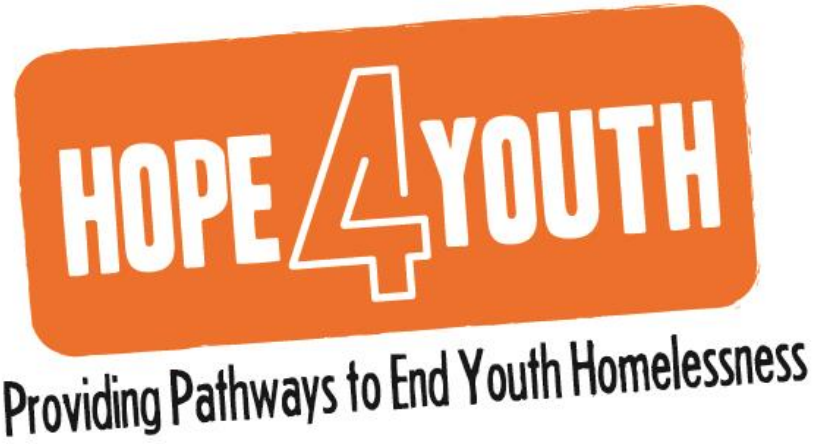

EMPLOYEE HANDBOOK

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Introduction

In November 2012, a group of citizens in Anoka County met together to discuss a concern about the large number of youth experiencing homelessness in Anoka County. The purpose of the meeting was to explore solutions for meeting the basic needs of these young people. The group very quickly became HOPE 4 Youth, with the intention of finding solutions for Housing, Outreach, Prevention and Education for youth experiencing homelessness. A team of people met weekly and grew in numbers and on March 4, 2013 HOPE 4 Youth opened a drop in center in the Old Milk Factory of Anoka to serve young people experiencing and at risk for homelessness. As a result of enormous community support, HOPE 4 Youth has continued to grow and expand its services since that time. HOPE Place opened its doors at the end of 2016, providing 12 units of transitional housing in Coon Rapids. Because of this growth, HOPE 4 Youth is now a 24/7 organization.

Mission

Providing pathways to end youth homelessness.

Vision

That all youth will feel safe, valued, and supported while reaching their full potential. This begins with meeting their basic needs and leads to giving them the tools to thrive.

HOPE 4 Youth Core Values

We uphold these core values in our own work and promote them throughout HOPE 4 Youth. They represent what we believe in, what we stand for, and how we approach everything we do. We commit ourselves to work in support of the vision.

Compassion, innovation and a sense of hope woven into everything we do. We believe that we can help our youth create a better future for themselves through compassion, empathy, understanding and change. This sense of hope leads to different approaches with the young people we serve and we watch closely trends that can help us be innovative in our work. We seek to nurture the spirit of our youth and each other by being non-judgmental and by recognizing and celebrating successes, as well as learning from valuable failures.

Outstanding service, consistently going above and beyond. We are committed to a passionate and strong ethic of timely, dependable service to our youth, community, donors, board and volunteers and each other. Going above and beyond is the norm, not the exception. We strive to be a source of encouragement for our youth and each other in an environment of kindness in which we all feel heard, safe, respected and supported and as valuable members of a team.

Integrity and Accountability. We help young people in achieving their goals and believe in modeling a trustworthiness and integrity that earns continuously the public's high regard. We hold each other and our youth accountable. This reflects an alignment between what we say, what we do, and how we do it. spend wisely the funds invested in us by our donors.

Sustainability. We believe it is important to recognize of the value our work by investing in the organization, our community and our people. This includes providing learning opportunities for volunteers, youth, community members and staff.

Responsible Stewardship. We are committed to careful and professional stewardship of all human and financial resources. This means we use carefully the time and talents of those working with us and we

About this Manual

Welcome to HOPE 4 Youth! This employee handbook serves as a reference for all company policies, programs, and benefits available to eligible employees. These policies do not cover every situation that may arise during employment. We ask that you read this handbook thoroughly and respect the policies that exist at HOPE 4 Youth.

This handbook is not intended to be and does not constitute a contract of employment. Both employees and HOPE 4 Youth remain free to terminate the employment relationship at any time, with or without prior notice, for any reason not prohibited by law.

This handbook supersedes all prior written and oral representations regarding personnel policies, practices, and procedures of HOPE 4 Youth. HOPE 4 Youth retains the right in their sole discretion, to revise, interpret, revoke or choose not to apply a guideline of this handbook in any individual case, as management may deem to be in the best interest of HOPE 4 Youth. This handbook may be updated from time to time and changes will generally be implemented as soon as reasonably possible.

If you have questions that aren't answered in this handbook, do not hesitate to ask your immediate supervisor or the HR Manager for assistance. You should recognize, however, that your supervisor is not authorized or empowered to enter into any binding contract with you. Only the Executive Director is authorized to enter into any binding contractual relationship with you.

After you have read and understood the handbook, please sign the conflict of interest and acknowledgement statement at the end of the Handbook and return to the HR Manager.

1. Compliance with State and Federal Laws

1.1 Americans with Disabilities Act

HOPE 4 Youth is committed to fulfilling its responsibilities under the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act and the Minnesota Human Rights Act (MHRA). Under the ADA, a disabled person has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment. HOPE 4 Youth will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless the accommodation creates or involves undue hardship for the organization.

1.2 Equal Employment Opportunity and Affirmative Action

It is the policy of HOPE 4 Youth to provide equal opportunity to all staff and applicants for employment in accordance with all applicable Equal Employment Opportunity and Affirmative Action laws, and regulations. The organization will not discriminate against any staff or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, disability, genetic information, age, marital status, familial status, veteran status or status with regard to public assistance or any other protected classification. HOPE 4 Youth also prohibits the harassment of any employee, volunteer, or job applicant on the basis of any protected classification. HOPE 4 Youth will take Affirmative Action to ensure that all employment practices are free of such discrimination. Such employment practices include, but are not limited to, hiring, promotion, demotion, transfer, recruitment, layoff, disciplinary action, termination, rates of pay and other forms of compensation, and training.

1.3 Genetic Information Nondiscrimination Act

HOPE 4 Youth complies with the Genetic Information Nondiscrimination Act (GINA) which prohibits employers from using genetic information to affect the hiring of an individual or to affect the terms, conditions, privileges, benefits or termination of employment unless the organization can prove this information is job related and consistent with business necessity.

1.4 Harassment in the Workplace

HOPE 4 Youth is committed to providing a work environment that is free of harassment and other offensive behavior. Such behavior includes inappropriate remarks about or conduct related to a staff person's race, color, creed, religion, national origin, sex, sexual orientation, disability, genetic information, age, marital status, familial status, family caregiver status, veteran status membership or activity in a local commission, status with regard to public assistance or any other protected classification or who retaliates or permits retaliation against an employee who reports such harassment is guilty of misconduct and shall be subject to remedial actions which may include the imposition of discipline or termination of employment.

A. Responsibility
   Each staff person is accountable for his/her own actions. The Executive Director and leadership team are ultimately responsible for promoting working conditions free of harassment and for enforcing this policy. All supervisory personnel are responsible for implementing this policy by promptly referring any complaints and incidents of harassment to the Executive Director. All staff must promptly inform their supervisors of any occurrence of harassment. Although the intent of the person engaging in the conduct may be harmless or even friendly, it is the welcome-ness of the conduct by the recipient that is relevant to whether the conduct is harassment. Given the difficulty of judging whether the conduct is welcome or unwelcome in particular situations, HOPE 4 Youth prohibits all employees from engaging in any conduct of a sexual nature or amounting to harassment based on any protected category in the work setting.
B. Zero Tolerance
   HOPE 4 Youth will not tolerate harassment or intimidation as defined in this policy of any employee, volunteer, person served or other business contact, whether through conduct, verbal or written communications or electronic media. Harassment or intimidation does not include appropriate disciplinary action, based on performance, against any employee.
C. Procedures for Harassed Persons
   - The harassed person should talk with the offender, if comfortable doing so, as he or she may not realize that the behavior is offensive.
   - If the harassed person is uncomfortable talking to the offender or if the behavior continues after the harassed person has advised the offender that the behavior is considered to be offensive, the harassed person must report the conduct immediately to the supervisor or Executive Director to discuss the complaint, without fear of reprisal.
D. Complaint Procedures
   All complaints will be investigated promptly, objectively and completely by the Executive Director. Every effort will be made to preserve confidentiality during the investigation and disposition of a harassment complaint, with information regarding the complaint restricted to only those who need to know.

The investigation will begin promptly, with interviews of both the reporting individual and the alleged harasser.

1. If the alleged harasser admits the harassment, the investigation will cease and management will determine the appropriate disciplinary action to be taken against the harasser. The nature of the discipline will depend upon the severity of the behavior.
2. If the alleged harasser denies the allegations, the investigation will continue.
3. Witnesses may be interviewed.

4. Following completion of the investigation, HOPE 4 Youth will determine whether harassment occurred with respect to the reporting individual and also with respect to any other possible victims.
5. HOPE 4 Youth will not tolerate retaliation or intimidation against anyone who makes a complaint pursuant to this policy or who participates in an investigation. Any staff person who believes that he or she is a victim of retaliation should immediately report the matter to the Executive Director.

6. If the offensive behavior continues, it should immediately be reported to the Executive Director or a member of the leadership team for prompt action pursuant to this policy.

Resolution and Discipline
When HOPE 4 Youth concludes, following its investigation, that harassment has occurred, disciplinary and corrective action may include but is not limited to verbal or written warnings, suspension, training or counseling, an apology, and/or termination or employment, depending upon the circumstances.

1.5 Pregnancy Accommodation

HOPE 4 Youth must provide reasonable accommodations to a female employee for health conditions related to pregnancy or childbirth if she so requests, with the advice of her licensed health care provider. HOPE 4 Youth is not required to provide an accommodation if doing so would impose an undue hardship on the company's business knowing that the employee requesting more frequent restroom, food, and water breaks; seating; and/or limits on lifting over 20 pounds does not constitute placing an undue hardship on the company's business.

2. Wage and Salary Administration

2.1 Employee Classifications

Employee positions are classified as exempt from wage and hour regulations or non-exempt. Typically, an exempt position is salary-based pay and non-exempt is hourly-based pay.

A. An exempt employee holds a position that meets the Department of Labor requirements for exempt status and is paid a predetermined salary. Exempt staff members are expected to work the number of hours necessary to meet their work responsibilities and are not eligible for overtime pay. Exempt employees may be required to track their hours worked for evaluation purposes related to a grant or contract.
B. A non-exempt staff holds a position that meets the Department of Labor requirements for non-exempt status and must be paid a predetermined hourly wage or salary that is at least the prevailing minimum wage and is eligible for overtime payments for any work performed over a predetermined 40 hour work week. Hourly (non-exempt) staff members are paid according to actual hours worked.

2.2 Wage, Salary and Job Performance

A. Competitive pay: HOPE 4 Youth's goal is to pay each employee in accordance with his or her individual contribution. To achieve this goal, the organization will review salary ranges for comparable positions in the community, monitor performance, and try, within funding parameters, to maintain each employee's pay in line with performance on the job.
B. Job descriptions: HOPE 4 Youth's goal is to have a description for each position. Each description summarizes the scope and complexity of the job duties. It assists with the evaluation of the job and the determination of the proper salary range. The description also helps employees understand their duties and aids in assessment of the performance of these duties.

C. Job Performance: Communication between employees and supervisors is very important. Discussions regarding job performance are ongoing and often informal. Employees should initiate conversations with their supervisors if they feel additional ongoing feedback is needed. Generally, formal performance reviews are conducted annually. These reviews include a written performance appraisal and discussion between the employee and the supervisor about job performance and expectations for the coming year.
D. Overtime
    - Salaried (exempt) employees are not paid overtime.
    - Hourly (non-exempt) employees are compensated at time and one-half for actual hours worked in excess 40 per calendar week. The calendar week begins on Sunday and ends on Saturday. Holiday hours and PTO are not considered regular work hours in the computation of overtime.
E. Payroll Procedures
    - Pay periods are bi-weekly. Pay-dates are every other Wednesday. Please see the paycheck schedule for the current year for more information.
    - Unless other arrangements are made and documented, payroll checks will be directly deposited to each employee's designated bank account.
    - Payroll records are kept for 7 years.

    Under Minnesota law, all wages must be paid within 31 days from being earned. Deductions required by law are automatically withheld from employees' checks. Certain other deductions may be made if the employee authorizes them. All deductions are shown on the check stub. All employees are able to report inappropriate or unlawful deductions from their wages or salaries without fear of discrimination or reprisal.

    a. HOPE 4 Youth makes every effort to ensure that all employees are paid accurately. It is against policy for any employee's wages to have improper or unlawful deductions. If an employee believes that their pay is incorrect or that an improper or unlawful deduction was made to their paycheck, the employee must immediately contact his or her supervisor.
    b. Upon receiving notification of such a deduction, the employee's supervisor will work with the HR Manager to investigate the matter and issue a finding before the next pay period entry date or as soon as possible. If the investigation confirms the deduction was improper or unlawful, the employee shall be reimbursed the amount of the deduction with the next pay check.

c. Social Security and Medicare: Employees are required to pay a certain percent of their salaries for Social Security and Medicare protection. HOPE 4 Youth pays equal amounts on employee's behalf. Deductions are taken automatically from each employee's checks and deposited with the US Treasury. State and Federal withholding tax: HOPE 4 Youth is required to make a specific deduction from employees' salaries to be credited towards their yearly state and federal income tax. The amount withheld from each paycheck depends on the amount of the employee's income and the number of exemptions claimed. Therefore, an Employee's

   Withholding Exemption Certificate (W-4) must be filled out when employment begins and whenever a change occurs in the number of exemptions claimed.

d. Child Support Withholding:
   - Minnesota law requires that all employers submit the name, address and Social Security number of each new employee to the state to determine the existence of court-ordered child support or spousal medical and/or maintenance support.
   - HOPE 4 Youth will withhold child support or spousal maintenance obligations from an employee's pay as required by court order and as documented on the Child Support Withholding Obligations.
   - Upon termination of employment, employees subject to court-ordered child support or spousal maintenance must notify HOPE 4 Youth of the address of their new employer.

e. Garnishments: If a garnishment is issued against an employee's wages through proper judicial process, HOPE 4 Youth will withhold such portion of wages, as the law requires.

2.3 Wage Disclosure

Pursuant to Minnesota Statute § 181.172, employees are not prohibited from disclosing their own wages as a condition of their employment with HOPE 4 Youth nor will HOPE 4 Youth require an employee to sign a waiver or other document which purports to deny an employee the right to disclose the employee's wages. Further, adverse action will not be taken against an employee for asserting rights or remedies under the statute. Employees have all rights and remedies as contained under the above referenced statute.

Despite the above, employees are not permitted to disclose proprietary information, trade secret information, or information that is otherwise subject to a legal privilege or protected by law without the written consent of the employer. Employees are also prohibited from disclosing wage information of other employees to an employer's competitor.

2.4 Attendance

Employees are expected to work a full work week. The number of hours that constitutes a full work week will not only vary between full-time and part-time employees, but varies between full-time employees in different departments. You are encouraged to work with your supervisor to come up with a schedule that is mutually agreeable. Each employee's schedule will be determined by the needs of the department and position. In general, full-time exempt employees will work a 5-day work week and will determine with their supervisor which days those will be. Exempt employees are expected to work the number of hours required to fulfill

their job responsibilities, and it is expected that those hours will average 40-50 hours per week. Exempt employees may be required to track their hours for the purposes of evaluating the expectations of their positions.

A. Authorized absence: This occurs when an employee notifies his or her supervisor 24- hours in advance of any absence, lateness, or early departure from the scheduled hours for an acceptable reason. The supervisor must approve it for it to be considered authorized. If an employee is unexpectedly absent due to personal or a family members' illness, the

   employee should notify his or her supervisor or the HR Manager as soon as reasonably possible. An employee who has a sick leave absence in excess of three days may be asked to present medical documentation for the absence.
B. Unauthorized absence: This occurs when an employee does not notify his or her supervisor ahead of time of any absence, lateness, or early departure from their scheduled hours or the action is not approved. Failure to notify the supervisor in advance of absence or excessive absenteeism, whatever the reason, creates a hardship to the organization and may result in disciplinary action, up to and including termination of employment.

   If more than one day is involved, communication with the supervisor should be on a daily basis, unless otherwise arranged. Time will be considered unscheduled unless a 24 hour notice is given to the supervisor and approval is given by the supervisor. Five or more unscheduled days off, taken randomly in a six-month floating period will be considered unacceptable and disciplinary action may be taken up to and including termination.

2.5 Breaks and Rest Periods

Exempt employees, paid a weekly salary regardless of the hours worked, may choose to take breaks as needed. Non-exempt employees are entitled to a 30-minute unpaid meal break each day. You must clock out during your lunch and not complete work. If you are asked to work through a meal break, you will be paid for the 30-minute period. Employees are also entitled to one paid 15-minute rest period within each four consecutive hours of work. Employees are expected to choose break times that do not interfere with necessary business operations and allow them to fulfill the responsibilities of their positions.

A. Nursing Breaks
   Employees who are nursing are provided with reasonable unpaid break time following the birth of a child to express breast milk, as long as providing such break time does not unduly disrupt operations. HOPE 4 Youth will provide a private location, other than a bathroom or toilet stall, that is shielded from view and free from intrusion from coworkers and the public and includes access to an electrical outlet. Please advise the HR Manager if you need break time and an area for this purpose. Employees will not be retaliated against for exercising their rights under this policy.

2.6 Expense Reimbursement

   A. Training expense: HOPE 4 Youth values all employees and is dedicated to their growth and career development. If an employee is required by his or her supervisor to attend a

particular training course, the organization will pay for the training. If an employee wishes to attend a training that is related to our field of service, he or she can make a request for HOPE 4 Youth to pay for the training. The training expense must be approved prior to the training event.

B. Reimbursable expenses: Reasonable and preauthorized expenses incurred by employees conducting HOPE 4 Youth business are reimbursable upon completion of an Expense Report or Mileage Report. Expense/Mileage reimbursements must be submitted to a supervisor within 30 days. Expense/Mileage reimbursement requests greater than 1 month (30 days) old will not be reimbursed.

3. Leaves of Absence

The following outlines the conditions under which employees may request time off with or without pay for a limited period with job protection pursuant to the Family and Medical Leave Act and other governmentally mandated leaves of absence.

3.1 Military Leave: HOPE 4 Youth is committed to protecting the job rights of employees absent on military leave. In accordance with federal and state law, it is the organization's policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person's membership in or obligation to perform service for any of the Uniformed Services of the United States. Specifically, no person will be denied employment, re-employment, promotion, or other benefit of employment on the basis of such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under this policy. If any employee believes he or she has been subjected to discrimination in violation of this policy, the employee should immediately contact the Executive Director or HR Manager. If an employee needs to be absent from work for service in the military, the employee should request in writing the time of absence as soon as the employee is aware of the need for leave. Depending upon the circumstances, the employee may be required to show proof of military service required.

3.2 Voting Leave: Where it is necessitated by an employee's work schedule, on those days in which a federal, state, or local primaries or elections occur, an employee may receive leave for the single purpose of exercising his or her voting rights.

3.3 Jury Duty and Court Appearance:

A. If an employee has been selected for jury duty, he or she must notify the employee's supervisor of any to need for days off by submitting an Absence Request. An employee may use any accrued PTO to receive their usual wage for the (day) s they serve. If they do not have available PTO days, or an employee chooses not to use their PTO, an employee will not be paid for the day(s) they serve. For an extended leave beyond a one-week leave, a copy of the court notice must accompany the request.

B. Court appearance: If an employee is required to appear in court as a litigant, in answer to a subpoena, service as a witness, or under other court order, the employee must use his or her PTO benefits or take unpaid leave, unless the action is related to the employee's current position and responsibilities with the organization.

4. Employee Benefits

HOPE 4 Youth believes that adequate time must be provided to employees for rest and relaxation and also believes employees should have the responsibility of managing the personal time off they accrue. The organization provides a paid leave program for the accrual of paid time off (PTO) for Full-time employees and Part-time employees according to the regular schedule of hours worked per week, to be used for vacation, personal or sick leave. In accordance with Minnesota law, PTO may be used for your own illness, or to care for a sick child or family member as defined by

Minnesota Statute. In addition to PTO, HOPE 4 Youth provides a paid benefit in the form of holiday pay.

4.1 PTO Eligibility and Accrual

Full-time employees (defined as 32 hours/week or more) begin to accrue PTO from their date of hire. The amount of accrued hours is based on an employee's tenure. Full-time employees accrue PTO according to the following schedule:

Year 1-2	80 hours (3.08 hours per pay period) 10 days per year
Year 3-5	120 hours (4.62 hours per pay period) 15 days per year
Year 6 and over	160 hours (6.15 hours per pay period) 20 days per year

All other, *qualifying part-time employees*, earn PTO on an hourly basis, the same hourly rate as full-time employees. Part-time employees accrue PTO according to the following rate:

Year 1-2	.0385/hour worked
Year 3-5	.05775/hour worked
Year 6 and over	.0769/hour worked

A. Employees may begin using PTO after 30 days of employment.
B. Employees are allowed to carry over up to 40 hours each year. Any PTO hours over 40 will be forfeited at the end of the calendar year.
C. Requests for PTO must be made in advance with the employee's supervisor. It is expected that 24-hour notice is given for a PTO day and 2 weeks' notice for a week or more. Regardless of the notice given, supervisors are responsible for scheduling time off so that there is a minimum of interference with departmental functioning, and so requests must be approved according to those needs.
D. An exempt employee who regularly works more than 40 hours per week may take occasional partial days off without using PTO, subject to advance approval by the supervisor, so long as this privilege is not abused and all work demands are met. Employees must use PTO for any full day absences.
E. An employee voluntarily terminating employment will be paid up to 40 unused accrued PTO hours provided they give two weeks' notice (minimum 10 working days) and work all scheduled hours during their notice period. Employees who are involuntarily terminated will not be paid for unused accrued PTO hours.

4.2 Holiday Pay

All full-time employees are eligible to receive paid time off on holidays upon their date of hire. The following days are considered organizationally observed holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. In addition, employees will receive one "floating holiday" to be used to recognize another holiday during the year of their choice. Advanced notice and approval by supervisor to ensure departmental coverage, is required. If one of those holidays falls on a non-work day, the employee may observe the holiday and take a different day off with pay within the same pay period. All Part-time employees will earn holiday pay on a pro-rated basis, according to their regularly scheduled hours/week.

4.3 Other Benefits

Health and Welfare benefits funding may be offered to qualifying employees. In general, full-time employees and part-time Leadership Team employees are eligible for these benefits. These benefits may change from time to time. Please refer to the current plan document for specific information.

5. Background Disclosure-New Employee

5.1 Criminal History: Employees of HOPE 4 Youth will be required to undergo a criminal background check and employment offers will be contingent upon an acceptable result according to the organization's Background Check Policy.
5.2 Employment Eligibility: New employees are required to present proof and complete an Immigration and Naturalization Service (US Department of Justice) Employment Eligibility Verification (Form I-9) within three business days from the start of employment.
5.3 Driver's License and Insurance: Employees who will be driving a company vehicle or driving their own personal vehicle for HOPE 4 Youth business will be subject to a review of the Motor Vehicle Records upon hire and on an annual basis. Such employees will be expected to provide proof of a valid driver's license and insurance upon request. Changes in an employee's driving record or insurability may result in a review of whether that employee is able to perform his or her job duties. Notification by employee of change in status within 48 hours.

6. Employee Records

A personnel record is maintained on each employee including documents that pertain to employment.

6.1 Personnel Records: Consistent with MN state law, employees may request in writing access to their own personnel records no more than once every six months while employed, and only once each year after employment separation, for as long as the record is maintained. The personnel record must be made available within 7 working days after receipt of a written request. The review of the record will take place during normal office hours in the presence of the Executive Director or the HR Manager. An employee who has been separated from employment may submit a written request for a copy of the personnel record. Providing this copy satisfies the organization's responsibility to allow access the personnel record.
6.2 Supervisory and Management Access: Only those who have a need to know will have access to information in a personnel record. All records are confidential and are kept under the direct control of the HR Manager.

7. Work Conduct

HOPE 4 Youth believes it is important to provide clear expectations on basic work rules and expected conduct to ensure employees perform their work responsibilities in a manner that supports the mission and vision of the organization, and established expectations and standards of employment. Failure to

meet these expectations and standards may subject an employee to disciplinary action up to and including dismissal. Employment is "at will" which means that any employee may terminate the employment relationship at any time, and the employer may do the same.

7.1 The following are examples of unacceptable behavior and may result in immediate discipline, up to and including discharge:

A. Improperly storing or keeping at work any personal property or items of value that could directly or indirectly harm a vulnerable person.
B. Any disorderly conduct such as fighting with or using threatening action against any other employee, volunteer or person served.
C. Being under the influence of alcohol or drugs while at work or selling illegal drugs at the workplace.
D. Any public acts or malicious statements detrimental to the interests of HOPE 4 Youth or any of the people it serves.
E. The misuse, unauthorized use, willful destruction or defacement of property belonging to other employees, volunteers, and people served, HOPE 4 Youth, or its consultants or vendors.
F. Falsifying, misrepresenting or withholding information on reports or records.
G. Disregarding safety rules or common safety and sanitary practices, or any other conduct that would tend to create a safety hazard.
H. Failing to report any work-related injuries or misrepresenting such claims.
I. Unlawful or improper conduct at all times, including away from the workplace, which would affect the relationship to the job, coworkers, supervisors, or the company's services, reputation or goodwill in the community.
J. Non-performance of job duties and job responsibilities.
K. Any acts or statements that fail to maintain a workplace free of violence or hostility and sexual, racial, or other types of harassment.
L. Any real or appearance of a conflict of interest.
M. Smoking, except in those areas designated for that purpose.
N. Borrowing or lending to or from a person receiving services.
O. Inaccurately recording actual hours worked on a timecard or any other document that indicates a record of hours worked.
P. Insubordination or the appearance of insubordination of the supervisor or organizational leadership.

7.2 Workplace Attire

HOPE 4 Youth seeks to create a comfortable work environment and maintain a professional image within its offices. We will have a practice of appropriate business casual attire Monday through Friday (as long as there is no need for business dress for a specific meeting). It is important that we

all know the importance of projecting a positive, professional image, while being a place that young people feel like they fit in as well.

To assist in identifying appropriate business casual attire, the following guidelines need to be followed:

Appropriate Business Casual Dress

- Pants/slacks/jeans (with no rips or tears)
- Collared shirts, knit shirts, casual tops
- Dresses, skirts, Capri pants
- Closed-toed Shoes or sandals (must be in good condition)

Inappropriate Dress

- Beachwear of any type
- Shoes and sneakers in poor condition; flip flops.
- Exercise clothing, jogging suits, spandex, tight leggings
- Halter tops, half shirts, spaghetti straps, bare-shouldered tops, low cut tops
- Shorts above knee level
- Sweatpants, sweatshirts or t-shirts with logos other than HOPE 4 Youth's or inappropriate wording
- Revealing or distracting attire (e.g., outfits that are too short, too tight)
- Torn clothing, including tattered jeans

Staff who have responsibilities that require them to be available to meet with donors or community partners are expected to wear more formal business casual attire. In this circumstance, jeans are not acceptable business casual attire. Please discuss the expectations with your supervisor. Good judgment and common sense will allow our business casual policy to continue. Employees who repeatedly demonstrate a lack of understanding will have this privilege revoked.

8. Client Boundaries

HOPE 4 Youth serves clients who are vulnerable and in crisis. For this reason, it is the policy of HOPE 4 Youth to treat all clients with respect and dignity, to protect their privacy and to protect their reputations at all times. In order to set appropriate boundaries with clients, we strongly encourage employees to model appropriate boundaries by following these policies:

8.1 Staff of HOPE 4 Youth will never initiate any physical contact with clients unless it is shaking hands, "fist bump" and high fives. Exceptions to this policy may include first aid treatment of injuries or wounds. When client initiated, staff may help a client by holding their child in order to assist the client with multiple tasks, such as shopping for food in the pantry. If a client initiates a hug, staff will respond with a sideways shoulder hug only. **All other physical contact is strictly prohibited.**

8.2 To protect the privacy of our clients, they will be referred to by first name only. If there are two clients with the same first name, the first initial of the last name can be used. Every precaution should be taken to protect the identity of our clients.

8.3 Staff and volunteers of HOPE 4 Youth will only introduce themselves by first names or nicknames.

8.4 Staff and volunteers of HOPE 4 Youth will not have personal relationships with clients outside of the organization, except for services provided by the outreach workers in the community and within programs approved by staff. Only Program staff can attend private events as a representative of HOPE 4 Youth.

8.5 If a relationship is present before the individual begins receiving services, staff will be expected to use discretion in keeping that relationship separate from the HOPE 4 Youth programming.

8.6 Staff and volunteers will not give out personal information such as address or phone numbers to clients and may not use social media to connect with them. A client should ONLY use an office phone to make a personal call. Only program staff may offer their cell phone number as a way for clients to contact them if needed.

8.7 To protect the privacy of our clients, staff will not acknowledge any relationship with clients when encountering them in the community, except to smile and /or nod, unless communication is first initiated by the client.

8.8 Staff will not accept personal gifts, money or items of value from clients. Any gift must be accepted on behalf of HOPE 4 Youth.

8.9 Staff will not give money or items of value directly to clients. This includes tobacco, alcohol, or any other controlled substance. Items can be donated to HOPE 4 Youth to help meet the client's needs and processed through the Donations Center.

8.10 Staff will not hold or store items for clients. All items stored for clients must only be stored in the center lockers provided for clients on a first come, first serve basis or in the client's personal file in a locked area.

8.11 Staff will respect that their opinions and values may not be shared by the clients. We will honor and support our clients by not infringing on their choices or personal beliefs. If a staff is asked directly by a client about his or her personal beliefs or opinions, he or she will redirect the conversation so that the client shares their own beliefs or opinions and facilitates a discussion that is client-centered.

8.12 We will make every effort to maintain double leadership in all program areas. If a client wishes to have a private conversation with a staff or volunteer of HOPE 4 Youth, it is allowable only if the door is open and/ or they are visually observable by others. If the client would like the door closed, it must be a door with a window.

8.13 Staff of HOPE 4 Youth will first and foremost provide transportation support for youth by linking the young person to other resources. Only Program staff are allowed to transport youth and must provide proof of insurance to the HR Manager at the time of employment.

9. Client Mandated Reporting

HOPE 4 Youth staff are mandated reporters. They must externally report all the information they know regarding an incident of known or suspected maltreatment of a minor. If a person discloses information that he or she may be a danger to him or herself or others, HOPE 4 Youth has a responsibility to report this information to the proper authorities. A report must be made within 24 hours of receiving any knowledge of an incident.

Maltreatment shall be defined as sexual abuse, physical abuse, or neglect and should refer to the definitions from Minnesota Statutes. All individuals receiving services will be made aware of this policy at the initiation of service. HOPE 4 Youth will not retaliate against any staff or volunteer who in good faith makes a report involving any person associated with HOPE 4 Youth. Staff of HOPE 4 Youth will immediately inform Program staff, and the Executive Director of any known maltreatment.

If alleged maltreatment involves any person associated with HOPE 4 Youth, Program staff will also report the incident to the organization's Executive Director. The ED has the authority to remove the person involved from service immediately while investigating. If the alleged maltreatment involves the agency's Executive Director, staff will report to the board of HOPE 4 Youth.

10. Organizational Confidentiality

HOPE 4 Youth staff are required to hold in strict confidence all confidential information, and will not directly or indirectly divulge, disclose or make use of for any purpose whatsoever confidential and proprietary information of HOPE 4 Youth, except as expressly authorized by HOPE 4 Youth to carry out staff duties and responsibilities. Staff who have access to or work with donor data pertaining to HOPE 4 Youth, will not use the information or data for any other purpose.

11. Internet and Email

Internet access is provided by HOPE 4 Youth to assist employees in obtaining work-related data. Responsible and productive use of the organization's email system, internet services, computers and related software is required. Staff are expected to exercise a reasonable degree of caution in transmitting information via email or other electronic means.

A. It is not acceptable to compose, transmit or access data on the internet or email that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person.
B. Any email composed, transmitted or received via HOPE 4 Youth's email system is considered to be part of the official records of HOPE 4 Youth and is subject to review by the organization and possible disclosure to law enforcement or other third parties. Consequently, employees should always ensure information contained in email messages and other transmissions is accurate, appropriate, ethical and lawful.
C. HOPE 4 Youth allows the reasonable use of email for personal use with the following conditions:
    i. Personal use of email should not interfere with work.
    ii. Personal emails must adhere to the guidelines in this policy.
    iii. Work email may not be used for the purpose of running an external business.

12. Social Media Guidelines

HOPE 4 Youth recognizes that many of its employees use social media sites (e.g., Facebook, LinkedIn, YouTube, Twitter, etc.) and other forms of online publishing, communication or discussion, such as blogging, chatrooms or personal webpages (collectively "social media"). HOPE 4 Youth also recognizes that participation in some social media may be important to the performance of an employee's job. The

following positions may require and are authorized to use social media to communicate the activity of HOPE 4 Youth: Executive Director, Director of Marketing and Communications, and Community Engagement Manager. No other HOPE 4 Youth staff are allowed to share information about HOPE 4 Youth on social media sites unless sharing a post directly from HOPE 4 Youth's official channels.

Use of social media during working time must be for business purposes only and conducted only by those employees whose job responsibilities require them to use social media for business purposes on behalf of HOPE 4 Youth. Personal use of social media must be limited to non-working time (i.e., on breaks or before or after work). Any personal or other use that HOPE 4 Youth deems excessive or in violation of this policy or other applicable HOPE 4 Youth policies may result in discipline, up to and including termination of employment.

Employees using social media for personal use or for work purposes have no expectation of privacy in their social media activities. HOPE 4 Youth reserves the right to, and in fact does, inspect, monitor, block, track, review, retain, disclose, and/or use (collectively "access") all such social media communications in its sole discretion.

13. Keeping in Touch

HOPE 4 Youth firmly believes that employee concerns are important whether they are large or small. All employee concerns, suggestions, or complaints need to be heard and addressed in a timely and effective manner. If employees have a concern, suggestion or complaint regarding their job or work environment, HOPE 4 Youth urges employees to bring the concern to their supervisor's attention. If employees do not feel comfortable discussing the issue with their supervisor, employees may meet with the Executive Director to discuss it. HOPE 4 Youth's door is always open to listen to and attempt to resolve employee concerns, suggestions and complaints. We want to help; however, if the complaint, suggestion or concern is not known to the organization, we are not able to help solve it. Remember, when you are looking for advice or information, the first person you should turn to is your Supervisor. The chain of command in addressing concerns is first your Supervisor, then the Executive Director, then the HR Manager, then the Board Chairperson.

14. Whistleblower Policy

HOPE 4 Youth is committed to lawful and ethical behavior in all its activities, and requires employees to act in accordance with all applicable laws, regulations and policies, and to observe high standards of business and personal ethics in the conduct of their duties and responsibilities.

Each reporting individual has an obligation to report what he or she believes in good faith is a material violation of law or policy or any questionable accounting or auditing matter by Hope 4 Youth, its officers, directors, employees or volunteers. Reporting issues, whenever possible, should first go to the Executive Director. If inappropriate to go directly to the Executive Director, employees may go to the Board Chairperson. The Executive Director is required to report suspected violations to the Board Chairperson. Reports should be in writing, whenever practical. Other board members and officers should report issues or concerns directly to the Board Chairperson.

Hope 4 Youth will investigate all reports filed in accordance with this policy with due care and promptness. No director, officer, or employee who in good faith reports a violation of this policy shall suffer harassment, retaliation, or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

15. Political Activity

As private citizens, employees may support any political candidate and be a part of political campaigns. However, representing, supporting or endorsing a political candidate as a company representative is specifically prohibited by HOPE 4 Youth policy and by IRS 501(c) 3 regulations.

The consequence of intervention in political campaigns is loss of tax exempt status by the organization. The organization would be considered in violation of regulations if an employee supports political campaigns as an organization representative. Employees are considered "representatives" of the organization when expenses they incur are reimbursed through HOPE 4 Youth or they engage in a campaign activity while on time paid by HOPE 4 Youth. Such activity includes participating in fundraising for candidates or making public statements of support or endorsement.

HOPE 4 Youth and its employees are allowed to be involved in lobbing. Lobbying is defined as attempts to influence legislation by communicating with a member of a legislative body. Lobbying activities can include grassroots lobbying where there is communication with the public, including a "call to action" regarding a particular issue.

16. Progressive Discipline

HOPE 4 Youth will communicate and attempt to correct work-related problems. Corrective action may take any of the following forms: verbal warnings, written warnings, coaching, counseling, re-assignment of duties, suspension or termination. The organization reserves the right to combine or skip any of these steps depending upon the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered depend upon whether the offense is repeated despite coaching, counseling and/or training, the employee's work record, and the impact the conduct and performance issues have on the organization.

17. Employment at Will/Termination of Employment

Employees have the right to resign their employment at any time and HOPE 4 Youth has the right to terminate employment at any time, effective upon notice to the employee, pursuant to HOPE 4 Youth's employment at will policy, unless otherwise required by law or policies.

A. Causes for separation
Termination of employment may occur when the employment relationship is not working out for any of a number of reasons, including, but not limited to the following:

- Unsatisfactory job performance, as determined by the employee's supervisor
- Actions or conditions which are directly detrimental the organization and/or persons served
- Misconduct, including but not limited to, theft, insubordination, violation of organizational policies
- Abuse, harassment, violent or threatening behavior
- Activities involving or affecting persons served that are not approved by the employee's supervisor

B. Voluntary separation

In all cases of voluntary resignation (one initiated by the employee), employees are asked to provide a written notice to their supervisors at least 10 working days in advance of the last day of work. The 10 days must be actual working days in order to receive their PTO balance with their last paycheck. Holidays and paid time off (PTO) will not be counted toward the 10-day notice. Employees who separate voluntarily are paid in full by the next regular payroll day that is more than 5 days after quitting. If the employee handled company money or property, HOPE 4 Youth has up to 10 days after separation from employment to audit the employee's accounts and check in property before making final payment. In most cases, the HR Manager will conduct an exit meeting on or before the last day of employment to collect company property and discuss final pay. In cases of voluntary separation, the email account assigned to the employee, and access to HOPE 4 Youth laptops, documents and server will be closed within 24 hours after the last day of employment.

C. Involuntary separation

Employees separating involuntarily are paid in full within 24 hours of the employee's demand for wages.

However, if the employee handled company money or property, HOPE 4 Youth has up to 10 days after separation from employment to audit the employee's accounts and check in property before making final payment. In cases of involuntary separation, the email account assigned to the employee, and access to HOPE 4 Youth laptops, documents and server will be closed/collected immediately upon termination.

D. Return of property/settlements

Before separating, all property of HOPE 4 Youth must be returned, including employee ID cards, keys, manuals, files, records, forms, documents, and materials. In addition, all debts, including expense reports, must be settled in full.

Employee Conflict of Interest

The standard of behavior at HOPE 4 Youth, Inc. is that all staff avoid conflicts of interest between the interests of HOPE 4 Youth Inc. on one hand, and personal, professional, and business interests on the other. This includes avoiding potential and actual conflicts of interest, as well as perceptions of conflicts of interest.

I understand that the purposes of this policy are to protect the integrity of the HOPE 4 Youth's decision making process, to enable our constituencies to have confidence in our integrity, and to protect the integrity and reputations of board members, staff and volunteers. Upon hiring, or on the receipt of this policy, I will make a full disclosure of interests, relationships and holdings that could potentially result in a conflict of interest. In the course of meetings or activities, I will disclose any interests of a transactions or decisions where my family and/or my significant other, or close associates will receive a benefit or gain. I understand that this policy is meant to supplement good judgement, and I will respect its spirit as well as its wording.

Employee Signature of Handbook

I acknowledge that I have received a copy of the HOPE 4 Youth Employee Handbook. I agree to read it thoroughly, including the statements in the foreword describing the purpose and effect of the Handbook. I agree that if there is any policy or provision in the Handbook that I do not understand, I will seek clarification from my supervisor. I understand HOPE 4 Youth is an "at will" employer and as such employment with the organization is not for a fixed term or definite period and may be terminated at the will of either party, with or without cause, and without prior notice. In addition, I understand that this Handbook states HOPE 4 Youth's policies and practices in effect on the date of publication. I understand that nothing contained in the Handbook may be construed as creating a promise of future benefits or a binding contract with HOPE 4 Youth. I understand that these policies are continually evaluated and may be amended, modified or terminated at any time.

Please sign and date this page and return it to the HR Manager

Date_____

Signature_____

Printed name_____

I also acknowledge that I have received a copy of the HOPE 4 Youth Volunteer Policies and Procedures, and agree to read it thoroughly.

PLEASE INITIAL and DATE once you have read the updated copy of the Volunteer Policies and Procedures.

Initial_____ Date _____