



PERSONNEL POLICY

Revisions Board Approved 8-15-18

Emergency Closing—Disaster Plan Revision Board Approved 4-15-20

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1.00 PURPOSE AND GENERAL POLICY

- 1.01 Purpose—AEOA desires to establish uniformity and consistency in its personnel practices and communicate to personnel their obligations, terms, conditions, and benefits of employment.
- 1.02 Department Policies/Administrative Procedures—Each department may have operating rules which are needed for the efficient operation of activities. These policies may be approved by the Board and must be consistent and compatible with Agency policy. Administrative procedures are in place that apply to staff; contact HR with any questions.
- 1.03 Employment-At-Will—This Personnel Policy is not an employment contract and should not be interpreted as creating an employment contract. The information contained in this Personnel Policy is simply intended to provide all AEOA employees with general information regarding basic personnel policies and procedures. The Board reserves the right to change, modify, eliminate, or add to these policies and procedures at any time, with or without prior notice.
- Employees who are not represented by a union and are not covered under the terms of a collective bargaining agreement are considered employees-at-will. Employment-at-will means that AEOA may terminate an employee without prior notice for any reason or no reason. Any representations, understandings, or agreements to the contrary are not binding upon AEOA unless they are in writing and signed by the Executive Director of AEOA. Nothing in this Personnel Policy modifies changes, abolishes, or limits the employment-at-will relationship.

2.00 DEFINITIONS

- 2.01 Arrowhead Economic Opportunity Agency—Non-profit Community Action Agency referred to as the “Agency” or “AEOA.”
- 2.02 Board of Directors—Governing body of the Agency referred to as the “Board.”
- 2.03 Executive Committee—Sub-committee of the Board with limited governance authority; also serves as the designated Personnel Committee of the Board.
- 2.04 Departments—The Agency provides services within six departments,

including: Central Services, (Administration, Fiscal, Technology, Human Resources, Planning), Employment and Training, Head Start, Housing Services, Senior Services, and Transit Services.

3.00 JOB DESCRIPTIONS AND CLASSIFICATIONS

- 3.01 Job Descriptions—All employees of the Agency shall perform their work under an approved job description. The job description shall contain information including: job title, assigned grade, work summary, qualifications, and an accurate summary of the essential functions of the job. Job descriptions should be reviewed annually by employees and supervisors to ensure they accurately reflect essential job functions.
- 3.02 Full-Time Employment (Level 3)—Level 3 employees work an average of 31-40 hours per week. Full-time employees are entitled to fringe benefits as described in Appendix F. Paid leave, personal leave, and holiday benefits will be prorated in accordance with numbers of hours worked.
- 3.03 Part-Time Employment (Level 1 & 2)—Level 2 employees work an average of 15-30 hours per week. Level 1 employees work an average of 1-14 hours per week. Part-time employees are entitled to the fringe benefits as described in Appendix F. Paid leave, personal leave, and holiday benefits, when provided, will be prorated in accordance with the number of hours worked.
- 3.04 Temporary Employment—Employment designed to provide a specific service or complete a specific task within a designated timeframe. Such employees may be eligible for benefits. See Appendix F.
- 3.05 Seasonal Employment—Employment designed to work within seasonal program operations. Seasonal employees may be eligible for benefits. See Appendix F.
- 3.06 Substitute Employment—A person hired to replace an employee for a specific period of time because of illness, paid leave, leave of absence, etc. Substitutes will not have benefits.
- 3.07 Probationary Period—Level 2 and level 3 employees shall be on probation until completion of six (6) consecutive months of employment with the Agency. Level 1 employees must complete a 12-month probationary period. During this probationary period, the employee is entitled to use

the grievance procedure, except for termination. Probationary employees may be terminated upon approval by the Executive Director without cause or notice. After 5½ months of the probationary period, the HR Director, in conjunction with the department Director/Manager, will complete a performance review to determine whether or not the employee shall receive the status of a regular employee. If this performance review is unfavorable, the probationary period may, upon approval by the Executive Director, be extended up to three (3) months. All provisions defined in this policy referencing the probationary period are included in any extensions or until employee is given regular status. Probationary employees who are terminated or do not successfully complete the probationary period are not entitled to any accrued paid leave benefits.

- 3.08 Performance Reviews—Performance reviews are an opportunity to discuss employee progress and performance. A minimum of one performance review will be conducted during the 6-month probationary period prior to establishing regular employee status. Employees who have not demonstrated appropriate progress may have their probationary period extended. Performance reviews will be conducted annually once regular employee status has been achieved.

4.00 WORKING CONDITIONS

- 4.01 Regular Working Hours—The Board has established uniform hours of work for Agency operations. Regular hours are 8:00 AM to 4:30 PM, Monday through Friday, with 45 minutes off for lunch. Exceptions to the regular business hours may be necessary within various departments. If exceptions occur, department Directors shall submit modified schedules of work to the Executive Director. AEOA recognizes 40 hours as a normal work week.
- 4.02 Overtime—Overtime is defined as more than 40 hours of paid work within a 1-week period (Saturday through Friday) and will be paid at the rate of 1½ times the regular rate of pay. Overtime is applicable to non-exempt employees (those paid on an hourly basis) and must be pre-approved in writing by the Executive Director.

Administrative policy on the Fair Labor Standards Act is in place covering

hours worked.

- 4.03 Breaks—The Agency allows employees two (2) paid 15-minute breaks during an 8-hour work shift for the employee to take one 15-minute break during the first four (4) hours of the shift and one during the final four (4) hours of the shift. The supervisor may schedule break times so as not to unduly disrupt the program’s work schedule. Employees are encouraged to remain on the premises during breaks.
- 4.04 Absenteeism And Lateness—Employees are expected to report to work as set by Agency or program policy. For any absence that does not have prior approval from the employee’s supervisor, the employee is expected to communicate any such absence to his/her supervisor promptly and with as much advanced notice as possible. Absence without leave is any absence of an employee from scheduled duty that is not promptly reported to and authorized by the supervisor. An employee who is considered absent without leave (“AWOL”) may be subject to disciplinary action up to and including possible termination of employment and incidents of being absent without leave may have an adverse effect on the employee’s promotional considerations. Unsatisfactory attendance may result in disciplinary action up to and including termination and have an adverse effect on the employee’s promotional considerations.
- 4.05 Emergency Closing—If an emergency occurs, it will be within the discretion of the Executive Director to close any AEOA office. The hours that the office is closed may be shared by both employer and employee through paid leave time, additional time worked, or other arrangements. In the event of an emergency Agency-wide closure, the Executive Director will notify employees and the Board of Directors of AEOA’s transition to a business continuity plan. If employees are unable to reach their work locations or the Agency experiences an emergency closing, it is the policy of AEOA to facilitate the retention and availability of employees. AEOA has discretion to pay employees their regular wages, as allowed by funding restrictions and/or with guidance from funding sources that modifies funding restrictions, if staff are unable to report to work due to a disaster or emergency closure and attempts to work remotely are not

possible or staff are unable to engage in any other AEOA employment activities.

Snow Days—Employees are urged to use good judgment in making an effort to get to work during severe winter driving conditions. Employees unable to get to work or unwilling to accept risk should immediately contact their supervisor and request paid leave time off. If Agency sites are closed early because of the weather, those sent home will be paid for their usual workday. Employees whose usual worksite is housed within another agency's building that is closed due to weather should contact their supervisor and make other work arrangements that may include flexing hours, optional worksites, or paid time off. The Agency will make early morning radio, TV, social media, and AEOA website announcements when severe weather conditions warrant full-day office closure. Individual program procedures may alter this provision.

- 4.06 Employees On Active Military Duty—The Agency will comply with all applicable federal and state laws for employees participating in military duty during their employment with the Agency.
- 4.07 Employees On National Guard Leave—The Agency will abide by all applicable state and federal laws regarding employment and/or re-employment with the Agency. (For those employees who need to be absent from work due to service in the Armed Forces or to satisfy their military obligations.)
- 4.08 Jury Duty—The Agency will pay the difference between an employee's regular wage and that amount received for the period of time spent on jury duty, providing that factual documentation is provided by the employee to substantiate time served and amounts received. The Agency shall only pay for 10 days of jury duty. If on any jury duty days an employee is excused early from jury duty, he/she must return to work. An administrative policy is in place with regard to jury duty.
- 4.09 Bereavement Leave—Bereavement Leave: Level 3 employees may be granted three (3) days of leave with pay in the case of death in the immediate family. Level 2 employees may be granted one (1) day with pay. Immediate family is defined as brother, sister, child, grandchild,

grandparent, parent, parent-in-law, and spouse/domestic partner. The definition of immediate family member can also be extended to include an individual whom the employee can establish as having a relationship similar to that of the immediate family; such leave is granted at the discretion of the Executive Director. At the discretion of the Executive Director and the department Director, two (2) additional days with pay may be allowed.

- 4.10 Leave Of Absence—After two (2) years of employment, an employee may request, in writing, an unpaid leave of absence. The approval, terms, conditions, and duration of the leave shall be at the discretion of the Executive Director. In the event a leave is granted, the Agency can give no assurance that the employee will be restored to his/her former position.

5.00 SAFETY

It is the policy of the AEOA to strive for the highest safety standards for its employees. AEOA has a comprehensive workplace safety and health program called “A Workplace Accident Injury Reduction” (AWAIR) program. It is mandatory that all injuries and occupational exposures occurring on the job be reported to the immediate supervisor within 24 hours of the occurrence. In accordance with Agency procedures, accident-related forms must be completed in a timely manner. Employees shall not be entitled to short-term disability or paid leave benefits for a job-related injury or illness covered by workers’ compensation insurance.

6.00 EMPLOYEE BENEFITS

- 6.01 Medical and Dental Benefits—The Agency carries medical and dental insurance for Level 3 employees. The Agency will pay a percentage of the premium, as determined by the Board. Employees become eligible after four (4) complete, consecutive payroll periods with the Agency. Insurance benefits are pursuant to federal and state guidelines that may affect offerings of insurance benefits.
- 6.02 Insurance Continuation Policy—Any employee covered by the Agency medical insurance plan prior to retiring and with 15 years or more of continuous service with the Agency and age 55 will be eligible to continue with the Agency medical insurance. The cost of this continuation of

insurance shall be borne solely by the retiree. The Board may decide to participate in this cost.

6.03 COBRA—Congress passed the Consolidated Omnibus Budget Reconciliation Act (COBRA) health benefit provisions in 1986. COBRA contains provisions giving certain former employees, retirees, spouses, and dependent children the right to temporary continuation of health coverage at group rates. COBRA establishes specific criteria for group plans, qualifying beneficiaries, and qualifying events. COBRA establishes required periods of coverage for continuation of health benefits.

Qualifying Events	Beneficiary	Coverage
-Termination -Reduced Hours	-Employees -Spouse -Dependent child	-18 months
-Employees entitled to Medicare -Divorce or legal separation -Death of covered employee	-Spouse -Dependent child	-36 months
-Loss of “dependent child” status	-Dependent child	-36 months

For more information on COBRA, contact the Human Resources Department.

6.04 Disability Insurance—If an employee qualifies for short-term disability, he/she shall begin receiving disability payments after the first seven (7) consecutive days of illness or injury (includes holidays and weekends). A written doctor’s approval is required prior to allowing an employee to return to work after a short-term disability leave. The disability insurance that is in effect at the time the disability occurred will be the policy for that employee. (Work-related injuries or illnesses will be subject to worker’s compensation insurance).

6.05 Life Insurance—If an employee is qualified, the Agency provides life insurance upon an employee’s application in an amount determined by the Board for Level 3 employees. The Agency will pay the full premium.

Other benefits are available at employee cost for additional and dependent life; contact HR for more information.

- 6.06 403b Retirement Plan—Upon hire, employees are eligible to invest a percent of their income in a 403b retirement plan. After two (2) years of continuous service, at a minimum of 1,000 hours per year, employees are eligible to apply for and receive a contribution from the Agency to their 403b retirement plan. The Agency’s contribution of the 403b retirement plan will be determined by the Board. The employee has no claim to any portion of the Agency’s contribution to the 403b retirement plan until the employee is terminated, resigns, or otherwise leaves the employment of the Agency. Please refer to the Mutual of America Plan Summary or administrative policy to clarify the rate of contribution.
- 6.07 Paid Leave Accrual Rates—AEOA provides for and encourages paid time away from work for life balance and relaxation to promote good physical and mental health and quality job performance. Paid leave can be utilized for any purpose, subject only to necessary request and approval procedures consistent with Agency and department policies.
 Accrual Rate: Level 3 (31-40 hours/week) employees will accrue paid leave at the pro-rated rate: Annual accruals are based on 2,080 hours per year (40 hours x 52 weeks).

YEARS COMPLETED	PAID LEAVE HOURS PER 80 HOURS OF PAID WORK	HOURS/DAYS ACCRUED PER YEAR * 2,080 hours
0-5	6.0	156 Hours = 19.50 Days
6-10	8.0	208 Hours = 26. Days
11-15	9.0	234 Hours = 29.25 Days
16-20	10.0	260 Hours = 32.50 Days
21-24	10.5	273 Hours = 34.12 Days
25 AND ABOVE	11.0	286 Hours = 35.75 Days

*Days represent 8-hour workdays. Level 2 (15-30 hours/week) employees will accrue paid leave at the rate of five (5) paid leave hours per 80 hours of paid work.

6.08 Use of Paid Leave—

- A. Paid leave is accrued at the end of each pay period and paid out at the current rate of pay. Employees may utilize paid leave after four (4) complete, consecutive payroll periods.
- B. Minimum paid leave usage is one (1) hour. An advance notice of two (2) weeks is required for taking five (5) or more consecutive days of scheduled paid leave.
- C. Non-scheduled use must be requested within 30 minutes of the beginning of the workday. Repetitive use of non-scheduled paid leave may result in a supervisor/employee session to discuss solutions.
- D. The Agency recommends that a minimum reserve of five (5) paid leave days be maintained. This minimum reserve may be waived by the Executive Director. The purpose for this reserve is in order to help cover the short-term disability waiting period of seven (7) consecutive days. Should an employee's paid leave go into the negative, they are subject to unpaid leave approval by the Executive Director.
- E. After two (2) years of Level 3 employment, employees should have accumulated beyond the minimum reserve of paid leave hours referenced in D., above. Level 3 employees will then be subject to the "50% rule" that requires use of at least 50% of their annual paid leave accrual. Level 3 employees with more than two (2) years of Agency seniority who don't use 50% of their annual accrual will be subject to a loss at payroll year-end of accrued hours up to this 50% calculation. Paid leave payoffs, identified in "F." below, cannot be used to satisfy this policy provision.

For Level 3 seasonal employees (example: Fuel Assistance work for six (6) months; Head Start, ten (10) months), the 50% will be adjusted by actual time worked (a Fuel Assistance employee working six (6) months would be a 6/12 employee and their rule would be 25% (6/12 of the 50% rule).

For any employee who makes a donation of paid leave hours to

another employee, this amount will qualify for the 50% rule.

- F. Employees may request a payoff of paid leave earnings in an emergency situation. Requests must be in writing to the Executive Director. Employees will be subject to the minimum reserve of five (5) paid leave days in any given payroll year.
- G. Paid leave earnings shall be cumulative but shall not exceed a carryover from a given payroll year of more than 800 hours. If an employee has satisfied the “50% rule” and still has hours at payroll year-end exceeding the 800-hour cap, the employee, in 90 days, must do a payoff of the excess hours. The 800-hour cap shall be effective for the payroll year 2018 and thereafter. For those in excess of the cap, see the administrative policy.

6.09 Sick Leave Bank—Can be used only upon prior approval by the department Director or Executive Director. Access to employees who have extended sick leave bank balances are limited to the following circumstances:

- A. The waiting period of Level 3 employees who qualify for non work-related short-term disability benefits, sickness and accident (S & A) insurance (seven (7) consecutive calendar days).
- B. Level 2 employees (15-30 hours per week) may use up to 20 hours for each incident of non work-related illness or injury if it results in a work absence of more than seven (7) consecutive calendar days and upon provision of a physician’s statement.
- C. Pursuant to Minnesota Statutes Section 181.9413, to care for an employee’s ill or injured child, adult child, spouse, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or step-parent for reasonable periods of time as the employee’s attendance may be necessary, on the same terms upon which the employee is able to use sick leave benefits for the employee’s own illness or injury. An employee also may use sick leave benefits for “safety leave” (as provided and defined in Minnesota Statutes Section 181.9413) related to situations involving sexual assault, domestic abuse, or stalking.

- D. Serious, chronic employee illnesses that are not covered under the Agency's short-term disability insurance because treatment or therapy requires the use of intermittent hours or days, rather than consecutive days. The intent of this provision is to cover treatments such as chemotherapy for cancer or kidney dialysis.
- E. Level 2 and 3 employees who miss work due to a work-related accident and have an accepted worker's compensation claim up to three (3) days per injury.

6.10 Termination of Benefits—Upon separation of employment from AEOA (by termination, resignation, or retirement), any paid leave balances will be paid to the employee based on the current rate of pay for the primary position, if applicable. Probationary employees (including any extensions) are not eligible for this benefit. For an employee who is resigning or retiring from his/her employment with AEOA, the employee must provide to his/her department Director or immediate supervisor at least two (2) week's advance written notice of the employee's resignation or retirement in order for the employee to be eligible for payout of the employee's paid leave balances. The Executive Director must provide to AEOA's Board of Directors at least 30 day's advance written notice of his/her resignation or retirement in order to be eligible for payout of his/her paid leave balances. Department Directors must provide at least 30 day's advance written notice of his/her resignation or retirement to the Executive Director in order to be eligible for payout of his/her paid leave balances.

6.11 Family and Medical Leave Policy—In accordance with the Family and Medical Leave Act of 1993 (FMLA), the Agency will provide up to 12 weeks of unpaid leave to "eligible" employees for certain family and medical reasons. The Agency will also abide by applicable Military Leave provisions (see Administrative Policy for reference).

An employee is eligible for leave under the FMLA if she/he has been employed by the Agency for at least 12 months and worked at least 1,250 hours during the 12-month period immediately preceding the beginning of the leave.

Leave will be granted for any of the following reasons:

- A. the birth of a child;
- B. placement with the employee of a child for adoption or foster care;
- C. to care for the employee's spouse/domestic partner, son, daughter, or parent who has a serious health condition;
- D. the employee's own serious health condition which makes the employee unable to perform the functions of his or her job.

The employee must provide at least 30 days advance written notice of the employee's need for leave. In cases where an employee cannot provide 30 days advance notice, notice is to be provided as soon as practical.

The Agency will require that the employee provide a medical certificate from a doctor or health care provider to support a request for leave based upon the employee's own serious health condition or that of the employee's family member. In the case of leave to care for a seriously ill family member, the certification must explain why the employee's assistance is necessary. In the case of leave for an employee's own serious health condition, an explanation of the employee's inability to perform the essential functions of the job must be provided. The Agency, at its own expense, may require that the employee get a second opinion from a doctor or health care provider of the Agency's choice. If the two opinions conflict, the Agency may require a third opinion, at its own expense, from a doctor or health care provider mutually selected by both parties; the third opinion is final and binding. The Agency may require recertification of the serious health condition during the course of the leave but will not do so more often than every 30 days. Also, the Agency may require that the employee sign a medical release authorizing the Agency to obtain the medical records relating to the employee's serious health condition. In the case of the serious health condition of an employee's family member, the Agency may require that the family member sign a medical release authorizing the Agency to obtain the medical records relating to the family member's serious health condition.

AEOA will provide paid FMLA only to the extent that paid leave, frozen sick leave bank, short-term disability benefits, or other paid time off are available during the 12-week FMLA eligibility period.

The Agency will require that available paid leave options be used first before any unpaid leave is granted in connection with FMLA. Prior to returning to work from leave due to his or her own serious health condition, an employee must, within ten (10) days of the conclusion of the employee's leave, provide the Agency with a fitness for duty certification from the employee's doctor or health care provider which states that the employee is able to resume work. The Agency may deny restoration to employment until such a certification is provided. If the employee fails within ten (10) days to provide the fitness for duty certification or a medical certification extending the employee's FMLA leave (if FMLA leave has not been exhausted), employment may be terminated. If the employee's FMLA leave has been exhausted and the employee is unable or unwilling to return to work and does not have any additional leave benefits available, the employee may be terminated.

- 6.12 Extended Leave Policy An employee may be granted an extended unpaid leave after the employee has exhausted his or her FMLA leave, frozen sick leave account, paid leave, leave under the Agency's short-term disability insurance policy, and any other paid leave. However, the granting of any extended leave is completely at the discretion of the Agency and may last up to 26 weeks. Prior to granting an extended leave and in order to determine whether the leave is necessary, the Agency reserves the right to have the employee examined, at the Agency's expense, by a doctor or health care provider of the Agency's choice. The Agency will not cover the cost of benefits to the affected employee during this extended leave period. Those receiving Agency health insurance benefits prior to the extended leave period can maintain the policy at the employee's own expense. Employees reaching medical improvement before this period has expired are expected to return to work when able and with a doctor's written medical release. Administrative policy exists referencing the employee percentage of insurance costs. The Agency will make decisions as to the employment status of employees following the completion of the extended leave policy. Inability

to return to work at this time may result in termination.

6.13 Personal Leave—Level 3 employees and Level 2 employees shall be entitled to two (2) personal leave days per payroll year pro-rated in accordance with number of hours worked. The Executive Director may have the option of granting an additional personal leave day immediately before or after a holiday. Personal leave must be taken as a full workday and must be used within the payroll year after four (4) complete, consecutive payroll periods. See Appendix F.

6.14 Holidays—It is the policy of the Agency to afford Level 2 and 3 employees ten (10) paid holidays each year without a waiting period. They include:

New Year's Day	Labor Day
Martin Luther King Day	Veteran's Day
President's Day	Thanksgiving Day
Memorial Day	Thanksgiving Friday
Independence Day	Christmas Day

Should a holiday fall on a Saturday, the preceding Friday will be observed.

Should a holiday fall on a Sunday, the following Monday will be observed.

Holiday pay is pro-rated based on an 80-hour pay period. Paid holidays may be adjusted due to program operational procedures.

7.00 DISCIPLINE, SEPARATIONS, AND HEARINGS

7.01 Terminations—Terminations occur when a probationary employee does not reach regular employee status. Terminations may occur as a result of natural completion of a project, reductions in positions, curtailment of programs, and/or financial reasons, including reduction of funds or revenues. Two week's written notice may be given to the employee prior to the effective date of termination. Terminated employees shall have no recall rights.

7.02 Resignations—If an employee wishes to resign from his/her employment with the Agency, he/she shall give two (2) week's written notice to the department Director or supervisor prior to the effective date of such resignation. The Executive Director and department Directors shall give 30 day's or more written notice of intent to resign or retire for purposes of succession planning. See Appendix A, Voluntary Separation form.

7.03 Layoffs/Transfers/Recall Rights—If an employee is laid off, two (2) week's

written notice shall be given to the employee prior to the effective date of layoff. When possible, full consideration by the department Director and the Executive Director will be given to the transfer of employees to other programs and projects.

Determination as to whether a transfer shall take place and as to the application of these criteria is totally at the discretion of the department Director and the Executive Director. This determination will be made on length of service with the Agency, job performance, job experience, qualification, and geographic area. There is no order of priority given to the above criteria. In the event of layoff, an employee will retain certain recall rights for a period of 12 months from the effective layoff date after which time he/she shall be considered terminated with no further rights under this policy. These recall rights apply only for those openings for which the person is qualified. If recalled, the following apply:

- A) reinstatement of paid leave benefits at the level employee left;
- B) reinstatement of 403b retirement plan benefits without waiting periods;
- C) reinstatement of insurance benefits in accordance with the insurance contract in effect at the time of re-employment.

7.04 Dismissals—As a general rule, the employer follows a progressive discipline process; however, employees may be dismissed upon recommendation of the department Director for inefficiency, incompetency, for any violation of Agency or department policy. All recommended dismissals must be approved by the Executive Director. Dismissed employees shall be provided with a written statement from the Executive Director stating the reasons for the dismissal. Any employee who knowingly gives false, deceptive, or fraudulent information to the Agency in their application for employment or with regard to their employment shall be subject to immediate dismissal.

7.05 Suspensions—The Executive Director, upon recommendation of the department Director, may suspend an employee for disciplinary reasons. Any employee suspension under this section shall be without pay. The employee shall be notified in writing of the reason for suspension. The

length of any suspension shall not exceed 20 working days as determined by the Executive Director. In situations that require a suspension of more than 20 days, Executive Committee action will be required.

- 7.06 Hearings—If a regular employee is dismissed or otherwise subject to other disciplinary action, he/she may submit a written request for a hearing before the Executive Committee. Such a request must be filed with the Executive Director within ten (10) working days after receiving the notice of demotion, dismissal, or other disciplinary action. In such cases, the Executive Committee shall hold a hearing within 30 days after receiving the written request. In conducting hearings, the Executive Committee shall act as a body, but special investigation and detail work may be delegated to the Executive Director. All hearings shall be closed and shall not be subject to technical rules of evidence. The Executive Committee shall determine the time and place of hearings. Hearings involving several applicants may be considered jointly or individually at the discretion of the Executive Committee. Unless incapacitated, the person requesting a hearing shall appear personally and may be subject to questioning. The employee has the right to have witnesses testify on his/her behalf. The employee may, at his/her discretion and expense, elect to have legal counsel or anyone he/she designates to appear at such a hearing. The Executive Committee shall prepare written findings and conclusions which shall be signed by the chairperson with a copy being provided to the employee. The Executive Committee may rescind or modify a dismissal or other disciplinary action.

8.00 NON-DISCIPLINARY TRANSFERS, PROMOTIONS, DEMOTIONS, SALARY ADJUSTMENTS

- 8.01 Transfers—Voluntary and involuntary transfers to other positions within the Agency are within the discretion of the Executive Director and department Director(s). An employee must possess the necessary qualifications in order to be considered for another position. Determination of qualifications is at the discretion of the Executive Director and department Director.
- 8.02 Promotions—The salary of an employee who is promoted shall be

increased to the minimum rate of pay for that position, unless this rate is less than the basic monthly salary paid to the employee supervised by the promotee. The salary of a non-exempt employee who is promoted to an exempt position shall be at the minimum rate of pay for the new position; however, in the event this minimum rate is less than the current hourly rate of the employee's previous position, they shall advance to a rate of at least one grade or step over their current grade or step. See "Compensation Policy" approved by the Board, located in the Human Resources Department.

8.03 Demotions—An employee who is demoted shall be reduced to the grade and step for that position.

8.04 Salary Adjustments—Salary chart adjustments recommended by the Executive Director must be approved by the Board.

9.00 DRESS CODE/PHONE CALLS/SMOKING

9.01 Dress Code—Agency Dress Code

A) Purpose

The dress code guidelines are to assist department Directors in determining appropriate attire for their department.

B) Policy

Employees of AEOA will present a professional, well-groomed appearance to meet the customers' expectations and reflect a positive image of the Agency and the business it conducts. Department Directors can use discretion on attire based on designated tasks.

C) Procedure

Name badges should be worn at all times.

Mild fragrances are acceptable when worn in moderation.

Common sense and good judgment is the key.

1) Examples of Appropriate Attire

- Skirts/dresses (length should not be more than three (3) inches above-knee)
- Suit/tie; pantsuit
- Blouses/shirts/sweaters
- Walking shorts/skorts in business suitable fabrics

- Slacks/khakis/colored jeans

The Executive Director may institute a casual dress Friday for a specified period of time. If and when casual Friday is instituted, the following guidelines should be followed:

Dress appropriately for what is required of you by your job. Refer to departmental dress code policy, dressing appropriately for what is required of you for your job. If problems arise with dress attire, the supervisor will have discussion with those employees.

- Jeans (blue or colored)
- Agency-specified logo shirts or plain t-shirts
- Shorts in business attire material

9.02 Personal Telephone Calls—Personal phone calls/texting must be held to a minimum and not interfere with the employee’s work. Any abuse of this policy by an employee may result in disciplinary action.

9.03 Smoking—Smoking and the use of smokeless tobacco is prohibited in all AEOA facilities or buildings and Agency-owned vehicles.

10.00 DISCRIMINATION AND SEXUAL HARASSMENT/AFFIRMATIVE ACTION

10.01 Discrimination—Discrimination in the selection of Board members, committee members, volunteers, Agency employees, or in the administration and delivery of programs because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, or status with regard to public assistance is strictly prohibited.

10.02 Sexual Discrimination and/or Harassment—Discrimination or harassment based on sex as defined and described in MN Stat. 363.01 et seq. (Minnesota Human Rights Act) is strictly prohibited (see Appendix E).

10.03 Affirmative Action—Attached and made part of this policy by this reference is Appendix C., setting forth the Agency’s policy with respect to affirmative action.

11.00 CRIMINAL HISTORY AND OFFENSES

11.01 Disclosure—All employees of the Agency are required to disclose immediately any and all gross misdemeanor and felony convictions and any gross misdemeanor or felony charges pending during employment. The Agency requires employees to disclose information concerning any

and all criminal proceedings pending during employment which may reasonably be related to their position or duties. Administrative, departmental, and funding policies; and state and federal law may require that we periodically conduct background checks.

- 11.02 Reporting—When an employee is arrested or charged with a criminal offense, he/she must report such arrest or charge to his/her supervisor or department Director as soon as possible. If it is determined that the criminal offense would adversely affect one's ability to perform his/her job responsibilities or impair the employee's work relationship with fellow employees or Agency clients, the Executive Director may place the employee on leave of absence without pay until final disposition of the criminal proceeding. Whistleblower protection policy is in place within AEOA's Accounting and Financial Policies and Procedures Manual.
- 11.03 Traffic Violations—All employees on Agency travel status whose license is suspended or revoked for any reason or receives any moving violations while on Agency time in a personal vehicle or an Agency vehicle must report this to the Executive Director and/or department Director prior to the next working day.
- 11.04 Other Action—The provisions of this section do not limit or prevent the Agency from taking any other action which may be appropriate as provided in other sections in this Personnel Policy. The Agency reserves the right to request verification of personal automobile insurance coverage and seek information on license status.

12.00 OUTSIDE ACTIVITIES

The following items are applicable to those employed by AEOA:

- A) Employment at AEOA should not be used as consideration or reward for the support of or opposition to any political party or candidate for public office. No person will be hired, dismissed, or promoted based on their political affiliation or beliefs.
- B) Employees cannot directly or indirectly coerce, command, or advise another employee to pay, lend, or contribute anything of value to a political campaign, political candidate, or for political purposes during business hours or through influence because of employment or

position with AEOA.

- C) No employee of AEOA may use his/her affiliation with the Agency or Agency resources to influence or interfere with an election or political campaign.
- D) Employees seeking a county-level or higher office will be required to take a leave of absence commencing upon their filing for office and continuing until the outcome of the election. A leave of absence connected to pursuing elective office shall allow employees access to their paid leave accounts for the purpose of income supplementation or to pay for continuation of employee fringe benefits. An employee of the Agency who is elected to such public office shall resign from his/her employment with the Agency but may, subject to the provisions stated therein, apply for unpaid leave of absence pursuant to Section 4.10 of the Personnel Policy.
- E) Participation or involvement in other public offices or positions with other public or private boards shall be reviewed by the Executive Director on a case-by-case basis. If the Executive Director determines that such participation interferes with the efficient performance of the employee's duties or conflicts with the best interest of the Agency, the employee shall be required to take a leave of absence as set forth above or resign from the other position.

13.00 OUTSIDE EMPLOYMENT

Outside employment shall not interfere with the efficient performance of the employee's duties. Outside employment that may conflict with the employee's duties or otherwise conflict with the purpose and goals of the Agency must be reported in writing to Executive Director and will be subject to review and approval by the Executive Director.

14.00 UNSOLICITED GIFTS, AWARDS, AND STIPENDS

- A) Gifts and gratuities given as token expressions of appreciation of nominal value may be accepted by individual employees and Board members. Nominal value is defined as not more than \$25.00.
- B) Awards presented to any employee for years of service or excellence may be recognized by the Executive Director or the Board in any

manner they deem appropriate.

15.00 EMPLOYEE TRAINING AND EDUCATION

AEOA may provide financial support for on-going training and education for its employees upon reaching regular status. The training provided by colleges, universities, and/or vocational schools must be related to the employee's job or working toward an educational goal related to that job. All requests must be first approved by the employee's department Director before submitting the request to the Executive Director. Agency-supported classroom training must be pre-approved by the Executive Director and employees must submit proof of successful completion of the course.

Tuition costs may be paid in the following manner: 50% for employees grade 10 and above; 75% for employees grades 1-9. When an employee receives the employee training and education reimbursement from AEOA, they will be required to pay back to the Agency 50% if they leave AEOA employment before working three (3) years after the reimbursement and must reimburse within 30 days. If an employee's primary department has their own Employee Training and Education Policy, this does not apply.

16.00 FILLING POSITIONS

16.01 Internal Job Openings—The Board has established hiring procedures for the purpose of filling positions in the Agency. Openings for positions within the Agency will be posted and/or advertised publicly. Whenever practical, at the discretion of the Executive Director, qualified Agency personnel will be given first consideration. Salary adjustments will be made in accordance with Agency salary policy.

16.02 External Applications—It is the philosophy of the AEOA to assist the poor and underprivileged in our area. In reviewing applications from individuals outside the Agency, the poor, the jobless, the underprivileged, and those currently receiving public assistance will be given every opportunity for jobs for which they qualify or for which they reasonably can be trained. Qualifications and training potential are within the discretion of the Executive Director.

16.03 Executive Director—For the position of Executive Director, the Executive

Committee shall follow the employee selection policy, interview applicants, and recommend candidates to the Board.

16.04 Interview Expenses—The AEOA may pay for interview expenses in accordance with the travel policy (see Appendix D.) for individuals applying for the position of Executive Director and other hard-to-find positions.

16.05 Moving Expenses—AEOA may pay for moving expenses for persons hired to fill senior level or hard-to-fill positions as determined by the Executive Director. Documentation of moving expenses shall be retained in the employee’s personnel file.

16.06 Favoritism and Nepotism—The following rules shall be observed with respect to persons employed by the Agency:

A) No person shall hold a staff position for which a member of his/her immediate family exercises supervisory authority over that position.

B) No person shall hold a staff position while he/she or a member of his/her immediate family serves on the Board or Head Start Policy Council. For the purpose of this part, a member of an immediate family shall include:

Spouse/domestic partner	Daughter	Parent-in-law	Step-brother
Parents	Son	Brother-in-law	Step-sister
Brother	Grandparents	Sister-in-law	
Sister	Son-in-law	Step-children	
	Daughter-in-law	Step-parents	

The definition of immediate family member can also be extended to include an individual whom the employer can establish as having a relationship similar to that of the immediate family.

17.00 APPEAL AND GRIEVANCE PROCEDURE

A grievance is any problem of any employee or group of employees resulting from work requirements or the conditions of employment. This appeal and grievance procedure is not intended to apply to disciplinary cases (see Section 7.04 Dismissals). The Agency’s goal is to find fair and equitable solutions at the lowest level possible. All grievances will first go to an employee’s immediate supervisor for resolution.

- A) All grievances must be in written form and must specifically state: the matter being grieved, the issue, and the remedy sought.
- B) All written grievances must be presented within ten (10) working days of the grieved incident.
- C) No person employed by this agency shall be denied the right to the grievance procedure (except as stated in E. below).
- D) The grievance procedure shall follow the steps outlined below:
 - 1) STEP ONE—Every effort will be made to resolve an employee’s grievance by his/her immediate supervisor.
 - 2) STEP TWO—If the grievance in Step One is not resolved, an employee may refer the matter to the department Director.
 - 3) STEP THREE—If the grievance in Step Two is not resolved, the employee shall have the right to bring the written grievance to the Executive Director. The decision of the Executive Director shall be communicated in writing to the grievant. (Steps One, Two, and Three, must be completed within 15 working days after the grievance has been initiated.)
 - 4) STEP FOUR—If the grievant is not satisfied with the written decision of the Executive Director, the grievant can then request a hearing before the Executive Committee. Such a request must be made in writing to the Executive Director within five (5) working days after receipt of the decision of the Executive Director under Step Three. After such a request has been presented, the Executive Committee shall hear the grievance within 30 working days and shall communicate a decision in writing to the grievant. The decision of the Executive Committee shall constitute the final decision on the grievance.
- E) Any grievance action affecting the Executive Director shall be dealt with by the Executive Committee.

18.00 EMPLOYEES FOR EMPLOYEES

The Employees for Employees (EFE) Committee has established a Personnel Advisory Committee (PAC) to serve as a support system to employees who need assistance in clarifying or understanding personnel

issues, decisions, or procedures. Please see Employees for Employees By-laws for more information.

ARROWHEAD ECONOMIC OPPORTUNITY AGENCY
702 THIRD AVENUE SOUTH
VIRGINIA, MN 55792-2797

VOLUNTARY SEPARATION

Date of notice _____ Employee name _____

Effective date _____ Position/Department _____

This is my official notice of resignation from the Arrowhead Economic Opportunity Agency. My reason for resigning: (attach letter if given)

My resignation is voluntary and is not a forced leaving.

Employee signature/date

Accepted

Supervisor's signature/date

Date

Witness's signature/date

ARROWHEAD ECONOMIC OPPORTUNITY AGENCY
702 THIRD AVENUE SOUTH
VIRGINIA, MN 55792-2797

Tennessee Warning

DATA PRIVACY RIGHTS
FOR APPLICANTS/RECIPIENTS OF PROGRAMS
SPONSORED BY
THE ARROWHEAD ECONOMIC OPPORTUNITY AGENCY

YOUR RIGHTS: Under the Minnesota Data Privacy Act, you have the right to know how the information you provide on your application will be used. The information you provide on the application for a program is classified as private under Minnesota law and cannot be disclosed without your permission, except as provided below.

PURPOSE AND USE The information on the application will be used to determine your eligibility for the program and level of assistance. Information you provide will also be used for statistical and research purposes and will not reveal any personal identifying information about you or members of your household.

WHAT IS REQUIRED We encourage you to answer all questions because your correct answers will enable us to properly verify and prioritize your application. Emergency phone, language spoken in the home, township, and number of persons employed in the household, race, years of education, child's school are optional. However, this information is requested for the purpose of determining compliance with federal, civil rights law, and providing proper assistance to you; and your response will not affect consideration of your application. By providing this information, you will assist us in assuring that this program is administered in an effective non-discriminatory manner. Number/code/status blanks are for office use. We may not be able to properly process your application without all other information.

WHO WILL REVIEW Agency staff and state (or federal) employees whose job requires access to your application, as well as auditors, may have access to your application. These people are all required not to disclose any personal information about you or members of your household. State and or federal employees and auditors may review applications to ensure that the AEOA is serving people properly.

ARROWHEAD ECONOMIC OPPORTUNITY AGENCY
702 THIRD AVENUE SOUTH
VIRGINIA, MN 55792-2797

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION
POLICY STATEMENT

This is to affirm Arrowhead Economic Opportunity Agency's policy of providing equal opportunity to all employees and applicants for employment in accordance with all applicable equal employment opportunity/affirmative action laws, directives, and regulations of federal, state, and local governing bodies or agencies thereof including, but not limited to, Minnesota Statutes Chapter 363A (the Minnesota Human Rights Act).

Arrowhead Economic Opportunity Agency is an Equal Opportunity and Affirmative Action Employer. We recruit, employ, train, compensate, and promote without regard to race, religion, creed, color, color, national origin, age, gender, sexual orientation, marital status, disability, veteran status, status with regard to Public Assistance, or any other basis protected by applicable federal, state, or local law.

Arrowhead Economic Opportunity Agency will take Affirmative Action to ensure that all employment practices are free of such discrimination. Such employment practices include, but are not limited to, the following: hiring, upgrading, demotion, transfer, recruitment or recruitment advertising, selection, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

Arrowhead Economic Opportunity Agency will use its best efforts to afford under-represented populations and female business enterprises with the maximum practical opportunity to participate in the performance of subcontracts for construction projects that this agency engages in.

Arrowhead Economic Opportunity Agency will commit the necessary time and resources, both financial and human, to achieve the goals of Equal Employment Opportunity and Affirmative Action.

Arrowhead Economic Opportunity Agency fully supports incorporation of non-discrimination and Affirmative Action rules and regulations into contracts.

Arrowhead Economic Opportunity Agency will evaluate the performance of its management and supervisory personnel on the basis of their involvement in achieving these affirmative action objectives, as well as other established criteria. Any employee

of this agency or sub-contractor to this agency who does not comply with the Equal Employment Opportunity Policies and Procedures as set forth in this Statement and Plan will be subject to disciplinary action. Any sub-contractor not complying with all applicable equal employment opportunity/affirmative action laws, directives, and regulations of the federal, state, and local governing bodies or agencies thereof, specifically Minnesota Statutes 363, will be subject to appropriate legal sanctions.

Arrowhead Economic Opportunity Agency has appointed personnel to manage the Equal Employment Opportunity Program. The Equal Employment Opportunity Officer responsibilities will include monitoring all equal employment opportunity activities and reporting the effectiveness of this Affirmative Action Program, as required by federal, state, and local agencies. The Chief Executive Officer of Arrowhead Economic Opportunity Agency will receive and review reports on the progress of the program. If any employee or applicant for employment believes he/she has been discriminated against, please contact AEOA, 702 Third Avenue South, Virginia, Minnesota, 55792-2797, or call (218) 749-2912 during regular business hours.

Cathy Pazzelli
HR Director/Assistant Executive Director

ARROWHEAD ECONOMIC OPPORTUNITY AGENCY
702 THIRD AVENUE SOUTH
VIRGINIA, MN 55792-2797

TRAVEL POLICY

Out-of-Area Travel

Out-of-area travel is defined as any travel outside of the nine-county service area of Aitkin; Carlton; Cass; Cook; Lake; Itasca; Koochiching; Pine; and St. Louis County, including the city of Duluth. Out-of-area travel and in-area overnight travel are to be reported on Form PAY006 Pre-Approved Travel/Travel Expense.

1. Identify each separately incurred business expense (i.e., do not group all expenses associated with one trip together).
2. AEOA will reimburse employees at per diem rates, commonly known as CONUS, established by the General Services Administration (GSA) for the location to which they travel. Therefore, meal receipts are not required.
 - a. Breakfast or dinner will not be reimbursed unless the traveler is required to leave before 7 AM or return after 7 PM.
 - b. If the conference or meeting which the traveler attends provides a meal, the value of that meal, as determined by CONUS tables, will be deducted from that day's per diem.
3. With the exception of tips, tolls, reimbursed mileage, and per diem, all business expenses must be supported with invoices/receipts.
4. Contractor/vendor receipts/invoices must be submitted for all lodging and any expenditure other than meals.
5. For air fare, airline-issued receipts should be obtained. If a traveler fails to obtain a receipt, other evidence must be submitted indicating that a trip was taken and the amount paid (for example, a combination of an itinerary, a credit card receipt, and return trip boarding pass(es)).
6. An employee will not be reimbursed for expense reports that are not completed properly or do not meet the preceding criteria. If the expense report results in a balance due to AEOA (as a result of receiving a travel advance greater than actual business expenditures), the employee must attach a check or sign a statement indicating authorization to settle the balance due through a payroll deduction. If the expense report results in a balance due to the employee, the employee will be reimbursed through the next Accounts Payable check run.

Travel Advances

Funds will be advanced for upcoming out-of-area and in-area overnight travel only upon receipt of a completed and properly approved request for travel advance (Form

PAY006).

Travel advances are generally limited to per diem unless there is an extraordinary need for additional funds. Travel advances are to be used only for the purpose intended and must be incurred as a result of attendance at a meeting or in performance of other official duties and responsibilities as assigned by AEOA. Travel expenses are to be made in accordance with the Agency's travel policies as explained in this section.

Form PAY006 must be submitted to the Fiscal/Accounting Department by the Friday before the regular accounts payable run prior to the date the advance is needed. In an emergency, a manual check will be issued. Employees receiving travel advances must submit an expense report within five (5) business days of returning from travel. Any outstanding advances more than 30 days old will be deducted via payroll in three equal installments. Travelers may only have one travel advance outstanding. In order to help track travel advances, the words "travel advance" must be in the voucher description. No further travel advances will be issued to any employee who has an outstanding balance due to AEOA from previous business trips.

In-Area Travel

AEOA defines in-area travel as anywhere within the nine-county service area.

For in-area travel, Form PAY003 must be filled out. Employees will be reimbursed through the next Accounts Payable check run.

It is the Agency's policy that in-area travel will not be reimbursed for any meals unless authorized in advance by the Executive Director.

General Employee and Director Business Travel

These policies will apply to both in-area and out-of-area travel.

At the conclusion of an AEOA business trip, an employee or member of the Board of Directors who has incurred business-related expenses should complete an expense report in accordance with the following policies:

1. Documentation must justify that participation of the traveler is necessary for the federal award and costs are reasonable and consistent with AEOA's travel policy (2 *CFR Part 200.474(b)(1) and (2)*).
2. Board members may receive reimbursement for the actual cost of meals when the time of an official meeting or appointment is during a meal and is not otherwise provided. The meal shall not exceed the meal schedule as outlined for in-/out-of-area travel and the maximum reimbursement will be determined by the location of the meeting or appointment (in-area or out-of-area).
3. Mileage may be reimbursed at the standard federal rates currently in effect, as published each year by the IRS (see www.IRS.gov). If an Agency vehicle is available and the traveler chooses to drive a private vehicle, the traveler will be

reimbursed at 50% of the current rate. If a traveler is driving local miles which will not exceed 20 miles for a daily aggregate, the reduced rate will not apply. If the Board of Directors negotiates as part of employment, reduced rate will not apply. Some contracts/grants do not allow CONUS reimbursement rates. The traveler is responsible for knowing which rates apply to their specific travel.

4. The traveler will be reimbursed in full for the cost of public transportation. Taxi fare and parking fees will be reimbursed for actual expenses only if there is a receipt that is dated and shows the amount of the expense.
5. General ledger account coding must be identified for all expenditures.
6. All expense reports must be signed and dated by the employee.
7. All expense reports must be approved by the employee's department Director.
8. Only one expense report form should be prepared for each trip.

Per Diem

A per diem allowance is paid to a traveler on approved Agency business depending on the area of travel.

1. Per diem for in-area overnight travel is the amount of lodging including applicable taxes plus an allowance for meals at a rate not to exceed the CONUS rate.

Incidental and additional incidental expenses (overnight stays only) include, but are not limited to, expenses for laundry, cleaning and pressing of clothing, and fees and tips for services such as waiters and baggage handlers, as well as parking fees that are non-receiptable, i.e., parking meters. It does not include taxicab fares or the costs of faxes.

2. Per diem for out-of-area (defined as outside the nine-county area) travel is the amount for lodging including applicable taxes plus an allowance for meals to be reimbursed at rates not to exceed the CONUS rate. For these out-of-area rates, please check with your department Director/Office Manager or go to IRS.gov.
3. Some grants are covered by the Minnesota Department of Administration Commissioner's Plan. See the department Director for confirmation.

Reasonableness of Travel Costs

AEOA shall reimburse travelers only for those business-related costs that are reasonably incurred. Accordingly, the following guidelines shall apply:

1. Payment for suites and other upgraded rooms at hotels shall not be allowed unless required by a medical condition. Travelers should stay in standard rooms. Travelers are encouraged to share rooms when practical.
2. Ask hotels for any available discounts—non-profit, government, or corporate rates.

3. Travelers must choose the least expensive means of travel, either public transportation (bus, taxi, and airplane), private car, or Agency vehicle.
4. When utilizing rental cars, travelers should rent mid-size or smaller vehicles unless safety considerations require a larger vehicle. Rental of a vehicle larger than mid-sized must be approved by a supervisor. Share rental cars whenever possible.
5. All long distance telephone charges must be on the Agency credit card, as no long distance phone calls are acceptable for reimbursement. Local telephone calls incurred as part of an overnight stay that are itemized on a lodging statement are allowable.
6. If required by the funding source, out-of-state and foreign travel charged to federal/state grants must be approved in writing by the funding source prior to travel.

Special Rules Pertaining to Air Travel

The following additional rules apply to air travel:

1. Air travel should be at coach class or the lowest commercial discount fare at the time the ticket is purchased except when this fare would:
 - a. Require circuitous routing,
 - b. Require travel during unreasonable hours,
 - c. Excessively prolong travel,
 - d. Result in additional costs that would offset the transportation savings, or
 - e. Offer accommodations not reasonably adequate for the traveler's medical needs.
2. First class air travel shall not be reimbursed unless there is a medical reason which must be documented and approved by a supervisor.
3. Memberships in airline flight clubs are not reimbursable.
4. Cost of flight insurance is not reimbursable.
5. At least two quotes from a travel agency and/or an airline website should be obtained and attached to the expense report.
6. Cost of upgrade certificates is not reimbursable.
7. The cost of baggage fees required by airlines to either check or carry-on luggage is allowable and reimbursable.
8. Cost of cancelling and re-booking flights is not reimbursable, unless it can be documented that it was necessary or required for legitimate business reasons (such as changed meeting dates, etc.).
9. Travelers must identify and pay for all personal flights, even if such flights are incorporated into a flight schedule that serves business purposes (i.e., AEOA will not reimburse for the personal legs of a trip).

10. Frequent flyer miles will accrue to the traveler, not the Agency.

Travel Expenses to be Reimbursed by Another Entity

AEOA encourages staff to participate on boards and committees of other organizations that are mission-aligned with AEOA. While participating on these boards and/or committees, members are often offered expense reimbursement. These expense reimbursements may come in the form of meeting attendance fees, meals, hotel, mileage, etc. Occasionally AEOA staff who participate in these outside boards and/or committees may request travel advances that will be made for expenses that will be partially or wholly reimbursed by the other entity.

If any of these outside board and/or committee functions occur during your normal duty day or AEOA working hours, all reimbursements must be signed over to AEOA upon receipt by the AEOA staff person involved. If the reimbursement comes in the form of a check, the check should be signed over to AEOA. If the reimbursement comes in the form of a direct deposit into the AEOA staff person's personal bank account, then a check to AEOA should be issued and accompanied with all documentation showing the reimbursement amounts. If any of these outside board and/or committee functions occur outside of your normal duty day or AEOA working hours and you have not received any travel advances from AEOA, then you are entitled to keep the other entity's reimbursement.

Should staff involved with these types of transactions have questions, they should contact the Fiscal/Accounting Department.

Spouse/Partner Travel

AEOA does not reimburse any employee or board member for separate travel costs (air fare, etc.) associated with his or her spouse or partner. The cost of a shared hotel room need not be allocated between employee/Director and spouse/partner for purposes of this policy.

Use of AEOA Vehicles

AEOA provides AEOA-owned or -leased vehicles for the conduct of official AEOA business. Personal use of AEOA vehicles is prohibited except for commuting authorized by this policy and minimal personal use that is clearly incidental to the use of the vehicle for AEOA business.

Commuting is personal use of an AEOA vehicle and is defined as travel between the employee's home and his/her regular work site.

Trips between home and temporary work sites, from one temporary worksite to another, and from a temporary to a regular worksite are not considered commuting. A temporary worksite is a location where an employee performs services on an irregular or short-term (generally a matter of hours or days) basis.

An AEOA vehicle may not be used for commuting except as permitted by this policy.

Commuting in an AEOA vehicle is allowed only:

1. In connection with work-related activities during hours when the employee is not working, e.g., the employee generally works Monday through Friday from 8:00 AM to 4:30 PM but must attend a meeting in the evening or on the weekend.
2. If the employee has been assigned the use of an AEOA vehicle for authorized business on an extended basis and the employee's primary place of work is not the AEOA work station to which the employee is permanently assigned.
3. If the number of miles traveled or the time needed to conduct the business will be minimized if the employee uses an AEOA vehicle to travel to the employee's residence before or after traveling to the place of AEOA business.
4. If there is lack of space to store the vehicle on AEOA property or for security purposes.

Assignment of Vehicles

1. A department Director, with the approval of the Executive Director, may require an employee, for valid business reasons, to have continuous access to an AEOA vehicle including for commuting purposes and assign such a vehicle permanently or temporarily to the employee. All such assignments shall be made in writing; signed by the employee, department Director, and Executive Director on a form provided by the Executive Services Director (AEOA Vehicle Assignment). The form shall contain the name of the employee, the employee's payroll number, social security number, the employee's title, full description of the vehicle, and the reason the employee is required to use the vehicle for commuting. Additionally, the form shall contain instructions to the employee regarding documentation of all vehicle use.

A copy of the form shall immediately be sent to the Executive Services Director. The Executive Services Director shall determine whether a vehicle qualifies for exemption from taxation of the value of the commuting use. If it does not, the Executive Services Director shall determine the method that will be used to value the commuting use of such vehicle pursuant to IRS regulations. The Executive Services Director shall then notify the Executive Director and department head of such determination. The department Director shall then notify the employee.

2. Department Directors must make certain that drivers have a valid driver's license as required by law.
3. The department must take appropriate action if an employee is found to be using an AEOA vehicle for unauthorized purposes or his/her record shows lack of skill or responsibility, endangering self, others, or equipment.

Agency Pool Vehicles

Agency vehicles are reserved in electronic format.

1. Anyone in AEOA can reserve a vehicle from anywhere they have an internet connected device.
2. Anyone in AEOA can check the availability of a vehicle from anywhere they have an internet connected device.

Reserving vehicles will be the same as reserving conference rooms through your Gmail calendar. If you have a company e-mail, you have a Gmail calendar. It is policy that longer trips trump shorter trips. If you must take a vehicle that is already reserved electronically by someone else, you must contact them. Ask them to cancel their reservation. Then you will be able to reserve the vehicle.

Employees using motor pool vehicles shall, when possible, check out and return vehicles at the Virginia office in Virginia between 7:00 AM and 6:30 PM Monday through Friday. Employees must fill out the Daily Vehicle Log form that is at the front desk. Vehicles returned after closing time shall be parked and the keys and paperwork shall be deposited at the front desk or left locked in the vehicle. If a vehicle will be needed before the office opens in the morning, a vehicle can be checked out the previous day and driven home before or after business use. All trash shall be removed from the vehicle before it is returned. Please log mechanical problems with the cars in the book and bring them to the Facilities Manager's attention.

Fuel

There are two ways to fuel AEOA vehicles. Whenever possible, use the Transit facility in Gilbert. If out-of-area, use a Fleet Fuel Credit Card.

Transit facility in Gilbert

AEOA vehicles have a key fob on the key ring. This fob can be used to fuel vehicles at the Transit facility in Gilbert.

Fleet Fuel Credit Card

Fleet Fuel Credit Cards are available for out-of-area travel. In the Virginia office, they are kept with and can be checked out by the Executive Secretary. In other offices, they may be kept with a specified person or in the vehicle mileage log books. Fleet Fuel Credit Cards may be used at Holiday gas stations or other approved contractor/vendor and can only be used for fuel, necessary automotive supplies, and emergency repairs (as approved by the Fiscal/Accounting Department or the Department Director) for the AEOA vehicle.

Fleet Fuel Credit Cards may be used at the pump or inside of the store. When using, you will be asked to enter the following information:

1. Your employee ID number
2. The vehicle number
3. The odometer reading

Once you have completed filling up the tank, keep the receipt and return it to the

designated person at your office within two (2) days of returning. The designated person will then process as soon as possible.

If a Fleet Fuel Credit Card is lost, the card user must immediately inform the Fiscal/Accounting Department.

Departments that are in control of their own Fleet Fuel Credit Cards are responsible for vouchering their own invoices.

Fleet Fuel Credit Card invoices will be reconciled with station gas slips on a random sample basis. Exception reporting will also be done and exception reconciliation if necessary. This will include incorrect fuel type, purchases exceeding tank capacity, incorrect odometer tracking, purchases outside the normal range of travel, and purchases of non-fuel items or services. If any improper use is found, the card user will need to immediately reimburse AEOA for the prohibited purchases.

Vehicle Accidents

In the event of an accident, please complete the AEOA Vehicle Incident/Accident Reporting Form in the vehicle log book and send that and a copy of the police report to the Executive Secretary at the main AEOA office in Virginia. Also, in this case, contact the Executive Secretary to complete the workers compensation information.

1. Notify 911 and remain at the scene of the accident until police arrive. DO NOT MOVE ANY VEHICLE FROM THE ACCIDENT SITE UNTIL LAW ENFORCEMENT OFFICERS HAVE ARRIVED AND APPROVED MOVING THE VEHICLE.
2. Employee/driver must immediately report any accident involving an AEOA vehicle or private vehicle used for AEOA business to their supervisor.
3. Any supervisor receiving a report of an accident involving an AEOA vehicle must report it to the department Director or designee who must review every accident and identify those where additional education or other remedial action will promote accident prevention.

Employee Responsibilities

1. Employees shall be familiar with the AEOA Travel Policy before using a vehicle.
2. The employee must maintain a valid driver's license from their state of residency.
3. Employees shall wear seat belts at all times when operating AEOA vehicles and personal vehicles when driving for AEOA business.
4. Employees shall ensure that the motor vehicle is in good operating condition and all windows and lights are clean before leaving the parking area.
5. Employees shall not allow smoking in AEOA vehicles.
6. The employee must park or garage the vehicle in a manner that will prevent damage or loss.
7. Employees who commute in an AEOA vehicle shall maintain records of business and commuting use of the vehicle including date and time and description of activities. This information is intended to explain the reason for using an AEOA vehicle to travel to or from the employee's residence.
8. Employees must report any vehicle damage or loss to their supervisor.
9. Fines and towing charges for moving or parking violations are the responsibility of

the employee driver. Employee must get a towed vehicle back into AEOA service as soon as practicable.

ARROWHEAD ECONOMIC OPPORTUNITY AGENCY

PRE-APPROVED TRAVEL/TRAVEL EXPENSE (IN-AREA OVERNIGHT OR OUT-OF-AREA)

In-area consists of Aitkin; Carlton; Cass; Cook; Lake; Itasca; Koochiching; Pine; and St. Louis Counties, including city of Duluth

NAME: _____

	FUND	ORG	DEPT	PROGRAM	LOCATION	I.D.	G.L.
ACCOUNT TO BE CHARGED:	_____						

PURPOSE: _____

DESTINATION _____

DEPARTMENT _____

EXPECTED DEPART DATE: _____ TIME: _____

EXPECTED RETURN DATE: _____ TIME: _____ DATE ADVANCE NEEDED: _____

MODE OF TRAVEL (circle all that apply) _____ PERSONAL VEHICLE _____ AGENCY VEHICLE _____ AIRPLANE _____

ADVANCE
 Transportation: \$ _____ Lodging: \$ _____ Meals, Incidentals & Other: \$ _____ Total Advance: \$

AUTHORIZING SIGNATURES: _____
 Traveler (Date)

 (Supervisor) (Date) (Executive Director) (Date)

EXPENSE STATEMENT

COMPLETE UPON RETURN—Attach receipts for reimbursement:

DEPART DATE	DEPART TIME	RETURN DATE	RETURN TIME	LODGING	MEALS & INCIDENTALS	TAXI, AIR FARE, ETC.	OTHER	TOTAL
TOTALS								

CREDIT CARD DETAIL

DATE	EXPENSE
TOTAL	

TRANSPORTATION BY COMMON CARRIER, IF NOT PREPAID BY OFFICE:

TRANSPORTATION BY TRAVELER'S CAR: _____ MILES AT _____ PER MILE:

TOTAL EXPENDITURES CLAIMED:

LESS TRAVEL EXPENSES PAID WITH AGENCY CREDIT CARD:

ADVANCE AMOUNT GIVEN:

--

AMOUN DUE (TRAVELER OR AGENCY):

--

I CERTIFY THIS FORM, THE AMOUNTS CLAIMED AND ATTACHMENTS ARE TRUE, CORRECT TO THE BEST OF MY KNOWLEDGE AND THAT PAYMENT FOR THE AMOUNT CLAIMED HAS NOT BEEN RECEIVED FROM AEOA OR FROM ANY OTHER SOURCE.

TRAVELER SIGNATURE: _____ DATE: _____

SUPERVISOR SIGNATURE _____ DATE: _____

FORM PAY003—IN-AREA TRAVEL EXPENSE

EMPLOYEE NAME: _____

In-area consists of Aitkin; Carlton; Cass; Cook; Lake; Itasca; Koochiching; Pine; and St. Louis Counties, including city of Duluth

DATE	PURPOSE/DESTINATION	ODOMETER BEGINNING	ODOMETER ENDING	TOTAL MILES	EXPENDITURES		
					CURRENT IRS RATE	PARKING	EXPENSE CODE
PAGE TOTALS							

I CERTIFY THIS FORM, THE AMOUNTS CLAIMED AND ATTACHMENTS ARE TRUE, CORRECT TO THE BEST OF MY KNOWLEDGE AND THAT PAYMENT FOR THE AMOUNT CLAIMED HAS NOT BEEN RECEIVED FROM AEOA OR FROM ANY OTHER SOURCE

SIGNATURE: _____ DATE: _____ GRAND TOTAL OF ALL PAGES: \$ _____

SUPERVISOR: _____ DATE: _____

AEOA VEHICLE ASSIGNMENT

Employee #: _____

Employee Name: _____

Social Security #: _____

Job Title: _____

Description of Vehicle: _____

Reason employee required to use vehicle for commuting: _____

Employee _____

(SIGNATURE)

(DATE)

Department Director _____

(SIGNATURE)

(DATE)

Executive Director _____

(SIGNATURE)

(DATE)

VEHICLE # _____

DAILY VEHICLE LOG

GAS TANK MUST BE FILLED IF TANK IS BELOW ¾ FULL

In-area consists of Aitkin; Carlton; Cass; Cook; Lake; Itasca; Koochiching; Pine; and St. Louis Counties, including city of Duluth

DATE	ODOMETER		AREA: IN or OUT	DESTINATION	PURPOSE	FUND NAME & NUMBER	DRIVER'S PRINTED First & Last NAME	MAINT NEEDED
	BEGIN	END						
			IN/OUT					Y/N
			IN/OUT					Y/N
			IN/OUT					Y/N
			IN/OUT					Y/N
			IN/OUT					Y/N
			IN/OUT					Y/N
			IN/OUT					Y/N
			IN/OUT					Y/N
			IN/OUT					Y/N
			IN/OUT					Y/N
			IN/OUT					Y/N
			IN/OUT					Y/N

Employee must record all vehicles usage. Those employees that have continuous access to an agency vehicle must also identify the usage for commuting to and from the employee's personal residence.

IMMEDIATELY REPORT ALL VEHICLE ISSUES TO MAINTENANCE @ 218-735-6829.

AEOA Vehicle Incident/Accident Reporting Form

If an incident/accident occurs:

<ul style="list-style-type: none">• Make sure that you/your passengers are safe and in a safe area• Call Dispatch or AEOA• Await police arrival• Completely fill out front of form	<ul style="list-style-type: none">• Take pictures of all vehicles, if possible• Ask passengers/witnesses to fill out contact card• Complete back of form; immediately turn in upon return to garage or office
---	---

Incident/Accident Information

Driver: _____

Date: _____ Time: _____ Location: _____

Bus/Vehicle #: _____ Route #: _____ Vehicle Towed? Yes No

Damages: _____

Weather/Conditions

Weather: _____ Surface: _____

Passengers/Witnesses

of Passengers: _____ Cards Filled Out:

Name: _____ Phone: _____

Address: _____

Injuries: _____

Clinic/Hospital: _____ # of Witnesses: _____ Cards Filled Out:

Police Responder

Police Officer: _____

Case/Accident Report ID#: _____

Other Driver

Name: _____ Phone: _____

Address: _____ # of Passengers: _____

Injuries: _____

Other Vehicle

Owner: _____ Year/Make/Model: _____

Color: _____ Plate #: _____

Damages: _____

Vehicle Towed? Yes No

Insurance

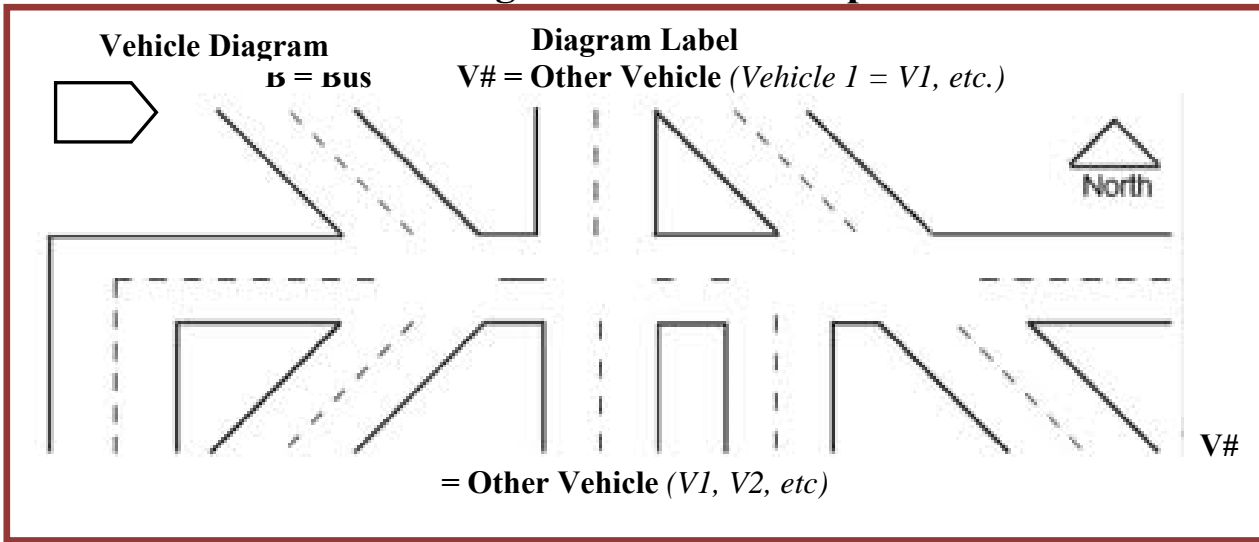
Insurer/Agent: _____ Policy #: _____

List details and diagram of incident on back of report.

AEOA Vehicle Incident/Accident Reporting Form

Driver Accounting (Be Descriptive): _____

Diagram of Vehicle Impact



Date of Report: _____

Signature: _____

Employee Number: _____

ARROWHEAD ECONOMIC OPPORTUNITY AGENCY
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VIRGINIA, MN 55792-2797

SEXUAL HARASSMENT POLICY

DEFINITION—The federal government defines sexual harassment as:

“Unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature constitute sexual harassment when one (1): submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment; two (2): submission to or rejection of such conduct by an individual is used as the basis for employment decision affecting such individual; or three (3): such conduct has the purpose or effect of unreasonable interfering with an individual’s work performance of creating an intimidating, hostile, or offensive working environment.”

Please note that the above includes unwelcome verbal behavior such as teasing or joking, as well as physical behavior such as patting, pinching, or other inappropriate physical contact. Sexual harassment can be physical, verbal, or visual.

Sexual harassment refers to any of the above behavior occurring from a male to a female, a female to a male, a female to a female, or a male to a male.

RESPONSIBILITIES

EMPLOYEES

Employees are responsible for conducting themselves in a manner consistent with the spirit and intent of the AEOA Board Policy. Any employee who feels that he/she is being sexually harassed should contact his/her supervisor or the Assistant Director. A prompt and confidential investigation will be conducted by the Assistant Director and fair consideration will be given to all the facts presented. The AEOA Board of Directors will not tolerate any retaliation or intimidation toward the complaining party. If a sexual harassment allegation is made against the Assistant Director or Executive Director, the employee shall bring the complaint to the AEOA Executive Committee for investigation.

DEPARTMENT HEADS AND SUPERVISORS

Department heads and supervisors are responsible for conducting themselves in a manner consistent with the spirit and intent of the AEOA Policy. This shall establish and maintain a climate in the workplace which encourages employees to communicate questions or concerns regarding this policy, recognize incidents of sexual harassment and take immediate corrective action to eliminate such incidents, and notify the Human Resource Director immediately in the event of sexual harassment allegations so that consistent investigation may be implemented.

HUMAN RESOURCES DIRECTOR

The HR Director is responsible for ensuring that department Directors and supervisors are fully aware of their obligations under the AEOA Board's Policy; for informing employees of the AEOA Board's Policy regarding sexual harassment, including providing training and posting of the policy and these procedures; and for investigating sexual harassment allegations and ensuring that appropriate disciplinary action is consistently and fairly administered.

INDIVIDUAL RIGHTS

The AEOA Board Policy nor these procedures are intended to deny the right of any individual who feels he/she has been sexually harassed from pursuing a grievance under the Agency's Affirmative Action Plan, the Personnel Rules and Regulations, or to contact government enforcement agencies

AEOA FRINGE BENEFITS CHART				
Benefit	Level 1	Level 2	Level 3	
Availability	1-14 hrs/wk	15-30 hrs/wk	31-40 hrs/wk	Comments
Unemployment Insurance	Yes	Yes	Yes	
Workers' Compensation	Yes	Yes	Yes	
Federal Insurance Contributions Act	Yes	Yes	Yes	
Withholding of State/Federal Taxes	Yes	Yes	Yes	
Paid Leave▷	No	Yes	Yes	Proportional. Refer to sec. 6.07
Holiday	No	Yes	Yes	Nine days proportional without a waiting period
Personal Leave Day▷	No	Yes	Yes	Two days proportional after probationary period
Bereavement Leave	No	Yes	Yes	1 day for Level 2 and 3 days for Level 3, proportional, w/out waiting period
Medical & Dental Insurance▷	No	No	Available	
Disability Insurance▷	No	No	Available	
Life Insurance▷	No	No	Available	
Employees Assistance Program	Yes	Yes	Yes	Contact Human Resource for program information
Tax-Sheltered Annuity▷	*Yes	*Yes	Yes**	*Individuals may participate without waiting period
				** Agency contributes after two years of continuous service

▷ Waiting periods apply. Please see applicable section in policy manual.

ARROWHEAD ECONOMIC OPPORTUNITY AGENCY
702 THIRD AVENUE SOUTH
VIRGINIA, MN 55792-2797

DRUG AND ALCOHOL-FREE WORKPLACE POLICY

INTRODUCTION

The purpose of this policy is to set forth the Agency's rules regarding drug and alcohol use and possession in the workplace. AEOA (hereinafter referred to as the Agency) has a responsibility to its employees, volunteers, funders, and clients to provide a safe, productive work environment. The Agency employees must be free from the effects of drugs and alcohol while at work. The Agency intends to focus on education, prevention, and assistance measures in striving to maintain a drug- and alcohol-free workplace.

COVERAGE OF POLICY

The Agency and Alcohol-Free Workplace Policy is applicable to all Agency employees, independent contractors, volunteers, or any individual representing the Agency in any capacity. It is the responsibility of every Agency department to enforce all provisions of this policy. Questions regarding the policy should be referred to the Agency Executive Director. All coverage and intent of this policy is in accordance with the provisions of the Drug-Free Workplace Act, 1988.

DEFINITIONS

Alcohol and drug use: defined as the use of mood-altering drugs, including but not limited to, forms of alcohol, narcotics, depressants, stimulants, hallucinogens, marijuana, or the use of prescription drugs which impair job performance.

Controlled substances: defined as substance of which the use, distribution, or possession is controlled by regulation or statute.

Impaired job performance: defined as a situation in which an employee has impaired alertness, coordination, reactions, responses or effort; if the employee's behavior or conduct is a safety or health threat, or if the employee's behavior or conduct has the appearance of being unprofessional or irresponsible conduct detrimental to the Agency's public image.

Employee: defined as any person employed by the Agency.

POLICY STATEMENTS

- A. The Agency prohibits the possession, sale, or transfer of alcohol or controlled substances and property identified by state or federal laws during all work hours.
- B. The Agency will provide to its clients and employees a drug-free workplace. No employee, volunteer, or contractor of the Agency shall report to work while impaired or influenced by alcohol, controlled substances, or other mood-altering drugs. The Agency encourages employees to notify their supervisors if they are taking medically-prescribed

drugs which may impair job performance.

- C. The Agency prohibits any employee, volunteer, or contractor of the Agency from operating, using, or driving any equipment, machinery, or vehicle in performance of Agency work while impaired or influenced by the use of alcohol or drugs.
- D. Employees are prohibited from consuming any alcoholic beverages or using controlled substances during an employee's work shift, including during any break periods or lunch breaks in the course of the work shift.
- E. The Agency requires, pursuant to the Drug-Free Workplace Act, 1988, that an employee must notify their supervisor of any criminal drug conviction for a violation occurring in the workplace within five (5) days of such conviction. The Agency will notify the funding agency within ten (10) days of receipt of an employee conviction notice.
- F. The Agency requires that any employee must notify his/her supervisor prior to starting work if they have consumed alcoholic beverages, ingested controlled substances, or taken prescription drugs which may impair performance of duties. When this occurs, the supervisor shall not allow the employee to work that shift. It will be the responsibility of the supervisor to document any such occurrences. Management, in consultation with the supervisor, will make a determination of what, if any, disciplinary action is to be taken against the employee.
- G. The Agency requires that supervisors notify their department Director when there is evidence or reasonable suspicion to believe that an employee has or may have illegal drugs in his/her possession at work. It will be the responsibility of the department Director or their designee to contact the appropriate law enforcement agency to take action in these circumstances.
- H. The Agency requires that any employee in violation of any of the provisions of this policy will be subject to disciplinary action, including possible termination. Each situation involving a violation will be thoroughly investigated and action taken on a case-by-case basis.
- I. The Agency will take an active role in educating employees of the dangers involved in drug and alcohol use and abuse. The Agency will continue to promote and maintain efforts for the purpose of assisting and rehabilitating employees with drug- or alcohol-related problems. Any employee who may have an alcohol or drug abuse problem is encouraged to seek a professional, confidential assessment before the problem impacts the employee's ability to perform the job.
- J. Employees have a responsibility to abide by the provisions of this policy. Any supervisor who observes an individual in violation of these provisions shall document the circumstances, facts, and observations made. A departmental investigation shall then be conducted to determine the facts of the situation. For safety reasons, Agency employees have a responsibility to report any situation on-the-job in which they observe an employee functioning under impaired circumstances or have information indicating that an employee has violated any provision of this policy.

NON-DISCRIMINATION STATEMENT

The Arrowhead Economic Opportunity Agency Drug and Alcohol-Free Workplace Policy will be applied and enforced without discrimination.

The Agency requires that any employee in violation of any of the provisions of this policy participate in a referral to an appropriate agency. Compliance with any subsequent referrals for treatment programs will be mandatory.

INTERNET AND TECHNOLOGY ACCEPTABLE USE AND SAFETY POLICY

Arrowhead Economic Opportunity Agency

PURPOSE

The purpose of this policy is to set forth policies and guidelines for access to the Arrowhead Economic Opportunity Agency (AEOA) computer systems and acceptable and safe use of technology resources (including but not limited to: computers, cell phones, and other mobile devices) and the Internet.

AEOA provides its users with Internet access and electronic communications services as required for the performance and fulfillment of job responsibilities and increasing productivity to further the mission of AEOA.

LIMITED EDUCATIONAL PURPOSE

AEOA is providing users with access to various computer systems which includes Internet access. The purpose of these systems is more specific than providing users with general access to the Internet. The systems have a limited educational and work purpose which includes use of the system for case management, classroom activities, lesson planning, educational research, and professional or career development activities. Employees are expected to use Internet access through AEOA systems to further programmatic, educational, and personal goals consistent with the mission of AEOA and Agency policies. Uses which might be acceptable on a user's private personal account on another system may not be acceptable on this limited-purpose network. Proper use of Internet access and electronic resources is the responsibility of the individual user.

GENERAL STATEMENT OF POLICY

It is the policy of Arrowhead Economic Opportunity Agency to:

- 1) Prevent user access to or transmission of inappropriate material via Internet or other forms of direct electronic communications
- 2) Prevent unauthorized access and other unlawful on-line activity
- 3) Keep passwords secure by not sharing accounts
- 4) Keep hardware and software secure as outlined in AEOA's Administrative Policy on Technology
- 5) Prevent unauthorized on-line disclosure, use, or dissemination of personal identification information of minors
- 6) Comply with the Children's Internet Protection Act

PERMITTED USE

The use of AEOA's Internet service is intended primarily for business use.

Users may use AEOA's Internet services for reasonably-limited personal use. Staff may use the Internet on-site for personal use **outside of work hours and during normally scheduled breaks**, provided these activities do not result in additional expenses for AEOA and do not interfere with AEOA business or staff performance, duties, or responsibilities. Personal use will be consistent with professional conduct and the Internet Acceptable Use and Safety Policy and is not permitted for outside personal business/employment activities. Staff should consult their supervisor regarding any questions on personal use issues.

The Internet and Technology Acceptable Use and Safety Policy should be adhered to while conducting business for or representing AEOA whether the employee is accessing the Internet provided by AEOA or on AEOA technology resources or not.

UNACCEPTABLE USES

Unacceptable uses include, but are not limited to:

- 1) Employees will not use the system to access, review, upload, download, store, print, post, receive, transmit, or distribute:
 - a) pornographic, obscene, or sexually explicit material or other visual depictions;
 - b) material that is obscene, abusive, profane, lewd, vulgar, rude, inflammatory, threatening, disrespectful, or sexually explicit language;
 - c) materials that use language or images that are inappropriate;
 - d) materials that use language or images that advocate violence or discrimination toward other people (hate literature) or that may constitute harassment or discrimination.
- 2) Employees will not use the system to engage in any illegal act or violate any local, state, or federal statute or law.
- 3) The use of audio/video streaming from the Internet on AEOA computers is prohibited during regular normal business work hours, unless audio/video streaming is work-related (i.e., webinars, trainings, webcasts, etc.).
- 4) Employees will not work on or save Agency data to private computers, cloud accounts, e-mail, or non-Agency provided technology resources and systems.

If a user inadvertently accesses unacceptable materials or an unacceptable Internet site, the user shall immediately disclose the inadvertent access to their supervisor so they can properly document the inadvertent access.

LIMITED EXPECTATION OF PRIVACY

- 1) By authorizing use of the system, AEOA does not relinquish control over materials on the system or contained in files on the system. Employees should expect only limited privacy in the contents of personal files on Agency systems.

Employees and authorized users have no privacy rights to any data received or disseminated on the network, through e-mail, voice systems, or obtained by fax machines. The employee consents to AEOA's right to audit all e-mail, voice mail, and fax communications by utilizing these AEOA services. Any inappropriate actions or activities made by an employee while using one or more of these services will be subject to

internal disciplinary review and/or action as identified in AEOA Personnel Policy and AEOA reserves the right to report such actions and/or activities to outside authorities.

- 2) Routine maintenance and monitoring of the system may lead to a discovery that a user has violated this policy, another Agency policy, or the law.
- 3) An individual investigation or search will be conducted if Agency authorities have a reasonable suspicion that the search will uncover a violation of law or Agency policy.
- 4) AEOA users should be aware that data and other materials in files maintained on the Agency systems may be subject to review, disclosure, or discovery under Minnesota Statutes, Chapter 13 (Minnesota Government Data Practices Act).
- 5) The Agency will cooperate fully with local, state, and federal authorities in any investigation concerning or related to any illegal activities or activities not in compliance with Agency policies conducted through the Agency systems.

FILTER AND BLOCKING

With respect to any of its technology resources with Internet access, AEOA monitors the on-line activities and employs technology protection measures (Internet filters, virus and malware protection, and blocking) during any use of such computers by users (minors and adults). The technology protection measures utilized will block or filter Internet access to any visual depictions that are:

- 1) Obscene;
- 2) Pornographic, including child pornography;
- 3) Harmful to minors;
 - a) the term "harmful to minors" means any picture, image, graphic image file, or other visual depiction that:
 - b) taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion; or
 - c) depicts, describes, or represents in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals; and
 - d) taken as a whole, lacks serious literary, artistic, political, or scientific value as to minors.

Internet content that is blocked includes, but is not limited to, the following categories:

- | | |
|---------------------------------------|--|
| 1) Sexually explicit material | 5) Phishing |
| 2) Proxy/Anonymizer | 6) Media streaming, games, and other entertainment sites |
| 3) On-line Dating and Escort Services | 7) Parked Domains |
| 4) Hate/Discrimination | |

Even though AEOA uses technical means to limit Internet access, these limits do not provide a foolproof means for enforcing the provisions of this policy. It is the responsibility of users to comply with the Internet Acceptable Use and Safety Policy.

AEOA may provide over-ride access or disable the technology protection measure during use by an adult to enable access for bonafide research, teaching, or other lawful purposes.

Additional guidance on practices to be followed while utilizing social media can be

found in the Social Media Communications Administrative Policy and Procedure.

VIOLATION OF POLICY

The use of the AEOA systems and access to use of the Internet is a privilege, not a right. Depending on the nature and degree of the violation, unacceptable use of the AEOA system or the Internet may result in one or more of the following consequences:

- Suspension or cancellation of use or access privileges
- Payment for damages and repairs
- Discipline under other appropriate Agency policies, up to and including termination of employment or separation of Agency contracts, agreements, or relationships
- Civil or criminal liability under other applicable laws

ARROWHEAD ECONOMIC OPPORTUNITY AGENCY
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CLIENT CONDUCT AND BEHAVIOR POLICY

POLICY STATEMENT

Arrowhead Economic Opportunity Agency (hereinafter referred to as the Agency) maintains the policy that Agency employees and volunteers have the right to expect a safe and secure environment, free from harassment, intimidation, and violence. Actions or threats of actions deemed verbally- or physically-harmful to other persons or property are simply not acceptable and will not be permitted.

It is the right and responsibility of each employee to immediately report to their supervisor or another designated administrator incidents of harassment or threats of any violence to oneself, clients, and Agency or personal property.

This policy covers inappropriate behavior, harassment, or violence in employment situations wherever they occur but not limited to the normal worksite and other Agency locations during administrative-approved working hours and attendance at Agency-related events and sponsored functions.

DEFINITIONS

I. Inappropriate behavior: any form of improper behavior that makes the intent or purpose of the Agency and client interaction or relationship ineffective. This behavior may or may not include intimidating or disrespectful verbal or physical conduct toward another individual.

A. Inappropriate behavior includes, but is not limited to:

I. Intoxication or influence by another substance, inappropriate personal comments or questions, and phone calls at home after work hours. Personal gifts that would be interpreted to influence decisions, services, or relationships with Agency staff are also inappropriate.

II. Harassment: is verbal or physical conduct which a reasonable person would find to show antagonism toward an individual or that of their relatives, friends, or associates because of their race, religion, gender, national origin, age, disability, sexual orientation, or status with regard to public assistance. It may also include aggression as a result of decisions rendered about services of the Agency.

A. The action(s):

1. Have the purpose or effect of creating an intimidating, antagonistic, or offensive atmosphere and/or;
2. Have the purpose or effect of unreasonably interfering with an individual's work environment and/or performance.

B. Harassing conduct includes, but is not limited to:

1. Continual or repeated verbal abuse, including negative verbal slurs, stereotyping, intimidation, and graphic commentaries about an individual.
2. Written or graphic materials or objects that show hostility or aversion toward an individual or group.

III. Violence:

- A. Threat(s) of bodily harm or injury or damage to a person or property;
- B. Actual hostile acts toward an individual or group which;
- C. May or may not include the possession or use of weapons while on Agency property.

IV. Threats:

- A. Are any actions, language, or behavior where employees feel fear of potential harm to themselves or others. They include, but are not limited to, direct or third party verbal or written communication that poses imminent danger or bodily harm to a person or destruction of property. Threats may also include stalking or surveying the Agency employee or family.

AGENCY PREVENTION STRATEGIES

The following guidelines have been developed to outline specific Agency and program responsibilities and actions which are recommended to reduce the risk of and/or respond to a threat or actual crisis situation at AEOA.

I. Written Policy

The Personnel Policy of the Arrowhead Economic Opportunity Agency is reviewed and approved by the Board of Directors and provides this written Client Conduct and Behavior Policy. Providing a workplace safe from harassment and violence may also be addressed in other Agency or program documents. The Agency Client Conduct and Behavior Policy statement will be posted in all Agency offices.

II. Training Of Supervisors and Employees

Formal training will be presented for supervisors and staff including, Agency policy and procedures, Agency interpretations, warning signs to be aware of, responsibilities for investigation/response when confronted with any violation of this policy, and the

rights/responsibilities of those involved. Training may also be provided on: non-violent confrontation, de-escalating potentially violent situations, personal sensitivity, value conflicts and bias, and crisis communication.

III. Assessment Of Physical Security Measures

Each office and/or department is responsible to have a security plan in place that addresses channels of communication in crisis, contacting law enforcement in the event of criminal behavior, and building security and evacuation (See Attachment A.).

IV. Safe Practices With Clients

A. Employees are expected to take preventative safety measures with their clients;

1. When you are interviewing a potentially angry client:
 - a. Inform your supervisor (or another designated supervisor);
 - b. Notify a co-worker of where you will be and with whom;
 - c. Have someone available/on-call to assist you;
 - d. If a hostile client is referred to another worker, background information must be provided to the worker prior to the client contact;
 - e. Use teams when meeting with clients with a known history or potentially volatile clients.

2. Extra precautions must be taken for home visits:
 - a. Clearly identify home visit sites on itineraries, i.e., address and telephone numbers;
 - b. If there is obvious hostility at the home upon your arrival, reschedule your visit and leave the premises quickly;
 - c. If entering an uncertain situation, contact your supervisor, decide on a plan of action which may include going with a co-worker.

3. Terminating an interview with an angry client:

Generic steps/scripted statements if efforts to diffuse or channel anger are unsuccessful: Please feel free to alter using your own professional style, techniques, language, and effect approaches with specific clients.

 - a. "Profanity, abusive behavior, and/or threats will not help your situation and are not permitted in the Agency."
 - b. Point out their anger and get them to discuss why they are angry.
 - c. "I'd like to continue working with you, but if you continue, I will have to terminate this interview. Do you understand?"
 - d. If threatening language/actions seem probable, "I am required to report all threats to my supervisor. They may contact the police. Do you understand?"
 - e. Leave the room (staff can excuse themselves at any point to get a co-worker or other back-up staff).
 - f. The above scripts can also be used for hostile telephone conversation with minor alterations.

- B. To this point, this policy is addressing angry and inappropriate clients and it is impossible to be able to anticipate and prepare for every possible scenario. We must rely somewhat on our own professional judgment, supervisors, and co-workers.

Violations of these types of situations will be dealt with in the following manner:

1. Employees must submit a written incident report to their immediate supervisor outlining the behavior/harassment in question (See Attachment B.).
2. The immediate supervisor will investigate the complaint within five (5) working days of the receipt of the written report. This investigation may include a thorough review of the client's file, separate interviews with the employee and client, and interviews with other parties involved or those who may have knowledge pertinent to the situation.
3. The immediate supervisor will report and consult with the department Director and other Intervention Team members. A determination will be made regarding actions to be taken and consequences that may include termination of eligibility for further Agency services.
4. The client and staff person will be notified in writing about decisions rendered by the Intervention Team and Administration within five (5) working days. The remaining document specifically discusses dealing with actual threats or situations of violence.

THREAT INTERVENTION PROCEDURES

- I. The procedure for reporting threats is as follows:
 - A. Immediately notify a supervisor of a threat. When a department Director becomes aware of a "hostile" situation, he/she will notify Agency Administration and, in all cases, other department Directors as appropriate. Department Directors will be responsible to notify their staff at an appropriate time. If a hostile client who has made a threat is expected in the Agency, the department Director should be in the building or arrangements made for supervisor back-up.
 - B. Jointly assess the seriousness of the threat with a supervisor and/or the department Director.
 - C. Jointly determine if notification of law enforcement of the threatened party and/or co-workers is appropriate.
 - D. The employee will call police and report the threat if deemed necessary in step C. Call 911 if it is an emergency. A supervisor and the employee will be directed by law enforcement to use other documentation.
 - E. After consultation with law enforcement, the employee, a supervisor, and department Director will determine the appropriate action. This action will be

taken by the Agency on behalf of the employee within 48 hours of the written report. (The individual retains the right to take individual legal action if they deem appropriate and necessary.)

F. All threats will be reviewed by the Intervention Team made up of Agency administrative staff and members of the Client Conduct Policy Dissemination Committee.

G. Employees impacted by the threat will have opportunities to “debrief” with the Intervention Team.

II. Other considerations when following the above procedures:

A. In the absence of the employee’s supervisor, contact any Agency supervisor.

B. Supervisors will check with other Agency supervisors and related Agency personnel, e.g., County Social Service staff, to retrieve all client information available.

C. In the absence of the department Director or Executive Director, supervisors will confer with other supervisors. Available supervisors will team with the employee and make the necessary decisions at the set timeframe.

BEHAVIORAL MISCONDUCT PENALTIES AND APPEAL

I The Intervention Team will review the report of inappropriate behavior, harassment, or threats of violence. This review may involve an interview with the employee identifying the situation and/or the client precipitating the incident. A decision will be made as to the actions taken against the client, if any. This decision will be communicated to the client by the Intervention Team.

II If requested in writing, the client may appeal the decision made by the Team and plead his/her case in a hearing with them. A closed deliberation will ensue, with a final decision communicated to the client in writing within five (5) working days.

III Further involvement with AEOA services will be made available to the client only on the condition that they agree to, sign, and follow a Conduct Agreement (see Attachment C.).

IV Questions or concerns regarding this policy/procedure guide should be directed to your immediate supervisor or the department Director.

ATTACHMENT A

SITE SECURITY ASSESSMENT FORM

Site Address _____

1. Briefly describe AEOA communication channels that will be used in crisis.

2. List the name, address, and telephone number of community crisis responders (i.e., police, fire, ambulance, etc.)

3. Briefly describe building security and evacuation procedures.

Date completed _____

ATTACHMENT B

INCIDENT REPORT FORM

Name(s) of person(s) filing report _____

Incident Site _____ Room _____ Date _____ Time _____

Individuals involved:

1. Name of person making threat _____

2. Name of person threatened _____

3. Witness(es) to threat _____

4. Other involved parties _____

Describe Situation:

A. Background information:

B. Actual incident chronologically outlined (over phone, in person, direct or third party; be specific)

C. Consequences:

Describe action taken or procedure followed:

Signature _____

Date _____

ATTACHMENT C

CONDUCT AGREEMENT

I have read, understand, and agree to fully adhere to the following AEOA conduct and behavior policy.

POLICY STATEMENT

AEOA maintains the policy that Agency employees and volunteers have the right to expect a safe and secure environment, free from harassment, intimidation, and violence. Actions or threats of actions deemed verbally- or physically-harmful to other persons or property are simply not acceptable and will not be permitted.

It is the right and responsibility of each employee to immediately report to their supervisor or another designated administrator incidents of harassment or threats of any violence to oneself, clients, and Agency or personal property.

This policy covers inappropriate behavior, harassment, or violence in regular worksite employment situations plus other Agency locations and times during attendance at Agency-related events and sponsored functions.

This agreement is in effect for the following time period _____
to _____ and will be reviewed on _____.

I understand that AEOA employees and volunteers are required to report incidences of inappropriate behavior, violence, and threats.

I further understand that failure to conduct myself in an appropriate manner may result in termination from services provided through AEOA.

Client Signature _____

Date _____

AEOA Employee Signature _____

Date _____

ARROWHEAD ECONOMIC OPPORTUNITY AGENCY
702 THIRD AVENUE SOUTH
VIRGINIA, MN 55792-2797

EMPLOYEE RECORDS AND CLIENT PROGRAM RECORDS

Employee Records and Confidentiality

I. POLICY

It is the policy of AEOA to maintain an official Employee Record on each employee, which will be confidential and located in the Human Resources Department.

II. PROCEDURES

A. Access to Employee Records

The Executive Director, Assistant Executive Director, Human Resource staff and authorized department Directors and Managers may review the employee record only on a need-to-know basis. Information in an employee record will not be released without a subpoena or signed release from the employee. However, the Human Resources Department may release the following information without first obtaining the consent of the individual involved:

- Employment dates
- Position held
- Employment status (full-time, part-time, etc.)

B. Government Data Practices Act

Information contained in an AEOA employee record is, with few exceptions, public in nature. As such, state statute requires that these records be maintained in a fashion that will allow with appropriate supervision and, during reasonable hours, public inspection. Therefore, issues of access and control are as follows:

1. Employee Access—All Agency employees have the right to inspect and verify the accuracy of their employee record provided the review takes place in the Human Resources Department.

Procedure:

- a) Employees may have access to their record during normal business hours of 8:00-4:30 Monday-Friday by contacting the Executive Secretary or Human Resources Manager to set up an appointment. The review will take place in the presence of a Human Resources representative.
- b) Employees or separated employees may request copies of documents from their employee record. A reasonable fee may be charged for copies.

- c) Former employees may review their employee record once within one (1) year after separation.
 - d) Employees who, after inspecting their employee record, feel that any material is inaccurate or irrelevant may submit a written request to the Human Resources Manager to have material revised or removed from the record. If such a request is not granted the employee will be permitted to place a written statement of disagreement in the record.
2. Any Request for Employee Information—Any requests for AEOA personnel information should be referred to the Human Resources Department. Any requests pursuant to the Minnesota Data Practices Act shall be referred to the Executive Director.

Procedure:

- a) A request for information shall be in writing stating the purpose for which the data will be used. The request shall be addressed to the Executive Director.
- b) Only that information classified public by Minnesota Statute Section 13.43 will be released without authorization from the individual about whom the request is being made.
- c) In reference to point b), the requesting party may be allowed to inspect and copy information. The requestor may be charged a reasonable fee for the associated expenses, i.e., copy charge, employee time to retrieve data.
- d) Every personnel file will contain a data release log that will contain the date of each information request of employment validation, the name of the requesting party, and actual information that was released.

C. Notification of Information Change

Employees will notify the Human Resources Department of any change in information in the employee record. This applies to change in address, name, telephone number, emergency contact, social security information, tax exemptions, benefit or annuity changes, or immigration status.

1. Contents in Record—The employee record may include, but is not limited to, the following:
 - Application for employment, resume, and references
 - Confirmation of employment
 - Job description
 - Orientation/benefits/personnel checklists
 - Performance evaluations three (3) years minimum
 - Corrective action letters/notices
 - Letters of commendation

- Letters of resignation/resignation notices
 - Educational certificates
 - Salary and compensation history
 - Employment records related to promotions, demotions, transfers, layoffs, termination, rate of pay
 - Paid leave slips
2. Medical Information—All medical information will be retained in a separate confidential file.
 3. Employee Record Retention—Human Resources will retain employee records as outlined in federal and state statutes and regulations.

Program Participant Files

I. POLICY

It is the policy of AEOA to create a participant file for each program participant, which is maintained and guided by each respective department program or funding source.

II. PROCEDURE

A. Participant File Content

The following types of data may be contained in the participant files; the list may include, but is not limited to:

- Name
- Social Security Number
- Ethnicity
- Medical and dental reports and related information
- Psychological reports
- Telephone numbers
- Home address
- Household income (gross family income)
- Age
- Gender
- Housing situation (own, rent, farm, non-farm)
- Number of persons in household
- Names and relationship of household members
- Disability status
- Nature and dollar amount of assistance received
- Family's fuel account number
- Any outstanding bills of the family (fuel)
- Source of income
- Family's fuel vendor
- Date of enrollment
- Past/present work history
- Agency intake form

- WIA eligibility form

B. Participant File Information

Refer to the Agency Financial Policy for client retention/destruction policy as specified by funder.

1. All program participant records will be reviewed annually. Department Directors are responsible for assigning persons(s) responsible for the program file, its contents, internal and external access, and security. That assignment must be in writing and contained in the project file.
2. Names and addresses of program participants are public. All other benefit information is private and shall not be disclosed except pursuant to a court order or an investigation relative to the administration of program.
3. All program participants will receive information on the Tennessean Warning.
4. All program participants have the right to contest accuracy or completeness of information stored on them with this agency upon written request. That request must include both identification of the incorrect or incomplete information and the participant's suggested correction or addition. Participants will be informed within thirty (30) days of the Agency's disposition of their request. Information determined to be incorrect or incomplete will be corrected.
5. Program participants have the right to appeal an adverse determination of their request for correction of information stored with this agency. Appeals will follow the process determined by the program funding source.
6. Internal and External References: Minnesota Government Data Practices Act, Minn. STAT. 13.3