

# **Student Conservation Association, Inc. Seasonal & Temporary Staff Handbook**

Welcome to SCA. Please carefully read this Staff Handbook. This is a guide to your employment with us. It describes who we are, our policies and procedures and what we expect from you.

## **SCA's Mission**

To build the next generation of conservation leaders and inspire lifelong stewardship of our environment and communities by engaging young people in hands-on service to the land.

## **Introduction**

This Student Conservation Association, Inc. (SCA) handbook outlines the policies and practices that guide us in our daily work together. We would like you to know what you can expect from us and what we expect from you.

This handbook was created to serve three primary purposes: (1) to present our policies and practices in one reference source, (2) to conform to certain state and federal laws and convey necessary legal information to our staff, and (3) to give a general description of SCA's benefits. Nothing contained in this handbook should be perceived as stating or implying a contract of employment with regard to any policy or provision in this Handbook or with regard to employment for a fixed or indefinite term. In other words, this is merely a guide, one that is subject to change. You should ask your manager or SCA's Vice President for Human Resources if you have any questions.

Underlying what we are communicating in this handbook is SCA's desire to support individual performance and development and to provide the information necessary for all of us to make good decisions as we go about our daily work.

Please read this entire handbook and sign the acknowledgement at the back within your first five days of employment. You are responsible for knowing its contents and using it as a guide. Again, we encourage you to ask questions about our policies and procedures; feel free to speak with your manager or any member of the SCA Human Resources staff at any time.

Again, this Handbook is merely a guide to SCA employment policies, practices and benefits; all are subject to change. We will attempt to give you ample notice when a policy or benefit change is made, however, you should not rely on these policies or assume they have not changed just because you may not have received notice yet of a change.

## **EQUAL EMPLOYMENT OPPORTUNITY**

We strive to cultivate a work environment that encourages fairness, teamwork, and respect among all staff members. We are firmly committed to maintaining a work atmosphere in which people of diverse backgrounds and lifestyles may grow personally and professionally.

## **AT-WILL STATUS**

At SCA, we are committed to the philosophy that employment relationships are both personal and voluntary. By this, we mean that although we hope for mutually beneficial working relationships with our staff, we recognize that changing circumstances make it impossible to guarantee employment. Your employment with SCA has no specified duration, and either you or the organization may end the employment relationship whenever either of us believes it is best to do so at any time, without consideration of cause or notice.

While we maintain and revise written and other personnel policies in order to adapt to changing organizational needs, any personnel policies that may be in effect from time to time do not affect our policy of voluntary employment relationships. The voluntary nature of our employment relationship may not be changed except by a separate written agreement specifically entered into for such purpose and signed by our board chair.

## SCA's Core Values

- **Service:** Doing valuable work that benefits other people, the natural environment, our community or the world – is the glue that binds us together as a society.
- **Environmental Stewardship:** Our natural world must be protected. An ethic of conservation care and environmental service is fundamental to all we do.
- **Community:** We seek to build community at all levels. Collaborating for the common good while fostering personal responsibility and compassion for others builds community and citizenship.
- **Diversity:** Diversity in the broadest sense (e.g. culture, class, gender, sexual orientation, ethnicity, age, experience, opinions) provides richness and strength. Working together in service to nature unites us and builds a common future.
- **Learning:** SCA expands our view of the through service learning experiences that change the way we live and behave.

## SCA CODE OF ETHICAL CONDUCT

### Personal and Professional Integrity

All staff, Board members, and volunteers of SCA act with honesty, respect, openness and the highest standard of integrity in all their dealings as representatives of the organization. The organization promotes a working environment that demands adherence to these core principles.

### Mission

SCA's mission is to build the next generation of conservation leaders and inspire lifelong stewardship of our environment and communities by engaging young people in hands-on service to the land. All of SCA's programs support that mission, and all who work for or on behalf of the organization understand and are loyal to that mission and purpose.

### Governance

SCA has an active governing body, the Board of Directors, which is responsible for setting the mission, and, in partnership with the chief executive and senior staff, setting the strategic direction of the organization. The Board also exercises oversight of the finances, operations, and policies of SCA, and seeks members who have the requisite skills and experience to carry out their duties and fulfill their governance duties acting for the benefit of SCA, its mission and strategic direction. In addition, the Board conducts all transactions and dealings with professionalism, and promotes fairness and inclusively in the organization's hiring and promotion policies and practices for all Board, staff, and volunteer positions.

### Responsible Stewardship

SCA manages its funds responsibly and prudently. The organization maintains effective accounting systems, internal controls and competent staff, and makes other necessary expenditures critical to professional management. SCA adheres to a spending practices policy which is fair, reasonable, and appropriate to fulfill its mission, and it takes reasonable steps to ensure that financial reports are factually accurate and complete in all material respects.

### Openness and Disclosure

SCA provides comprehensive and timely information to stakeholders, the public and the media, and is responsive in a timely manner to reasonable requests for information. All information about SCA will fully and honestly reflect the policies and practices of the organization. Basic informational data about SCA, such as the Form 990, will be posted online or otherwise made available to the public. All solicitation materials accurately represent SCA's policies and practices and will reflect the dignity of program beneficiaries. All financial, organizational, and program reports will be complete and accurate in all material respects.

### Legal Compliance

SCA is knowledgeable, and complies with the letter and spirit, of laws and regulations pertaining to best practices management and governance of a nonprofit organization.

## **Program Safety and Evaluation**

SCA holds paramount the safety and health of its volunteer members and staff. As such, SCA dedicates significant staff and Board resources to ensure that SCA's field program safety follows the most demanding standards, and is thereby a model of excellence in the industry. In addition, the organization regularly reviews program and organizational effectiveness, and maintains mechanisms to incorporate lessons learned into future program activities. The organization is responsive to the need for changes in its activities and programs, and is responsive to the needs of its stakeholders.

## **Inclusiveness and Diversity**

SCA has a policy of promoting inclusiveness and its staff, Board, and volunteers reflect a commitment to diversity in order to enrich its programmatic effectiveness. SCA takes meaningful steps to promote inclusiveness in its hiring, retention, promotion, Board recruitment and stakeholders served.

## **Fundraising**

SCA solicitation of funds from the public or from donor institutions uses material that is truthful about the organization. SCA respects the privacy concerns of individual donors and expends funds consistent with donor intent. SCA discloses important and relevant information to potential donors, and sees to it that all donors receive appropriate acknowledgement and recognition for their contributions. In raising funds from the public, SCA will respect the rights of donors who will be informed of the mission of SCA, the way the resources will be used, and SCA's capacity to use donations effectively for their intended purpose.

## **Reporting Responsibility**

It is the responsibility of all Directors, officers, and employees to comply with this SCA Code of Ethical Conduct and to report violations or suspected violations to one of the individuals designated in the SCA Whistleblower and Protections for Employees Policy adopted by the Board of Directors on June 24, 2005. The designated individual will notify the sender and acknowledge receipt of the report violation or suspected violation within five (5) business days, unless the submission of the violation is anonymous. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

# **OPERATING VALUES AND LEADERSHIP BEHAVIORS**

## **SCA Leadership Philosophy**

Today we operate in a more complex world than ever in history. The future of SCA demands that we respond to the myriad opportunities and challenges in a manner that enables SCA to continue growing in new and creative ways while retaining its core values and mission. In the past few years SCA has evolved in many ways to address complexities: programs and systems are becoming more integrated, national and regional offices are working more closely together, we are evolving our program models to meet the needs of diverse constituents and we are expanding the way SCA is perceived in the marketplace.

To meet external and internal challenges SCA must extend leadership throughout the organization. Collectively, we must create a leadership philosophy that provides a unifying direction, a common language and a consistent set of expectations for all managers/leaders to follow.

The SCA leadership philosophy begins with the Mission and Core Values. With these as our foundation, we must follow a clear set of Operational Values and Leadership Behaviors that reflect our present business strategies. The Operational Values reflect the approach we collectively agree are important in order for SCA to achieve success. The Leadership Behaviors are the observable actions that demonstrate the Operating Values. Together these Values and Behaviors provide the common approach we will all employ in leading SCA.

## **Operating Values**

### ***Integrity***

At the core of all our business activity, we expect honesty, accountability, congruence between words and actions, and respect for colleagues and constituents.

### ***Quality and Excellence***

We are not satisfied with adequate services and programs. We relentlessly strive for excellence by setting and achieving high goals, recognizing accomplishment, learning from mistakes and making continuous improvement.

### ***Growth***

Growing organizations live – stagnant ones die. Our gift to the future of SCA is to stretch ourselves in a deliberate search to expand the breadth and depth of our programs, achieve our mission and ensure sustainable financial health.

### ***Other Centered***

We realize that SCA exists to serve and meet the needs of our constituents – members and their families, land management partners, donors and alumni. While each of us strives for the highest level of personal performance, we are also committed to serving our colleagues and helping them be the best they can be in meeting our constituents' needs.

### ***Team Oriented***

We believe more gets accomplished through teamwork than by individual effort alone. Externally and internally, we build healthy and successful partnerships that are inclusive of diverse abilities and points of view, create win-win solutions, celebrate success, and foster trust.

### ***Innovation and Creativity***

We seek to hear our constituents' changing needs and respond creatively to develop, adapt and improve programs, services and processes.

### ***Healthy Workplace***

We believe the most effective way to provide quality service is by ensuring that SCA is a rewarding and enjoyable place to work by valuing individual diversity, respecting colleagues, encouraging a spirit of service and creating a safe challenging and positive atmosphere.

### ***Environmentally Responsible***

We intend to live and work lightly on the planet and are committed to contributing to a healthy environment. Through both our words and actions, we strive to serve as a model of environmental responsibility for our members, partners and donors.

## **Leadership Behaviors**

### ***Act with Integrity***

- Be trustworthy and accountable for your actions
- Demonstrate trust in colleagues
- Communicate honestly and respectfully
- Make decisions on the basis of fact not hearsay
- Measure and reward performance based on results and achievement rather than personality, personal traits or relationship with you.
- When in doubt, do the right thing

### ***Be Synonymous with Solutions and Achievement***

- Expect Success
- Do not identify an issue, problem or opportunity without seeking solutions

- Challenge processes to continually improve
- When confronted with an issue or problem, address it directly with the person involved
- Encourage responsible risk-taking / Accept failure as a learning opportunity
- Continuously seek to learn more and teach others
- Create a sense of urgency but not anxiety
- Take ownership of your mistakes and failure
- Seek opportunity for growth and capacity building
- Set challenging but achievable goals and measure results
- Exhibit a positive, “can do” attitude toward our colleagues and our work

### ***Create a culture of teamwork***

- Demonstrate a fundamental belief in the capacity of colleagues
- Ensure each person understands how his/her job connects to the larger vision
- Set high expectations, monitor, measure, close performance gaps and celebrate success
- Look for and recognize achievement
- Address performance or behavioral issues directly, quickly and privately
- Encourage respectful dissent – Be intolerant of disrespect
- Share information and knowledge
- Adapt leadership style to meet team members’ needs
- Encourage participation by all members of the team
- Reach beyond your department / team to support all of SCA
- Talk about “we” more than “I”
- Have Fun

### ***Demonstrate a Passion for Constituent Service***

- Listen – really listen – to hear what external and internal constituents are saying
- Respond in a timely manner
- Strive to exceed expectations in meeting constituent needs
- Share what you learn with others – celebrate our constituent service legends
- Proactively seek input, criticism and advice from constituents
- Respond to external constituents as if you “own” that relationship
- Represent “One SCA” with all constituents

## **EMPLOYMENT AND HIRING PRACTICES**

### **Equal Employment Opportunity**

SCA is an Equal Opportunity Employer. It is our strong belief that equal opportunity for all staff members is central to the continuing success of our organization. We will not discriminate against a staff member or applicant for employment because of race, religious creed, religion, color, sex, national origin, ancestry, ethnicity, age, physical disability, mental disability, or, sexual orientation, gender identity characteristics or expression, marital status, veteran status in hiring, promotion, demotion, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay, or other forms of compensation. Opportunity is provided to all staff members based on qualifications and job requirements.

If you believe that you or some other staff member has been denied equal employment opportunity, or that this policy has been violated in any way, please contact your manager or any SCA manager so that the matter can be investigated and promptly addressed. Confidentiality will be maintained at all times to the extent consistent with a full and fair investigation. Staff members will not be penalized for using this procedure.

Any violation of this policy will be grounds for disciplinary action, up to and including discharge.

### **Americans with Disabilities Act (ADA)**

SCA welcomes applications from people with disabilities. We fully support the American with Disabilities Act of 1990. We have taken steps to make our work facilities barrier-free and accessible as defined by state and federal statutes. We have sought to identify the essential functions and physical requirements of all jobs at

SCA and will make reasonable accommodations to qualified individuals with disabilities through scheduling, task reassignment, and other methods to accommodate applicants and staff members with performing their jobs.

## **State laws and Regulations**

SCA has programs and operations in many states and other U.S. Territories as such we could not possibly cover every aspect of these various state laws or regulations that could apply. While we drafted this Handbook to include all of our important policies and procedures and in keeping with applicable federal laws, there are aspects of various state laws and regulations that provide different or additional protections for employees. When in doubt as to which laws, regulations or policies apply and how they interact please contact your manager and the Human Resources department. We will try our best to answer your questions or direct you to the appropriate resource(s).

## **Work Eligibility**

Our policy is to employ persons legally entitled to work in the United States without regard to citizenship, ethnic background, or place of national origin. To conform to the Immigration Reform and Control Act of 1986 (IRCA), as amended, we hire only those who are eligible to work in the United States. We have adopted the following policies and procedures to encourage compliance with federal regulations and to facilitate our commitment to equal employment opportunity:

1. Except as required by law, no job applicant may be asked about, or categorized according to, citizenship or resident status. Hiring decisions will be made without considering such questions.
2. Applicants offered jobs will be told that they are required to produce satisfactory legal evidence of eligibility to work in the United States – such proof will be a condition of employment.
3. All new staff members will be asked to complete the USCIS Form I-9 and provide actual documentation verifying their identity and eligibility to work legally in the United States no later than three (3) working days after completing the I-9 form.

## **Staff Member Classifications**

Your SCA staff member classification is based on your position description and the nature of the position, consistent with the Fair Labor Standards Act (FLSA) and all applicable state wage and hour laws. Your classification determines how you are paid, to what benefits you are entitled, and whether or not you receive overtime pay.

All staff members are classified as either exempt or nonexempt based on their position and the type of work they actually perform on a regular basis.

### ***Exempt***

Staff members who hold executive, administrative, professional, or other exempt positions as defined by the FLSA. Exempt staff members are usually paid on a salaried basis, and their salary is intended to constitute their entire compensation, regardless of the number of hours they work.

### ***Nonexempt***

Staff members who perform work that does not meet the qualifications for exemption as defined by the FLSA. Nonexempt staff members are generally paid by the hour and eligible for overtime pay for the workweeks when they work over forty (40) hours in one week. [Note: SCA nonexempt staff members working in California are entitled to overtime pay for working over eight (8) hours in one day.]

### ***Full-time Status***

Full-time staff members are those who are assigned a regular work schedule for thirty (30) hours or more per workweek and whose assignment is indefinite. Full-time staff members are eligible for all staff member benefits as specified by the various SCA plans. [Note: More information about SCA benefits and group plans is available from SCA's Human Resources staff.]

### ***Part-Time Status***

Part-time staff members are those who are assigned a regular work schedule of less than thirty (30) hours per workweek and whose assignment is indefinite. Part-time staff members are eligible for limited staff member benefits, excluding medical, dental, life and voluntary disability coverage.

### ***Seasonal Status***

Seasonal full-time or part-time staff members are those who are assigned to work for a specified and limited time ranging from a minimum of three (6) months up to a maximum of twelve (12) months. Seasonal staff members are eligible for limited staff member benefits, excluding medical, dental and voluntary disability coverage. Returning seasonal staff will be eligible for medical and dental coverage.

### ***Temporary Status***

Temporary full-time or part-time staff members are those who are assigned to work for a specified and limited period of time, usually less than four (6) months. Temporary staff members are eligible for legally mandated benefits such as worker's compensation insurance and state disability insurance (where applicable).

### ***Consultants and Independent Contractors***

SCA engages some consultants and independent contractors. These individuals are not considered staff members or employees of SCA and are therefore ineligible for any staff member benefits.

Your staff member classification (which determines eligibility for benefits and overtime pay) may change over the course of your employment with SCA. If, at any time, you have a question about a possible change in your classification, please speak with your manager or our Human Resources staff.

Changes in your staff member classification may result from a job change, a promotion, or a change in work hours or your position description. Normally, a temporary change in job duties or work hours – for a period of up to four (4) months – will not affect your staff member classification. Changes in classifications and related changes in compensation and benefits will be documented and that documentation will include the effective date of the change.

## **Background Checks**

It is SCA policy that in order to provide staff, members, and SCA partners with a higher degree of safety; any field operations staff, agents of SCA, or volunteers acting as agents of SCA who have been selected and placed in a supervisory role in advance of an SCA program or event must pass a criminal history background check that meets the requirements stated below. All members (with the exception of High School Program members) of an SCA program or event that have been selected and placed in that program or event in advance must pass the required criminal history background check. In addition, due to the nature of the responsibilities of some positions at SCA, any SCA staff member, at the discretion of senior management, may be required to pass a criminal history background check. Any offer made to an employee/candidate for a position that requires a criminal history background check will be contingent upon the results of the background check meeting the required standards.

All background checks will be considered on their own merit on a case-by-case basis and the person being screened will have the opportunity to challenge incomplete or inaccurate information. In these cases, SCA will contact the person, provide them with their criminal history information upon their written request, and allow them an opportunity to respond. All relevant information will be considered when making the final decision to hire or place an individual. Criminal history background checks will be examined prior to the start of a position/employment and annually thereafter. The process and forms used for the background checks are in accordance with the Fair Credit Reporting Act and other applicable state laws. All information pertaining to the process will be kept in confidential files in Human Resources for staff members and in Program Services for members. Any criminal background check that is found to contain an **excluding offense** will result in immediate termination and/or withdrawal of an employment offer.

Each record will be considered as follows:

- the nature of the offense

- whether the offense is an **excluding offense (defined below)**
- when the offense happened
- whether it is a charge or conviction
- the penalty/rehabilitation imposed
- relevance to the nature of the position

**Excluding offenses** include convictions or any charge with a pending disposition:

- Past history of sexual abuse of children
- Any crimes in which children were involved including but not limited to pornography, violence abuse, exploitation or neglect, etc.
- Any violent crimes
- Sexually exploitative behavior
- Any major ( in the sole determination of SCA) drug arrests or convictions
- Crimes of moral turpitude

### **Position Descriptions**

You will have received a position description as part of your orientation process. Read it carefully, and direct any questions you may have to your manager.

Position descriptions are designed to serve three (3) purposes at SCA: 1. they give prospective staff members a clear understanding of the nature of an open position and facilitate the recruitment process. 2. they serve as guidelines for staff members already working in established positions. 3. they assist SCA in complying with the Americans with Disabilities Act by, and applicable state disability laws, identifying the essential functions and physical requirements of each of our positions.

Position descriptions are dynamic documents, meant to be updated and revised continuously, based on the programs and services we offer. Generally, position descriptions are reviewed and revised annually. We encourage you to offer suggestions for improving your effectiveness and the design of your position by speaking with your manager.

### **Job Posting**

Our hiring policy at SCA is to select the most qualified person available for a position based on knowledge, skills, experience and ability to perform job requirements. We recognize there are benefits to promoting from within the organization. We post open positions internally, usually before any external posting or advertising begins. In the case of a choice between equally qualified candidates, internal applicants will be given due consideration.

Currently, open positions are sent out via SCA's weekly update to inform internal staff of the available position(s) and are also posted on SCA's website. Descriptions of any position in the organization are available from our human resource staff. If you are interested in an open position, you may request a confidential exploratory meeting with a member of our human resources staff or the hiring manager before deciding to apply.

SCA reserves the right to recruit and hire the most qualified (in SCA's determination) candidate for a position without posting the position internally or otherwise.

### **Hiring of Relatives**

It is our policy to avoid bringing family relationships into the workplace whenever possible. However, on occasion, more than one family member may work for SCA. The following guidelines will govern these situations:

1. No staff member will be permitted to hire a family member.
2. When related persons work for SCA, one family member may not directly report to or supervise another.



3. Family members will not be involved in evaluating each other's job performance or in making recommendations for salary adjustments, promotions or other budget decisions.
4. Senior Management's (defined as Regional Directors, Vice President and above) family members will not be considered for employment.

For the purposes of this policy, the term **family member** includes individuals related more closely than second cousins by blood or marriage or unrelated persons sharing the same household such as spouses, domestic partners, civil union partners, children, siblings and grandchildren.

## **STANDARDS OF CONDUCT**

### **Discrimination/Harassment**

It is the policy of SCA that there shall be no harassment or illegal discrimination of any applicant or staff member by fellow staff or by any manager on account of a staff member's sex, age, race, national origin, religion, physical or mental disability, marital status or sexual orientation (or on account of any other protected status under state or federal law).

The organization does not condone and will not permit such harassment of any staff member and, in particular, will not tolerate the making of unwelcome sexual advances to any staff member, unwelcome physical, verbal or visual behavior that is sexual in nature, or the making of remarks or jokes known to be offensive to any staff member because of his or her sex, age, race, national origin, religion, physical or mental disability, marital status, or sexual orientation.

A staff member who believes that he or she, or they have heard about or observed that someone else in the organization has been treated poorly / inappropriately and in violation of this policy shall immediately report the matter to the Vice President for Human Resources. SCA will seek to investigate all complaints or violations of this policy promptly in as discreet a manner as possible. We will not retaliate against any staff member who makes a complaint or assists with an investigation, in good faith, under this policy.

### **Workplace Conduct**

All staff at SCA share responsibility for observing certain standards of conduct. These standards emphasize personal and professional integrity in all activities. Generally, treating others with the respect and consideration with which you expect to be treated and maintaining open, ongoing communication with your manager and co-workers will create a basis for a successful work experience.

It is the obligation and responsibility of each staff member at SCA to work on resolving problems and conflicts by focusing on solutions, keeping issues work-related (as opposed to personal), and communicating directly with the person or persons with whom you have a conflict. In most cases, discussing a situation will clear it up.

Please refer to the Leadership Behaviors for examples of expected workplace conduct here at SCA.

### **Fraternization and Professional Conduct**

SCA staff members must maintain professional relationships and proper conduct with participants of any SCA administered program. The staff member must not allow personal feelings to create any evidence of favoritism or preferential treatment.

The organization strictly prohibits any sexual or other type of exclusive relationship between its staff and any participant of any SCA administered program. This policy applies regardless of the age or gender of the participants. Additionally, this policy remains in effect throughout the duration of the program including work and non-work hours, weekends, holidays, and vacations. Failure to comply with this policy will be interpreted as exhibiting willful disregard of SCA's professional ethics and policy and subject to immediate discharge.

All staff must maintain the strictest levels of confidentiality concerning information learned via any participant's application, medical form, or private conversations. Only a valid concern for the health and safety of an

individual or group would be considered an acceptable reason for sharing such confidential information. All staff designated as Field Staff must also follow the procedures and behaviors outlined in the Field Operations Standards as a condition of employment.

In addition, romantic relationships between staff members are highly discouraged. Romantic relationships occurring between senior managers (Directors and above) and non-management staff will be reason for immediate discharge of the senior manager.

### **Open-Door Policy**

SCA has an open-door policy that encourages staff participation in decisions that will affect them and their daily professional responsibilities. This policy encourages staff members who have job-related problems or complaints to talk them over with their manager or a manager at any level of management who they feel can help them. SCA believes that staff concerns are best addressed through informal and open communication.

The organization will attempt to keep all such expressions of concern, their investigation, and the terms of their resolution confidential. However, in the course of investigating and resolving concerns, some dissemination of information to others may be appropriate.

No staff member will be disciplined or otherwise penalized for raising a concern in good faith.

### **Disciplinary Procedures**

The primary objective of any disciplinary action is to improve job performance. Actions by a staff member that are inappropriate for the work environment, are a hindrance to effective job performance, or violate SCA policy constitute improper conduct and may be cause for disciplinary action.

SCA maintains a progressive and participatory disciplinary system, which may include some or all of the following steps:

- Documented oral warning
- Written warning
- Final written warning
- Dismissal

This is merely a guide. Based on circumstances, a manager may choose to enter into disciplinary action at any step in the process, including proceeding first to immediate discharge. All disciplinary action beyond a documented oral warning requires approval, in advance, from the Vice President for Human Resources.

SCA reserves the right to prohibit other forms of conduct not explicitly listed in this Handbook. The policies included in this Handbook in no way restrict SCA's ability to discipline and/or terminate its staff members for any reason, and do not affect or alter the at-will employment relationship.

### **Complaint Procedures**

#### ***Internal Complaint Review***

The purpose of the internal complaint review is to provide all staff members of SCA with the opportunity to seek internal resolution of work-related complaints. This policy supplements the open-door policy set forth in this handbook, which states our philosophy that all staff has free access to their immediate managers or to other managers of their choice to express their work-related concerns informally.

We will attempt to treat all internal complaints and their investigation as confidential, recognizing, however, that in the course of investigating and resolving internal complaints, some dissemination of information to others may be appropriate.

## ***Procedures***

Written complaints should be directed to the Vice President for Human Resources as soon as possible after the date of the event that gave rise to the work-related concern, but no later than ten (10) days following such event.

The Vice President for Human Resources will set up a meeting to discuss the complaint further within a reasonable time following the receipt of the written complaint. As necessary, the Vice President for Human Resources will also meet with others who are named in the complaint or who may have knowledge of the facts set forth in the complaint.

Within ten (10) working days of the last of these meetings, the Vice President for Human Resources will provide the staff member with a written response to the complaint. (This period may be changed according to circumstances.). If the complaint is resolved to the staff member's satisfaction, the terms of the resolution will be recorded and signed by the staff member and the Vice President, Human Resources.

If the staff member is not satisfied with the decision of the Vice President for Human Resources, the staff member may pursue the complaint with the Chief Operating Officer and the President. Within ten (10) working days of receiving the complaint, the Chief Operating Officer and President will provide the staff member with a written response to the complaint (Again, this timeframe may be changed according to circumstances.). The decision of the Chief Operating Officer and President is final. However, staff members may still pursue claims and remedies available to them under applicable state or federal laws. SCA may introduce documents and witnesses from this internal complaint procedure and resolution process as part of any subsequent claims or proceedings.

## ***Nonretaliation***

No staff member who has filed a complaint in good faith will be disciplined or otherwise retaliated against, even if SCA does not agree with the complaint.

## **WHISTLEBLOWER AND PROTECTIONS FOR EMPLOYEES POLICY**

It is the policy of the Student Conservation Association, Inc. (the "Association") to encourage employees to come forward with credible information on illegal or unethical practices, and that such employees be protected from retaliation. Any employee who learns or obtains credible information on illegal or unethical practices by the Association or an employee, and who reports the violation in good faith, is protected from any retaliation by the Association or its employees. "Good faith" means that the employee has a reasonably held belief in the truth of the disclosure of the illegal or unethical practices, and has not made the disclosure for malicious or frivolous reasons.

Such violations include, but are not limited to: violations of state and federal laws and regulations that govern actions by the Association or its employees; violations of Association policies and statutory or other requirements for good governance; improper accounting matters; any attempt to conceal such a violation or evidence thereof; any retaliation for any report, complaint, allegation, or other disclosure of such a violation.

An employee who learns or obtains credible information on illegal or unethical practices should notify one of the following in writing:

1. The Chief Financial Officer
2. The Chief Executive Officer
3. The Association's general counsel, or
4. The Chairperson of the Association's Board of Directors

Upon receiving such a disclosure, the person receiving it shall immediately deliver a copy of the disclosure to the Chief Executive Officer, who shall then promptly inform the Association's general counsel. If the Chief Executive Officer is potentially implicated in the disclosure, then the person receiving the disclosure shall directly contact the Association's general counsel or the Chairperson of the Association's Board of Directors.

The Association will treat all such disclosures as confidential and privileged to the fullest extent permitted by the law.

Any acts or threats of retaliation against an employee making such disclosures in good faith shall be treated by the Association as a serious violation of Association policy and could result in discharge.

## **STAFF DEVELOPMENT**

### **Continuous Feedback**

We believe that clear, continuous and respectful feedback should be inherent at SCA. It is our belief that with an effective continuous feedback process, growth and enrichment of SCA through improved performance at all levels, better relationships and more opportunities for professional growth will follow.

In order for such a process to be successful, feedback must be given and received with respect and it must always be relevant, truthful and timely. Staff must be competent and confident in both giving and receiving feedback and individuals and managers alike must take an active role in the feedback process. Feedback shall be used for identifying proficiencies and growth development as well as constructively addressing deficiencies. Feedback at SCA will serve as support for disciplinary actions, professional development and promotions.

### **Professional Development**

You may be asked to attend conferences, workshops, and educational meetings on behalf of the organization. In these instances, SCA will cover most travel, lodging, registration and meal expenses. You will receive regular pay while attending required outside conferences. Days spent attending required educational or professional development events will not be deducted from annual educational leave.

Although we do not cover the cost of continuing education for our staff, we will attempt to accommodate continuing education through flexible scheduling for staff attending school.

## **HEALTH AND WELLNESS**

Staff members face a broad range of concerns in all areas of health, disability, and medical care

SCA fully intends to continue the benefits and other programs described or referred to in this Staff Handbook. However, no guarantee or promise is or can be made that the programs will continue indefinitely. Therefore, SCA reserves the right to terminate, suspend or modify these programs and/or withdraw, discontinue or reduce any or all benefits provided at any time, at SCA's sole discretion. In the event of a conflict between information provided in this Staff Handbook and any existing plan document, the terms of the plan document will control.

At SCA, we recognize domestic and civil union partners as spousal equivalents, providing that both the staff member and domestic partner satisfy the following requirements:

- They are eighteen (18) years of age or older.
- They are unmarried.
- They are not related to each other.
- They share an intimate, committed relationship of mutual caring for at least twelve (12) months duration.
- They live together.
- They are financially interdependent.

- They do not currently have a different domestic partner.
- They have executed a Declaration of Domestic Partnership affidavit or,
- They are members of a civil union or same sex marriage recognized under state law.

### **Health Insurance Portability and Accountability Act (HIPAA)**

The Health Insurance Portability and Accountability Act (HIPAA) provides rights and protections for participants and beneficiaries in group health plans. HIPAA includes protections for coverage under group health plans that limit exclusions for preexisting conditions; prohibit discrimination against employees and dependents based on their health status; and allow a special opportunity to enroll in a new plan to individuals in certain circumstances. For more information regarding your rights and protection through HIPAA, contact Human Resources.

### **Medical Insurance**

Medical insurance is available to all qualified staff on the first day of employment. All regular, full-time staff, and full-time seasonal staff working 6 months or more, their dependents, and/or their domestic partners. Spousal and Domestic/Civil Union partner coverage requires proof of relationship to establish eligibility. Staff members pay a portion of the premium cost for this coverage. Medical coverage will terminate on the last day of employment.

Please refer to your Summary Plan Description (SPD) booklet or contact Human Resources for additional information.

### **Dental Insurance**

Voluntary dental insurance is available to qualified staff as of their first day of employment. All regular, full-time staff, and full-time, seasonal staff working 6 months or more, their dependents, and/or their domestic partners as well as returning project leaders are eligible for this coverage. Spousal and Domestic/Civil Union partner coverage requires proof of relationship to establish eligibility. The staff member pays 100 percent of the premium cost. Dental insurance coverage terminates on the last day of employment. For additional information about the plan, please contact Human Resources.

### **Vision Insurance**

Vision insurance is available to SCA's regular full-time staff as of their first day of employment. All regular, full-time staff, their dependents, and/or their domestic partners as well as returning project leaders are eligible for this coverage. Spousal and Domestic/Civil Union partner coverage requires proof of relationship to establish eligibility. Staff members pay a portion of the premium cost for this coverage. You may elect vision coverage **only** from our health care provider. Vision coverage will terminate on the last day of employment.

Please refer to your Summary Plan Description (SPD) booklet or contact Human Resources for additional information.

### **Insurance Continuation through COBRA**

Upon termination, staff members covered under the health, dental, or vision insurance plan have certain legal rights to remain on the insurance plan at their own expense for up to eighteen (18) months (more in some exceptional cases) through COBRA benefits. More information regarding COBRA coverage, costs and administrative procedures is available from the human resources staff at the time employment ends or when you have a question about qualifying events.

### **Worker's Compensation Insurance**

All staff members are protected by our worker's compensation insurance policy while employed at SCA. The policy is available at no cost to you and covers injury or illness arising or resulting from legitimate work activities. By law, we are required to report injuries covered under worker's compensation within twenty-four (24) hours. Please report an on-the-job injury to your manager or a member of human resources staff immediately.

SCA does not provide worker's compensation coverage for injuries sustained during or as a result of a staff member's voluntary participation in off-duty social, recreational, or athletic activities that are not part of a staff member's work-related duties. If you are required or expected to participate in a recreational, social or athletic activity as part of your job, worker's compensation coverage may still apply to injuries sustained during those activities.

Complete information about worker's compensation and on-the-job illnesses or injuries is available from our Human Resources staff.

### **Disability Insurance**

Some of our staff members (depending upon the state in which they work) contribute to state disability insurance. Contributions are made through payroll deductions. Staff members who are unable to work due to illness, injury or pregnancy may receive state-funded income protection insurance for the time they are unable to work. The determination of benefits is up to the state.

### **Life Insurance and Supplemental Life Insurance**

Regular full-time staff members, seasonal, full-time staff working 6 months or more, as well as returning project leaders receive a basic term life policy (\$20,000) and accidental death and dismemberment insurance plan. SCA pays 100% of the premium for this coverage. These plan coverages terminate on the last day of employment.

### **Premium Only Plan**

Participation in the Premium Only Plan is optional for all eligible employees who are enrolled in one or more of our insurance programs. Under the Premium Only Plan, your income will be reduced to pay your share of premiums for these insurance programs on a pre-tax basis.

### **Retirement Plan**

SCA currently maintains a IRC section/403(b) Thrift plan currently as its retirement plan. All SCA staff members are eligible to begin contributing immediately from their first day of employment.

However, SCA will not match any contributions to your account until completion of one year of continuous employment and 1,000 hours worked during that year and attained the age of 21.

Complete details of the plan will be provided to you at the time of enrollment. Please refer to the Summary Plan Description or contact Human Resources for additional information.

### **Employee Assistance Program**

SCA maintains an Employee Assistance Program (EAP) that provides you and members of your immediate family with personal, professional assistance to help you resolve difficulties that may be affecting the quality of your life or job performance. Utilizing the EAP is confidential and SCA covers the entire cost of most services; additional costs may be incurred by you in certain situations. For more information, please contact Human Resources.

## **PAID TIME OFF**

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

We recognize that we all have responsibilities outside of work. Furthermore, we want to offer our staff some protection against loss of income due to personal or family illness. Therefore, SCA provides full-time seasonal staff working 6 months or more with paid time off (PTO) from work to be used for any of the following:

- Vacation
- Personal illness or injury
- Family illness or injury
- Appointments, routine or otherwise, that cannot be made outside of work hours
- Wellness
- Observance of personal, religious and/or ethnic holidays not covered by SCA's regular holidays

All full-time seasonal staff will be granted PTO on the first day of employment on the following schedule

- Designated position of 6 months+ 5 work days/year
- Designated position of 9 months+ 8 work days/year

Any unused PTO hours left at the end of a fiscal year will not carry over to the following year.

***How to Use PTO:***

**Seasonal salaried staff may take PTO in one-half (½) day increments.** If a salaried staff member works more than four (4) hours in a workday, the staff member does not need to allocate any hours as PTO. However, if a salaried employee works four (4) hours or less in a workday, the employee must use ½ day of PTO for the remainder of the workday.

**Seasonal hourly staff may take PTO in quarter-hour (15 minute) increments.**

You are expected to exercise consideration and good judgment when requesting PTO from your manager. **We require that you request PTO vacation time in excess of one (1) day at least ten (10) business days in advance.** If you request PTO use as vacation during a particularly busy time or at a time when many others have also requested time off, you may be required to postpone your plans.

We expect all staff to use PTO responsibly. Staff members are asked to schedule PTO in advance whenever possible. It may be necessary, from time to time, for a manager to request documentation of a personal or family illness. Any staff member believed to be abusing PTO or establishing a pattern of absence that disrupts business may be subject to disciplinary action.

**No PTO is paid out at the time of termination.**

**Holidays**

We offer staff paid holidays throughout the year to facilitate participation in national holidays and to provide opportunities for celebration of religious and/or ethnic holidays.

The following are official holidays for regular full-time, part-time and seasonal SCA staff members. Our offices will be closed on these days:

- |                             |                        |
|-----------------------------|------------------------|
| New Year's Day              | Labor Day              |
| Martin Luther King, Jr. Day | Veteran's Day          |
| President's Day             | Thanksgiving Day       |
| Memorial Day                | Day After Thanksgiving |
| Independence Day            | Christmas Day          |

In addition, we offer a Columbus Day/Floating Holiday. Columbus Day is not a scheduled holiday for SCA. Instead, you have the option of taking Columbus Day as a paid holiday or you may work on Columbus Day and use it as a floating holiday at another time within the calendar year. The floating holiday must be used for any recognized secular or religious holiday or to extend another holiday.

As a seasonal staff member, if you are required to work on a scheduled holiday, you will be allowed to use that holiday time on a future date that is mutually convenient for the organization and the staff member.

When a holiday falls on a Saturday, the office will be closed on the preceding Friday. When a holiday falls on a Sunday, the office will be closed on the following Monday.

If, for reasons of personal choice, staff members desire to celebrate holidays other than those stated above, you are encouraged to speak with Human Resources to meet your specific needs.

Unused holidays are not paid out at termination.

### **Military Leave**

If you are a member of the National Guard or military reserves and are directed to participate in periodic field training, you will receive unpaid military leave. If you have some choice as to when to attend yearly training, we ask that you select a period that will be convenient for the organization and for your coworkers.

Staff members who are called to active duty by order of the President of the United States or Act of Congress are entitled to military leave and all rights and privileges as granted in The Uniformed Services Employment and Reemployment as amended, as well as, all applicable state laws. USERRA requires that service members provide advance written or verbal notice to their employers for all military duty unless giving notice is impossible, unreasonable, or precluded by military necessity. A staff member should provide notice as far in advance as is reasonable under the circumstances. Additionally, service members are able (but are not required) to use accrued annual leave while performing military duty.

The period an individual has to make application for reemployment or report back to work after military service is based on time spent on military duty. For service of less than 31 days, the service member must return at the beginning of the next regularly scheduled work period on the first full day after release from service, taking into account safe travel home plus an eight-hour rest period. For service of more than 30 days but less than 180 days, the service member must submit an application for reemployment within 14 days of release of service. For service of more than 180 days, an application for reemployment must be submitted within 90 days of release from service.

USERRA provides protection for disabled veterans, requiring employers to make reasonable efforts to accommodate the disability. Service members convalescing from injuries received during service or training may have up to two years from the date of completion of service to return-to-return to their jobs or apply for re-employment.

Provided the above-mentioned conditions are met the staff member will be to his/her former position or to a position of similar seniority status, pay and benefits.

### **Jury and Witness Duty**

If you receive a proposed juror questionnaire or are called as a witness in a legal proceeding, please notify your manager as soon as possible. If you are called as a juror during a particularly busy time, we may ask you to request the court postpone your jury duty to a more convenient time.

We will grant seasonal staff members up to five (5) days of paid jury duty or witness leave in a calendar year. Court-mandated time beyond five (5) days will be unpaid or you may use your earned PTO time.

Please keep your manager informed of your jury duty or witness status. On days when you serve less than a full day at court, coordinate with your manager to determine whether or not you should return to work. When you return from serving as a juror or witness, you may be required to furnish your manager or our human resources staff with appropriate documentation.

Salaried staff members who are required to serve longer than five (5) days and who do some work for SCA during each of the remaining weeks that they serve will continue to receive full pay while on jury duty.



### **Bereavement Leave**

Bereavement leave of up to three (3) consecutive working days with pay is provided to all SCA staff members in the event of a death of a closely associated member of their family. For the purpose of this policy, family members include father, mother, brother, sister, spouse/companion, son, daughter, son-in-law, daughter-in-law, mother-in-law, father-in-law, sister-in-law, brother-in-law, grandparent, grandchild, aunt, uncle, nephew, and niece. We will be as flexible as possible in accommodating these leave requests. Staff members seeking paid time off for bereavement leave should communicate with their manager about leave arrangements. Should you need additional days of leave, you may use any days available in your PTO account.

### **Community Service Leave**

Seasonal staff members are eligible for sixteen (16) hours (2 days) of community service leave per fiscal year. This time off must be arranged in advance with your manager and must not negatively affect the effective performance of your job responsibilities or those of your department, program, or regional office.

### **Bad Weather Days**

In most cases, SCA offices will not close because of inclement weather. In the event of inclement weather, please do your best to arrive at work as promptly as is practical and safe.

Hourly staff members will be paid for the hours actually worked. Staff members who do not come to work may deduct the time out of the office from their PTO accounts.

In those rare instances when severe weather requires closing the office, the decision to do so will be made by the President, Exec VP, Vice President for Human Resources or the authorized person in each regional office. At such time, SCA shall pay all staff members for that day (or the balance of the day in the case of a mid-day closure).

### **Time Off to Vote**

Staff members who are unable to vote in an official public election during nonworking hours may arrange, with at least forty-eight (48) hours' advance notice, to take up to two (2) hours off from work, with pay, to vote. Advance approval for such time off must be obtained from your manager.

## **UNPAID TIME OFF AND LEAVES OF ABSENCE**

### **Pregnancy and Childbirth Leave**

Pregnancy or childbirth leave is not to exceed four (4) months in any twelve (12)-month period and does not have to be continuous. Staff members returning from a pregnancy or childbirth leave of absence of four (4) months or less will be returned to the job they left unless, for organizational reasons, SCA was unable to hold the job open or to fill it temporarily because to do so would have resulted in an undue hardship on the organization. Under those circumstances, SCA will offer the staff member a substantially similar job, if one exists, that he or she is qualified to perform.

### **Return to Work**

Staff members returning from medical leave will be returned to the same or a similar position whenever possible; however, SCA cannot guarantee re-employment.

You will be asked to provide documentation from your physician stating you are released to return to work. Your manager should be told in advance of any change in the date of your return to work.

### **Work-Related Illness or Injury Leave**

A leave of absence due to a disabling work-related illness or injury is generally not limited in duration. Staff members returning from such a leave will be returned to the job they left unless, for organizational reasons, SCA was unable to hold the job open or to fill it temporarily because to do so would have resulted in an undue  
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hardship on the organization. Under those circumstances, SCA will offer the staff member a substantially similar job if one exists that the staff member is qualified to perform. Prior to your return, you will be asked to provide documentation from your physician stating you are released to return to work.

### **Drug or Alcohol Rehabilitation Leave**

SCA recognizes that drug and alcohol abuse are serious medical problems. The organization wants to assist staff members who realize that they have such a problem, which may interfere with their ability to perform their job in a satisfactory manner. Staff members who decide to enroll voluntarily in a rehabilitation program due to a problem with drugs or alcohol use will be given time off to participate in such a program, and SCA will make reasonable efforts to keep this fact confidential. The staff member will be required to use any available PTO during this leave.

To be granted a leave for this purpose, the staff member must submit certification of enrollment in a drug or alcohol rehabilitation program at or before the leave begins. The certification must include a statement that the staff member's participation in the program prevents him or her from working and must specify beginning and ending dates of the program and the staff member's estimated date of return to work. An extension of the leave requires supporting documentation prior to the end of the initial leave.

Staff members returning from such a leave will return to the job they left unless, for organizational reasons, SCA was unable to hold the job open or to fill it temporarily because to do so would have resulted in an undue hardship on SCA. Under those circumstances, SCA will offer the staff member a substantially similar job if one exists that the staff member is qualified to perform.

## **WORK HOURS AND PAY**

### **Workweek**

Our workweek is Sunday through Saturday.

### **Pay Periods**

You are paid every other Friday for work completed through the previous Saturday. Our payroll and holiday schedules are distributed annually.

### **Work Schedules**

General office hours are 8:30 am-5:00 pm in the local time zone applicable. Work schedules at SCA are based on department functions and individual job responsibilities. Work schedules may vary from department to department and staff member to staff member. All schedules are subject to change and require a manager's approval.

Full-time staff are expected to work an average of forty (40) hours per week.

### **Flextime**

We recognize that we can accomplish our organizational goals and support staff member's family and personal responsibilities by making it possible for you to work a schedule that does not conform to our regular hours of operation. We encourage you to use flextime when it can accommodate both personal and organization needs. Flextime requirements are as follows:

- Work must be suitable to flextime scheduling.
- The flextime schedule will not inconvenience coworkers.
- You have your manager's approval.

### **Meal and Rest Periods**

We maintain an informal atmosphere and do not have a formal system for scheduling breaks during the workday. All staff are strongly encouraged to pause during the workday to rest and give the eyes, hands, mouth, and ears a break.

Staff must take a half-hour unpaid lunch break and have the option of taking an additional unpaid half-hour.

We ask that all staff coordinate lunch and rest breaks with coworkers to ensure adequate coverage for all functions.

You may not skip your breaks or meal period, nor can you combine breaks with lunch unless you sign off on the lunch waiver. (Applicable in NH only.)

### **Timekeeping Requirements**

All staff members must complete an electronic time card for each pay period. Both seasonal hourly and seasonal salaried staff record actual hours worked and leave taken. Any falsification of a time card will result in disciplinary action, up to and including discharge.

### **Overtime Pay**

Nonexempt staff members are paid at the rate of one and one-half (1.5) times their regular rate of pay for hours worked in excess of forty (40) in a workweek. Nonexempt staff working in California are paid at the rate of one and one-half (1.5) times their regular rate of pay for hours worked in excess of eight (8) in one day.

Overtime is not at the staff member's discretion; it requires advance manager approval. PTO and holiday time do not constitute hours worked for the purposes of computing overtime.

### **Wage Garnishments**

From time to time, we may be required to withhold monies from a staff member's pay. If SCA receives a court-authorized garnishment or levy, the staff member affected will be notified.

### **Payroll Deductions**

Through Paylocity you have access to your earnings statements and W-2 forms 24 hours per day, 7 days a week. When viewing your paycheck stub, it will show the number of hours you worked during the pay period, the amount of your total earnings, specific contributions to benefit plans, and the amount of specific deductions as required or allowed by law and/or authorized by you. We suggest that you review your pay stub carefully each pay period and that you print a copy for your records. If you have any questions about your deductions, please contact the Human Resources staff.

### **Salary Philosophy**

At SCA, we make every effort to compensate staff fairly and equitably. The primary objective of our compensation program is to encourage and reinforce the attraction and retention of talented and dedicated staff.

Compensation ranges are reviewed annually and are designed to reflect competitiveness and equity based on internal and external factors. If you have questions or concerns about your salary level, you are encouraged to speak frankly with your manager or meet with a member of our human resources staff.

## **WORKPLACE HEALTH AND SAFETY**

### **Safety Policy**

SCA strives to provide each of our staff and volunteers with a safe, comfortable, and healthy work environment.

We provide all staff with the tools, training, facilities, and information necessary to work in a safe and efficient manner. We ask you to approach your work with a thoughtfulness that reflects your respect for your own health and safety and that of your fellow staff members.

SCA strives to comply with all workplace safety laws and regulations; staff members are responsible for taking the opportunities provided to understand and observe them. Our fundamental belief is that no one task is so important that it warrants risking the health or safety of any staff member at any time.

If you have questions or concerns about workplace health and safety, please speak to your manager or any member of our human resources staff.

## **Drug-Free Workplace**

### ***Purpose and Goal***

SCA is committed to protecting the safety, health and well-being of all staff members and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

### ***Covered Workers***

Any individual who conducts business for the organization, is applying for a position or is conducting business on the organization's property is covered by our drug-free workplace policy. Our policy includes, but is not limited to the CEO, executive management, managers, full-time staff members, part-time staff members, seasonal and temporary staff members, contractors, volunteers, interns, and program members.

### ***Applicability***

Our drug-free workplace policy is intended to apply whenever anyone is representing or conducting business for the organization. Therefore, this policy applies during all working hours, whenever conducting business or representing the organization, while on organization property and at company-sponsored events.

### ***Prohibited Behavior***

It is a violation of our drug-free workplace policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs or intoxicants.

Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription. Any staff member taking prescribed or over-the-counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with safe performance of his/her job. If the use of a medication could compromise the safety of the staff member, fellow staff members or the public, it is the staff member's responsibility to use appropriate (e.g., call in sick, use leave, request change of duty, notify manager, notify company doctor) to avoid unsafe workplace practices.

The illegal or unauthorized use of prescription drugs is prohibited. It is a violation of our drug-free workplace policy to intentionally misuse and/or abuse prescription medications. Appropriate disciplinary action will be taken if job performance deterioration and/or other accidents occur.

Alcoholic beverages served in moderation, in conjunction with an SCA authorized event or with executive management approval, are an exception to this rule.

Please refer to the complete [Drug-Free Workplace Policy](#) or contact Human Resources for additional information.

## **Substance Abuse Treatment**

For staff members who seek help in overcoming drug and alcohol abuse problems, SCA offers an Employee Assistance Program (EAP) (please see the benefit section of this handbook for more information on the EAP) for substance abuse treatment. A staff member who voluntarily enters a substance abuse treatment program will not be penalized or discriminated against in any way by the organization.

## **Smoking**

SCA maintains smoke free environments at all of its locations. This policy applies to all owned or leased buildings and property. In Charlestown, NH there is a designated area for smoking on the property.

## **WORK PRACTICES AND ENVIRONMENT**

### **Punctuality and Attendance**

Staff members who are unable to report for work for any reason must notify their immediate manager before the start of your workday.

In general, all staff members are expected to be responsible and demonstrate respect for fellow staff by establishing a record of regular attendance.

Frequent lateness or excessive absenteeism may result in disciplinary action up to and including discharge.

### **Use of Facilities and Property**

Staff members are asked to treat organization property as they would their own. Specifically, staff members are to keep their own work area and common areas clean and well maintained and limit their use of SCA equipment to work-related purposes.

Occasionally, staff members may need to enter organization premises after the offices are closed to retrieve personal items or complete projects. Please provide your manager with advance notice if you intend to enter the premises after office hours.

SCA property may be borrowed by signing out equipment with the appropriate person. Staff members who borrow SCA property are responsible for any damage done to the equipment while it is in their possession and/or replacing property if it is not returned to SCA.

### **Personal Use of Telephones**

The telephone is one of our most important service tools. Please be certain that your phone manner reflects the care and courtesy toward our customers and the public. Except in cases of emergency, please keep personal phone calls brief and infrequent.

### **Use of Personal Automobile**

Staff members who use their own automobiles for travel on authorized organization business will be reimbursed for mileage at the rate established by SCA. Staff members must carry, at their own expense, the minimum insurance coverage for property damage and public liability.

### **Attire and Grooming**

It is expected that staff members will maintain a clean and neat appearance and will project a professional and businesslike image in dealing with customers, volunteers and the general public. SCA maintains a casual attire policy and reserves the right to define appropriate standards of appearance for the workplace.

### **Expense Reimbursement**

Staff members are reimbursed for reasonable and customary expenses incurred in the performance of one's job. Staff members are asked to complete a record of all expenses for which they seek reimbursement and to submit receipts along with the expense record for reimbursement approved by your immediate manager.

## **INFORMATION AND COMMUNICATION**

### **Use of SCA Computers and Internet Access**

The use of SCA organizational systems, including computers, fax machines and all forms of Internet/Intranet access, is for company business to perform daily job activities and is to be used for authorized purposes only. Brief and occasional personal use of the electronic mail system or the Internet is acceptable as long as it is not excessive or inappropriate, occurs during personal time; lunch or other breaks and does not result in expense to SCA.

Use is defined as "excessive" if it interferes with normal job functions, responsiveness, Electronic communication should not be used to distract coworkers, or disrupt the workplace.

SCA prohibits all inappropriate conduct including, but not limited to:

- Sending chain letters
- Using recreational games
- Engaging in unlawful or malicious activities
- Engaging in private or personal business activities
- Sending, receiving, or accessing objectionable materials
- Infringing in any way on the copyrights or trademark rights of others
- Using abusive, profane, racist, sexist, or objectionable language in email
- Causing congestion, disruption, disablement or alteration of the SCA network
- Deliberately propagating any virus, worm, Trojan horse, trap-door or other code designed to disrupt, disable, impair or otherwise harm the network

Use of organizational resources for illegal activity will lead to disciplinary action, up to and including dismissal and criminal prosecution.

### **Ownership, Confidentiality and Access of Electronic Mail and Computer Files**

SCA owns the rights to all data and files in any computer, network, or other information system used in the Company. SCA reserves the right to monitor computer and e-mail usage, both as it occurs and in the form of account histories and their content. SCA has the right to inspect any and all files stored in any areas of the network or on any types of computer storage media in order to assure compliance with this policy and state and federal laws. The organization will comply with reasonable requests from law enforcement and regulatory agencies for logs, diaries, archives, or files on individual computer and e-mail activities. SCA also reserves the right to monitor electronic mail messages and their content. Be aware that the electronic mail messages sent and received using organizational equipment are not private and are subject to viewing, downloading, inspection, release, and archiving.

It is a violation of SCA policy for any employee, including system administrators and supervisors, to access electronic mail and computer systems files to satisfy curiosity about the affairs of others. Violators will be subject to disciplinary action.

### **Voice Mail**

SCA recognizes that staff have reasonable expectations of privacy with regard to the use of voice mail even when this issue is restricted to agency business and the information is stored in organization computers.

SCA reserves the right to access and disclose the contents of staff member voice mail messages but will only do so when it has a legitimate business need and the urgency of the need is sufficiently strong to offset the organization's commitment to staff member privacy.

SCA does not and will not monitor voice mail as a routine matter. The organization may inspect the contents of voice mail in the course of an investigation or as necessary to locate substantive information that is not readily available by some other means. The organization may disclose a voice mail to law enforcement officials if the organization has reason to do so.

### **Software**

SCA has established guidelines for maintaining the quality and integrity of our computer systems. All disks used to transport work between home and office must be scanned for viruses prior to use on SCA computers.

- Staff members may not use a code, access a file, or retrieve any stored information unless authorized to do so.
- The IT Support Coordinator or other authorized person must install all software.
- All authorized software will be installed on network file servers.
- No software may be downloaded via the Internet without approval and assistance of the IT Support Coordinator or other authorized person. (This pertains to all programs and accessories, including Acrobat Reader and screen savers.)

All staff members are expected to abide by these policies and any staff member who violates them shall be subject to disciplinary action, up to and including discharge.

## **Social Media**

This policy governs the publication of and commentary on social media by employees of SCA. For the purposes of this policy, social media means any facility for online publication and commentary, including without limitation blogs, wiki's, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube. This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet.

SCA employees are free to publish or comment via social media in accordance with this policy. SCA employees are subject to this policy to the extent they identify themselves as a SCA employee (other than as an incidental mention of place of employment in a personal blog on topics unrelated to SCA).

Publication and commentary on social media carries similar obligations to any other kind of publication or commentary.

All uses of social media must follow the same ethical standards that SCA employees must otherwise follow.

### ***Respect your audience, SCA, and your coworkers***

The public in general, and SCA's employees and customers, reflect a diverse set of customs, values and points of view. Don't say anything contradictory or in conflict with the SCA website. Don't be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory - such as politics and religion. Use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of SCA.

Please refer to [SCA's Social Media](#) Policy for specific guidelines and additional information. Policy violations will be subject to disciplinary action, up to and including termination for cause.

## **Staff Member Information**

Your individual personnel file is kept in the human resources department. If you want to review its contents, you may make an appointment to do so at any time during normal operating hours. A member of the human resources staff must be present when you review your file, and the file may not be removed from the department. You may, however, obtain copies of any document in your file.

Your personnel file is treated as confidential by SCA. The information it contains is available to you, your manager, the human resources staff, the Office of the President, and others as required by law or organizational necessity. Our policy with prospective employers is to verify a staff member's position, dates of employment and salary only unless a former employee has completed and signed a reference release form.

It is important to keep relevant personal information such as name, home address, home telephone number, and emergency contact up to date. Please notify Human Resources immediately of any changes to your personal information. We will not, under any circumstances, give out your home phone number or address without prior written authorization from you.

### **Organization Confidentiality**

Confidential information obtained during or through employment with SCA may not be used by any staff member for the purpose of furthering current or future outside employment or activities or for obtaining personal gain or profit.

At no time, should a staff member disclose nonpublic or sensitive information to individuals other than on a need-to-know basis.

### **Speaking to the Media**

Please refer all inquiries from reporters for the media (newspapers, magazines, radio, television, news agencies, and other news services) to our Vice President for Communications. It is our goal to give the press clear, consistent, and up-to-date information about our organization and its programs. Because information about our activities changes often, it is especially important not to give the press information that is inaccurate or misleading.

### **Internal Communication**

At SCA, we believe that frequent, open communication of information about our operations, programs and activities is an essential ingredient in maintaining a productive working environment. To encourage understanding and dialogue about our organization among all staff, we provide a couple of formal vehicles to facilitate communication throughout the organization.

We maintain bulletin boards throughout our facilities and an intranet and website for posting memos, job openings, and information about your rights as a staff member.

SCA reserves the right to determine what may be posted on bulletin boards and on the intranet to remove notices that are outdated or inappropriate for our work environment.

We expect you to read published and posted information and to attend meetings in order to keep informed about our activities and the opportunities that are available to you.

## **ENDING EMPLOYMENT**

### **Voluntary Termination of Employment**

If you decide to resign from your job at SCA, we ask that you give a minimum of two (2) weeks' notice. Please submit a letter of resignation to your manager.

You are considered to have resigned if you do not return from a leave of absence, turn down a comparable position offered upon return from a leave of absence, or have an unexcused or unreported absence of two (2) consecutive days.

Before leaving on your last day of work, you must return all SCA property, including keys, credit cards, computer equipment, cellular phones, etc. issued to you during the course of your employment.

Any salary due will be paid the next regularly scheduled payday for the pay period during which the termination occurred.

### **Involuntary Termination**



SCA reserves the right to terminate any staff member at any time, with or without cause or notice. Generally, when a staff member is believed, in the opinion of his or her manager, to have a job performance problem or to be engaging in behavior that is unacceptable or counterproductive, the staff member will be given an opportunity to improve his or her performance or behavior to an acceptable level. All involuntary terminations require review by the Vice President for Human Resources.

For your reference, state laws vary regarding unemployment compensation particularly in regards to working for a non-profit such as SCA. In some states, SCA is exempt from paying unemployment taxes. We strongly encourage you to check with your state unemployment office.

### **Eligibility for Rehire**

Staff members who resign may be eligible for rehire. Human Resources must be notified and personnel files reviewed before scheduling the required hiring interview. Staff members who are rehired within ninety (90) days of voluntary termination will be reinstated, with seniority, to most benefit programs. Full-time staff members who are rehired in a part-time capacity during the ninety (90) days following their last date of full-time employment, may be reinstated with seniority to most programs if they are then rehired at a full-time capacity with no other breaks in their employment with SCA.

**ACKNOWLEDGMENT OF RECEIPT AND READING  
OF TEMPORARY/SEASONAL STAFF HANDBOOK**

Please read the following information and return this acknowledgment form, dated and signed, to the Human Resource department for inclusion in your personnel file.

This Handbook is provided to you for information and immediate reference. Because we are a dynamic and changing organization, policies included in this handbook are subject to change revision, deletion, or addition by this organization from time to time with or without prior notice.

No policy in this Handbook should be interpreted as in any way changing, altering, or nullifying our policy of voluntary, at-will employment. Your employment with this organization has no specified duration, and either you or the organization may terminate the employment relationship whenever either of us believes it is desirable to do so, without consideration of cause or notice. The at-will nature of our relationship may not be changed except by a separate written agreement specifically entered into for such purpose and signed by the Chair of the SCA Board of Directors.

**ACKNOWLEDGMENT**

This is to acknowledge that I have received and read my copy of the Handbook, am familiar with and understand its contents, and agree to comply with its terms during my employment.

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Staff Member's Signature Date

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Staff Member's Name (Typed or Printed)

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Signature of HR Representative Date