



BOYS & GIRLS CLUBS
OF HARRISONBURG AND
ROCKINGHAM COUNTY

EMPLOYEE HANDBOOK

ABOUT THIS HANDBOOK

This Employee Handbook is expressly intended for the use of the employees of the Boys & Girls Club of Harrisonburg and Rockingham County (hereinafter referred to as the “Club”). This Employee Handbook sets forth basic policies and guidelines for employee conduct and contains important summary information regarding employee benefits.

Unless otherwise specified, the benefits described in this Handbook apply only to regular, full-time employees of the Club. By contrast, the policies outlined in this Handbook apply to all employees: regular full-time, regular part-time and temporary.

In all cases of interpretation of this Handbook, management decisions are final. The Club may modify a part of this Employee Handbook at its sole discretion without prior notice. This Handbook supersedes and replaces all previously existing Club handbooks or employee personnel policy manuals.

All club employees are expected to follow the policies and procedures outlined in this handbook. Any violation of these or any other club policy, practice or procedure will subject an employee to disciplinary action up to termination.

Employment with the club is at-will. The club may discharge an employee at any time for any reason whatsoever with or without cause and with or without notice. Nothing in this employee handbook or the club’s policies, practices or procedures is intended to create a contract for employment, express or implied, nor a guarantee of continued employment for a specific duration.

Boys & Girls Club of Harrisonburg and Rockingham County
620 Simms Avenue, PO Box 1223, Harrisonburg, Virginia 22803

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1.0 Boys & Girls Club Overview

1.1 Mission

To enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

1.2 Values

iCARE

Integrity
Collaboration
Accountability
Respect
Excellence

1.3 General Information

The Boys & Girls Clubs of Harrisonburg and Rockingham County (BGCHR) serves the community by providing enriching programs for our community's youth in a safe and caring environment. BGCHR provides out of school programming for ages 5 – 18 in before and after school as well as summer sessions. The Club is a non-profit associated with the national Boys & Girls Club of America. BGCHR is referred to as BGCHR and/or the Club throughout this handbook.

The Club has seven physical location and eight Clubs. The administrative headquarters are located in the historic Lucy Simms Educational Center in the city of Harrisonburg. The Simms Club and the BlueStreak Teen Center are located in the Simms building. The Club has two other city locations at Stone Spring and Bluestone elementary schools and four in the County at Plains, Elkton, Lacey Springs and South River elementary schools. The Club's administrative office hours are 8:00AM – 4:00PM. Club sites' hours vary depending upon the time of year and the programs being offered.

1.4 History

In the early 1990's, city and organizational leaders realized many youth in the community were at risk of gang recruitment and the peripheral behaviors associated with gangs. "Your Place after School" was established in 1991 to address those concerns. Leaders quickly realized providing a safe, productive, caring environment for after-school aligned with Boys & Girls Clubs of America objectives and values. Consequently in 1995, the Boys & Girls Clubs of Harrisonburg and Rockingham County was established in Harrisonburg's Lucy Simms Educational Center with the support of the city leaders.

The Club now serves nearly 900 youth annually through its seven sites. Throughout its 25-year history, BGCHR has served our members with nationally proven programs developing character and citizenship, healthy lifestyles, and academic success. BGCHR's impact on the community since 1995 has been to be a positive force in the lives of our young people in order for them to become productive, caring citizens.

2.0 Employment Information

The Club's administrative office hours are 8:00AM – 4:00PM. An employee's hours depend on their category of hire and their assigned Club site. Each Club sites' hours vary depending upon the time of year and the programs being offered.

2.1 Equal Employment Opportunity

Diversity is core to the success of BGCHR—it is a reflection of who we are and who we serve. BGCHR is an equal employment opportunity employer and all employment decisions are based on relative qualifications, ability, performance, merit and organizational needs. Employment decisions will be made without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, traits historically associated with race or any other characteristic protected by law.

Dissemination and Implementation of Policy

The Director of Operations will be responsible for the dissemination of this policy. Directors and supervisors are responsible for implementing equal employment practices within each Club. The Administrative Office, overseen by the Executive Director, is responsible for overall compliance and will maintain personnel records in compliance with applicable laws and regulations.

Scope

The policy of equal employment opportunity (EEO) and anti-discrimination applies to all aspects of the relationship between BGCHR and its employees, including:

- Recruitment.
- Employment.
- Promotion.
- Transfer.
- Training.
- Working conditions.
- Wages and salary administration.
- Employee benefits and application of policies.

The policies and principles of EEO also apply to the selection and treatment of independent contractors, personnel working on our premises who are employed by temporary agencies and any other persons or firms doing business for or with BGCHR.

Procedures

BGCHR administers our EEO policy fairly and consistently by:

- Posting all required notices regarding employee rights under EEO laws in areas highly visible to employees.
- Advertising for job openings with the statement "We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, traits historically associated with race or any other characteristic protected by law."
- Posting all required job openings with the appropriate state agencies.
- Forbidding retaliation against any individual who files a charge of discrimination, opposes a practice believed to be unlawful discrimination, reports harassment, or assists, testifies or participates in an EEO agency proceeding.
- Requiring employees to report to a supervisor, management, or the Board President (see Conflict Resolution/Grievance Policy) any apparent discrimination made within 48 hours of the incident.
- Notifying general counsel of all incidents or reports of discrimination and takes other appropriate measures to resolve the situation.

Remedies

Violations of this policy, regardless of whether an actual law has been violated, will not be tolerated. BGCHR will promptly, thoroughly and fairly investigate every issue that is brought to its attention in this area and will take disciplinary action, when appropriate, up to and including termination of employment..

2.2 Immigration and Employment Eligibility

In compliance with the Immigration Reform and Control Act of 1986, the Club will hire those individuals authorized to work in the United States.

2.3 Background Checks

All Club applicants are subjected to background checks. Additionally, all Club employees and volunteers with regular and direct contact with members (our youth) are subject to background checks annually. Background investigations may include, but are not limited to, finger printing, requests for an employee's driving record, a national sex offender search, state and federal criminal records searches or credit checks. Any offenses or convictions may prevent on-going employment.

2.4 Classification of Employment

2.4.1 Full-Time: a regular employee whose regular work schedule is 36 hours or more.

2.4.2 Part-Time: an employee whose regular work schedule averages less than 36 hours. A regular part-time employee is not eligible for benefits unless specifically provided for in this Handbook or defined as being eligible in the specific employee benefit plan description.

2.4.3 Non-exempt and Exempt: Employees are also categorized as either non- exempt or exempt for purposes of the minimum wage and overtime provisions of the Fair Labor Standards Act ("FLSA"). Non-exempt employees are compensated based on the number of hours worked each workweek and are subject to the minimum wage and overtime provisions of the FLSA. At times, they are referred to as hourly employees. Exempt employees (e.g. certain administrative, professional and executive personnel whose positions meet the FLSA definitions and criteria for exempt status) are exempt from the minimum wage and overtime provisions of the FLSA.

2.5 Introductory Period

The first 90 days of new full-time employees of the Club are considered an introductory period. The introductory period provides a new employee the opportunity to become familiar and acquainted with the Club. During this time, a new employee's work hours, skills and general work performance will be evaluated.

Successful completion of the introductory period does not give rise to or equate to an employment contract for any period of time nor does it guarantee continued employment.

2.6 Separation

An employee terminating their employment with the Club should advise their supervisor at least two weeks prior to the date of departure in writing to create an orderly transition. The employment termination process includes turning in all Club property, completing required forms, obtaining appropriate clearances and conducting an exit interview.

2.7 Verification of Employment

The Club will only verify employment with written consent of the employee or with a court-mandated subpoena.

3.0 Compensation

Hourly employees (typically non-exempt) are required to have an accurate record of hours worked. Employees should “clock in/clock out” to correctly record and properly submit all hours worked. The hours worked must be completed by each employee on a daily basis using either the web-based system or the timesheets provided, depending on the worksite.

Employees using web-based systems are paid on time recorded in the system. Employees using timesheets are paid using their timesheets on which they must sign off to verify the hours recorded are accurate. In either process, supervisors will review and approve hours worked. Employees and supervisors must initial all changes or corrections to hours worked.

Employees should consult their supervisors for additional information on clocking in/clocking out processes.

3.1 Pay Cycle and Payroll Deductions

The pay cycle begins on every other Friday and ends on every other Thursday with 26 bi-weekly pay periods annually. Customarily, payday is on Fridays with direct deposits being made via electronic fund transfers (EFT) occurring on Friday mornings. When Friday pay is impossible, pay may be issued on the business day before. Any changes due to holidays or other events which may interfere with this schedule will be announced in advance.

The Club is required by law to make mandatory deductions from earnings. Mandatory withholdings include federal income tax, social security and any other taxes or deductions required to be withheld by state and/or federal law. In addition to mandatory payroll deductions, the Club is required by law to comply with certain court orders, liens or wage assignments and to make payroll deductions pursuant to those orders.

BGCHR provides direct deposit as the method of payment. Upon hire, the employee is to provide account information. First paychecks are usually “live” checks until the payroll system verifies the EFT account information. BGCHR provides access to a payroll portal for each employee via their email address.

It is incumbent upon each employee to verify their paycheck amount is correct every payday. Any problems should be directed to the payroll office immediately for resolution. Employees should also periodically verify that other information relevant to their pay (including address, tax, and account information) is correct. Any changes that need to be made should be made by the employee using the pay access portal provided to each employee upon hire.

3.2 Overtime

Occasionally, employees may be asked or required to work overtime. Overtime pay depends on an employee’s status as Exempt or Non-Exempt as follows:

Non-Exempt Employees: If a non-exempt employee works more than 40 hours in one pay cycle, the employee will receive overtime compensation at the rate of one and one-half times the employee’s regular rate of pay. Non-exempt employees are **NOT** permitted to work overtime unless their supervisor specifically approves such overtime in advance. All overtime, approved or not, must be accurately reported on timesheets, and will be paid accordingly.

Exempt Employees: Exempt employees are not eligible for overtime compensation.

4.0 Performance Reviews

Performance reviews are designed to provide a basis for better understanding between the employee and supervisor with respect to job performance, potential and development within the organization. Performance reviews provide employees with an opportunity to talk about their job,

their performance on the job and their job goals, as well as to discuss any suggestions, questions or complaints.

Supervisors, in addition to routinely observing employee effectiveness and providing on-going performance and work behavior feedback, periodically conduct formal performance reviews to evaluate an employee's work.

Employees will be formally reviewed near the completion of the introductory period and annually thereafter, based on date of hire. Performance reviews are an evaluation and planning tool for both supervisors and employees and do not necessarily result in pay increases.

4.1 Job Postings

Career advancement is rewarding for both the employee and the organization. The Club recruits internally and externally when job openings occur. Any employee who has completed his or her 90-day introductory period who is interested in a particular opening should submit the appropriate, timely application materials according to the advertised (posted) position's stated process.

5.0 Employee Benefits

The following summary descriptions of the Club's employee benefits are included for illustration purposes only and are not meant to give the specific details of the benefit plans. If there is any conflict between the descriptions contained in this or any other publication of the Club and the official policy or plan description, the language of the official policy or plan description controls. Employees are directed to read their policy and plan documents for detailed information.

The Club may modify or terminate any of its current insurance policies and/or contribution requirements at any time.

The Club provides benefits to all full-time employees including:

- Medical Insurance
- Life Insurance
- Long-Term/Short Term Disability Insurance
- SIMPLE IRA

5.1 Medical Insurance

The Club offers medical insurance to all full-time employees during orientation and during open enrollment periods. Changes may be made also due to qualifying events. The Club pays a percentage toward the total cost of insurance.

5.2 Life Insurance

The Club offers life insurance for all full-time eligible employees. The insurance coverage becomes effective upon successful hiring. The Club pays 100% of the employee's premium.

Additional information will be provided to the employee at the time of enrollment.

5.3 Long-Term/Short-Term Disability Insurance

Disability insurance plans, offerings and eligibility vary by position and are to be discussed with management.

5.4 Retirement

BGCHR offers a Savings Incentive Match Plan for Employees (SIMPLE) whereby the Club provides 100% match on each employee's retirement contributions each year, up to a maximum of 3% of employees annual income.

5.5 Time Off

As part of Boys & Girls Clubs of Harrisonburg and Rockingham's mission to serve those who need us most, the Club is open almost 50 weeks each year. The Club must balance that mission with the need to serve employees, therefore the Club is closed on major US holidays and provides paid time off for full time employees.

5.5.1 Holidays

The following ten days are holidays when all Clubs and the administrative office will be closed:

- New Year's Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- The Friday following Thanksgiving
- Christmas Eve
- Christmas Day

Additional holidays may be granted by the Executive Board. When an agency holiday falls on a Saturday, the Club will be closed on Friday. When it falls on a Sunday, the Club will be closed the following Monday.

These are paid days off for Full Time Employees (FTE's) and do not count against paid time off (PTO) hours.

5.5.2 Paid Time Off (PTO)

PTO is provided for full-time employees and is calculated on the calendar year (January – December). If approved by their supervisor, employees may carry-over up to two days (16 hours) of unused PTO into the new year and use in the first two months of that year (January/February).

Paid time off must be taken in no less than 4-hour increments (1/2 day). PTO must be used in its entirety before any unpaid leave is allowed.

Employees accrue PTO as follows:

- All new regular full-time employees accrue PTO from the date of hire at 4.92 hours per pay period. PTO can be prorated based on date of hire. PTO does not accrue during any period in which the employee is in a non-pay status, such as leave of absence.
- In the January following the employee's hire, employees are granted 128 total hours of PTO and are capped at that amount until the third calendar year of hire. Beginning the third calendar year of hire, employees PTO is 168 total hours (21 8-hour work days).

Part Time Employees:

Part-time employees are not eligible for PTO but can request time off without pay.

5.6 Request for Time Off

All requests for time off must be made to each employee's direct supervisor in writing with a minimum of 48 hours advance notice. All time off must be pre-approved prior to the absence.

If an employee experiences an extended absence due to a health condition (more than 4 working days), he/she is required to provide a physician's note and to report to his/her direct supervisor regularly throughout the illness. This is so that the Club is informed of the employee's health

condition and estimated time of return to work.

5.7 Bereavement Leave Policy

Full-time and part-time employees, after 90 days or 720 hours of consecutive employment, will receive up to 5 paid days off for the death of an immediate family member. Members of the immediate family include spouses, parents, brothers, sisters, children, grandparents, grandchildren, brothers-in-law, sisters-in-law and parents-in-law.

5.8 Other Time Off

5.8.1 Military Leave

Club employees who serve in any branch of the Armed Forces of the United States or the State of Virginia or are engaged in military reserve service shall receive those benefits and rights as provided by applicable federal and state laws.

5.8.2 Workers' Compensation

Workers' compensation is provided in accordance with Virginia law. Work-related accidents and injuries should be immediately reported to a supervisor and the Director of Operations. Following a work-related injury, an employee is required to return to work as soon as possible. If unable to perform their regular duties, an employee may be reassigned to a temporary role until they can resume their normal activities.

5.8.3 Family and Medical Leave

BGCHR follows the legal requirement of the Family and Medical Leave Act (FMLA). FMLA allows an eligible employee to take up to twelve weeks of job-protected and benefit-protected leave from work within a twelve-month period to attend to specific family and medical needs. This handbook provides basic information on the Club's FML process. For detailed information, please refer to the Club's Family and Medical Leave Act Policy

FMLA Eligibility. An employee who has worked for the Club for at least twelve months, worked at least 1,250 hours during the immediately preceding twelve months, and meets the leave purpose requirements outlined below may be eligible for the Club's FML Policy.

Eligible employees may receive up to twelve workweeks of FML during a, "rolling" twelve-month period measured backward from the date of any leave. When leave is taken, the Club will first substitute for unpaid leave any accrued paid leave (e.g. paid time off) which will be charged against the employee's outstanding, unpaid medical leave entitlement.

FML may be requested for:

- The care of an employee's newborn child or newly adopted child or newly placed foster child in the employee's home. This leave must be taken and conclude within a year after the child is born, adopted or placed in the employee's home
- The care of a child, parent or spouse who has a serious health condition
- An employee's own serious health condition

The Club may require appropriate medical certification before FML is granted. In some instances, a second or third medical opinion may also be required.

Additional details regarding FML including Leave Request Forms, returning from Leave and Certification of Health Care Provider Forms are available from the administrative office and the Club's FML Policy.

6. 0 Standards and Expectations

The mission of the Boys and Girls Clubs of Harrisonburg and Rockingham implies upholding proper values and behaviors for the youth we serve therefore, each employee is expected to conduct themselves in a professional manner and model the behavior we seek from our members.

6. 1 Diversity, Equity and Inclusion

Our mission is to provide an inclusive environment for a diverse group of employees, volunteers and Club members, where opportunities and equal access are demonstrated at all levels. As an organization, we embrace and honor diversity, equity and inclusion. When we draw on the wisdom of a diverse workforce we are better able to understand and meet the needs of our youth and our Clubs.

We have zero tolerance for discrimination in any form. The model we set fosters our ability to understand, support and deliver on our organizational goals and commitment to youth.

Inclusion cultivates an environment that builds healthy and productive working relationships by creating a foundation of equal treatment, influence and respect for diversity.

The following definitions were created by our Human Resource Committee, with feedback from our full-time staff and board members, to serve as a foundational reference along our journey to ensure diversity, equity and inclusion are rooted in our organization. As a Club we commit to upholding these principles:

BGCHR demonstrates our commitment to DEI through processes that review board, staff and Member (the people we serve) data. That data is used to follow hiring and board nomination procedures encouraging Club diversity, equity and inclusion. The following definitions were created by the BGCA National Diversity, Equity and Inclusion (DEI) Council, with review from the BGCA board and staff. This statement serves as a foundational reference along our journey to ensure diversity, equity and inclusion are rooted in our Club. As colleagues we commit to upholding these principles:

Diversity is the presence of varied identities in a culture that respects and celebrates all characteristics that make us uniquely individual and collectively successful. Diversity recognizes the value of all people in their entirety with an appreciation for personal experiences in an environment that fosters collaborative thinking for the benefit of our work.

Equity is the focus on providing access, opportunity, networks, resources and support for individuals to be successful and reach their full potential. It is our collective responsibility, especially for those with influence, to address power differences and eliminate barriers that hinder the advancement of historically marginalized people.

Inclusion is the act of empowering everyone to participate, connect and grow. Inclusion creates a culture of belonging and mutual respect by ensuring all individuals are given the tools and information necessary to contribute to the organization in their own unique way and that these contributions are valued.

In summary, we believe DEI encourages, supports, and celebrates the diversity of our employees, Club Members, and board which connects us and allows us to bring our whole self to our mission to serve our Members and community.

6.2 Drug and Alcohol Free Workplace

The mission of the Club is to serve youth. Using illegal drugs and unlawfully using lawful substances runs counter to that mission. The Club is dedicated to protecting the safety, health and well-being of its employees and all individuals who come into contact with its workplace(s) and property and/or use its products and services. All employees must be free of illegal drugs and alcohol in order to

perform their jobs and serve the mission. This applies to all applicants for employment and to all employees in all job classifications.

Substance abuse, which includes the possession, use or sale of illegal drugs or the unlawful use or misuse of lawful substances, including alcohol and prescription drugs, will not be tolerated. The Club prohibits the illicit use, possession, sale, attempted sale, purchase, attempted purchase, conveyance, distribution, cultivation or manufacture of illegal drugs, intoxicants or controlled substances, including alcohol and prescription medicines.

It is a condition of maintaining employment at the Club to refrain from using illegal drugs and unlawfully using lawful substances, including alcohol and prescription medicines. Failure to abide by these guidelines may result in termination.

6.2 Dress Code

Personal appearance plays an important role in the public's perception of an employee as an individual and of the Club as an organization. Dress also plays an important part of an employee's ability to do their job and stay safe. All employees are to dress in a manner that does not adversely affect Club operations or the character of the Club's mission. Employees who come to work dressed in a manner that is inconsistent with this Policy may be sent home to change and any time missed will be considered an unexcused absence. Employees should consult their supervisors and/or the Director of Operations for counseling on proper attire for their position.

6.3 Code of Ethics

The Club expects all staff members and volunteers to conduct themselves in a manner that exemplifies the highest standard of ethics and propriety in any endeavor or activity that could impact or reflect upon the mission, purpose, integrity, reputation and professional and business relationships of the organization. Refer to the Code of Ethics and Conflict of Interest Policy.

6.4 Conflict of Interest

The basic principle of conflict of interest is that employees, board members, and volunteers (stakeholders) should avoid any activity, investment or interest that might reflect unfavorably upon the integrity or good name of the Club or in any way damage the Club's business or reputation.

Any stakeholder who wishes to engage in outside professional, business or volunteer activities must be certain that the proposed activity does not:

- Interfere with the employee's effective performance of his or her Club duties
- Make use of any of the Club's proprietary or confidential information
- Unauthorized use of Club time, resources, facilities or equipment

Whenever there is possible conflict of interest, it should be discussed with the employee's supervisor and/or the Director of Operations or the Executive Director. Please review the Club's Ethics and Conflict of Interest Policy.

6.5 Personnel Records

It is important for employees to keep their personnel records up to date. The Club directs employees to notify the administrative office immediately if there is a change in status, including, but not limited to, the following:

- Name and social security number
- Home address
- Telephone number
- Number of dependents
- Beneficiary
- Emergency contact
- Emergency telephone number

- Driver's license status
- Additional education

Additionally, employees are required to report any situation or incident that may affect their employment with the Club or may have an impact on the Club image including, but not limited to, any criminal charges, whether occurring on or off duty, to the Executive Director immediately.

Employees' personnel records are available for the individual to review upon request. All records must remain in the administrative offices. All personnel records are the property of the Club.

6.6 Absences

Our Club members count on employees being present and available for them. Employees are expected to report to work on time and on be present on scheduled days. Excessive absenteeism and tardiness will not be tolerated and can lead to termination.

6.6.1 Notice of Absence

If an employee will be absent, they are required to contact their supervisor a minimum of 24 hours in advance of their scheduled work time, except in extreme circumstances. Please use the supervisors' contact information provided at hire.

In the case of unscheduled absences, all employees are required to provide notice to their supervisors as soon as possible - with 24 hours being the ideal, except in extreme circumstances.

If an employee fails to show up for work or to provide proper notice of absence for 2 consecutive workdays, the Club will presume that the employee has voluntarily abandoned his or her job.

6.6.2 Unexcused Absences

Failure to provide notice of an absence, as described above, will result in an unexcused absence regardless of the reason. Excessive unexcused absences will not be tolerated and may lead to termination.

6.7 Inclement Weather

BGCHR follows the operating status of the facility owner during inclement weather. For school-based Clubs this means the County Clubs follow the status of Rockingham County Public Schools (RCPS) and City Clubs follow the status of Harrisonburg City Public Schools (HCPS). Simms Clubs and the Administrative Offices follow the instruction of Harrisonburg City employees.

If the school district is closed due to inclement weather, the affected Clubs will be closed. If there is a delayed start or an early closure, the Club schedule(s) will alter accordingly.

Club Directors are responsible to communicate the status of their Club to staff and family as soon as they are made aware of closure or delay. This should be done via text using the RemindApp to families and staff. Administrative staff are responsible for posting notice on BGHCR home page, <http://www.bgchr.org> and on BGCHR Facebook page as soon as they hear from the Director of Operations on the Club(s) status.

When BGCHR remains open in inclement weather, employees may use their discretion whether to attempt to come to work or to leave work early because of weather conditions. Each employee must make his or her final decision with regard to personal safety. All employees who are unable to report to work should call their department supervisor and report their absence at least one hour prior to the start of their scheduled shift.

Inclement days are not automatic days off for employees. The status and pay situation is based on position, responsibilities, hourly, and exempt/nonexempt.

When there is a closing, exempt staff and nonexempt full-time staff are expected to work from home

and must plan accordingly. Non-Exempt full-time employees will be paid for time where proof of work completed is recorded. Non-Exempt part-time employees are not expected to work during Club closures unless assigned work by their supervisor.

Employees who qualify for PTO and decide to take a full-day absence or leave early because of inclement weather must notify their supervisor in advance and must use PTO.

In the event BGCHR is making its own decisions on facility use, Club Directors will determine the situation in their area. Each Club Director will communicate with the Director of Operations prior to announcing Club closings if they differ from the schools'/facilities'. The Executive Director will determine when the administrative offices are closed due to inclement weather, if it differs from the City offices.

6.8 Open Communication

Employees are encouraged to bring their comments, questions or complaints to their supervisor's attention as soon as possible. If the employee's supervisor does not resolve the issues, the employee may request a meeting with the appropriate Department Head.

6.9 Harassment

It is the policy of the Club to provide a work environment free of harassing conduct. The Club will not tolerate any form of harassing conduct that is based upon an individual's race, color, sex, national origin, age, disability, marital status or other protected status. For these purposes, the term, "harassing conduct" includes, but is not limited to, slurs, jokes or other verbal, graphic or physical conduct relating to an individual's race, color, religion, sex, national origin, age, disability, marital status, veteran status or other protected status. The term, "harassing conduct" also includes sexual advances, requests for sexual favors and other conduct of a sexual nature. Any employee violating this policy will be subject to corrective action potentially including discharge.

For clarification, harassment on the basis of race, color, religion, sex, national origin, age, disability, marital status, veteran status or other protect status is defined as conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

An employee who believes s/he and/or another Club employee has been subjected to harassing conduct should immediately contact their supervisor or the Executive Director. A prompt investigation will be conducted of each and every complaint and appropriate action will be taken. Employees are required to participate in all Club investigations.

Complaints will be handled confidentially, to the extent possible. The Executive Director or his/her designee has the responsibility for investigating and resolving complaints of harassment. In the event of a complaint involving the Executive Director, the Board Chair (Chief Volunteer Officer) should be notified and s/he will fulfill the investigatory role in this process. Please refer to the Conflict Resolution Grievance Policy and Procedure.

6.10 Conflict Resolution

The Club wants to assure its employees that ideas, suggestions and complaints will be heard. It is the Club's policy to attempt to resolve disputes that may arise between or among fellow employees or between employees and their supervisors.

Open communication between employees and immediate supervisors is encouraged. Employees should feel free to voice ideas, suggestions or complaints without fear of reprisal or retribution. Otherwise, if employees have ideas, suggestions or complaints to share, they are directed to follow these simple steps:

STEP 1:The employee is directed to discuss complaints with his or her immediate supervisor within 3

working days (if practical) of the matter causing the complaint. An employee should provide detail and offer possible solutions. Most matters can be resolved at Step 1.

STEP 2:If the employee is not satisfied with the results of a discussion with his/her immediate supervisor, the employee is directed to take the matter to the next highest supervisor (in other words, his or her immediate supervisor's supervisor- usually the Director of Operations) within 3 working days, if practical, after meeting with the immediate supervisor.

STEP 3:If the employee believes that the matter remains unresolved, he or she is directed to present the matter in writing to the Executive Director within 3 working days, if practical. The Executive Director shall consider all matters brought to his/her attention pursuant to this procedure and all decisions made by the Executive Director shall be final.

In the event of a complaint involving the Executive Director, another Club official will fulfill the investigatory and decision making role in this process. Customarily these will be the Board President (CVO) or the President-Elect. Please refer to the Conflict Resolution Grievance Policy and Procedure.

6.11 Whistleblower

Employees have a duty to report any code of conduct violation they either experience or observe, regardless of whether the alleged violation is being perpetrated by a Club employee or any other third party. Under no circumstances will a person be retaliated against because of a bona fide report of what he or she perceives to be harassing conduct.

It is the Club's policy to comply fully with the spirit and letter of all federal, state and local laws and regulations that apply to the Club and its business operations. If an employee believes that another employee of the Club may be acting in violation of any such law or regulation or in violation of a Club policy, the employee has a duty to report the perceived violation, preferably in writing, to the Executive Director within 24 hours of the observation of such conduct. All inquiries pertaining to perceived violations will be handled in the strictest confidence possible.

Examples of perceived violations of law include violations of child labor laws, wage-hour regulations and unlawful discrimination or harassment. Examples of violations of Club policy include employee theft and breach of the Club's Confidentiality Policy.

Moreover, the Club also expects and encourages its employees to report any questionable accounting or auditing concerns to the Club's Executive Director or Treasurer. Employees may confidentially and anonymously submit their concerns in writing to P.O. Box 1223 Harrisonburg, VA 22803, Attention: Executive Director – Confidential. When necessary or appropriate or when financial irregularities are involved, employee concerns will be forwarded to the Club's Audit/Finance Committee.

Compliance with this policy is a term and condition of continued employment with the Club. If employees have any questions with regards to their duty to report perceived violations, they may contact the Club's Executive Director. See Whistleblower Policy.

6.12 Employment of Relatives

For the purposes of this program, a relative is any person who is related by blood, marriage or adoption. Under no circumstances will relatives be allowed to work in positions in which one relative directly or indirectly supervises another or has any decisional responsibility with respect to employment, performance reviews, work assignments, transfer, salary, promotion or discharge of another relative.

6.13 Confidentiality Policy

During employment, Club employees have access to confidential information related to the Club and its members. In order to best serve the members of the Club, BGCHR has determined confidentiality

will be maintained in all programs, departments, functions and activities. Except with the express permission of the Executive Director or Board President, employees may not at any time during or after their employment use, duplicate or disclose by any means, any such information to any unauthorized person or club entity.

Moreover, employees shall not disclose any information about a person, including the fact that he or she is or is not served by the Club, to anyone outside of the Club unless authorized by the Executive Director, Board President or other authorized personnel.

- No information requested by someone outside of the Club may be given over the telephone.
- No information about individuals or records may be released to state, federal or other agencies that enable the identification of any person by name, address, Social Security number or other coding procedures. If records are inspected by an outside agency, the individual(s) who inspect(s) the records must be specifically authorized to do so by the Executive Director or Director of Operations. The taking of notes or removal of records must be authorized via a subpoena or other court-order.
- Staff may not discuss any individual's record with unauthorized individuals whether on or off duty.

6.14 Proper Use of Club Computers/Electronic Devices

The Club may provide computers, printers, and other electronic devices and software to its employees to perform their job functions.

The devices provided by the Club and all related materials, including software, are the Club's property and may be used for Club business only. Only software that is authorized by the Club may be used, copied or installed onto Club equipment. All data contained on the Club's electronic devices belongs to the Club and cannot be altered without specific written authorization. No data stored on the Club's electronic devices is to be released to any person outside of the organization.

Employees who use computers at home for Club business are to virus check any flash drives, external hard drives, programs or other devices or downloads before using them on the Club computers.

Users shall be held personally liable for the content of any electronic message they create. The Club's electronic devices and/or services may not be used to solicit or create any offensive or disruptive messages. Club devices and/or services shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information or similar materials. Accessing, uploading, downloading, or distributing profane, pornographic, obscene, or sexually explicit material is absolutely prohibited. All messages composed, sent or received on the Club's electronics are and remain the property of the Club.

Any electronic or online communications by employees with Club members must be professional in nature, content, and tone. Communicating with Members on non-Club matters via electronic resources is not permitted. Staff members must be sensitive to the appearance of impropriety in their conduct with members. Personal contacts may be interpreted as inappropriate and result in disciplinary actions, up to and including dismissal. "Friending" Members on social networking sites (outside of Club-related activity) is strongly discouraged.

Employees may use electronic mail on a daily basis at work as a primary tool for communications. Employees will be responsible for checking, reading and responding to messages on a daily basis. Outside computer services such as the internet, e-mail, instant messaging etc. may be accessed and used for Club business only after receipt of proper authorization.

There should be no expectation of privacy with the use of the Club email systems and the use of

internet resources is subject to monitoring. It is against policy to intentionally access another employee's email for unapproved business or personal purposes.

Computer-related passwords and security codes assigned to employees may not be communicated to any other employee unless specifically authorized. Employees may not retrieve or read any electronic messages that are not sent to them.

Employees who access electronic files from remote locations are governed by the terms of this policy and must return all files, hardware, and file copies to the Club at the conclusion of their employment.

Any exception to the Club's acceptable use of electronics must receive prior approval from the Director of Operations or the Executive Director.

6.14.1 Cell Phone Use During Work

All use of computers, printers, and electronic devices shall be consistent with BGCHR's goal to provide programming excellence for the youth we serve (referred to as Members). Employees should not use devices such as cell phones during times they are overseeing Members. Each Club Director has the authority to ban cell phone use during employee's shifts in order to establish a safer and more engaging work environment.

6.15 Social Media

Social networking and other online resources offer opportunities for collaboration and increased communication between employees, other stakeholders and the public. Employees (staff) must be aware that unacceptable content or inappropriate interactions may adversely affect the reputations and careers of members and staff. Any online behavior results in a digital footprint that is nearly impossible to remove.

Refrain from using social media while on work time or on BGCHR equipment, unless it is work-related as authorized. Do not use BGCHR email addresses to register on social networks, blogs or other online tools utilized for personal use.

All communications should be professional which means using proper grammar, format and vocabulary. Always be fair and courteous when communicating to stakeholders (including vendors). Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Communication Policy. Avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Material posted on Staff members' personal websites and other internet sites such as My Space, Wiki, or Facebook must model the behavior employees are expected to exhibit, both on and off the worksite. Inappropriate content, including messages and pictures, which diminishes an employee's professionalism or discredits his/her capacity to maintain the respect of members and parents, or that will impair the ability of that employee to serve as a role model for students is prohibited. This type of material would include text or pictures involving hate speech, nudity, obscenity, vulgarity, sexually explicit content, and/or other material which creates or may reasonably be expected to create a disruption to the Club mission and environment.

6.16 One on One Contact & Restroom Policy

BGCHR is committed to providing a safe environment and enforces One on One and Restroom

Policy for members, staff, volunteers, and other adults.

The One on One Contact Policy states that meetings and communications (in-person and virtual) between members and staff and volunteers (known as adults) shall not be in a one-on-one situation alone with a member but rather should include at least three individuals.

The Restroom Policy states staff/volunteers follow the policies and protocols available at each site and school jurisdiction. Sites that have adult-designated bathrooms shall be used by all adults. Sites that do not designate adult-only bathrooms shall ensure staff enter bathrooms alone. All sites shall follow age and gender grouping protocols for members. states that staff/volunteers use designated adult restrooms. Should separate restrooms be unavailable, staff shall use restrooms at designated intervals to ensure they are not using restrooms at the same time as youth members. Please refer to these policies frequently and at your assigned location.

7.0 Disciplinary Policy

The Club expects all of its employees to conduct themselves in a manner which is in the best interests of the organization, its employees, and stakeholders.

The Club has established policies and procedures for the convenience and protection of its employees. A violation of any of these policies and procedures is considered misconduct and appropriate disciplinary procedures will be initiated. Disciplinary actions are noted in the employee's personnel file. Serious misconduct may result in immediate suspension and/or immediate separation without notice.

The following is a partial list of some of the more common examples of policy violations or misconduct:

- Disclosure of confidential Club or employee information to unauthorized parties
- Behavior resulting in Club member, vendor or employee complaints
- Supplying false or misleading information or falsifying any Club record
- Possession of weapons on or off the premises while performing Club duties
- Immoral or indecent conduct or soliciting persons for immoral purposes
- Insubordination including, but not limited to, refusing to obey an order or directive of a supervisor or Club official
- Disruptive conduct including gambling, fighting, horseplay, coercion, intimidation or threats against Club employees, vulgarity or abusive treatment to the public or fellow employees
- Theft or unauthorized possession of or removal of property or money belonging to the Club, employees or a third party
- Making or publishing false, vicious or malicious statements concerning an employee, supervisor or other Club official or its services
- Excessive tardiness or absenteeism
- Destruction or misuse of property
- Any other conduct which violates any Club policy or which is not in the best interests of the organization.

Management will determine the course of action for an infringement of policy or procedure. In many cases, the employee will receive a personal improvement plan in order to engage the employee in understanding and correcting their behaviors.

Management will determine if disciplinary action is necessary . There is no guarantee that one form of plan or discipline will precede another. Employees must remember that conduct which violates any Club policy or which is not in the best interest of the organization will subject them to discipline,

potentially including separation.

