionally, whether they have directly observed harassing conduct or have received a report of it, supervisors and managers are required to report all harassing conduct they believe violates this policy directly to the SVP of Human Resources or the President.

New York City Mission Society encourages prompt reporting of harassment complaints, whether you are the victim of or have witnessed harassing conduct, so that New York City Mission Society may take rapid and appropriate action. Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses. New York City Mission Society will directly and thoroughly investigate the facts and circumstances of all claims of perceived harassment and will take prompt corrective action, if appropriate.

If you report discrimination or harassment, New York City Mission Society will protect the confidentiality of your complaint to the extent possible and consistent with its duties to investigate and take appropriate action. Generally, information about the complaint will be shared only on a “needs-to-know” basis.

If you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please immediately contact the SVP of Human Resources or the President. These individuals will ensure that a prompt investigation is conducted.

Should the investigation determine that an individual is culpable of discrimination against or harassment of another employee, disciplinary action, up to and including separation of employment, will be taken against the offending employee.

While employees are encouraged to report complaints to New York City Mission Society as described above, if you so choose, you may also file a complaint with the U.S. Equal Employment Opportunity Commission (“EEOC”), the New York State Division of Human Rights (“NYSDHR”) or the New York City Commission on Human Rights (“NYC CHR”). Please note that each of these agencies has a time period for filing a claim – 300 days for the EEOC; one (1) year for the NYS DHR and NYC CHR. Please note that these time periods run from the date of discrimination or harassment (unless the discrimination or harassment is considered to be a continuing violation, in which case the time period will run from the last date of discrimination or harassment), and not from the date any internal complaint to New York City Mission Society is resolved. *Employees who have experienced conduct they believe is contrary to this policy and who do not take advantage of this complaint procedure may jeopardize their rights to pursue legal action.*

New York City Mission Society will not tolerate retaliation against an employee because he or she has made a good faith report of discrimination or harassment or assists in the investigation of such complaints in good faith. However, if after investigating any complaint of harassment or unlawful discrimination, we determine that an employee has intentionally filed a false complaint or intentionally provided false information regarding a complaint, disciplinary action, up to including separation of employment will be taken against the individual who filed the false complaint or who provided the false information.

No person in our employ, regardless of position or title, is exempt from compliance with this policy. Employees are also encouraged to report harassment and/or reprisal by employees, clients, board

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members, vendors, volunteers and any other non-employees. New York City Mission Society will not tolerate harassment or reprisals against our employees in connection with their employment even if the harasser is not an employee.

B. Sexual Relations

Whether working in the office or in direct service programs, employees may be in a position to assert influence over clients. It is essential that such influence and the impression of impropriety be avoided. For that reason, New York City Mission Society prohibits employees from dating, having intimate or sexual relations or any sexual involvement with clients enrolled in programs sponsored by New York City Mission Society.

Likewise, supervisors are prohibited from dating or having intimate or sexual relations with employees under their immediate supervision or management authority even if mutually consented to.

C. Sexual Violence Policy

Sexual violence is an act of aggression and coercion, not an expression of sexual intimacy. Sexual harassment may include sexual violence. New York City Mission Society will do whatever possible to offer safety, privacy and support to the victim/survivor of sexual violence. Helping the victim/survivor examine options for reporting the assault and taking care of themselves is important to us. The employee's supervisor, SVP of Human Resources or the President will assist the victim/survivor in contacting an appropriate agency if such assistance is desired. Acts of violence will be reported to the New York City Police Department.

103 ACCOMMODATION FOR INDIVIDUALS WITH DISABILITIES (required by law)

New York City Mission Society complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act (ADAAA), the New York State Human Rights Law (NYSHRL) and all applicable state and local laws providing for nondiscrimination in employment against qualified individuals with disabilities. New York City Mission Society also provides reasonable accommodation for such individuals in accordance with these laws. It is our policy to:

- ensure that qualified individuals with disabilities are treated in a nondiscriminatory manner in the pre-employment process and that employees with disabilities are treated in a nondiscriminatory manner in all terms, conditions, and privileges of employment;
- administer medical examination to employees when justified by business necessity, such as for a second medical opinion or a fitness-for-duty exam;
- keep all medical-related information confidential in accordance with the requirements of the ADA and retain it in separate confidential files;
- provide reasonable accommodation to applicants and employees with disabilities, except where such accommodation would create an undue hardship for New York City Mission Society; and
- notify individuals with disabilities that we provide reasonable accommodation to qualified individuals with disabilities, by including this policy in our personnel handbook and by posting the Equal Employment Opportunity Commission's poster on discrimination throughout our premises.

Procedure for Requesting Accommodation

Qualified individuals with disabilities may make requests for reasonable accommodation to the SVP of Human Resources.

For the purposes of this policy, the term "disability" means, with respect to an individual:

- (a) a physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- (b) a record of such an impairment; or
- (c) being regarded as having such an impairment.

104 HEALTH INFORMATION PRIVACY POLICY (HIPAA) *(required by law)*

New York City Mission Society is committed to the laws and general principles of employee confidentiality as set forth in the Health Insurance Portability and Accountability Act (HIPAA) with regard to the dissemination of private health information (PHI) of our employees.

Under HIPAA employees have the right to:

- request restriction on certain uses and disclosures of your PHI
- inspect and copy your own health information which we maintain
- request that we amend health care information maintained in our records

New York City Mission Society understands that the privacy of your health information is important. We will take all reasonable measures to safeguard your private health information (PHI). Generally, we must obtain written consent before we can disclose any of your PHI. For example, we must obtain your written consent before we can disclose information to our health carrier in order for your physician to be paid for services rendered. Under New York law, we generally need your permission to disclose PHI about you to others, unless for treatment, payment, health care operations or to business associates who assist in administering the plan or as otherwise permitted or required by law. There are some circumstances under which we can disclose your private health information without your written consent. These circumstances include, but are not limited to:

- among our own employees, in accordance with the rules of confidentiality under HIPAA
- when responding to government agencies in regards to mandatory payroll deductions
- health situations involving emergency medical care or treatment
- averting a serious threat to public health safety
- for certain law enforcement purposes
- through a written agreement to outside contractors (called "business associates") that provide us services
- national security purposes
- worker's Compensation and Family and Medical Leave Act (FMLA) purposes.

Security of Private Health Information (PHI)

New York City Mission Society maintains appropriate physical, electronic and procedural safeguards to maintain the confidentiality and security of your private health information (PHI) contained in our records. We restrict access to this information about you to those who need to know that information in order to provide services to you. Those who may become privileged to private health information are the President and staff of the Human Resources department. All of these people have signed an affidavit called the “Managers Acknowledgment of Privacy Obligations” under HIPAA that certifies that they agree to keep your private health information private.

Categories of Information That We Collect

New York City Mission Society collects PHI about you from the following sources:

- information from you on applications and other forms
- information about you when you need help with a billing issue
- information that we receive from medical offices through your doctor’s notes for absences related to illness, short-term disability or FMLA

Categories of Parties to Whom We May Disclose Information

New York City Mission Society may disclose PHI to government agencies that demand information related to mandatory payroll deductions (delinquent student loans, child support, tax liens, etc). However, most of the requested information does not contain any PHI and therefore would not be an issue. In addition, at your request, we may share information about you with our health insurance representatives who in turn will speak to our health insurance companies about a billing issue. In such a case, we will ask you to sign a HIPAA release form giving us permission to share your protected health information between agencies. Any such written consent may be revoked by you in writing.

Accuracy of Your Protected Health Information

New York City Mission Society strives to maintain the accuracy of your information. In order to help us maintain accuracy, you have the right to reasonable access to your information. This is different from accessing your personnel file. For access to your personnel file, please follow the protocol outlined in *Section 206*. If you believe any of your PHI in our possession is inaccurate, you may request that we amend, correct or delete the information that you believe to be erroneous. If we concur with your conclusion, we will amend, correct or delete the information in question.

Our Responsibilities

New York City Mission Society is required by law to maintain the privacy of your health information and to provide you with notice of our legal duties and privacy practices with respect to your health information. We are required by law to abide by the terms of this policy. We reserve the right to change the terms of this policy and to make new policy provisions effective for all PHI we maintain. You will be notified in writing should any changes be necessary.

Complaints and Reporting Violations

Employees may file a written complaint to the SVP of Human Resources and/or the U.S. Department of Health and Human Services Office of Civil Rights if you believe that your privacy rights have been violated under HIPAA. You will not be retaliated against for filing such a complaint.

105 IMMIGRATION REFORM AND CONTROL ACT (*required by law*)

New York City Mission Society complies with the Immigration Reform and Control Act of 1986 which requires us to attest to the U.S. Government that all persons we hire are legally entitled to work in the United States. In order to comply with this law, we must verify your identity and your right to work in the United States upon your employment and from time to time. You must complete an Employment Eligibility Verification Form I-9 as a condition of employment, and we are required to examine certain documents such as, but not limited to, a U.S. Passport, Certificate of Citizenship, Social Security Card, Certificate of Birth and Driver's License with photograph.

106 FAIR LABOR STANDARDS ACT (FLSA) (*required by law*)

The Fair Labor Standards Act (FLSA) is the primary federal law regulating minimum wage and overtime payments. Despite a number of exemptions and rules that limit coverage, the FLSA applies to a majority of employers and employees in the United States. The FLSA is administered by the Wage and Hour Division of the U.S. Department of Labor's Employment Standards Administration (ESA).

The wage and hour provisions of the FLSA have two primary purposes: to assure employees a livable wage, and to reduce unemployment by limiting the number of hours an employee may work without an employer's paying a premium. The minimum wage has been raised over the years to meet these goals.

New York City Mission Society complies with the Fair Labor Standards Act (FLSA). Employees may not waive their rights under the FLSA.

Employees are designated as either EXEMPT or NONEXEMPT, based on the nature of the responsibilities and duties of their positions. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by the SVP of Human Resources. In accordance with applicable wage and hour laws, NONEXEMPT employees are generally entitled to overtime pay for all hours worked beyond 40 in a workweek. EXEMPT employees are not entitled to overtime pay. (*See Section 509*)

- **EXEMPT:** Executive, administrative or professional employees, whose salary meets a statutory threshold and whose primary duty is responsible for work of substantial importance to the management or operation of the agency. Employees in this category are not entitled to overtime pay. Examples of exempt New York City Mission Society employees are Directors, Program Managers, Site Coordinators, Teachers, Clinical Supervisors and other Senior Management positions.

- **NON-EXEMPT:** Usually non-supervisory employees paid on an hourly basis or salaried “office/clerical” employees. Examples of nonexempt New York City Mission Society employees are Administrative Assistants, Associates, Group Leaders, Activity Specialists, Workshop Assistants, Maintenance Assistants, Security Guards, non-licensed/non-certified Case Managers.

All employees are informed of their exempt or nonexempt status on their hire agreement letter. The status is also indicated on the payroll advice form. If you have a question about your FLSA status or want to know your FLSA status, speak with your supervisor or contact the SVP of Human Resources.

107 WHISTLEBLOWER POLICY (*required by law*)

New York City Mission Society requires its board members, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of New York City Mission Society, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

The matters which should be reported under this policy include suspected fraud, theft, embezzlement, accounting or auditing irregularities, bribery, kickbacks, misuse of New York City Mission Society assets or suspected regulatory, compliance, or ethics-related issues, concerns or violations.

These policies are not a vehicle for reporting violations of New York City Mission Society applicable human resources policies, problems with co-workers or supervisors, or for reporting issues related to alleged employment discrimination or sexual or any other form of unlawful harassment, all of which should be dealt with in accordance with the personnel policies and procedures of this manual.

Reporting Responsibility

It is the responsibility of all board members, officers and employees to report violations or suspected violations of high business and personal ethical standards and/or applicable legal requirements in accordance with this Whistleblower Policy.

No Retaliation

No employee who, in good faith reports a violation shall suffer harassment, retaliation or adverse employment consequences. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including separation of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within New York City Mission Society prior to seeking resolutions outside of our organization.

Reporting Violations

Questions, concerns, suggestions or complaints regarding the ethical and legal standards noted above should be addressed directly to the Chair of the Board of Directors or any member of the Executive Committee of New York City Mission Society's Board of Directors.

Board of Director's Executive Committee

The Executive Committee of the Board of Directors is responsible for investigating and resolving all reported complaints and allegations concerning the ethical and legal standards noted above and shall advise the President of all such complaints and allegations. The Chair of the Board is required to report to the full Board of Directors at least annually on compliance activity.

Accounting and Auditing Matters

The Executive Committee of the Board of Directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing brought to its attention. The Chair of the Board shall immediately notify the Board of Directors of any such complaint and work with the Board until the matter is resolved.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation of the ethical and legal standards noted above must act in good faith and have reasonable grounds for believing the information disclosed may indicate a violation of such standards. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

A member of the Executive Committee of the Board of Directors will notify the sender and acknowledge receipt of the reported violation or suspected violation within 5 business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

EMPLOYMENT STATUS, RECORDS AND PRACTICES:
SECTIONS 201 - 215

201 EMPLOYMENT CATEGORIES

This section describes the various employment classifications so that you can understand your employment status and benefit eligibility. In addition to exempt and nonexempt classifications, employees are also classified in the following employment categories. All employees are informed of the employment category through their hire agreement letter and job description. If you are unsure of your employment category speak with your supervisor.

All employees filling positions within New York City Mission Society are classified in one of the compensation categories defined below:

- **EXEMPT SALARIED:** Executive, administrative or professional employees, whose salary meets a statutory threshold and whose primary duty is responsible for work of substantial importance to the management or operation of the agency. Employees in this category are not entitled to overtime pay. Examples of exempt New York City Mission Society employees are Directors, Program Managers, Site Coordinators, Clinical Supervisors and other Senior Management positions.
- **NON-EXEMPT HOURLY OR SALARIED:** Usually non-supervisory employees paid on an hourly basis or salaried “office/clerical” employees. Examples of nonexempt New York City Mission Society employees are Youth Workers, Group Leaders, Activity Specialists, Maintenance Assistants, and Security Guards.

Each of the following categories may include both exempt and non-exempt employees:

- **REGULAR FULL-TIME** employees are those who have successfully completed the introductory period, and who are regularly scheduled to work the full-time schedule of at least 35 hours per week. They are eligible to receive all mandatory benefits (*see Sections 318-321*) and the full benefits package sponsored by New York City Mission Society, subject to the terms, conditions, and limitations of each benefit program.
- **REGULAR PART-TIME** employees are those who have successfully completed the introductory period and who are regularly scheduled to work between 21 hours per week to 35 hours per week. They are eligible for all mandatory benefits, paid time-off benefits on a prorated basis, and the full benefits package sponsored by New York City Mission Society. Benefits sponsored by New York City Mission Society are subject to the terms, conditions and limitations of each benefit program.

- **PART-TIME** employees are those who have successfully completed the introductory period and who are regularly scheduled to work 20 hours or less per week. Part-time status also includes employees who work in the schools when in session with some exception based on contract requirements. They are paid only for the hours they have worked. They receive all mandatory benefits as required by law but do not receive other New York City Mission Society benefits.
- **SEASONAL OR TEMPORARY** employees are those engaged to work full-time or part-time with the understanding that their employment is of a limited duration. They are paid only for the hours they have worked. They receive all mandatory benefits as required by law but do not receive other New York City Mission Society benefits.

202 EMPLOYMENT APPLICATIONS

New York City Mission Society relies on the accuracy of information contained in the employment application, an applicant's resume, and other personal or professional data presented by the applicant throughout the hiring process and during employment.

Any misrepresentations, falsifications or material omissions in any of this information or data may result in New York City Mission Society's exclusion of an individual from further consideration for employment or, if the individual has already been hired, separation of employment.

203 EMPLOYMENT REFERENCE CHECKS

Occasionally New York City Mission Society is asked to provide a reference on a current or former employee. All such requests should be forwarded to the SVP of Human Resources.

As a general rule the SVP of Human Resources will respond only to those inquiries that are submitted in writing. Responses to such inquiries will confirm the dates of employment, last salary, and position(s) held. Generally, no additional employment data will be released unless New York City Mission Society receives a written authorization and release signed by the individual who is the subject of the inquiry. However, New York City Mission Society retains the right to respond to verbal inquiries and to release any information it deems appropriate in its discretion without obtaining the authorization of the current or former employee.

We reserve the right to verify information such as employment status and job title without notification to the individual involved, and to cooperate with law enforcement, public safety, or medical officials who have valid need to ascertain limited specific information about an individual.

204 INTRODUCTORY PERIOD

For all employment categories, the introductory period is an employee's initial 3 months of employment. It provides new employees an opportunity to demonstrate their abilities to the organization and to determine whether the new position meets their expectations. The employee's supervisor uses this period to communicate your goals and responsibilities, evaluate your capabilities, work habits, and overall performance. Upon satisfactory completion of the introductory period, employees are considered either regular full-time or regular part-time employees for benefits purposes.

The employee's supervisor will complete the "*Introductory Period*" form which will indicate if the employee has successfully completed the introductory period or not, or if the period is being extended. In addition, the supervisor will attach the employee's performance goals for the year so the employee is clear what their goals and objectives are and what the employee will be assessed on for the evaluation.

Eligible employees in the introductory period are entitled to take paid holidays, and are immediately eligible for those benefits required by law such as Workers' Compensation, Short-Term Disability Insurance and Social Security. Employees eligible for vacation, personal and sick leave will begin to accrue these benefits during the introductory period but may not use them until successful completion of this 3 month period.

If New York City Mission Society determines that the usual introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, this period may be extended for an additional period. Any absence of more than 3 days during the introductory period will extend the period by the length of the absence.

At any time during or after the introductory period either New York City Mission Society or the employee may terminate the employment relationship at-will, with or without cause.

205 SENIORITY

Seniority is recorded as of the first day of the employee's employment. Seniority is not the sole factor in determining the approval of personal and vacation time. Other factors such as work schedules and the operational needs of the organization will be considered in approving requests for time-off.

If an employee resigns and returns as an employee within six months of resigning the seniority date will remain the same as the original date of employment. Any cost of living adjustment will be effective on the anniversary date of the employee's return date and not on the original date of employment.

Determinations regarding promotions, salary increases and reductions in staffing are based on merit, ability, leadership, creativity, initiative and willingness to take responsibility. Seniority will be considered in making such decisions only where all other factors are equal.

206 ACCESS TO PERSONNEL FILES

New York City Mission Society maintains a personnel file for each employee in the Human Resources Department. The employee's personnel file includes such information as the employee's job application, resume, records of training and professional development, documentation of performance appraisals and other employment records. Personnel files are the property of New York City Mission Society and access to them is restricted. Generally, only supervisors and management personnel of New York City Mission Society who have a legitimate reason to review information in a file are allowed to do so.

Any employee who wishes to see their personnel file may request access from the SVP of Human Resources in writing.

Employees must review the file in the presence of an appropriate Human Resources department representative. Employees may take notes or make single copies of any matter in their file. But no employee is allowed to remove anything from any personnel file. Disciplinary action, including but not limited to separation of employment, will be taken for the removal of New York City Mission Society property.

207 PERSONAL DATA CHANGES

It is each employee's responsibility to promptly notify New York City Mission Society of any changes in personal data. Your name, home address, telephone number, the number and names of dependents, individuals to be contacted in the event of an emergency, direct deposit information, educational credentials, and other such information should be current at all times. Be sure to notify your supervisor and the SVP of Human Resources of any changes in your personal data as soon as they occur.

208 RECRUITING AND HIRING

Staff appointments to open positions are made solely on the requirements of the position and the competence, experience and qualifications of the individual applicant. New York City Mission Society believes in promoting employees from within, and will generally give first consideration to qualified New York City Mission Society employees. After an applicant has been chosen for employment, the position and the current terms and conditions of employment will be confirmed in writing. New York City Mission Society reserves the right to change, modify, or alter any term and condition of employment, at any time, for any reason.

209 EMPLOYMENT OF RELATIVES

New York City Mission Society permits the employment of people who are related to one another with certain restrictions. The employment of relatives in the same program or department of New York City Mission Society may cause serious conflicts and problems with the perception of favoritism and impact 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 New York City Mission Society may be hired only if they will not be directly supervised by a relative. Employees cannot be transferred into such a reporting relationship. If the relative relationship is established after employment, one of the individuals will be transferred. The transfer decision will be approved by the President. In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment.

For 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.

Employees are obligated to immediately inform the SVP of Human Resources and their supervisor in writing of any relative employed by New York City Mission Society. Failure to do so will result in disciplinary action, up to and including separation of employment.

210 EMPLOYEE DATING

New York City Mission Society prohibits managers and supervisors from dating or having intimate or sexual relations with employees under their immediate supervision or management authority even if mutually consented to. Such relationships can be disruptive to the work environment, create a conflict or appearance of a conflict of interest and lead to charges of favoritism, discrimination and claims of indirect sexual harassment. While New York City Mission Society has no desire to interfere with the private lives of its employees, or their off-duty conduct, where such conduct impacts or may impact upon the work environment in a negative manner, we reserve the right to take whatever action is appropriate, in our discretion, to protect our interests including disciplinary action up to and including separation of employment.

211 JOB REASSIGNMENT AND TRANSFERS

New York City Mission Society reserves the right to reassign or transfer employees to other jobs in the organization. Job reassignments and transfers may be necessary due to change in program services, lay-offs or unforeseen circumstances. Preference for job reassignments and transfers will be considered for employees who are in good standing with a positive work performance record. In the case of a change in program services, lay-offs or unforeseen circumstances employees in good standing, with a positive work performance record, will be considered for open positions in the organization. Employees will be required to interview for the position and will need to meet the necessary qualifications of the position.

212 PERFORMANCE EVALUATION

New York City Mission Society's intention is to hire the most qualified people available and to give them the maximum opportunity to succeed and attain professional growth. All employees are expected to deliver first-rate job performance and to show gains in skills and knowledge. Your supervisor will provide assistance, feedback and guidance as to your achievement of these expected goals on a regular basis, both informally and formally.

Your first formal written performance evaluation is usually conducted during or at the end of the introductory period. You and your supervisor will discuss your performance and the extent to which you are meeting the responsibilities of your position. Subsequent performance evaluations will be conducted to provide both you and your supervisor the opportunity to discuss job tasks, identify areas of development, recognize strengths, and discuss positive, purposeful approaches to meet goals. These reviews and evaluations serve as an objective basis from which recommendations for salary adjustments and other personnel decisions may be made. Employees are encouraged to request a performance assessment conversation with their supervisor.

New York City Mission Society expects that all employees will carry out their responsibilities fully and to the best of their abilities, and conduct themselves in a manner that best serves the organization's interests. If an employee's work performance does not meet satisfactory standards, the supervisor may take any of the following steps:

- Identify areas for development and recommend ways to address them;
- Counsel and warn the employee verbally, and if the problems continue, in writing with a copy to the employee's personnel file; or
- Recommend the discharge of the employee.

In response to any given performance problem or violation of New York City Mission Society's policies, the supervisor will take whichever step or steps the supervisor deems to be appropriate under the circumstances. Please remember that at any time during or after the introductory period, either New York City Mission Society or the employee may terminate the employment relationship with or without cause. All separations of employment are made at the recommendation of the supervisor and with the approval of the President.

Generally, performance evaluations are scheduled about every 12 months. There may also be quarterly documented supervision sessions to assess the progress towards the attainment of goals and objectives during the fiscal year.

Administrative Review and Corrective Action Plans (CAP)

An employee may be placed on immediate probation if the program they are responsible for managing is placed on administrative review and/or a corrective action plan (CAP). Further, if the employee is placed on administrative review and/or a corrective action plan (CAP) or the employee is responsible for any program that is placed on review or CAP, the employee will not be eligible to receive a salary adjustment, merit increase or bonus within the review period. The employee will still be eligible to receive a cost of living adjustment if applicable.

213 PROBLEM RESOLUTION

New York City Mission Society 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 supervisors and management.

You are encouraged to bring your questions, suggestions and problems to your supervisor's attention. Your concerns will be given careful consideration in our continuing effort to improve the organization.

It is essential to present the situation to your supervisor so the problem can be resolved quickly. Our experience has shown that most problems can be settled by a simple examination and discussion of the facts.

If after meeting with your supervisor the problem was not resolved or you feel it would not be appropriate to present the situation to your supervisor, present the situation in writing to the SVP of Human Resources, who will respond promptly. A meeting with other employees may be called in an attempt to reach a satisfactory solution if deemed necessary. A detailed review will be conducted in consultation with the SVP of Human Resources, appropriate supervisors and the President if necessary. A determination will be made with the approval of the President who has the authority to issue a final decision.

The Employee Wellness Program is another resource available to you to assist you with thinking through problems and to develop a course of action to address a concern you may have. *(See Section 311)*

214 DISCIPLINE

This policy states New York City Mission Society's position on administering equitable and consistent discipline for unsatisfactory performance or conduct in the workplace. The objectives of any disciplinary action are to correct the problem, prevent reoccurrence, and prepare the employee for satisfactory service in the future.

Disciplinary action may include such steps as a verbal warning, written warning, probation, suspension and separation of employment, depending on the severity of the problem and the number of occurrences. While these steps are generally progressive in nature, certain employee problems may result in immediate separation of employment. A detailed review will be conducted in consultation with the SVP of Human Resources, appropriate supervisors and the President if necessary. A determination will be made with the approval of the President who has the authority to issue a final decision.

Please remember that at any time either New York City Mission Society or the employee may terminate the employment relationship with or without cause.

215 DISCIPLINARY SUSPENSIONS

If an employee is found to have violated one of our policies regarding proper workplace conduct, he or she may be subject to discipline in the form of an unpaid suspension.

Employees may be suspended without pay if they violate any of the following policies. The list set forth below is not meant to be exhaustive but rather illustrates the type of conduct which could subject an employee to disciplinary suspension.

- Workplace harassment and/or violence
- Discrimination
- Inappropriate Dress and grooming (serious violations only)
- Inappropriate computer usage
- Substance Abuse (drugs, alcohol, illegal substances)
- Falsification of employment records including time records
- Falsification of client records
- Negligence, incompetence and/or carelessness
- Insubordination
- Breaching confidential information including compliance information, personnel information and client records
- Violating other New York City Mission Society's code of conduct policies (*See Section 604*)

Disciplinary suspension is one form of disciplinary action and does not preclude an employee from being separated from employment.

EMPLOYEE BENEFIT PROGRAMS:
SECTIONS 301 - 321

DISCRETIONARY BENEFITS

301 EMPLOYEE BENEFITS

Eligible employees are provided with a wide range of benefits. Mandatory benefits are provided to all employees, as required by law. Discretionary benefits are not required by law and are provided to employees as part of New York City Mission Society's goal of being an employer-of-choice. Discretionary benefits are subject to change with or without advance notice at New York Mission Society's discretion.

Additionally, New York City Mission Society provides a broad range of benefits to eligible employees according to their employment classification. While some benefit programs require monetary contributions from employees, most are fully paid by New York City Mission Society and represent an additional value to the employee.

New York City Mission Society provides the following benefit and leave programs to eligible employees:

Discretionary Benefits	Mandatory Benefits
• Holidays	• Short-Term Disability Leave
• Vacation	• Workers Compensation
• Supplemental Insurance Benefits	• Unemployment Insurance
• Personal Days	• Social Security and Medicare
• Bereavement Days	• COBRA (for eligible employees only)
• Health, Dental & Vision Insurance	• Sick Days
• Life Insurance	
• Long Term Disability	
• Employee Wellness Program	
• TransitChek	
• 403(b) Retirement Plan	
• Flexible Benefit Account (FBA)	
• Flexible Spending Account (FSA)	

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In the following pages, you will find a brief description of some of New York City Mission Society's employee benefit programs. The benefits will also be reviewed with employees during orientation and at special benefit presentations during the year. Your supervisor can identify programs for which you are eligible. In the event of any conflict among the information contained in this handbook, the information conveyed to you by your supervisor, or the provisions of the master insurance contracts plan documents, the applicable provisions of the contracts/documents will govern in all cases. New York City Mission Society reserves the right to amend or terminate any of its benefit programs or to increase premium contributions towards any benefits with or without advance notice at its discretion.

302 EMPLOYEE BENEFITS EMPLOYMENT CATEGORIES ELIGIBILITY CHART
(Bold titles indicate mandatory benefits)

Seasonal/ Temp.	Part-Time	Regular Part-Time	Regular Full-Time	← Employment Category
		✓	✓	Holidays
		✓	✓	Vacation
✓	✓	✓	✓	Sick
		✓	✓	Personal
		✓	✓	Bereavement
		✓	✓	Health, Dental & Vision
		✓	✓	Life Insurance
		✓	✓	Long Term Disability
✓	✓	✓	✓	Employee Wellness Program
		✓	✓	TransitChek
		✓	✓	403(b)
		✓	✓	Flexible Benefit Account
		✓	✓	Flexible Spending Account
		✓	✓	AFLAC
		✓	✓	COBRA (for eligible employees)
✓	✓	✓	✓	Short-Term Disability
✓	✓	✓	✓	Workers Compensation
✓	✓	✓	✓	Unemployment Insurance
✓	✓	✓	✓	Social Security

303 HOLIDAYS

New York City Mission Society will generally grant the following paid holidays to regular full-time employees and regular part-time employees.

Other part-time and seasonal/temporary employees are not eligible for holiday pay.

The holidays observed and early dismissal times are subject to change at the discretion of the President.

1. New Year's Day (January 1) *
2. Rev. Dr. Martin Luther King, Jr. Day (third Monday in January)
3. Presidents' Day (third Monday in February)
4. Good Friday (Friday before Easter)
5. Memorial Day (last Monday in May) *
6. Independence Day (July 4) *
7. Labor Day (first Monday in September) *
8. Columbus Day (second Monday in October)
9. Thanksgiving (usually fourth Thursday in November) *
10. Day after Thanksgiving (usually fourth Friday in November)
11. Christmas Day (December 25) *

Eligible nonexempt employees who, with prior approval, are required by their supervisor to work on a recognized holiday will receive their regular pay for the holiday at one and one-half times their straight-time rate for the hours worked on the holiday.

A holiday that falls on a Saturday will usually be observed on the preceding Friday, and one that falls on a Sunday will usually be observed on the following Monday. If an observed holiday falls during an eligible employee's paid absence (such as vacation or sick day) it will be viewed as a paid holiday and not charged to their leave time.

Employees will also receive a holiday schedule on an annual basis advising of the holidays that will be observed for the calendar year.

* Early dismissal at 1:00pm the work day before these holidays. There will be no lunch break on 1:00pm dismissal days. **Staff who do not work on Early Dismissal days are required to use a full day of vacation or personal time.**

304 VACATION

New York City Mission Society's vacation policy is designed to give regular full-time and regular part-time employees the opportunity to take time away and relax while receiving their regular pay.

Other part-time and seasonal/temporary employees are not eligible for vacation time.

Eligible employees accrue vacation time from the first day of employment but may not use them until they have successfully completed the introductory period.

Regular Full-Time Employees

<u>Length of Service</u>	<u>Maximum Vacation Days</u>	<u>Accrual Rate</u>
Year 1 of employment	up to 10 days per year	5.83 hours per month
Years 2 and 3	up to 15 days per year	8.75 hours per month
Years 4 and 5	up to 20 days per year	11.67 hours per month
Years 6 and beyond	up to 25 days per year	14.58 hours per month

Regular Part-Time Employees

<u>Length of Service</u>	<u>Maximum Vacation Days</u>	<u>Accrual Rate</u>
Year 1 of employment	up to 5 days per year	2.92 hours per month
Years 2 and 3	up to 7.5 days per year	4.38 hours per month
Years 4 and 5	up to 10 days per year	5.83 hours per month
Years 6 and beyond	up to 12.5 days per year	7.29 hours per month

New York City Mission Society will grant use of vacation leave unless it is impractical or impossible to do so due to work schedules or emergencies. Eligible employees must work at least 5 days in a month to earn vacation time for that month.

Vacation time may be used in half-hour, one-hour and full-day increments only.

You may carry over 5 accrued but unused vacation days to the next calendar year. The 5 accrued but unused vacation days carried over to the next calendar year must be used by June 30 (end of the fiscal year) or the vacation days will be forfeited.

Exception to policy may be granted for employees who are unable to use vacation days due to the operational needs of New York City Mission Society. Employees may be permitted to carry over 5 or more accrued but unused days to the end of the next calendar year (December 31) only with prior written approval from their supervisor and the SVP of Human Resources.

Employees who have completed one year of service are entitled to receive pay for accrued but unused vacation upon separation of employment with New York City Mission Society (to the extent the amount of such payment for accrued but unused vacation exceeds any amounts due to New York City Mission Society), except for terminations for misconduct (including violation of the guide to conduct (*see Section 604*)) or not providing adequate notice of resignation (generally two weeks' advance notice) (*see Section 702*). Additionally, during the resignation notice period employees cannot utilize accrued paid time off unless otherwise approved by their supervisor and the SVP of Human Resources. If a paid holiday falls during your vacation period, it will be viewed as a paid holiday and not charged to your vacation time.

To request vacation time, the request must be submitted to your supervisor for approval. The request must be submitted at least 30 days in advance for a request of more than 10 vacation days and at least 14 days for requests of less than 10 days of the anticipated start date so that vacation can be scheduled in a manner which will not conflict with the work load of your department. Requests will be reviewed based on a number of factors including operational needs and staffing requirements. New York City Mission Society may also allocate certain days as "black-out time" where no vacation time will be granted due to the needs of the organization unless there are extenuating circumstances.

305 SICK DAY POLICY & NYC EARNED SICK TIME ACT

New York City Mission Society's sick day policy is designed to be used by regular full-time employees and regular part-time employees only in the case of actual illness, injury, doctor's appointments or other medically related purposes for themselves and dependents. Using sick days for other reasons will result in disciplinary action.

Eligible employees accrue sick days from the first day of employment but may not use them until they have successfully completed the Introductory Period.

Regular full-time employees are eligible to accrue 1 sick day per month up to a total of 12 days in a calendar year. You must work at least 5 days in a month to earn a sick day for that month.

Regular part-time employees are eligible to accrue half a sick day per month up to a total of 6 days in a calendar year. You must work at least 5 days in a month to earn a sick day for that month.

Sick time may be used in half-hour, one-hour and full-day increments only.

Regular full-time employees may accumulate unused sick days up to a maximum of 180 days. Regular part-time employees may accumulate unused sick days up to a maximum of 90 days.

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All sick days taken must be recorded and approved by your supervisor. In order to receive pay for a sick day, you must speak with your supervisor no later than half an hour before your scheduled start time. If your supervisor is not available, you must email your supervisor or leave a message on your supervisor's voicemail and/or your supervisor's designated appointee.

Employees will not be paid for unaccrued unused or accrued unused sick days upon separation from employment.

New York City Mission Society reserves the right to request medical documentation for any illness or injury. *

In accordance with New York City's Earned Sick Time Act, all part-time seasonal/temporary employees working in New York City who are not otherwise entitled to sick leave under New York City Mission Society's sick leave policy who work more than 80 hours in a calendar year are entitled to up to 40 hours of sick leave every calendar year. Such employees will accrue sick leave at the rate of one hour for every 30 hours worked, up to a maximum of 40 hours of sick leave per calendar year. Sick leave must be used in half-hour, one-hour and full-day increments only. All employees must provide at least seven days' advance notice of his or her intention to use sick leave pursuant to the Earned Sick Time Act, if possible, or provide notice as soon as practicable. New York Mission Society may require documentation from a licensed health care provider for absences in excess of three days, which confirms (i) the need for the amount of sick leave used, and (ii) that the sick leave was used for an authorized purpose under the law.* Sick leave earned pursuant to the Earned Sick Time Act may accumulate up to a maximum of 40 hours. Employees will not be paid for unaccrued unused or accrued unused sick leave earned pursuant to the Earned Sick Time Act upon separation from employment.

**** The federal Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by law. To comply with this law, New York Mission Society is asking that you not provide any genetic information when responding to this request. "Genetic information," as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services. New York Mission Society is also asking that you not provide any information regarding a disability when responding to this request.***

306 PERSONAL DAYS

New York City Mission Society's personal day policy is designed to provide regular full-time and regular part-time employees time away from work including observance of religious holidays.

Other part-time and seasonal/temporary employees are not eligible for personal days.

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Eligible employees accrue personal days from the first day of employment but may not use them until they have successfully completed the Introductory Period.

Regular full-time employees are eligible to accrue .25 personal days per month up to a total of 3 days in a calendar year. You must work at least 5 days in a month to earn personal time for that month.

Regular part-time employees are eligible to accrue .085 personal days per month up to a total of 1 day in a calendar year. You must work at least 5 days in a month to earn personal time for that month.

Personal time may be used in half-hour, one-hour and full-day increments only.

Although in some cases a personal day may be used in an emergency, the need to take a personal day is usually known in advance. Therefore, you are expected to request and obtain prior approval from your supervisor to take a personal day. New York City Mission Society reserves the right to not approve an employee's request to take a personal day based on operational needs and staffing requirements.

Personal days cannot be carried over from one calendar year to the next and are forfeited if not used by December 31st of the calendar year in which the personal day is earned. No exceptions to this policy will be granted. Employees will not be paid for any unused personal days upon separation from employment.

307 BEREAVEMENT DAYS

New York City Mission Society understands that the loss of a loved one can be a very difficult and stressful period and provides bereavement leave with pay for such circumstances. New York City Mission Society's bereavement policy is designed to give regular full-time employees and regular part-time employees time-off to arrange for and attend the funeral.

In the event of a death of a spouse, child, parent, grandparent, or sibling regular full-time employees and regular part-time employees may take up to 3 continuous days of paid bereavement leave to arrange for and attend the funeral. If the situation requires that you need to take more than 3 days, you may request to apply for additional days from accrued but unused vacation or personal time.

Other part-time and seasonal/temporary employees are not eligible for paid bereavement days.

If you need to take bereavement leave, please notify your supervisor promptly so that arrangements can be made to cover your absence. New York City Mission Society reserves the right to require a copy of the death certificate. Pay for bereavement leave applies only to the days you would have worked, and does not include holidays, weekends, time not worked, or time when you are on other paid leave.

308 HEALTH INSURANCE

Medical Plan:

New York City Mission Society provides individual and family health insurance coverage to regular full-time and regular part-time employees.

Other part-time and seasonal/temporary employees are not eligible for health insurance benefits.

Eligible employees are able to receive insurance benefits on the first day of the month after 30 days of employment. (For example, if your hire date is January 15, you are eligible for insurance benefits effective March 1). Participation in the health insurance plan is subject to the terms and conditions of the agreement between New York City Mission Society and the insurance carrier.

Health insurance is provided for the employee, the employee's spouse/domestic partner and dependent children. At the present time, New York City Mission Society pays the majority portion of the premium cost and the employee pays the balance. A change in employment status that causes an employee to become ineligible for regular participation in the health insurance plan may allow for continuation of benefits under the federal Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) or a similar state law. This provision is explained further in *Section 317*.

The health insurance plan is described more fully in the Summary Plan Description (SPD) and health insurance plan documents. An SPD and information on the cost of coverage will be provided in advance of enrollment to eligible employees. Contact the Human Resources department for more information about health insurance benefits.

Dental Plan:

Mission Society shares the cost of dental insurance. Currently, Mission Society pays the majority of the premium. Regular full-time and regular part-time employees are eligible the first day of the month after 30 days of service.

Vision Plan:

Supplemental eye care and eyewear insurance. Employees pay the full cost of coverage.

309 LIFE INSURANCE

New York City Mission Society provides a basic life insurance plan for regular full-time and regular part-time employees at the employer's own expense. Life insurance offers eligible employees and their family important financial protection.

Other part-time and seasonal/temporary employees are not eligible for life insurance.

Eligible employees are able to receive insurance benefits the first day of the month after 30 days of employment. (For example, if your hire date is January 15, you are eligible for insurance benefits effective March 1).

At the present time, the life insurance coverage is two times your annual salary. Accidental Death and Dismemberment (AD&D) insurance provides protection in cases of serious injury or death resulting from an accident, and is provided as part of the basic life insurance plan.

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between New York City Mission Society and the insurance carrier. Details of the basic life insurance plan including benefit amounts are described in the Summary Plan Description (SPD) provided to eligible employees. Contact the Human Resources department for more information about life insurance benefits.

310 LONG-TERM DISABILITY INSURANCE

New York City Mission Society provides a Long-Term Disability (LTD) benefit plan to regular full-time employees and regular part-time employees who are unable to work because of a non-work-related injury or illness.

Other part-time and seasonal/temporary employees are not eligible for LTD insurance.

Eligible employees are able to receive LTD insurance benefits the first day of the month after 30 days of employment. (For example, if your hire date is January 15, you are eligible for LTD insurance benefits effective March 1).

Under LTD, employees who are disabled for more than 180 days because of injury or sickness generally are eligible to receive a benefit equivalent to 60 percent of their basic monthly earnings to a maximum benefit of \$10,000 per month (less other income benefits).

Details of the LTD benefits plan including benefit amounts, when they are payable, and limitations, restrictions, and other exclusions are described in the Summary Plan Description (SPD) provided to eligible employees. Contact the Human Resources department for more information about LTD benefits.

311 EMPLOYEE WELLNESS – WORK LIFE/ASSISTANCE PROGRAM

New York City Mission Society recognizes that trying to manage your personal and professional responsibilities can be a real challenge at times. To assist you and your family in getting the support you may need to sort out a situation or handle the pressures of today's demanding world, New York City Mission Society has established an Employee Wellness Program.

The Employee Wellness Program is designed to support you and your family with work and life circumstances that may require a helping hand. New York City Mission Society has partnered with an independent consulting firm, Corporate Counseling Associates, to ensure that this assistance is provided in a confidential setting.

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The Employee Wellness Program is staffed by professional counselors who are experienced in assisting people with a wide range of personal challenges. Counselors are available 24-hours a day, seven days a week to talk, offer short-term counseling and, if necessary, provide a referral for continued or specialized care.

The Employee Wellness Program handles all types of circumstances including but not limited to:

- Work Challenges
- Emotional Well-Being
- Family Challenges
- Health and Wellness
- Child Care & Parenting Concerns
- Substance Abuse/Alcoholism
- Depression and Loneliness
- Marital and Relationship Challenges
- Elder Care Support
- Financial and Legal Concerns
- Stress, Anxiety and Fear Management Issues

The Employee Wellness Program toll-free number is **1-800-833-8707**. You may call any time or go online at www.myccaonline.com. When prompted, please enter the Mission Society's Company Code: federation

In addition to the telephone consultation, you will be offered an in-person appointment. The counselor will help you clarify your concerns, identify options, offer support and professional guidance, and help you develop an action plan. When needed, referrals will be made to pre-screened community resources.

We want our employees to be successful in their personal as well as their work lives. Our goal is to maintain a healthy and productive workforce. So we have designed the Employee Wellness Program as an easy way for employees and their families to find help for almost any problem. It is convenient, confidential and free. Employee Wellness Program brochures are available in the Human Resources department for you and your family members.

312 TRANSITCHEK

Regular full-time employees and regular part-time employees are eligible to participate in the TransitChek program. Other part-time and seasonal/temporary employees are not eligible to participate in the TransitChek program.

The TransitChek benefit allows employees to set aside a fixed amount of money per month of their pre-tax salary to help pay for some public transportation expenses. The amount the employee sets aside is exempt from Federal, New York State and New York City local taxes, Social Security and Medicare. This will allow the eligible employee to lower their taxable income. The employee's bi-weekly salary will be reduced by the amount indicated by the employee for participation in the TransitChek program.

Since New York City Mission Society is paying for TransitChek in advance, upon the employee's separation of employment, New York City Mission Society will deduct any amount that is due for TransitChek from the employee's last paycheck and/or any accrued vacation time due.

Notices are distributed to the employee to elect to join or make changes to their TransitChek on a quarterly basis.

The TransitChek agreement automatically terminates upon the employee's separation of employment or separation of New York City Mission Society's participation in the TransitChek program.

313 403(B) RETIREMENT PLAN

New York City Mission Society has established a 403(b) retirement plan to help staff save for retirement. This plan is available to regular full-time and regular part-time employees who work a minimum of 20 hours per week.

Other part-time and seasonal/temporary employees are not eligible for the 403(b) Retirement Plan.

This retirement plan allows employees to elect the amount of salary they want to contribute to the plan and allows them to direct the investment of their plan accounts on a pre-tax or post-tax basis. Employees are eligible to make **employee** contributions to the plan beginning on their date of hire. Employees are eligible to receive a one-time **employer** \$500 contribution and 1% employer match on the first day of the month following or coinciding with completing 3 months of service. There is a 9-month vesting period for employer contributions.

Regular full-time and regular part-time employees will receive additional information regarding the 403(b) plan under a separate document that will be distributed during orientation or you may request a copy of the 403(b) Retirement Plan information from the Human Resources department.

314 FLEXIBLE BENEFIT ACCOUNT (FBA)

Regular full-time employees and regular part-time employees are eligible to participate in the Flexible Benefit Account (FBA) program.

Other part-time and seasonal/temporary employees are not eligible to participate in the FBA.

FBA allows eligible employees to have their employee contribution portion of their health and dental insurance premium deducted from their paycheck before taxes. The benefit deduction is exempt from Federal, New York State and New York City income taxes, Social Security and Medicare. This will allow for the eligible employee to lower their taxable income.

315 FLEXIBLE SPENDING ACCOUNT (FSA)

Regular full-time employees and regular part-time employees are eligible to participate in the Flexible Spending Account (FSA) program.

Other part-time and seasonal/temporary employees are not eligible to participate in the FSA.

FSA allows eligible employees to set aside money from their paycheck for dependent day care expenses and medical expenses that are not reimbursable (i.e. co-pay for doctor visits, pharmaceutical products, over-the-counter medicines, eye glasses, dental expenses, some alternative medicine expenses such as acupuncture, etc.) The amount set aside is exempt from Federal, New York State and New York City income taxes, Social Security and Medicare. This will allow for the eligible employee to lower their taxable income.

If the employee does not submit the necessary documentation to the plan administrator for reimbursement by the end of the plan year the remaining balance will be forfeited.

It is the responsibility of the employee to submit the required documents for reimbursement in a timely fashion. Any unused portion of the money that is set aside will be forfeited by the employee. Employees will not receive any additional reimbursements after separation of employment.

316 SUPPLEMENTAL INSURANCE BENEFITS

New York City Mission Society currently contracts with AFLAC for voluntary supplemental insurance benefits.

The AFLAC benefit allows you to supplement your income due to illness or other events that may cause you to not be able to work. Enrollment in AFLAC is voluntary and premiums are paid by the employee through payroll deductions.

The following supplemental plans are availability through AFLAC:

- Accident Indemnity Advantage - 24-hour Accident Only Insurance
- Aflac Hospital Advantage
- Cancer Care - includes Specified Disease Insurance
- Short Term Disability Income Insurance

Information sessions about AFLAC are conducted usually in November or December and at new employee orientations.

MANDATORY BENEFITS

317 EXTENDED HEALTH INSURANCE (COBRA) *(required by law)*

As provided by the federal Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), eligible employees and their qualified family members are entitled to a temporary extension of employer-sponsored group health coverage called “continuation coverage” at group rates in certain instances where coverage under the health insurance plan would otherwise end called “qualifying events”. **Your regular coverage terminates the last day of the month of the date of the event.** A qualified beneficiary includes the employee, the employee’s spouse/domestic partner and dependent children (including children born or adopted during the continuation coverage period).

Both you and your qualified beneficiaries should take the time to read this section carefully.

Qualifying Events

When You, Your Covered Spouse/Domestic Partner or Dependent Child May be Entitled to COBRA Continuation Coverage:

If you are covered by our Group Health Plan, you have a right to choose continuation coverage if you lose your group health coverage because of a reduction in your hours of employment or the separation of your employment (for reasons other than your gross misconduct).

If you are the spouse/domestic partner or dependent child of an employee covered by our Group Health Plan, you have the right to choose continuation coverage for yourself, if you lose group health coverage under our Group Health Plan for any of the following reasons:

- The death of the employee;
- A separation of the employee’s employment (for reasons other than gross misconduct) or reduction of hours worked which renders the employee ineligible for coverage;
- Divorce or legal separation from the employee; or
- The employee becomes entitled to Medicare; or
- The dependent child ceases to be a “dependent” child under our Group Health Plan.

When You or a Family Member Must Give Notice of Certain Events to the Plan:

Under the law, the employee or a family member has the responsibility to inform our Plan Administrator (SVP of Human Resources) of a divorce, legal separation, or a child losing dependent status under our Group Health Plan within 60 days of the later date of the event or the date on which coverage would end under the plan because of the event. We have the responsibility to notify the various carriers of the employee’s death, separation, reduction in hours of employment or Medicare entitlement. You or your family should give notice of such event to the plan also to avoid confusion over the status of your health care should there be a delay in providing the notice.

When the Plan Administrator is notified that one of these events has happened within the time specified, the Plan Administrator will in turn notify you that you have the right to choose

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continuation coverage and will send you the forms you need to elect COBRA coverage. You will have 60 days from the date of your separation of employment to elect COBRA coverage. Your coverage will be retroactively reinstated without penalty, upon payment of the premiums due. Premiums must be paid within 45 days of your election to receive COBRA coverage. **IF YOU DO NOT CHOOSE CONTINUATION COVERAGE, YOUR GROUP HEALTH INSURANCE WILL END.**

The COBRA Continuation Coverage Available:

If you choose COBRA Continuation Coverage, you will be entitled to the same type of health coverage that you had when the event occurred that caused your health coverage under the Plan to end, but you must pay for it. If there is a change in the health coverage provided by the Plan to similarly situated active employees and their family that same change will be made in your COBRA Continuation Coverage.

How Long Your COBRA Continuation Coverage Lasts:

If you and/or your covered spouse/domestic partner or dependent child(ren) lose coverage under the Plan because of your separation of employment or reduction in hours, COBRA Continuation Coverage can be maintained for a maximum period of 18 months from the date of that event. If your spouse/domestic partner and/or dependent child(ren) lose coverage under the Plan because of your death, divorce or legal separation, entitlement to Medicare, or because a child ceases to be a “dependent child” under the Plan, your spouse/domestic partner and/or dependent child(ren) can maintain COBRA Continuation Coverage for a maximum of 36 months from the date of any such event.

When A Second Qualifying Event Occurs During an 18-Month COBRA Continuation Period:

If during an 18-month period of COBRA Continuation Coverage due to your separation of employment or reduction in hours, you die, become divorced or legally separated, become entitled to Medicare, or a covered child ceases to be a “dependent child” under the Plan, the maximum COBRA Continuation period for the affected spouse/domestic partner and/or child may be extended for up to 36 months from the date of your separation of employment or reduction in hours (or the date you first became entitled to Medicare, if that is earlier).

This extended period of COBRA Continuation Coverage is not available to anyone who became your spouse/domestic partner after the separation of employment or reduction in hours. However, this extended period of COBRA Continuation Coverage will be available to any child(ren) born to, adopted by or placed for adoption with you during the 18-month COBRA Continuation Coverage. In no case will any person be entitled to a period of COBRA Continuation Coverage for more than 36 months.

Extended Coverage in Certain Cases of Disability During an 18-Month COBRA Continuation Period:

If during, or before an 18-month period of COBRA Continuation Coverage, the Social Security Administration makes a formal determination that you or a covered spouse/domestic partner or dependent child are totally and permanently disabled so as to be entitled to Social Security Disability Income benefits, the disabled person and any covered family members who so choose, may be entitled to keep the COBRA Continuation Coverage for up to 29 months (instead of 18 months) or until the disabled person becomes entitled to Medicare (whichever is sooner).

This extension is available if:

- the Social Security Administration determines that the individual's disability began within the first 60 days of the COBRA Continuation Coverage; and
- you or another family member notifies the Plan of the Social Security Administration determination within 60 days after that determination was received by you or another covered family member, provided that it is received before the end of the 18-month COBRA Continuation period.

The cost of the COBRA Continuation Coverage during the additional 11-month period of COBRA Continuation Coverage will be considerably higher than the cost for the coverage during the 18-month period.

Addition of New Dependent Children:

If, while you are enrolled for COBRA Continuation Coverage, you have a newborn child, adopt a child, or have a child placed with you for adoption, you may enroll that child for coverage for the balance of the period of COBRA Continuation Coverage by doing so within 30 days after the birth, adoption, or placement for adoption. Adding a child may cause an increase in the amount you must pay for COBRA Continuation Coverage.

Termination of Coverage:

The law also provides that your continuation coverage may be terminated for any of the following reasons:

1. New York City Mission Society no longer provides group health coverage to any of our employees;
2. You fail to make a premium payment on time;
3. You or one of your family members become covered under another group plan that does not contain a valid exclusion or limitation with respect to any pre-existing condition you or they may have. If you become covered under another group health plan, you must notify the Plan Administrator immediately.
4. You become entitled to Medicare (your spouse or dependent children not entitled will remain enrolled for continuation coverage); or
5. Coverage is extended for up to 29 months due to disability of a qualified beneficiary and there has been a final determination that he/she is no longer disabled.

Paying for Your COBRA Continuation Coverage:

By law, you will have to pay all of the cost of your COBRA Continuation Coverage. We are permitted to share the same cost as the full premium charge of contribution for similarly situated employees and families (including both the employer's and employee's share) plus an additional 2 percent (or if an 18-month period of COBRA Continuation Coverage is extended because of disability, an additional 50 percent during the period following the 18th month of COBRA Continuation Coverage).

Grace Periods:

The initial payment for your coverage is due 45 days after you elect COBRA Continuation Coverage. After that, payments are due on the first day of each month, but you will have a 30-day grace period to make your payments.

Entitlement to Convert to an Individual Health Plan:

At the end of the 18-month or 36-month period of COBRA Continuation Coverage, you will be allowed to enroll in an individual conversion health plan as provided by the Plan, if that right is still offered by the Plan when your COBRA Continuation Coverage period expires.

Whom to Contact if You have Questions or if You Must Give the Plan Notice of Changes in Your Circumstances:

If you have any questions about the law, please contact the SVP of Human Resources. Also, remember that to avoid loss of any of your rights to obtain COBRA Continuation Coverage, you must notify the SVP of Human Resources in writing if:

1. you have changed marital status; or
2. you have a new dependent child; or
3. you or a coverage-dependent spouse or child has been determined to be totally and permanently disabled by the Social Security Administration; or
4. a covered child ceases to be a "dependent child" as that term is defined by the Plan; or if you or your spouse/domestic partner has a change of address.

318 SHORT-TERM DISABILITY INSURANCE *(required by law)*

As required by law, New York City Mission Society provides a Short-Term Disability (STD) benefits plan to any employee who is unable to work because of a non-work-related injury or illness. Benefit rights begin after 7 consecutive calendar days of disability and generally are payable for up to a maximum of 26 weeks.

Disabilities arising from pregnancy or a pregnancy-related illness are treated the same as any other illness that prevents an employee from working.

Contact the SVP of Human Resources for more information about STD benefits. This disability insurance should not be confused with Medical Leave as described in *Sections 401 and 402* of this handbook.

319 WORKERS' COMPENSATION INSURANCE *(required by law)*

As required by law, New York City Mission Society provides a comprehensive Workers' Compensation insurance program at no cost to employees. This program covers injuries or illnesses sustained in the course of employment that require medical, surgical or hospital treatment.

The benefit pays medical and disability benefits to employees who suffer work-related injuries and illnesses. New York City Mission Society must report any work-related accident that:

1. causes loss of time from regular duties of one day beyond the working day when the accident occurred;
2. requires medical treatment beyond ordinary first aid; or
3. requires more than two treatments by a person rendering first aid.

If you sustain a work-related injury or illness, you must inform your supervisor and the SVP of Human Resources immediately. You are required to complete an "incident report" that can be obtained from your supervisor or the Human Resources department. The incident report must be signed by your supervisor and submitted to the SVP of Human Resources within 3 days of the work-related injury or illness.

No matter how minor the work-related injury or illness may appear, it is important that it be reported immediately and no more than 3 days from the date of the work-related injury or illness. New York City Mission Society must submit the required documents to the Workers' Compensation Board and our insurance carrier within 10 days of a work-related injury or illness. This will enable you to apply for coverage as quickly as possible.

Neither New York City Mission Society nor the insurance carrier will be liable for the payment of Workers' Compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity.

Contact the Human Resources department for more information about Workers' Compensation Insurance.

320 UNEMPLOYMENT INSURANCE *(required by law)*

As required by law, all employees are covered by insurance under the New York State Unemployment Compensation Law. New York City Mission Society pays the entire cost of this insurance.

Unemployment insurance is generally not available to employees who resign from their position. To qualify for unemployment insurance, employees must have earned a certain amount during the period of their employment and be willing and able to work at the time they apply for benefits.

Contact the Human Resources department for more information about Unemployment Insurance.

321 SOCIAL SECURITY AND MEDICARE (UNDER FICA) *(required by law)*

As required by law, all employees are covered by Social Security and Medicare under the Federal Insurance Contribution Act (FICA). Your contribution is established by law and automatically deducted from your paycheck. New York City Mission Society contributes an equal amount on your behalf.

Generally, employees are eligible to receive a monthly income from Social Security when they retire or become totally or permanently disabled. Family benefits are available in the event of a covered employee's death. Medicare is a federal health insurance program for people age 65 and older and for individuals with disabilities.

Contact the Human Resources department for more information about Social Security and Medicare.

LEAVES OF ABSENCE:
SECTIONS 401 - 408

401 FAMILY AND MEDICAL LEAVE (*required by law*)

As required by the Family and Medical Leave Act (FMLA), New York City Mission Society provides up to 12 weeks of unpaid family and medical leave in any 12-month period to regular full-time and regular part-time employees who meet certain eligibility requirements described below. The 12-month period from which the entitlement to leave will be calculated shall be a “rolling” 12-month basis, measured backward from the date an employee last began Family and Medical Leave Act Leave.

Employees may use this leave to care for a child after birth or adoption or placement with the employee for foster care, or to care for a family member (spouse, child or parent) with a serious health condition, or in the event of the employee’s own serious health condition.

To qualify, at the commencement of the leave you must have completed 1 full year of service with New York City Mission Society and have worked at least 1,250 hours in the 12-month period preceding the leave to be eligible for such leave.

Employees who do not qualify for leave under FMLA may apply for medical leave as described in *Section 402*.

Leave for Child/Family Care

If you request a leave of absence to care for a child after birth, adoption or placement in your home for foster care, or to care for a family member with a serious health condition, the following procedure will apply:

- if your leave is planned in advance, you must provide your supervisor and the SVP of Human Resources with at least 30 days’ written notice before the anticipated leave date; or
- if your leave is unexpected, you should notify your supervisor and the SVP of Human Resources by submitting your written leave request as far in advance as is practical. (Normally, this should be within two business days of when you become aware of your need for the leave).

All New York City Mission Society benefits that operate on an accrual basis (e.g., vacation, sick and personal days) will cease to accrue during the leave period.

You will be required to use all accrued, unused vacation, sick and personal days during the leave period. Once such benefits are exhausted, the balance of the leave will be without pay.

Employees requesting a leave to care for a covered family member with a serious health condition may be required to provide medical certification from the family member's health care provider attesting to the nature of the serious health condition, probable length of time treatment will be required, and the reasons that the employee is required to care for this family member. Employees may also be required to provide additional statements from a health care provider at our request.* Further, the family member may be required to submit to medical examination by physicians designated by New York City Mission Society at our discretion and at our expense.

**** The federal Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by law. To comply with this law, New York Mission Society is asking that you not provide any genetic information when responding to this request. "Genetic information," as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services. New York Mission Society is also asking that you not provide any information regarding a disability when responding to this request.***

Description of a Qualifying Serious Health Condition

"Serious health condition" means an illness, injury, impairment, or physical or mental condition that involve either: any period of incapacity or treatment connected with inpatient care (i.e. an overnight stay) in a hospital, hospice, or residential medical-care facility, and any period of incapacity or subsequent treatment in connection with such inpatient care; or continuing treatment by a health care provider which includes any period of incapacity (i.e., inability to work, attend school or perform other regular daily activities) due to:

- a health condition (including treatment for, or recovery from) lasting more than 3 consecutive calendar days, and any subsequent treatment or period of incapacity relating to the same condition, that also includes; two or more visits to a health care provider; or one visit to a health care provider with a continuing regimen of treatment; or
- pregnancy or prenatal care; certain chronic serious health conditions; certain permanent or long-term conditions; or absences for a condition which would likely result in a period of incapacity of more than 3 days if not treated (e.g. chemotherapy treatments for cancer).

Leave for Employee's Serious Health Condition

If you request a leave of absence for your own serious health condition, you will be granted leave under the following conditions:

1. If the leave is planned in advance, you must provide us with at least 30 days' written notice prior to the anticipated leave date.
2. If the leave is unexpected, you should notify your supervisor and the SVP of Human Resources as far in advance of the anticipated leave date as is practicable. (Normally, this should be within 2 business days of when you become aware of your need for the leave.)
3. Any time that you expect to be or are absent for more than 5 consecutive work days as a result of your own serious health condition (including pregnancy and injuries covered by workers' compensation), you will be required to submit appropriate medical certification from your physician. Such certification must include at a minimum, the date the disability began, a diagnosis, and the probable date of your return to work. Any health-related absence of longer than 5 consecutive days will be deemed by New York City Mission Society to be FMLA leave unless you are otherwise advised.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is a "military member" (i.e., a member of the Regular Armed Forces or the National Guard and Reserves) on "covered active duty" or call to covered active duty status may use their 12-week FMLA Leave entitlement to address certain qualifying exigencies ("Qualifying Exigency Leave"). Qualifying exigencies may include attending certain military events, arranging for alternative childcare, caring for the military member's parent who is incapable of self-care when such care is necessitated by the member's covered active duty, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

The FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of unpaid leave in a single 12-month period to care for a "covered service member" ("Military Caregiver Leave"). A covered service member is: (i) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or (ii) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness. The FMLA definitions of "serious injury or illness" for current service members and veterans are different from the FMLA definition of "serious health condition." Military Caregiver Leave, when combined with all other FMLA Leave, may not exceed a combined total of 26 weeks in the "single 12-month period." In order to take Military Caregiver Leave, an eligible employee must be the covered service member's spouse, son, daughter, parent or "next of kin" (defined as the nearest blood relative other than the covered service member's spouse, son, daughter or parent, unless the covered service member has specifically designated in writing another blood relative for this purpose).

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All of New York City Mission Society benefits that operate on an accrual basis (e.g., vacation, sick, and personal days) will cease to accrue during your leave period.

You will be required to use all accrued, unused sick, vacation, and personal days during your leave. Once such accrued benefits are exhausted, the balance of your leave will be without pay.

If you are eligible for short-term disability benefits or worker's compensation benefits, your 12 week FMLA leave entitlement will run concurrently with your workers' compensation or disability leave.

During your leave, you may also be required to provide us with additional statements on request from your health care provider attesting to your continued disability and inability to work. You may also be required to submit to medical examinations by physicians designated by New York City Mission Society's discretion and at our expense, at the beginning of, during, or at the end of your leave period.

Before you will be permitted to return from medical leave, you will be required to submit a note from your health care provider indicating that you are capable of returning to work and performing the essential functions of your position with or without reasonable accommodation. Where required, we will consider making reasonable accommodation for any disability you may have in accordance with applicable laws.

Employee Benefits During Leave

All group health benefits will continue during the leave provided you continue regular employee contributions to these plans. (Other benefits, such as, 403(b), life insurance, and long-term disability will be governed in accordance with the terms of the applicable plan.)

All of New York City Mission Society benefits that operate on an accrual basis (e.g., vacation, sick, and personal days) will cease to accrue during your leave period.

You will be required to use all accrued, unused sick, vacation, and personal days during your leave. Once such accrued benefits are exhausted, the balance of your leave will be without pay.

Leave Entitlement

Eligible employees are entitled to leave for up to 12 weeks (or 26 weeks, in the case of Military Caregiver Leave) in any rolling 12-month period.

Leave taken to care for a child after birth, adoption, or placement in your home for foster care must be taken in consecutive workweeks and must be completed within 12 months of the birth, adoption or placement. Leave taken for the employee's or a covered family member's serious health condition may be taken consecutively, intermittently, or on a reduced work/leave schedule based on certified medical necessity. In such instances, we will follow applicable federal and state laws in reviewing and approving such leave requests.

Reinstatement Rights

Eligible employees are entitled on return from leave within the applicable 12 or 26 week period to be reinstated to their former position or an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment. Exceptions to this provision may apply if business circumstances have changed (e.g., if the employee's position is no longer available due to a job elimination). Exceptions may also apply for certain highly compensated employees under certain conditions. In addition, employees on a leave extension are not guaranteed reinstatement. These employees will be handled in accordance with the reinstatement provisions in *Section 402* of this policy.

402 LEAVE FOR EMPLOYEES WHO DO NOT QUALIFY FOR LEAVE UNDER THE FAMILY AND MEDICAL LEAVE ACT

Regular full-time and regular part-time employees who have less than one year of service and/or who have not worked a minimum of 1,250 hours during the 12 month period prior to their leave or who are not suffering from a serious health condition may request a medical leave of absence, subject to the following terms and conditions:

1. Written leave requests must be made at least 30 days in advance of the date the employee would like the leave to begin or, in emergency situations, with as much advance notice as is practicable. (Normally, this should be within two business days of when the need for the leave becomes known to the employee.)
2. The certification requirements and the conditions for required use of accrued time off, benefits accrual, and continuation of group health insurance during leave set forth in *Section 401* apply to all leave requests.
3. Leaves will be limited to a 6 week maximum duration.
4. Reinstatement will not be guaranteed to any employee requesting a leave under this Section. However, New York City Mission Society will endeavor to place employees returning from leave in their former position or a position comparable in status and pay, subject to budgetary restrictions, our need to fill vacancies and our ability to find qualified temporary replacements.

All questions regarding leaves of absence should be directed to the Human Resources department.

403 JURY DUTY

New York City Mission Society encourages employees to fulfill their civic responsibilities by serving jury duty when required.

Regular full-time and regular part-time employees will be paid their regular rate of pay for the first 10 days of jury duty provided the employee has successfully completed the Introductory Period and complies with this policy.

Other part-time, seasonal/temporary employees who are not eligible for paid jury duty leave as explained above will be paid up to \$40 of their regular daily wage for the first three days of jury service.

If you are required to serve jury duty beyond this period of paid jury duty leave, you may use any available accrued but unused vacation and personal time or you may request an unpaid jury duty leave of absence. Jury duty service cannot be deducted from available sick days.

If you have been called for jury service, you must show the summons to your supervisor and send a copy to the Human Resources department as soon as possible so that arrangements can be made to accommodate your absence. If you are excused from jury duty for any day or half day during the required period of service, you are expected to report for work. Upon completion of jury duty service you must submit official court proof of the dates of such service to your supervisor and Human Resources department. Employees who fail to submit this documentation upon completion of jury service may not be compensated as provided above or their vacation time will be charged for the days they did not work.

New York City Mission Society may request that you seek a deferral if, in New York City Mission Society's judgment, your absence would create serious operational difficulties at any time.

All group health benefits will continue during the jury duty leave provided you continue to make regular employee contributions to these plans. Other New York City Mission Society benefits and mandatory benefits will also be continued during the jury duty period.

Vacation, sick and personal leave benefits will continue to accrue during jury duty leave as long as you work at least 5 days in a given month.

404 UNIFORMED SERVICES LEAVE/MILITARY SPOUSE LEAVE *(required by law)*

In accordance with the Uniformed Services Employment and Re-employment Rights Act (USERRA), New York City Mission Society provides a military leave of absence to any employee entitled under law to such leave who must serve in the U.S. uniformed services, for the duration of the period of service. New York City Mission Society also grants military spouse leave in accordance with New York State law and other military leave entitlements pursuant to the FMLA.

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Advance notice of such service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable. When possible, you should give at least 30 days' notice of your request for leave.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with all applicable federal and state laws. Employees will be treated as though they were continuously employed for purposes of determining vacation and other accruable time.

Employees returning from military leave will be placed in the position they would have attained, or a comparable one, had they remained continuously employed, depending on the length of military service and in accordance with federal law.

In addition, any full-time employee who is required to attend any training with a Reserve or National Guard Unit will receive the difference between his or her regular pay and military pay for up to two (2) weeks each year. This two-week period will not be charged as vacation time. If the training extends beyond two (2) weeks, the employee may use any earned vacation or personal days during the leave period.

405 BLOOD DONATION LEAVE *(required by law)*

Employees who work an average of 20 or more hours per week may take one (1) unpaid leave per calendar year of up to three (3) hours to donate blood. Such leave may not be carried over to the following year. Please note that exempt employees taking leave to donate blood pursuant to this policy will do so without a loss of pay for that workweek.

Employees should provide New York City Mission Society with advance notice of their intent to donate blood at least three (3) working days prior to the day on which leave will be taken. In certain circumstances, where an employee fills a position essential to the operation of New York City Mission Society or where necessary to comply with legal requirements, and the three (3) days is not sufficient to allow New York City Mission Society to fill the employee's position for the period of the leave, New York City Mission Society may require longer notice that is necessary to feasibly fill the position (which longer notice is not to exceed 10 days). New York City Mission Society will provide reasonable accommodations for a shorter notice period if an employee experiences an emergency requiring that the employee donate blood for his or her own surgery or that of a family member.

Alternatively, New York City Mission Society may choose to allow its employees paid leave (which will not be charged against employees' own accrued paid leave) to donate blood during work hours at least two (2) times per year either at a convenient time and place set by New York City Mission Society or at blood drives at the employees' place of employment. Under these circumstances, employees should provide New York City Mission Society with advance notice of their intent to donate blood at least two (2) working days prior to the day on which leave will be taken.

Employees are required to show proof of their blood donation in the form of a notice of blood donation or a good faith effort at blood donation from the blood bank or other sufficient proof. New York City Mission Society will not retaliate against any employee who requests or obtains a leave of absence to donate blood.

406 RIGHTS OF NURSING MOTHERS *(required by law)*

If you are a nursing mother, you may use reasonable unpaid break time or may use paid break time or meal time each day to express breast milk for your nursing child for up to three (3) years following the birth of your child. New York City Mission Society will make reasonable efforts to provide a room or other location (other than a restroom or toilet stall), in close proximity to your work area, where you can express breast milk in privacy.

Each such break shall generally be no less than 20 minutes (or no less than 30 minutes if the room or other location is not in close proximity to your work area). You may take such breaks each time you need to express breast milk – in most circumstances, such breaks take place at least once every three (3) hours. You can elect to take shorter unpaid breaks for this purpose and, at your option, can instead elect to use regularly scheduled paid break or meal periods for this purpose. You may be required to postpone scheduled unpaid break time for no more than 30 minutes if you cannot be spared from your duties until appropriate coverage arrives.

You should provide New York City Mission Society with advance notice of your intent to express breast milk in the workplace, preferably before you return to work following child birth, in order to allow New York City Mission Society an opportunity to establish a location and schedule leave time amongst multiple employees if needed. New York City Mission Society will not discriminate against employees who choose to express breast milk in the workplace.

407 VOTING LEAVE *(required by law)*

New York City Mission Society grants all employees who are registered voters and who do not have sufficient time to vote in any election up to two (2) hours of paid leave for the purpose of voting. An employee will be deemed to have sufficient time to vote if he or she has four (4) consecutive hours either between the opening of the polls and the beginning of his or her working shift, or between the end of the shift and the closing of the polls. Employees who wish to request voting leave should contact the Human Resources department.

408 UNPAID LEAVES OF ABSENCE

Other leaves of absence without pay may be granted by New York City Mission Society in its sole discretion. Such leaves require approval by the Human Resources department. Unless required by law, reinstatement to employment following such other leaves of absence is not guaranteed. During such other leaves of absence, you do not accrue any paid time off (such as vacation or sick days) or any other benefits, except as expressly set forth in any employee benefit plan documents or as otherwise required by law. If you fail to return to work at the end of the scheduled leave or are employed by or working for another employer or company during the leave, you will be considered as having resigned from your position with New York City Mission Society.

TIMEKEEPING AND PAYROLL:
SECTIONS 501 - 510

501 TIMEKEEPING (*required by law for FLSA compliance*)

All employees are responsible for recording the time they work. New York City Mission Society must keep an accurate record of time worked in order to calculate your pay and benefits, for auditing purposes and for compliance with FLSA and funding sources.

Time worked is solely the time actually spent on the job performing assigned duties. Employees must accurately record the time they begin and end work, deduct time for any breaks and vacation, sick, personal or any other time-off.

For non-exempt employees, any overtime work that is recorded must be approved by a supervisor before it is performed. Altering, falsifying, tampering with time records, or recording time for another employee's will result in disciplinary action, up to and including separation of employment.

Non-exempt employees are prohibited from working “off the clock” (even if they volunteer to do so). In addition, no supervisor or any other New York City Mission Society employee may request that any non-exempt employee work “off the clock” (and, if any non-exempt employee is requested to work “off the clock,” he or she should report it immediately to the Human Resources department.

It is the employee's responsibility to certify the accuracy of all time recorded. The supervisor will review and approve the time record before submitting it for payroll processing. If corrections or modifications are needed the supervisor should notify the Accounting Manager by email with a copy to Human Resources.

Adjustments to the time records that require a pay adjustment will be made at the following pay period given the necessary documentation has been submitted by the supervisor and approved by the SVP of Finance and Administration.

502 PAYDAYS

All employees are paid biweekly, on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off, such as a holiday, the employee will receive their pay on the last day of work before the regularly scheduled payday. If a payday falls during the employee's vacation and you have not initiated direct deposit, you may request your pay before starting your vacation by submitting a written request to the Accounting Manager at least one week prior to departing for vacation.

Direct deposit is available to employees if they would like New York City Mission Society to regularly deposit their paycheck into their personal bank account. To initiate direct deposit, request a *Direct Deposit Form* from the Human Resources department, complete it and submit it to the Human Resources department. Direct deposit usually commences two pay periods after the request is submitted.

Review your payroll stubs. Any errors should be brought to the attention of your immediate supervisor. Adjustment, if necessary and approved, will be made in the next paycheck.

503 DEDUCTIONS FROM PAY (*required by law for FLSA compliance*)

Non-exempt Employees

Non-exempt employees will be paid only for actual hours worked unless they receive benefits under our paid time off (i.e. vacation, sick, personal, and medical) or other leave policies.

Exempt Employees

Exempt employees are paid on a salary basis and, in general, must be paid their full salary for any week in which they perform work. Their pay may be reduced only in the following circumstances:

1. Employees who are absent for at least a full day because of sickness or disability will not be paid for that day unless they have accrued benefits under our paid time off.
2. Employees who take leave under the “*Family and Medical Leave Act*” will not be paid for that time unless they have accrued benefits under our paid time off policies. Their pay will be reduced by the hours missed even if it is less than a full day.
3. Employees who are absent from work for at least a full day for personal reasons other than sickness or disability will not be paid for that day unless they have accrued benefits under our paid time off benefits. If an employee is absent for less than a half day for personal reasons, his or her pay will not be reduced.
4. Employees may be suspended without pay for other types of workplace misconduct, but only in full-day increments. Their pay will be reduced in an amount that is proportionate to the number of days suspended.
5. Employees who work less than their scheduled hours of work during their first or last week of employment will be paid a proportionate part of their full salary for the time actually worked.

Improper Deductions from Pay

Exempt employees who believe that New York City Mission Society may have made improper deductions from their salary should immediately report the matter to the Human Resources department. Reports of improper deductions will be promptly investigated and, if New York City Mission Society determines that such deductions were improper, the exempt employee will be reimbursed for any improper deductions. New York City Mission Society will reimburse any exempt employee whose pay is reduced in violation of this policy.

504 OUTSIDE INCOME

New York City Mission Society employees may be asked to teach, appear on panels or lecture in their respective areas of responsibility. When such activities occur on New York City Mission Society time or the employee intends to use our name or materials, prior approval must be secured from your supervisor. Employees who participate in such activities on New York City Mission Society's behalf during scheduled work hours may receive time off with pay in which event the employee must remit to the Finance Department all monetary remuneration or honorarium for said activity; failure to do so could lead to separation of employment.

Activities that occur on the employee's own time, that do not involve our name, or New York City Mission Society materials, do not have to be approved.

Any questions about what forums are appropriate for you to participate in on behalf of New York City Mission Society should be addressed with your supervisor.

In addition, employees engaged in the award and administration of contracts or other financial awards will not solicit or accept personal gratuities, favors or anything of significant monetary value from contractors or potential contractors.

Violations of this policy may result in disciplinary action, up to and including separation of employment.

505 WORK SCHEDULES

New York City Mission Society's normal office hours are 9 a.m. to 5 p.m., Monday through Friday, for a regular full-time workweek of 35 hours. In addition, New York City Mission Society offers a variety of programs that generally operate from 3:00 p.m. to 6:00 p.m. and on weekends. You should speak with your supervisor regarding the specific hours you are scheduled to work.

From time to time, staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours scheduled for employees. These will be addressed on a case-by-case basis, and in accordance with overtime pay provisions prescribed by law for non-exempt employees.

Employees must request their supervisor approval for a change in their work schedule. All changes in work schedules, including temporary changes, must be submitted in writing to the Human Resources department.

506 WORKING FROM HOME

The preference of New York City Mission Society is for all employees to work at their work sites and not from home. Under certain circumstances employees may be granted approval to work from home. Requests to work from home must be made to your supervisor in writing and include the specific work to be performed and the projected amount of time expected to complete the task.

Under no circumstances are you permitted to work from home without **prior** approval from your supervisor. Violation of this policy will result in disciplinary action, up to and including separation from employment.

507 ATTENDANCE

Our ability to serve and achieve the organization's mission depends upon all of us working together as a team. Other employees are dependent upon you to be on the job every workday, on time, in order to ensure that all tasks are properly accomplished. People with unpredictable attendance records hurt themselves, other employees and New York City Mission Society. Therefore, your attendance and lateness record are considered important factors at the time of your performance and salary reviews. Poor attendance and lateness records may even lead to disciplinary action, up to and including separation of employment.

In general, if you are unable to report for work, **you must speak with your supervisor at the earliest possible time before your scheduled starting time and no later than half an hour before your scheduled start time every day that you are unable to report to work**, unless you know exactly how long you will be out at the time you first give notice, to make certain that any projects or tasks you are working on are covered. **In addition, your supervisor has the flexibility to establish other notification requirements if you will be absent or late.** If your supervisor is not available you must email or leave a message on your supervisor's voicemail and/or speak with your supervisor's designated appointee. If we know why you are out, and when to expect your return to work, your department will be in a better position to plan its work.

Failure to appear at work without notifying New York City Mission Society is considered abandonment of the job. Any employee who is absent from work without notifying New York City Mission Society or without good cause may be deemed to have resigned or be subject to disciplinary action.

Any employee who receives disciplinary action because of excessive lateness or absences, or failure to appear at work, may not be eligible to take additional paid absences until improvement of the attendance record, as determined by New York City Mission Society, in its sole discretion.

New York City Mission Society reserves the right to require employees to submit a doctor's note after 1 day of *absence*, or undergo a physical examination to verify a claim of illness or injury.

Chronic absenteeism and lateness will subject the employee to disciplinary action, up to and including separation of employment.

508 PUNCTUALITY

Employees are expected to be at their work locations and ready to start work at the beginning of their scheduled work day. Lateness by a non-exempt employee may result in your being dismissed without pay for the day or having your wages deducted for the duration of lateness. Habitual lateness will subject you to disciplinary action, up to and including separation of employment.

509 OVERTIME (*required by law*)

It is sometimes necessary for employees to work overtime. When overtime is necessary, employees are expected to cooperate. Overtime may occur when help is needed to cover for someone who is absent because of illness, vacation, or other reasons. From time to time your supervisor may ask you to work overtime because of extra workloads, the need to meet set deadlines or special projects. In all cases, efforts will be made to advise you in advance of overtime. However, there may be emergency conditions which could prevent advance notice.

Overtime work by non-exempt personnel must be pre-approved in writing by the employee's supervisor and documented on time records. Non-exempt employees are prohibited from working "off the clock" (even if they volunteer to do so). In addition, no supervisor or any other New York City Mission Society employee may request that any non-exempt employee work "off the clock" (and, if any non-exempt employee is requested to work "off the clock," he or she should report it immediately to the Human Resources department.

1. Exempt Employees

Exempt employees are exempt from overtime pay. It is understood that professional and administrative exempt employees may be required to work beyond normal office hours without additional compensation.

2. Non-exempt Employees

Non-exempt employees will be paid straight time for hours actually worked up to and including 40 hours per week. Authorized overtime will be paid at a rate of time and one-half of the regular rate for all hours worked in excess of 40 hours per week.

Wherever possible, the employees' supervisor will allow employees who have worked extra hours to take time off within the same pay period in order to manage a balance work schedule for the employee.

510 MEAL BREAKS FOR NON-EXEMPT EMPLOYEES *(required by law)*

All full-time non-exempt employees are provided with a 1 hour unpaid meal period each day, which they are expected to take between 12 p.m. and 2 p.m. for those who normally work a 9 a.m. to 5 p.m. work schedule. Other employees may be scheduled for their meal periods at different times during the workday according to their work schedules. Supervisors may schedule meal periods to accommodate operating or program requirements. Non-exempt employees are relieved of all active responsibilities during meal periods and are not paid for that time.

Non-exempt employees with a work schedule of at least 6 hours but less than 7 hours will receive an unpaid meal break of at least 30 minutes.

Non-exempt employees who have a regular work schedule that begins before 11:00 a.m. and finishes after 7:00 p.m. will be given an additional meal period of at least 20 minutes between 5:00 p.m. and 7:00 p.m. If it is more than 20 minutes the employee will not be paid for it. If it is less than 20 minutes the employee will be paid for it.

WORK CONDITIONS AND EMPLOYEE CONDUCT:
SECTIONS 601 – 624

601 SMOKING (*required by law*)

In keeping with the New York State Clean Indoor Air Act and New York City Mission Society's policy of ensuring a safe and healthy work environment, smoking is prohibited at all New York City Mission Society facilities and premises. This policy applies equally to all employees, clients, and visitors. Violation of this policy will lead to disciplinary action up to and including separation of employment. Employees will also face legal consequences for violating this policy. Any employee whose violation of this policy causes a fine to be levied upon New York City Mission Society will be liable for the fine.

602 DRUG FREE WORKPLACE POLICY (*required by law*)

It is New York City Mission Society's policy to provide a drug-free, healthy, and safe workplace. To promote this goal, employees are required to report to work in an appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on New York City Mission Society premises and while working off premises, including lunch or meal breaks, employees are prohibited from using, possessing, distributing, selling, or being under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of their job effectively and in a manner that is safe and does not endanger others. Violations of this policy will lead to disciplinary action, up to and including separation of employment. Violations will also have legal consequences for the employee.

Under the Drug-Free Workplace Act, an employee who performs work under a contract from the federal government exceeding \$100,000 or work under a grant from the federal government must notify New York City Mission Society of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within 5 days of the conviction.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their supervisor or the SVP of Human Resources for assistance, referral to appropriate resources in the community or contact the Employee Wellness Program at **1-800-833-8707**.

An employee who reports to work under the influence of drugs will not be permitted to remain on the premises. Transportation away from the work premises will be provided to the employee.

603 ALCOHOL ABUSE

New York City Mission Society is sensitive to the problem of alcoholism; however it must not affect work performance. If an employee's abuse of alcohol has an adverse effect on his work, with or without reasonable accommodation to the extent lawfully required, the employee will be subject to separation of employment.

An employee who reports to work under the influence of alcohol will not be permitted to remain on the premises. Transportation away from the work premises will be provided to the employee.

Employees with questions or concerns about alcohol dependency or abuse are encouraged to discuss these matters with their supervisor or the SVP of Human Resources for assistance, referral to appropriate resources in the community or contact the Employee Wellness Program at **1-800-833-8707**.

604 YOUR GUIDE TO CONDUCT

(Do not remove this form from your handbook. Employees will receive a separate copy of this form to sign. A copy of the signed form will be filed in employee's personal file)

Every organization must have some rules and regulations in order to function efficiently. We expect employees to demonstrate the values of the organization and conduct themselves according to a highest standard of excellence. All interactions and activities with other employees, clients, board members, vendors, volunteers and any other non-employee must be conducted with dignity and respect.

We believe that our guide to conduct can be best defined by describing activities for which employees will be disciplined or separated from employment. The list below is not all inclusive, but illustrates the type of conduct which could subject an employee to disciplinary action up to and including separation of employment:

1. Harm to a child including but not limited to yelling, cursing, hitting, abandoning, belittling, demeaning or otherwise compromising their safety;
2. Harm to a client, visitor, etc. including but not limited to yelling, cursing, hitting, belittling, demeaning or otherwise compromising their safety;
3. Harm to an employee including but not limited to yelling, cursing, hitting, belittling, demeaning or otherwise compromising their safety;
4. Any disruptive behavior, including use of abusive or foul language;
5. Dating or engaging in any inappropriate behavior with clients including having a client, adult or child, in your home or anywhere else outside of the scope of receiving program services;
6. Lending money to clients;

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7. Using, possessing, distributing, selling or being under the influence of alcohol or illegal drugs while on New York City Mission Society premises, sites and program locations and while on-duty off premises;
8. Violation of the Anti-Harassment and/or Equal Employment Opportunity, Alcohol or Drug policies;
9. Inability to carry out job functions due to substance abuse;
10. Safety violations;
11. Conviction of a felony;
12. Theft or intentional damage of New York City Mission Society property;
13. Larceny or unauthorized possession of, or the use of, property belonging to any employee, visitor, client, etc.;
14. Possession of weapons or firearms on New York City Mission Society premises, sites and program locations and while on-duty off premises;
15. Fighting on New York City Mission Society premises, sites or program locations and while on-duty off premises;
16. Gambling on New York City Mission Society premises, sites or program locations and while on-duty off premises;
17. Any illegal conduct;
18. Breach of trust or dishonesty;
19. Falsification of any New York City Mission Society records or documents including time records;
20. Unauthorized release of confidential New York City Mission Society statements, information or activities;
21. Violation of Conflict of Interest, Outside Income and/or Confidentiality policies;
22. Insubordination - Refusal to follow direction given by your supervisor.
23. Excessive or habitual absenteeism or tardiness;
24. Failure to directly contact your supervisor when you will be late or absent from work;
25. Leaving the work premises without notification and supervisory consent during work hours;
26. Misuse of New York City Mission Society property or equipment;
27. Creating or contributing to unsanitary conditions;
28. Sleeping on the job during working hours;
29. Willful violation of an established policy or rule;
30. Other serious offenses that causes a disruption in New York City Mission Society activities.

The foregoing list is not all-inclusive and merely contains examples of conduct for which an employee may be disciplined or separated from employment. New York City Mission Society retains the right to discipline and/or terminate an employee for other types of misconduct not included on this list. Moreover, nothing in this policy should be interpreted as limiting the agency's right to terminate an employee at any time with or without good cause.

605 EMERGENCY CLOSINGS

The intention of New York City Mission Society's closing policy is to clearly **communicate** to employees how you will learn if the agency is open or closed and what is expected of you. In the event of severely inclement weather or emergencies such as a blackout, the agency will be closed at the discretion of the President.

Because we know there is often confusion surrounding these events, an agency closing will be communicated to employees by email and through the use of the phone system. You should call the **212-674-3500** between 5:00am-7:00am on the day in question. Be advised that normally at this time of day (5:00am-7:00am) the general greeting will state that the office is closed. The speaker will state that *"this is a special message"* so you will know that this is not the general greeting and then advise if the office will be open or closed. Your supervisor may also contact you at home to inform you if the agency will be closing or other information related to a change in the office opening.

If the office is open, you are expected to come to work. If you choose to stay home for whatever reason the day will be charged to your accrued but unused vacation or personal time.

If New York City Department of Education schools are closed, regular full-time and regular part-time employees whose worksite is at the school are expected to report to work at the Minisink Townhouse or the day must be charged to a vacation or personal day. There will be space identified at the Minisink Townhouse for those employees to work and do team planning. Other part-time, seasonal/temporary staff who do not report to work will not be paid for the day.

If you have any questions regarding this policy, please speak with your supervisor.

If staff are at work and the office has to close due to an emergency situation the following pay policy for non-exempt employees will be applied:

1. Regular full-time employees who leave work at the announced emergency closing time will be paid for the full day; regular part-time employees will be paid for the remainder of their work schedule. Other part-time and seasonal/temporary employees will be paid the remainder of their work schedule if they are at work at the time of the emergency closing. If they are not already at work, they will not be paid for the day.
2. Employees who leave prior to any announced emergency closing time will be paid for the actual hours worked only.
3. Regular full-time and part-time employees who do not report to work at all due to emergency closings will not be paid for the day unless they charge the time to accrued but unused vacation or personal time. Employees who report late will be paid for the actual hours worked.

606 DRESS CODE

New York City Mission Society believes that every employee is a representative of the organization when they are at work. Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the positive image New York City Mission Society presents to clients and visitors.

Employees are expected to choose apparel considered suitable for a “business casual” atmosphere. It is hoped that this dress code will help achieve a professional work environment consistent with the work we do.

New York City Mission Society will rely on employees to exercise good judgment with regard to dress. However, the organization will rely on its supervisors to administer this policy with respect to those employees who may come to work in inappropriate apparel, and to guide employees in their department’s special needs. New York City Mission Society would like everyone to feel comfortable but does not want any of its employees to appear less than professional. Your attire should not make your co-workers, clients and/or visitors feel uncomfortable, nor should it be distracting to others.

Those employees who are required to wear uniforms should make certain that the uniforms are neat, clean and in good condition. Those involved in physically demanding tasks and/or project-related activities which may result in damaged or soiled clothes are temporarily exempted from this dress code while performing these specific tasks. Exemptions to the dress code will also include those of medical and religious reasons.

New York City Mission Society considers the following items of apparel to be inappropriate attire during business hours, including at special events:

- Worn, tattered, cut off or ripped clothing, or any item not in good and clean condition
- T-shirts or tank tops with inappropriate sayings on them
- No hats are permitted inside premises
- Sweat pants, spandex or exercise clothing unless used during on-site workout activities
- Spaghetti strap tops or dresses (if undergarments are showing, it’s inappropriate)
- Cropped tops
- Visible undergarments
- Overly revealing clothing, i.e. too short, too sheer, too tight, too high a slit; too low a neckline
- Beachwear
- Flip Flops
- Shorts/Walking Shorts unless appropriate for outdoor events in the summer time
- *Sneakers unless appropriate for work activity
- *Jeans unless appropriate for work activity

Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, you will not be compensated for the time away from work.

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Appropriate casual attire, including items asterisked above, are permitted on Fridays, unless there are business circumstances such as external business meetings, board meetings, site visits, etc. that require professional business attire.

Consult your supervisor if you have questions as to what constitutes appropriate attire.

607 OFFICE DECOR

It is a never-ending job to keep our work premises neat and orderly. Of necessity, we work with many papers, files and records. Nevertheless, every employee of New York City Mission Society must make every effort to leave their particular desk and work area in good order at the end of each day. All employees are requested to maintain their work areas in a manner consistent with the highest standards. All employees should adhere to the following guidelines:

1. Work areas should be clean and neat.
2. Work areas should not contain items inappropriate for the work place, including political material, religious symbols, obscene information and any other materials inappropriate for the work place.
3. Your work area should not make your co-workers and/or visitors feel uncomfortable, nor should it be distracting to others.
4. Areas or rooms to which participants or visitors have access should be maintained in a presentable condition at all times.
5. Precaution and good judgment should be exercised to prevent confidential and proprietary information from being exposed at work areas.
6. Employees who work in public or shared areas may play radios or other similar devices at a low volume if mutually agreed upon by office mate(s). Any requests to turn off radios or other similar devices must be honored.
7. Lit candles, incense or any open flame is prohibited due to possible fire hazard.

608 SAFETY, INJURIES AND REPORTING ACCIDENTS

New York City Mission Society is committed to providing a safe and healthy work environment. We take all practical steps to safeguard our employees from accidents and maintain a safe working environment. Employees are expected to:

- follow safety procedures;
- take an active part in protecting themselves and their colleagues;
- detect and report hazardous conditions, practices and behavior at their work area;
- report all accidents and injuries to their immediate supervisor in a timely fashion and complete an “incident report”;
- submit recommendations to management on actions that can be taken to improve unsafe conditions or practices at their work area.

Certainly, no one wants to get hurt and few people deliberately take chances. Unfortunately, accidents can happen when someone is careless or fails to follow proper procedures. With an alert safety attitude, you can help to eliminate painful and costly accidents. State and national statistics show that 85% of all accidents are caused by some unsafe act of personal carelessness. Your safety, and the safety of your co-workers is one of our greatest concerns.

Employees must report any accident, injury or illness immediately to their supervisor. Prompt treatment is often the only difference between a serious injury and a minor one. Failure to report work-related injuries or illnesses in a timely manner may disqualify you from benefits provided under our Worker's Compensation Insurance policy.

609 OFFICE SECURITY

Employees should exercise caution regarding personal articles left on New York City Mission Society premises, facilities and work sites during or after work hours. New York City Mission Society will not accept responsibility for losses which may result. Employees are responsible for securing their personal property at all times at all premises, facilities and work sites.

610 VISITORS IN THE WORKPLACE

To provide for the safety and security of our employees and clients, only authorized visitors are allowed in the workplace. Former employees are also considered visitors. Restricting access to New York City Mission Society by visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee and client welfare, and avoids potential distractions and disturbances.

All visitors, including former employees, should enter New York City Mission Society at the reception area. Authorized visitors will receive directions or be escorted to their destination. You are responsible for the conduct and safety of your visitors including former employees.

If an unauthorized person is observed on New York City Mission Society's premises, notify your supervisor immediately and/or direct the person to the reception area. In case of emergency call security for assistance and/or 911.

611 CHILDREN IN THE WORKPLACE

The presence of an employee's child(ren) in the workplace must be limited to occasional brief visits to the office or sites; a parent or guardian must always accompany children. The presence of children in the workplace creates a liability exposure for the organization and tends to have a disrupting effect upon productivity. We understand that occasional day care or health emergencies may occur; this is a primary reason for providing employees with vacation, sick and personal time.

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Employees may bring their children to the office under the following limited circumstances: an emergency school closing or the unplanned absence of a caretaker. Planned school breaks are not considered emergencies and children may not be brought to the office. In addition, those areas where direct client services are provided are not suitable for children and their presence is prohibited, even in emergencies.

Employees must obtain the approval from their supervisor and notify the director of their program every day that the child is brought to the office. On the rare occasion that a child must be brought to the office for more than one day, the employee must again obtain permission for the child to remain at the office.

The employee is solely responsible for the child, the child's safety, and the child's behavior. The child must remain with the employee at all times; e.g. the employee may not leave the child unattended and must accompany the child at all times.

The child must not disturb or interrupt the work of other employees. Employees must carry out their work in a fully satisfactory manner. If there are complaints about noise or disruptions, the employee will need to make alternative arrangements.

612 SOLICITATION/BULLETIN BOARDS

In an effort to ensure a productive and harmonious work environment, persons not employed by New York City Mission Society may not distribute literature in work areas, and may not solicit or distribute literature during employees' work time. "Work time" is the time during which work is expected to be performed by either the employee soliciting or an employee being solicited; it does not include common lunch periods, mutual break times, or any other periods when both employees are not on duty. "Work areas" do not include break rooms or lunch rooms. These guidelines also apply to solicitation by electronic means.

If you believe you have a message of general interest to the workplace, submit it to your supervisor for approval to post it on the bulletin board.

Nothing in this Section 612 prohibits employees from discussing terms and conditions of employment.

613 SECURITY INSPECTIONS

New York City Mission Society's policy is to maintain a work environment that is free of illegal drugs, alcohol, firearms, weapons, explosives, or other improper materials. To this end, New York City Mission Society prohibits the possession, transfer, sale, or use of such materials on its premises.

Total cooperation is required to administer this policy. Desks, file cabinets, computers and any information stored in them, and other storage devices are provided for the use and convenience of employees but remain the sole property of New York City Mission Society. Accordingly, they, as well as any items found in them, may be inspected by an authorized representative of the organization at any time, either with or without prior notice.

614 EMPLOYEE CONFIDENTIALITY AGREEMENT

(Do not remove this page from your handbook. You will receive a separate copy of this Agreement to sign. A copy of the signed Agreement will be filed in employee's personnel file)

All information gained in your employment with New York City Mission Society that is not common knowledge is considered confidential and is not to be disclosed under any circumstances. Breach of confidentiality will subject you to disciplinary action up to and including separation of employment.

Confidential Information

In the course of employment with New York City Mission Society, employees may have access to confidential information and materials that are of value to the organization. Employees recognize the need for New York City Mission Society to be fully protected from improper disclosure of confidential information and the need for the policies contained in this Agreement.

It is a condition of employment that employee's sign this statement.

All employees attest to the following:

Any confidential information, as defined below, is made available to me only for the limited purpose of performing my duties as a New York City Mission Society employee. During and after my employment with New York City Mission Society, I will not directly or indirectly disclose any confidential information to any third person or use any such information for the benefit of anyone other than New York City Mission Society without the prior written consent of the President. I will cooperate with New York City Mission Society and use my best efforts to prevent unauthorized disclosure, use or reproduction of confidential information.

Confidential information means any information in whatever form or format (including any formula, compilation, method, technique or process) that has economic value to New York City Mission Society but is not generally known to the public or to other persons including other employees. This includes information about New York City Mission Society, its board of directors, donors, prospects, suppliers, and other person or entities with which New York City Mission Society does business.

Confidential information also includes, without limitation, information relating to the business of New York City Mission Society, internal business procedures, processes, techniques, methods, ideas, developments, records, research and development data and programs, donor, prospect and

media lists and related constituent information, contract terms, contracting policies, grants, business plans, financial information and data, and any other such information all of which is deemed confidential and/or proprietary which I have encountered, become aware of, or originated in the course of or arising out of my employment with New York City Mission Society.

Confidential Information of Others

I will not disclose to New York City Mission Society nor induce New York City Mission Society to use any confidential information received from another organization under an agreement or understanding prohibiting such use or disclosure. I have disclosed to the organization the terms of any agreements to which I am or have been a party regarding such information of others. I understand that my employment with New York City Mission Society will not require me to breach any such agreements.

Records and Materials

Any and all business records of New York City Mission Society, wherever located, including correspondence, notes, files, books, papers and information and data stored on computer disks, software or hardware, as well as print-outs of such data and information relating in any way to New York City Mission Society or relating or arising out of confidential information shall be and remain the property of New York City Mission Society. New York City Mission Society permits the copying of materials in whatever form for the purposes of completing assignments outside of the organization's workplaces. However once the assignment(s) is completed, all copies in whatever form must be destroyed. Upon separation of employment with New York City Mission Society for any reason or upon earlier request by the organization, I will immediately deliver to New York City Mission Society all tangible written, graphic, machine readable and other materials (including all copies) in my possession or under my control containing or disclosing confidential information. I shall also maintain as confidential any information which cannot be returned.

I understand that nothing in this Section 614 prohibits me from reporting possible violations of applicable law or regulations to any governmental agency or entity.

615 AUTHORIZATION TO SIGN CONTRACTS

No employee representing the agency, other than the President, SVP of Finance and Administration or officers elected by the board of directors is permitted to sign a binding agreement or contract for program services, vendor contracts, lease agreements and any other contract or agreement in whatever form or format on behalf of New York City Mission Society.

Any employee signing a financially binding agreement in whatever form or format on behalf of New York City Mission Society will be personally liable for honoring the terms of the signed agreement. In addition, such actions may lead to personal litigation and disciplinary action, up to and including separation of employment.

616 CONFLICTS OF INTEREST

No employee of New York City Mission Society shall engage in the same or similar line of business as carried on by New York City Mission Society without the knowledge and prior approval of the President. An employee shall not have a financial interest in a company which is a supplier to New York City Mission Society. Financial interests held by an employee or by their immediate family members to or in such companies are to be disclosed immediately to New York City Mission Society so that a determination can be made as to whether or not a conflict exists. For the purposes of this policy, members of the employee's immediate family include spouse, children, and any other relatives sharing the same home as the employee.

Employees must take caution to assure that they are not engaging in activities that are in conflict with the interests of New York City Mission Society. When not performing work on behalf of New York City Mission Society, employees should not represent themselves as such. An employee with a private practice is not to perform services for, or otherwise become professionally involved in practice with current or former New York City Mission Society clients.

Employees should not represent themselves as affiliated with New York City Mission Society when engaging in any political or lobbying activity. New York City Mission Society does not affiliate itself with political candidates or activities.

617 COMMUNITY AND MEDIA CONTACTS

Employees may occasionally receive a call from a member of the community, the press or other media soliciting statements on various issues. All such requests must be directed to the SVP of Development and External Affairs for response. All official policy or position statements representing New York City Mission Society should be referred only to the President.

Nothing in this Section 617 prohibits any employee from reporting possible violations of applicable law or regulations to any governmental agency or entity.

618 POLITICAL ACTIVITY

New York City Mission Society recognizes that employees, in their individual capacity, may participate in the political process by supporting political parties, candidates, or causes. However, New York City Mission Society is a 501(c)(3) tax-exempt organization, and is therefore, prohibited from directly or indirectly participating in support or opposition of any candidate's political campaign. New York City Mission Society may not contribute anything of value, including an employee's time to political campaigns, publish or distribute materials on behalf of any candidate or party, or engage in any other activity which may be considered in support of, or in opposition to any candidate.

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Employees will not be compensated or reimbursed by New York City Mission Society for any personal contributions to candidates, political parties or causes. Any efforts directed towards political activity must be made outside of working hours.

619 RECORDING POLICY

New York City Mission Society prohibits the recording of conversations with a mobile or any other recording device unless all parties to the conversation have given their consent.

You are expected to observe this rule when in conversations or meetings regarding agency-related matters both on and off New York City Mission Society premises. Violations of this policy may result in disciplinary action, up to and including separation of employment.

620 COPYRIGHT POLICY

During an employee's employment with New York City Mission Society, you may have the responsibility to write, create, produce or publish materials on behalf of the organization or for use in our operations, programs or other activities sponsored by New York City Mission Society. All rights, title and interest to such materials, including work produced on New York City Mission Society computers and other equipment, are the property of New York City Mission Society. Where relevant and appropriate, acknowledgment of the employee's contributions will be noted.

621 USE OF AGENCY TELEPHONES, MAIL SYSTEM AND OTHER EQUIPMENT

Excessive and inappropriate personal use of New York City Mission Society's fax machine, postage machines, copier, and the telephone for long distance and toll calls is prohibited, as is personal use of any mobile or cellular phones and other business equipment or system. Personal use of New York City Mission Society's mail system for sending and receiving mail is also prohibited. To preserve confidentiality, the speakerphone feature should be used with caution. It is the employee supervisor's responsibility to address excessive and inappropriate use of any New York City Mission Society equipment and to ensure that employees reimburse the agency for unauthorized personal use.

It is understood that from time to time employees may need to make and receive personal phone calls. You should practice discretion when doing so. You will be required to reimburse New York City Mission Society for any charges resulting from your personal or inappropriate use of the telephone, cell phones or other business equipment. All equipment is for employee use only and should not be used by clients, customers or visitors.

The improper, careless, destructive, or unsafe use of operation of any New York City Mission Society equipment or system will result in disciplinary action, up to and including separation of employment.

622 USE OF PERSONAL CELLULAR PHONES

While at work employees are expected to exercise the same discretion in using personal cellular phones as is required of them in the use of New York City Mission Society telephones. Excessive personal calls during the work day, regardless of the phone used, can interfere with employee productivity and may be distracting to others. Employees are encouraged to make personal calls during meal and break periods only, except in emergency situations and to ensure that friends and family members are aware of New York City Mission Society's policy. Employees are prohibited from the use of cell phones for the purpose of taking photographs anywhere in the workplace for non-business reasons.

Safety Issues for Personal Cellular Phone Use:

While on New York City Mission Society business, no employee is to engage in the use of a cellular phone to speak or text while operating a motor vehicle that is in motion, unless such cellular phone is equipped and used with a hands-free device. The only exception to this policy is where a phone call is made in a bona fide emergency, such as a call to "911" or a similar emergency number.

Even with a hands-free device, cell phone usage should be kept to a minimum; conversations should be as brief as possible and, even with a hands-free device, cell phone calls or texts should be made when the vehicle being operated by the employee is not in motion. Employees using cell phones should always remember not to discuss confidential issues with others present who do not have a need to know such information and cell phone courtesy should be practiced at all times, i.e. when others are present, do not talk loudly or in a manner that could be offensive to others. Remember cell phones are not secure and information relayed on a cell phone can be intercepted quite easily.

New York City Mission Society will not reimburse employees for the loss of personal cellular phones brought into the workplace.

Violation of these standards will result in disciplinary action, up to and including separation of employment.

623 USE OF COMPUTER, LAPTOPS, EMAIL AND INTERNET

Computers, laptops, computer files, the email system, Internet access, and software furnished to employees at all New York City Mission Society locations are the property of New York City Mission Society and intended for use in connection with New York City Mission Society business only. Employees must send and receive email for non-business purposes from their personal email account during non-business hours.

New York City Mission Society prohibits the use of computers, laptops, email and Internet system in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images, messages or cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may

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be construed as harassment or showing disrespect for others. Email may not be used to solicit others for commercial ventures, religious or political causes, or non-business matters.

Access to the Internet has been provided to employees for the benefit of New York City Mission Society. It allows employees to connect to information resources around the world. Every employee has a responsibility to maintain and enhance the organization's public image, and to use the Internet in a productive manner. To ensure that all employees are responsible, productive Internet users and are protecting the organization's public image, the following guidelines have been established for using the computer, laptops, email and the Internet.

Laptops

New York City Mission Society may provide a laptop to an employee for work-related purposes. Laptops provided to employees by New York City Mission Society are to be used for New York City Mission Society business.

The laptop is to be used by the employee authorized and should not be used by any other employee, client, customer, relative or friend.

Employees in possession of the laptop are expected to protect the equipment from loss, damage or theft. Upon separation of employment, or at any time upon request, the employee may be asked to produce the laptop for return or inspection. Employees unable to present the laptop in good working condition within the time period requested will be expected to bear the cost of a replacement and will not be granted another laptop.

Employees who separate from employment must return the laptop to their supervisor before they will receive payment for any accrued but unused vacation time. If the employee does not return the laptop, the employee's accrued but unused vacation time will only be paid to the extent it exceeds any amounts due with respect to the cost of the equipment, and the employee will be considered to have left employment on unsatisfactory terms.

Acceptable Use

Employees accessing the Internet are representing New York City Mission Society. All communications should be for professional reasons. Employees are responsible for seeing that the Internet is used in an effective, ethical and lawful manner. Internet Relay Chat channels may be used to conduct official organization business or to gain technical or analytical advice related to getting your job done. Databases may be accessed for information as needed for business. New York City Mission Society email may be used for business contacts.

Employees are reminded to be courteous to other users of the system and always to conduct themselves in a professional manner. Email is sometimes misdirected, forwarded or blind-copied and may be viewed by persons other than the intended recipient. Users should write email communications with no less care, judgment and responsibility than they would use for letters or internal memoranda written on our letterhead.

Unacceptable Use

The Internet should not be used for personal gain or advancement of individual views. Solicitation of non-company business, or any use of the Internet for personal gain is strictly prohibited. Use of the Internet must not disrupt the operation of the organization network or the networks of other users. It must not interfere with your productivity.

The computer, laptop, email and Internet system may not be used to solicit for religious or political causes, commercial enterprises, outside organizations, other non-job related solicitations, mass mailings, chain letters and advertising or in any other way that violates our no solicitation policy.

The email or Internet system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization from the President. Employees, if uncertain about whether certain information is copyrighted, proprietary, or otherwise inappropriate for transfer, should resolve all doubts in favor of not transferring the information and consult their supervisor.

Duty Not to Waste Computer Resources

Employees must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic. Because audio, video and picture files require significant storage space, files of this or any other sort may not be downloaded unless they are business-related. Employees are prohibited from excessively engaging in non-work related Internet activities.

Communications

Each employee is responsible for the content of all text, audio or images that they place or send over the Internet. Fraudulent, harassing or obscene messages are prohibited. All messages communicated on the Internet should have your name attached. No messages will be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane or offensive language is to be transmitted through our system. Employees who wish to express personal opinions on the Internet are encouraged to obtain their own personal usernames on other Internet systems.

Each employee's electronic email signature must comply with the policies set forth in this handbook. To the extent that an employee's signature contains anything other than such employee's name, title and contact information at New York City Mission Society, such signature must be approved by the Human Resources department.

Email Address

The official organization email address for regular full-time and regular part-time employees is the first initial of the employee's first name, full last name with @nycmissionsociety.org. For example, jdoe@nycmissionsociety.org. Employees are not to receive non-business-related email in their New York City Mission Society email. There may be extenuating circumstances beyond the control of the employee that may require the employee to use their personal email system for New York City Mission Society business. This action should be used temporarily and cease when the problem with the New York City Mission Society email system is resolved.

Screen Savers

All computer screen savers, including those of laptops, are to depict the New York City Mission Society logo or other New York City Mission Society approved graphic, pictures or text. Screen Savers that depict anything that is not related to New York City Mission Society are prohibited. If you do not have a New York City Mission Society graphic or logo information, you can simply use the organization name in text form. Contact the Development Department for approved graphic, logo and pictures authorized for screen saver use.

Software

New York City Mission Society purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, New York City Mission Society does not have the right to reproduce such software for use on more than one computer. Employees may only use software on local area networks or on multiple machines according to the software license agreement. New York City Mission Society prohibits the illegal duplication of software and its related documentation for personal or other use.

Employees may not attempt to download files from the Internet without written authorization. Such actions can lead to the transmission of computer viruses and the possibility of incompatible software, the corruption of files and the destruction of important and sensitive records. All software downloads will be facilitated through the finance department.

Copyright Issues

Copyrighted materials belonging to entities other than New York City Mission Society may not be transmitted by employees on the Internet. Users are not permitted to copy, transfer, rename add or delete information or programs belonging to other users.

Security

All messages created, sent or retrieved over the Internet are the property of New York City Mission Society, and should be considered public information. The organization reserves the right to access and monitor all messages and files on the computer system and laptops as deemed necessary and appropriate. Internet messages are public communication and are not private. All communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver.

Employees should be aware that deletion of any email messages or files will not truly eliminate the messages from the system. All email messages are stored on a central back-up system in the normal course of data management. Assume that any communication created on the computer system and email message you send may remain in our records.

Any communication that an employee creates is considered a business record with potential legal implications because email records and computer files, including those on a laptop, can be subject to discovery in litigation, employees are expected to avoid making statements which, if disclosed in email or computer files, would not reflect favorably on New York City Mission Society, any employee, client, programs or service.

Even though we have the right to retrieve and read any email messages, those messages should still be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any email messages that are not sent to them. Any exception to this policy must receive the prior approval of the President.

Harassment

Harassment of any kind is prohibited. No messages with derogatory or inflammatory remarks about an individual or group's race, religion, national origin, physical attributes or sexual preferences will be transmitted.

Virus Detection

Files obtained from sources outside our network, including disks brought from home; files downloaded from the Internet, news groups, bulletin boards, or other online service; files attached to email; and files provided by clients or vendors may contain dangerous computer viruses that may damage our computer network. Employees should never download files from the Internet, accept email attachments from outsiders, or use disks from non-New York City Mission Society sources, without first scanning the material with our approved virus checking software. If you suspect that a virus has been introduced into our network, notify your supervisor immediately.

Maintenance

Users should routinely delete outdated or otherwise unnecessary email and computer files. These deletions will help keep the system running smoothly and effectively, as well as minimize maintenance costs.

Disclaimer of Liability for Use of Internet

New York City Mission Society is not responsible for material viewed or downloaded by users from the Internet. The Internet is a worldwide network of computers that contain millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. In addition, having an email address on the Internet may lead to receipt of unsolicited email containing offensive content. Users accessing the Internet do so at their own risk.

Violations

Violations of any guidelines listed above will result in disciplinary action, up to and including separation of employment. If necessary, the organization will advise appropriate legal officials of any illegal violations.

624 SOCIAL MEDIA

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's weblog or blog, journal or diary, personal web site, social networking or affinity website, web bulletin board or a chat room, whether or not affiliated with New York City Mission Society, as well as any other form of electronic communication.

New York City Mission Society recognizes that social media can be an effective tool for exchanging information and raising the visibility of the organization. Therefore, employees are permitted to post information about New York City Mission Society. However, there are a number of guidelines employees are required to follow when posting organization-sponsored information on social media.

Employees may maintain organization-sponsored social media during work hours. Posting of personal content must be done on personal computers and/or on personal time. New York City Mission Society reserves the right to prohibit use of social media if employees abuse this privilege.

When posting content about New York City Mission Society, employees must use their real names, rather than writing anonymously or under a pseudonym, and explain their role in the organization. This will add credibility with readers and promote accountability within the organization. Employees must express only their personal opinions. Employees may not represent themselves as a spokesperson for the New York Mission Society without prior written authorization from New York City Mission Society.

Employees may not communicate any material that violates the privacy rights of another or that discloses any trade secrets or other confidential and proprietary information of New York City Mission Society (e.g., business, financial or marketing results or strategies).

Employees are prohibited from posting any material that is obscene, defamatory, profane, libelous, threatening, harassing, abusive or hateful.

Failure to follow these rules will result in disciplinary action, up to and including separation of employment.

This policy is not intended to interfere with the right to participate in concerted activity under the National Labor Relations Act (NLRA) or any other applicable federal, state or local law.

SEPARATION OF EMPLOYMENT:
SECTIONS 701 – 705

701 SEPARATION OF EMPLOYMENT

Separation of employment is a part of personnel activity within any organization, and many of the reasons for separation are routine. Below are examples of some of the most common circumstances under which employment ends:

- Resignation - voluntary employment separation initiated by the employee;
- Retirement - voluntary employment separation initiated by the employee meeting age, length of service, and any other criteria that may be established by New York City Mission Society's retirement plans;
- Discharge - involuntary employment separation initiated by New York City Mission Society for disciplinary or other cause.

Employees who are discharged for misconduct or resign without required notice will not receive pay for accrued but unused vacation days. No employees will receive pay for unused sick and personal days.

Upon separation, employees must surrender any New York City Mission Society property in their possession.

Since employment with New York City Mission Society is based on mutual consent, both the employee and New York City Mission Society have the right to terminate employment at-will, with or without cause, at any time.

702 RESIGNATION

Resignation is a voluntary act initiated by the employee to terminate employment with New York City Mission Society. While notice of resignation as far in advance as possible is desirable, exempt employees and/or directors, managers, supervisors are expected to provide at least 4 weeks prior written notice of resignation to their supervisor and copy to the Human Resources department. Non-exempt employees and/or non-managers are expected to provide at least 2 weeks prior written notice of resignation to their supervisor and copy to the Human Resources department.

If an employee fails to give the required notice, the employee will not be eligible to receive payment for accrued but unused vacation days.

During the resignation notice period employees cannot utilize accrued paid time off (vacation, sick, or personal days) unless otherwise approved by their supervisor and the SVP of Human Resources.

Prior to an employee's departure, an exit interview with the SVP of Human Resources may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

703 EXIT INTERVIEW

New York City Mission Society values feedback and will generally schedule an exit interview at the time of employment separation with the SVP of Human Resources or the President.

The purpose of this interview is to:

1. ensure that the reason for separation is not based on a misunderstanding or a condition which could be remedied.
2. inform the employee of their separation benefits.
3. gather information which could be helpful in improving working conditions and the quality of the organization.
4. clarify personal information necessary for post employment information.

Since employment with New York City Mission Society is based on mutual consent, both the employee and New York City Mission Society have the right to terminate employment at-will, with or without cause, at any time.

704 RETURN OF PROPERTY

Employees are responsible for the maintenance and care of all New York City Mission Society property, materials, or written information that is issued to them or in their possession or control. They are required to return all New York City Mission Society property such as advanced petty cash or receipts, password information, keys, cell phones, laptops, identification cards, etc., immediately upon request, or upon separation of employment to their supervisor.

Under certain circumstances, to the extent permitted by applicable law, New York City Mission Society will withhold the cost of any unreturned property from any remaining accrued but unused vacation time. New York City Mission Society will also take all action deemed appropriate to recover or protect its property.

705 YOUR GUIDE TO CONDUCT FOR SEPARATION OF EMPLOYMENT

As an employee of New York City Mission Society, the contributions made to the organization are valued and appreciated. At the point that your employment with New York City Mission Society ends, regardless of the circumstances, you will be treated with dignity and respect. We also expect employees whose employment ends with the organization, regardless of the circumstances, to exemplify the highest standard of professionalism. At the end of your employment you are required to adhere to the following close-out protocol:

1. Give the required notice of time if you are resigning
2. Ensure that all files and documents, (paper and electronic), are organized and up-to-date
3. Ensure that your work area is clean and tidy
4. Return all New York City Mission Society property to your supervisor, including keys, identification cards, cell phones, laptop, etc.
5. Complete and close-out financial transactions i.e. petty cash receipts, cash advances, etc.
6. Meet with your supervisor for close-out of work assignments and other pertinent information
7. Schedule exit interview with Human Resources

CONCLUSION
SECTION 801 - 802

801 CONCLUSION

This Personnel Handbook is intended to give you a broad summary of the information you should know about New York City Mission Society. The information in this handbook is general in nature, so when you need any additional details, speak to your supervisor who will assist you to obtain more complete information.

PLEASE NOTE THAT NOTHING IN THIS HANDBOOK IS INTENDED TO GRANT CONTRACTUAL RIGHTS TO ANY EMPLOYEE NOR TO SUBJECT NEW YORK CITY MISSION SOCIETY TO ANY LIABILITY FOR ANY CLAIM FOR FAILURE TO COMPLY WITH THE RULES, POLICIES OR GOALS IN THIS HANDBOOK. WHILE WE INTEND TO CONTINUE THE POLICIES, BENEFITS AND RULES CONTAINED IN THIS HANDBOOK, CHANGES TO THE POLICIES DESIGNATED HEREIN MAY BE MADE FROM TIME TO TIME.

We hope these policies are clear and understandable. Employees should speak with their supervisors regarding any questions for clarity.

Once again, welcome to New York City Mission Society, and good luck in your career here!

802 EMPLOYEE ACKNOWLEDGMENT FORM

(Do not remove this form from your handbook. Employees will receive a separate copy of this form to sign. A copy of the signed form will be filed in employee's personal file)

This employee handbook describes important information about New York City Mission Society, and I understand that I should consult my supervisor or the SVP of Human Resources regarding any questions not answered in the handbook. I have voluntarily entered into my employment relationship with New York City Mission Society and acknowledge that I have no specified length of employment with the organization. Accordingly, either New York City Mission Society or I may terminate the employment relationship at-will, with or without cause, at any time, so long as the reason is not unlawful.

Since the information, policies, and benefits described in the handbook are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except regarding New York City Mission Society's policy of employment-at-will. All such changes will be communicated in writing, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the President of New York City Mission Society has the authority to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.