



EMPLOYEE HANDBOOK

Effective August 1, 2018

Welcome to Stray Haven Humane Society & SPCA!

Welcome to Stray Haven Humane Society and S.P.C.A., Inc. For the purposes of this handbook, Stray Haven Humane Society and S.P.C.A., Inc. will be referred to as Stray Haven.

Stray Haven is Tioga County's voice for animal protection and humane adoption. As an employee of Stray Haven, your contribution to this mission is immeasurable. This handbook is to help you understand the responsibilities and expectations that Stray Haven has of you, and that you should have for Stray Haven. With this handbook we hope to foster a friendly, professional, and desirable workplace for everyone who joins the Stray Haven team.

Stray Haven Mission Statement

Stray Haven is a Humane Society dedicated to ensuring the protection of animals through education and service.

Stray Haven is determined to be:

- ◆ Highly respected Humane Society
- ◆ Financially responsible
- ◆ Model for other Humane Societies
 - Program
 - Facility
- ◆ Effective organization always learning and improving

Values

Relationships

- ❖ Nurture constructive relationships with those we work with and serve

Excellence

- ❖ We will strive for excellence in all that we do

Responsibility

- ❖ We will assume personal responsibility for all that we do

Service

- ❖ We will be service oriented

Learning

- ❖ We will strive to continually learn, grow, and change

Welcome to the team!

Stray Haven Board of Directors

Table of Contents

Section 1: The Way We Work

A Word About This Handbook.....	1
Building for the Future	2
Equal Employment Opportunity.....	2
A Word About our Employee Relations Philosophy	2
No Harassment.....	3
Categories of Employment	4
Anniversary Date	5
Driver's License/Driving Record	5
Certification, Licensing and Other Requirements.....	5
Immigration Reform and Control Act	5
New Employee Orientation.....	5
Talk to Us	6

Section 2: Your Pay and Progress

Recording Your Time.....	9
Payday.....	9
Paycheck Deductions	9
Garnishment/Child Support	10
Direct Deposit	10
Performance Reviews	10
Job Descriptions	10
Overtime	10

Section 3: Time Away From Work and Other Benefits

Employee Benefits.....	13
Paid Time Off (PTO).....	13
Jury Duty	15
Voting Leave.....	15
Military Leave	15
Volunteer Emergency Responders Leave.....	16
Witness Leave	16
Victims of Crime Leave.....	16
Pregnancy Accommodation	17
Family Leave Benefits	17
Social Security	18
Unemployment Insurance	18
Workers' Compensation	18
Animal Adoption Policy.....	18
Employee Discounts.....	18

Section 4: On the Job

Conduct at Client's Location.....	21
Confidentiality of Client Matters.....	21

Discussions with Clients	21
Care of Client Records	22
Wage Disclosure Protection	22
Attendance and Punctuality.....	22
Business Hours	22
Meal Time.....	23
Breaks.....	23
Lactation Breaks.....	23
Work Assignments.....	23
On The Job Training.....	24
Standards of Conduct.....	24
Computer Software Licensing	24
Client and Public Relations	25
Non-Solicitation	25
Distribution.....	25
Changes in Personal Data	25
Care of Equipment.....	26
Travel/Expense Accounts.....	26
Personal Property.....	26
Visitors	26
Severe Weather.....	26
Natural Disasters	27
Personal Telephone Calls	27
Acceptable Use of Electronic Communications	27
Social Media	29
Dress Policy.....	30
Personal Hygiene	30
Recycling and Waste Prevention	30
Reference Checks	31
Protecting Company Information.....	31
Document Retention.....	31
Conflict of Interest/Code of Ethics	32
Outside Employment	32
Parking	32
Cellular Telephones.....	33
Contact with the Media	33
Office Supplies	33
Electronic Surveillance	33
If You Must Leave Us	34

Section 5: Safety in the Workplace

Each Employee's Responsibility.....	37
Fire Drills	37
Workplace Violence.....	38
Workplace Searches	38
Hazard Communication	38
Smoking in the Workplace.....	39
No Weapons in the Workplace.....	39
Environmental Compliance	39
In An Emergency	39
Drug and Alcohol Free Workplace	40



A Word About This Handbook

This Employee Handbook contains information about the employment policies and practices of the company. We expect each employee to read this Employee Handbook carefully, as it is a valuable reference for understanding your job and the company. The policies outlined in this Employee Handbook should be regarded as management guidelines only, which in a developing business will require changes from time to time. The company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the company. This Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

The company complies with federal and state law and this handbook generally reflects those laws. The company also complies with any applicable local laws, even though there may not be an express written policy contained in the handbook.

Except for the policy of at-will employment, the company reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook must be in writing and must be signed by the properly appointed representative of the board of directors. No oral statements or representations can change the provisions of this Employee Handbook.

The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters it covers. Nor is this Employee Handbook intended to create a contract guaranteeing that you will be employed for any specific time period. Any agreement to employment for a specified period of time will be put into writing and signed by the Executive Director or the President of the board of directors.

Nothing in this Employee Handbook is intended to unlawfully restrict an employee's right to engage in any of the rights guaranteed them by Section 7 of the National Labor Relations Act, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in this Employee Handbook will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of Section 7 rights.

OUR COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, EITHER YOU OR THE COMPANY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY EXECUTIVE DIRECTOR OR THE PRESIDENT OF THE BOARD OF DIRECTORS.

This Employee Handbook refers to current benefit plans maintained by the company. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

Likewise, if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

Building for the Future

At all times, you represent the company, and it is up to each one of you to take this responsibility seriously. Our company exists with your joint efforts. Don't underestimate your contribution to it. A great many people outside the business who invest their time, money and faith in us are part of that equation. They are our clients and donors. They will determine how many animals we can house, how many people we will employ, how many animals can be re-homed, how many veterinary services we render and how much funding we have access to. In order to retain these clients and donors, we want to ensure that our good service continues by always giving our clients the best possible customer service and knowledgeable advice. Working together and working well provides us with a bright future and with the most important commodity, a good reputation.

Equal Employment Opportunity

Our company is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally-recognized basis ["protected class"] including, but not limited to: race; color; religion; genetic information; national origin; sex; pregnancy, childbirth, or related medical conditions; age; disability; citizenship status; uniform service member status; or any other protected class under federal, state, or local law.

In New York, the following also are a protected class: age [18 and over]; race; creed; color; national origin; sexual orientation; sex (including gender identity and transgendered status); disability (including gender dysphoria or use of a guide dog, hearing dog, or service dog); predisposing genetic characteristics; military status; familial status; marital status; victims of domestic violence or stalking; for displaying the American flag on the employee's person or work station, as long as the display does not substantially and materially interfere with the employee's job duties; legal use of consumable products or legal recreational activities off company premises during nonworking hours; previous conviction of criminal offenses, unless directly related to employment or would involve an unreasonable risk to property, or to the safety or welfare of specific individuals, or the general public; or based on an individual's status as having a known relationship or association with a member or members of a protected category under New York Human Rights Law.

You may discuss equal employment opportunity related questions with your supervisor or any other designated member of management.

A Word About our Employee Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

No Harassment

We prohibit harassment of one employee by another employee, supervisor or third party for any reason based upon an individual's race; color; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability; or any other category protected under federal, state, or local law ("protected class").

In New York, the following also are a protected class: age [18 and over]; race; creed; color; national origin; sexual orientation; sex (including gender identity and transgendered status); disability (including gender dysphoria or use of a guide dog, hearing dog, or service dog); predisposing genetic characteristics; military status; familial status; marital status; victims of domestic violence or stalking; for displaying the American flag on the employee's person or work station, as long as the display does not substantially and materially interfere with the employee's job duties; legal use of consumable products or legal recreational activities off company premises during nonworking hours; previous conviction of criminal offenses, unless directly related to employment or would involve an unreasonable risk to property, or to the safety or welfare of specific individuals, or the general public; or based on an individual's status as having a known relationship or association with a member or members of a protected category under New York Human Rights Law.

Violation of this policy will result in disciplinary action, up to and including immediate discharge.

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with a member of management or one of the contacts listed in this policy. At a minimum, the term "harassment" as used in this policy includes any of the following activities pertaining to an individual's protected class:

- Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
- Offensive pictures, drawings, photographs, figurines, writings, or other graphic images, conduct, or communications, including text messages, instant messages, websites, voicemails, social media postings, e-mails, faxes, and copies.
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.

We also absolutely prohibit retaliation, which includes: threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.

All members of management are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No member of management has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with any member of management, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Even non-employees are covered by this policy. We prohibit harassment, discrimination, or retaliation of our employees in connection with their work by non-employees. Immediately report any harassing or discriminating behavior by non-employees, including vendors, clients, and employees of contractors or subcontractors. Any employee who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

If you have any concern that our No Harassment policy may have been violated by anyone, you must immediately report the matter. Due to the very serious nature of harassment, discrimination and retaliation, you must report your concerns to (one of) the individual(s) listed below:

1. Shelter Manager at 607-565-2859 or 194 Shepard Road, Waverly, NY 14892.
2. Executive Director at 607-565-2859 or a designated personnel committee member

If an employee makes a report to any person listed above and that person either does not respond or does not respond in a manner the employee deems satisfactory or consistent with this policy, the employee is required to report the situation to one of the other persons on the list above to receive complaints.

You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate the report and then take prompt, appropriate remedial action. The company will protect the confidentiality of employees reporting suspected violations to the extent possible consistent with our investigation.

You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.

We are serious about enforcing our policy against harassment. Persons who violate this or any other company policy are subject to discipline, up to and including discharge. We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

Categories of Employment

INTRODUCTORY PERIOD: Full-time and part-time regular employees are on an introductory period during their first 90 days of employment.

During this time, you will be able to determine if your new job is suitable for you and your supervisor, executive director, and the board of directors will have an opportunity to evaluate your work performance. However, the completion of the introductory period does not guarantee employment for any period of time since you are an at-will employee both during and after your introductory period.

For purposes of this handbook, **FULL-TIME EMPLOYEES** regularly work at least a 35-hour workweek. For other purposes, such as eligibility for any current or future benefits, the definition of **FULL-TIME EMPLOYEES** may be different.

PART-TIME REGULAR EMPLOYEES regularly work 34 hours or less each week.

PER DIEM EMPLOYEES do not work regularly scheduled hours, but are called in to work on an as-needed basis.

In addition to the preceding categories, employees are also categorized as "exempt" or "non-exempt."

NON-EXEMPT EMPLOYEES are entitled to overtime pay as required by applicable federal and state law.

EXEMPT EMPLOYEES are not entitled to overtime pay and may also be exempt from minimum wage requirements pursuant to applicable federal and state laws.

Upon hire, Executive Director or other designated representative of the board of directors will notify you of your employment classification.

Anniversary Date

The first day you report to work will be recorded in company records as your anniversary date. This date may be used to calculate many different company benefits. If you have any questions regarding your anniversary date, please see your supervisor.

Driver's License/Driving Record

Employees in positions where the operation of a motor vehicle is an essential duty of the position must present and maintain a valid driver's license and acceptable driving record to our insurer. Changes in your driving record must be reported to your supervisor immediately. Violations of this policy may result in immediate termination of your employment.

Certification, Licensing and Other Requirements

You will be informed by your supervisor if there are any licensing, certification or testing requirements for your job. Failure to qualify or to maintain a certification or license may be sufficient cause for discharge.

Immigration Reform and Control Act

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, and any state law requirements, if applicable, our company is committed to employing only individuals who are authorized to work in the United States.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the company.

New Employee Orientation

Upon joining our company, you were given a copy of our Employee Handbook. After reading this Employee Handbook please sign the receipt page and return it to your supervisor. You will be asked to complete personnel, payroll and if applicable, benefit forms.

If you lose your copy of the Employee Handbook, or if it becomes damaged in any way, please notify your supervisor as soon as possible to obtain a replacement copy.

The operations of your department are the responsibility of your supervisor. (S)he is a good source of information about the company and your job.

Talk to Us

We encourage you to bring your questions, suggestions and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations.

If you feel you have a problem, present the situation to your supervisor so that the problem can be settled by examination and discussion of the facts. We hope that your supervisor will be able to satisfactorily resolve most matters.

If you still have questions after meeting with your supervisor or if you would like further clarification on the matter, request a meeting with Executive Director or the representative designated by the Board of Directors. (S)he will review the issues and meet with you to discuss possible solutions.

Finally, if you still believe that your problem has not been fairly or fully addressed; request a meeting with the Personnel Committee or representatives chosen by the board of directors.

Your suggestions and comments on any subject are important, and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

If at any time you do not feel comfortable speaking with your supervisor or the next level of management, discuss your concern with any other member of management with whom you feel comfortable.

Your Pay and Progress

Recording Your Time

All employees must record their hours on a digital time clock, or if it is unavailable a paper time sheet. They will be reviewed for accuracy on the Monday of the following week.

Accurately recording all of your time is required in order to be sure that you are paid for all hours worked. You are expected to follow the established procedures in keeping an accurate record of your hours worked. Time must be recorded as follows:

- Immediately before starting your shift.
- Immediately after finishing work, before your meal period.
- Immediately before resuming work, after your meal period.
- Immediately after finishing work.
- Immediately before and after any other time away from work.

All employees subject to this policy are required to accurately record all time worked.

Payday

You will be paid weekly on the Wednesday of each week.

When our payday is a holiday, you normally will be paid on the first working day after the holiday.

Please review your paycheck for errors. If you find a mistake, report it to the Executive Director immediately. The Executive Director will assist you in taking the steps necessary to correct the error.

Paycheck Deductions

The company is required by law to make certain mandatory deductions from your paycheck each pay period. Mandatory deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

The company will not make deductions to an employee's pay which are prohibited by state or federal law or regulation, including those established by the United States Department of Labor.

If questions or concerns about any pay deductions arise, discuss and resolve them with the Executive Director or the representative designated by the Board of Directors.

You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment which will be paid no later than your next regular payday.

Garnishment/Child Support

When an employee's wages are garnished by a court order, our company is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Our company will, however, honor applicable federal and state guidelines that protect a certain amount of an employee's income from being subject to garnishment.

Direct Deposit

You have the option of receiving your pay in a payroll check or having your pay deposited into your bank account through our direct deposit program.

Performance Reviews

Your performance is important to our company. Once each year, during the month of August, your supervisor and/or the Executive Director or a designated representative of the Board of Directors will review your job progress within our company and help you set new job performance plans.

New employees will generally be reviewed at the end of their introductory period.

Our performance review program provides the basis for better understanding between you and your supervisor and the administration, with respect to your job performance, potential and development within the company.

Job Descriptions

The company maintains a job description for each position in the company. The job description outlines the essential duties and responsibilities of the position. When the duties and/or responsibilities of a position change, the job description is revised to reflect those changes. If you have any questions or wish to obtain a copy of your position's job description, please see the Executive Director or the representative appointed by the board of directors.

Overtime

There may be times when you will need to work overtime so that we may meet the needs of our animals or clients. Although you will be given advance notice when feasible, this is not always possible. If you are a non-exempt employee, you must have all overtime approved in advance by your supervisor. Though your payment of worked hours will not be affected, working overtime hours without approval of your supervisor may result in disciplinary actions up to and including termination.

Non-exempt employees will be paid at a rate of time and one-half their regular rate of pay for hours worked in excess of 40 hours in a workweek, unless state law provides a greater benefit in which case, we will comply with the state law.

Only actual hours worked count toward computing weekly overtime.

If you have any questions concerning overtime pay, check with the Executive Director or the representative appointed by the board of directors for immediate assistance.

Time Away From Work and Other Benefits

Employee Benefits

This Employee Handbook describes the current benefit plans maintained by the company. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

The company reserves the right to modify and/or terminate its benefits at any time. We will keep you informed of any changes.

Our company normally observes the following holidays during the year:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Employees may request to have a modified schedule for holidays. The holiday hours can be broken into two shifts. The morning shift will be scheduled to start between 6:00 am and 9:00 am. The evening shift will be scheduled to start between the hours of 3:00 pm and 6:00 pm. The employee is expected to perform all normal care for the animals as well as their other required duties. These tasks must be performed to normal operational standards. The employee will not be allowed to start their shifts before the appointed time. Management staff reserves the right to conduct a grounds check at any point during the day.

Full time exempt employees will receive their regular rate of pay for each holiday that fall on their scheduled workday.

Full time non-exempt employees will receive a pay rate that is one and a half times their normal rate for hours worked on one of the above holidays. If a holiday falls on their scheduled day off, they will not receive holiday pay.

Paid Time Off (PTO)

Stray Haven Humane Society & SPCA believes that employees should have opportunities to enjoy time away from work to help balance their lives. Stray Haven Humane Society & SPCA recognizes that employees have diverse needs for time off from work. Stray Haven Humane Society & SPCA has established this paid time off (PTO) policy to meet those needs. The benefits of PTO are that it promotes a flexible approach to time off. Employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves if there is a need to cover vacation, illness or disability, appointments, emergencies, or other situations that require time off from work. This is a benefit for your personal health and well-being. With this in mind, the PTO accrued while working with Stray Haven Humane Society & SPCA has no intrinsic monetary value.

PTO is accrued on your first day of employment, but is unusable until you have been employed for six months. Length of service determines the rate at which the employee will accrue PTO. Employees will not accrue PTO for absences stemming from disabilities, work related accidents or injuries or non-authorized leaves of absences. Employees become eligible for the higher accrual rate on the first day of the pay period in which the employee's anniversary date falls. Eligible employees must be scheduled to work at

least 35 hours per week on a regular basis to be eligible regardless of their classification. Employees working less than 35 hours per week on a regular basis, on-call and temporary employees are not eligible to accrue PTO.

Years of Service	Accrual Rate per pay period	Annual PTO Accrual (Anniversary Year)
Less than one year	0.8	5 days (40 hours)
1-5 years	1.6	10 days (80 hours)

PTO accruals are available for use in the pay period following completion of 180 days of employment. PTO may not be carried over to the following anniversary year.

Exempt employees will receive sick pay in compliance with state and federal wage and hour laws.

Submit PTO requests in writing at least 7 days in advance to the scheduling manager. When possible, PTO requests are granted, taking into account operating requirements. Length of employment may determine priority in scheduling PTO times. PTO is subject to supervisory approval, department staffing needs and established departmental procedures.

PTO can be taken in increments of as low as two hours at a time. A maximum of 7 earned PTO days may be taken at any one time, per quarter. All planned PTO is subject to management approval.

PTO must be used as vacation time, sick time or to take care of personal matters. You may use accrued PTO to care for a child who is sick.

Employees are required to use available PTO when taking time off from work with the exception of a company-required absence due to low workload or absences occasioned by the company.

PTO may not be used for missed time because an employee reports late to work, except during inclement weather.

When PTO is used, an employee is required to request payment of PTO hours according to his or her regularly scheduled workday. For example, if an employee works a six-hour day, he or she would request six hours of PTO when taking that day off. PTO is paid at the employee's straight time rate. PTO is not part of any overtime calculation.

Employees may not borrow against their PTO banks; therefore, no advance leave will be granted.

At the end of employment, whatever amount of remaining PTO will not be cashed out. PTO is a benefit strictly for health and well-being of the employee and does not have any cash value.

Unscheduled absences will be monitored. An employee will be counseled when the frequency of unscheduled absences adversely affects the operations of the department. The supervisor may request that the employee provide a statement from a health care provider concerning the justification for an unscheduled absence.

Jury Duty

Employees summoned for jury duty will receive unpaid leave, except that you shall receive the first \$40 of your daily wages during the first three days of jury service in a state or local court.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

We reserve the right to request proof of jury service issued by the Court upon return.

Make arrangements with the direct supervisor, Executive Director, or a representative of the Board of Directors as soon as you receive your summons.

We expect you to return to your job if you are excused from jury duty during your regular working hours.

Voting Leave

Our company believes that every employee should have the opportunity to vote in any state or federal election, general primary or special primary. Any employee whose work schedule does not provide him or her four consecutive hours to vote while polls are open will be granted up to two paid hours off in order to vote. Any additional time off will be without pay. We reserve the right to select the hours you are excused to vote.

Exempt employees may be provided additional time off with pay when necessary to comply with state and federal wage and hour laws.

Notify your direct supervisor of the need for voting leave two to ten days before the election. When you return from voting leave, you must present a voter's receipt to the Executive Director or the representative designated by of the Board of Directors as soon as possible.

Military Leave

Employees who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with federal and state law.

The time off will be unpaid, except where state law dictates otherwise. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Accrued paid time off (PTO) (if any) may be used for this leave if the employee chooses, but the company will not require the employee to use paid time off (PTO). Military orders should be presented to the Executive Director or the representative designated by the Board of Directors and arrangements for leave made as early as possible before departure. Employees are required to give advance notice of their service obligations to the company unless military necessity makes this impossible. You must notify the Executive Director or the representative designated by the Board of Directors of your intent to return to employment based on requirements of the law. Your benefits may continue to accrue during the period of leave in accordance with state and federal law.

Additional information regarding military leaves may be obtained from the Executive Director or the representative designated by the Board of Directors.

Volunteer Emergency Responders Leave

During the time that an emergency exists following a declaration of emergency under the law, the company will grant a “volunteer emergency responder” an unpaid leave of absence while engaged in the actual performance of his or her duties as a volunteer firefighter or an enrolled member of a volunteer ambulance service unless the company determines that the employee's absence would impose an undue hardship on company business.

The company will only grant leave when it has previously received written documentation from the head of the fire department or volunteer ambulance service documenting the employee's status as a volunteer firefighter or member of a volunteer ambulance service.

Upon request, the employee must provide the company with a notarized statement from the head of the volunteer fire department or volunteer ambulance service certifying the period of time that the employee responded to any emergency.

For more information regarding this leave, see the Executive Director or the representative designated by the Board of Directors.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Witness Leave

Employees are given the necessary time off without pay to attend or participate in a court proceeding in accordance with state law.

We ask that you notify the Executive Director or the representative designated by the Board of Directors of the need to take witness leave as far in advance as is possible.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Victims of Crime Leave

The company will grant reasonable and necessary leave from work, without pay, to employees who are victims of a crime to attend or participate in legal proceedings pertaining to the crime. Affected employees must give the company reasonable notice that leave under this policy is required.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Disability Leave

Present state law requires employers to provide short term disability insurance for up to 26 weeks that pays a portion of the employee's wages while not at work for verifiable medical reasons for a non-work related illness or accident. This benefit is described below in the handbook section titled: Short Term Disability Insurance.

Employees requesting leave must provide written notice of the disability, including a doctor's certificate stating the nature of the disability and the expected date of return to work. The company will not seek

genetic information in connection with requests for disability leave. All medical information received by the company in connection with a request for leave under this policy will be treated as confidential.

When you are able to return to work, give us at least one week's advance written notice. Include a doctor's certificate stating that you are medically able to return to your normal duties. We reserve the right to require a physical examination by a physician of our own choosing prior to your resumption of duties, as allowed by state law.

We will return you to the same or similar position you held prior to the disability leave, subject to our staffing and business requirements. Your continued absence from work beyond your disability (as determined by your physician) will be deemed a voluntary discharge of your employment.

Granting this leave prior to the completion of the eligibility period and/or beyond the maximum period stated above may be required as a reasonable accommodation in accordance with the Americans with Disabilities Act or due to state law or other requirements.

This leave may run concurrently with any other leave where permitted by state and federal law.

Pregnancy Accommodation

The company, consistent with state law, will provide reasonable accommodations to female employees related to pregnancy, childbirth or related medical conditions, to the extent the accommodation can be made without imposing an undue hardship on the business.

When an employee requests a reasonable accommodation, the company shall explore with the employee the possible means of providing the reasonable accommodation, which may include, but are not limited to:

- acquisition of equipment for sitting;
- more frequent or longer breaks;
- periodic rest;
- modifying work hours/schedules;
- job restructuring;
- break time and private non-bathroom space for expressing breast milk;
- modified work schedules; or
- time off to recover from childbirth.

The company may require the employee to provide a certification in connection with a request for reasonable accommodation.

If leave is provided as a reasonable accommodation, such leave may run concurrently with any other leave where permitted by state and federal law.

For more information, or if you require an accommodation, please contact the Executive Director or a designated representative of the board of directors.

Family Leave Benefits

Beginning January 1, 2018, or at the commencement of employment, whichever is later, eligible employees will receive up to eight weeks of leave during any 52 week calendar period for family needs. While on leave, employees will receive a wage replacement based on a percentage of the employee's average weekly wage, as specified by law. If applicable, the company will maintain the employee's

existing health benefits for the duration of such leave as if the employee had continued to work from the date he or she commenced leave until the date he or she returns to employment.

Benefits are fully-funded through mandatory employee payroll deductions required by law.

To be eligible for benefits, full-time employees must have completed at least 26 weeks of employment; part-time employees (whose regular schedule is less than 20 hours per week) must have completed at least 175 days of employment. Where an employee's (1) regular work schedule is 20 hours or more per week but the employee is not expected to work at least 26 consecutive weeks; or (2) an employee regularly works less than 20 hours per week and is not expected to work at least 175 days in a 52 consecutive week period, the employee will have the option of filing a waiver of family leave benefits.

Social Security

During your employment, you and the company both contribute funds to the federal government to support the Social Security program. This program is intended to provide you with retirement benefit payments and medical coverage once you reach retirement age.

Unemployment Insurance

Upon separation from employment, you may be entitled to state and federal unemployment insurance benefits. Information about unemployment insurance can be obtained from the Executive Director or the representative designated by the Board of Directors.

Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to your direct supervisor. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim. We ask for your assistance in alerting management to any condition that could lead to or contribute to an employee accident.

Animal Adoption Policy

Employees may submit adoption applications for animals that have been available for adoption to the public for at least 5 days. Adoption applications by employees will undergo the same review process and be subject to the same adoption fees as the general public. Employees are discouraged from fostering animals; however a fostering situation may be approved on a case-by-case basis by the Shelter Manager or Executive Director.

Employee Discounts

Employees may receive veterinary services and purchase veterinary supplies for their household pets at a discounted rate as determined by the Board of Directors and pre-approved by the Shelter Manager or Executive Director. Pets must be pre-scheduled for veterinary visits. Employees may also purchase clothing and other supplies at a discounted rate as determined by the Board of Directors and listed in the Point-of-Sale system.

Conduct at External Locations

The nature of our mission may require that employees perform work connected with event at a location that is not the shelter proper. The importance of professional conduct when working at an external location cannot be emphasized enough. Professional conduct is a broad term that is open to many interpretations. The following guidelines describe appropriate conduct when working at an alternate location:

- Do not discuss internal affairs with clients or external personnel.
- Avoid comments or criticisms involving other companies and their particular work or fees.
- Refrain from discussing shortcomings or idiosyncrasies of clients or external personnel.
- Avoid conversations involving client matters in all places that would violate client confidentiality.
- Avoid discussing procedural problems with management while clients or external employees are present.
- Entertain clients only after first receiving approval from the Executive Director or a representative of the board of directors.

Confidentiality of Client Matters

Our professional ethics require that each employee maintain the highest degree of confidentiality when handling client matters.

To maintain this professional confidence, no employee shall disclose client information to other clients, friends, or members of one's own family.

Questions concerning client confidentiality may be addressed with the Executive Director or a representative of the board of directors.

Discussions with Clients

When working with a client, you may be asked to offer specific suggestions or comments regarding his or her animal care.

Understand that we are not a veterinary clinic and have no authority to offer suggestions when it comes to medical needs. You should refer the client to reach out to their veterinarian and in times of emergency you should direct them to seek emergency care.

Care of Client Records

The impression that clients have of our company is based, in part, on the way we care for their records. If we are careless with their files and records, we maybe jeopardizing the health and well-being of animals as well as our clients. As professionals, we must respect the confidence in which we are entrusted and ensure that client files are handled with the utmost care.

When possible, obtain all material from client files and then return the material back to the files. Material should be returned in the same condition or better than when it was received.

Under no circumstances will outside requests for client material be fulfilled unless prior written permission is received from the Executive Director or a designated representative of the board of directors.

Wage Disclosure Protection

The company, consistent with New York law, will not take an adverse employment action or retaliate against an employee for inquiring about, discussing or disclosing (i) the employee's wages or (ii) the wages of another employee where prior permission has been obtained.

Nothing in this policy shall require an employee to disclose his or her wages in response to any inquiry. Further, nothing in this policy shall be construed to permit an employee who has access to the wage information of other employees as part of such employee's essential job functions, to disclose the wages of such other employees to individuals who do not otherwise have access to such information, unless such disclosure is in response to a complaint or charge, or in furtherance of an investigation, proceeding, hearing or action under New York law, including an investigation conducted by the company.

Attendance and Punctuality

Attendance and punctuality are important factors for your success within our company. We work as a team and this requires that each person be in the right place at the right time.

If you are going to be late for work or absent, notify your scheduling manager as far in advance as is feasible under the circumstances, but before the start of your workday.

Personal issues requiring time away from your work, such as doctor's appointments or other matters, should be scheduled during your nonworking hours if possible.

If you are absent for one day without notifying the company, it is assumed that you have voluntarily abandoned your position with the company, and you will be removed from the payroll.

Business Hours

Because of the nature of our business, your work schedule may vary depending on your job. Check with your scheduling manager if you have questions about your hours of work.

Meal Time

Employees working a shift of more than six hours will be provided at least 30 unpaid minutes for a meal between 11:00 a.m. and 2:00 p.m. Employees working a shift that starts before 11:00 a.m. and continues past 7:00 p.m. will be provided an additional unpaid meal period of at least 20 minutes between 5:00 p.m. and 7:00 p.m. Employees working a shift of more than six hours between 1:00 p.m. and 6:00 a.m. will be provided an unpaid meal period of at least 45 minutes midway through the shift. Approving the scheduling of this time is the responsibility of the Executive Director or the representative designated by the Board of Directors.

Breaks

All non-exempt employees are permitted one (1) fifteen (15) minute paid break per shift of four (4) hours or more at times determined by the employee and the supervisor. Breaks should be staggered to avoid disrupting the operations of any department.

Lactation Breaks

The company will provide a reasonable amount of break time to accommodate a female employee's need to express breast milk for the employee's infant child. In New York, lactation breaks will be provided for the following length of time after the birth of the child:

New York Employees

Up to three years following the child's birth.

The break time should, if possible, be taken concurrently with other break periods already provided. Non-exempt employees should clock out for any time taken that does not run concurrently with normally scheduled rest periods, and such time generally will be unpaid, in accordance with state law. The company will also make a reasonable effort to provide the employee with the use of a room or other location in close proximity to the employee's work area, for the employee to express milk in private. Notify the Executive Director or the representative designated by the Board of Directors to request time to express breast milk under this policy. The company reserves the right to deny an employee's request for a lactation break if the additional break time will seriously disrupt operations and in accordance with applicable law.

No provision of this policy applies or is enforced if it conflicts with or is superseded by any requirement or prohibition contained in a federal, state, or local law or regulation. If you have knowledge of such a conflict or a potential conflict you should contact the Executive Director or the representative designated by the Board of Directors.

Work Assignments

Work assignments will be distributed by your supervisor. When possible, you will be advised of future assignments in advance, so you will have ample time to prepare for the assignment.

Once you have begun an assignment you will report directly to your supervisor for all matters relating to its completion.

On The Job Training

The initiation of all on-the-job training for employees within your department is the responsibility of your supervisor. This may include safety training, participation in off-site training and continuing education when necessary for job safety and work performance. Training will be conducted during regular working hours whenever possible.

The company will pay for any required training programs. Employees may be tested from time to time to evaluate the effectiveness of the training program.

If you have any questions regarding training, please see your supervisor.

Standards of Conduct

Each employee has an obligation to observe and follow the company's policies and to maintain proper standards of conduct at all times. Failure to adhere to the company's policies will result in corrective disciplinary measures.

Disciplinary action may include a verbal warning, written warning, suspension with or without pay, and/or discharge. The appropriate disciplinary action imposed will be determined by the company. The company does not guarantee that one form of action will necessarily precede another.

Among other things, the following may result in disciplinary action, up to and including discharge: violation of the company's policies or safety rules; failing to work in a cooperative manner with management, co-workers, clients and others who do business with the company; unauthorized or illegal possession, use or sale of alcohol or controlled substances on work premises or during working hours, while engaged in company activities or in company vehicles; unauthorized possession, use or sale of weapons, firearms or explosives on work premises; theft or dishonesty; inappropriate or violent physical contact; harassment; discrimination or retaliation in violation of the company's EEO and No Harassment policies; performing outside work or use of company property, equipment or facilities in connection with outside work while on company time; poor attendance or poor performance. These examples are not all inclusive. We emphasize that discharge decisions will be based on an assessment of all relevant factors.

Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act.

Nothing in this policy is designed to modify our employment-at-will policy.

Computer Software Licensing

The company purchases or licenses the use of various computer software programs. Neither the company nor any of the company's employees have the right to duplicate this computer software or its related documentation. Unauthorized duplication of computer software is a federal offense, punishable by up to a \$250,000 fine and up to five years in jail.

The company does not condone the illegal duplication of software. You must use the software in accordance with the license agreement. This policy applies not only to individual desktop computers and laptops but to local area networks as well.

Employees learning of any misuse of software or related documentation within the company shall notify a member of management. Employees who reproduce, acquire or use unauthorized copies of computer software will be subject to discipline, up to and including discharge.

Client and Public Relations

Our company's reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every employee.

The opinions and attitudes that clients have toward our company may be determined for a long period of time by the actions of one employee. It is sometimes easy to take a client for granted, but if we do we run the risk of losing not only that client, but his or her associates, friends or family who may also be clients or prospective clients.

Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

Non-Solicitation

The company believes employees should have a work environment free from interruptions of a non-work related nature, as work time is for work. When you are to be working you should focus on your duties and not engage in activities that would interfere with your own work or the work of others. For the purpose of this policy, solicitation includes, but is not limited to, for collection of any debt or obligation, for raffles of any kind or chance taking, or for the sale of merchandise or business services, the attempt to sell any product or service (e.g. selling or collecting for Tupperware®, Avon® products, churches, schools, Girl Scout cookies, etc.). Such interruptions can be both detrimental to the quality of work and efficiency, and may not be respectful of others job responsibilities and right not to be interrupted.

Employees may not engage in solicitation for any purpose during his/her work time, which includes the working time of the employee who seeks to solicit and the employee who is being solicited. Although solicitation is not encouraged, it is permitted as long as it is limited to the employee's break and lunch time and kept out of active working areas. Nothing in this policy is intended to restrict an employee's statutory rights, including discussing terms and conditions of employment.

Distribution

Distribution by employees of any type (materials, goods, paper) is prohibited in work areas at any time, whether or not the employees are on working time. Electronic distribution is subject to the company's Acceptable Use of Electronic Communications policy, and may not occur during the employee's working time. Non-employees are prohibited from distributing materials to employees on company premises at any time. Literature that violates the company's EEO and No Harassment policies, includes threats of violence, or is knowingly and recklessly false is never permitted. Nothing in this policy is intended to restrict an employee's statutory rights, including discussing terms and conditions of employment.

Changes in Personal Data

To aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information.

Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be given to the Executive Director or a designated representative of the board of directors promptly.

Care of Equipment

You are expected to demonstrate proper care when using the company's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it to the Executive Director or a designated representative of the board of directors at once.

Travel/Expense Accounts

The company will reimburse employees for reasonable expenses incurred through pre-approved business travel or entertainment. All cash advances must be accounted for and expense receipts are required.

The following business expenses will be reimbursed:

- Travel Expense
- Automobile/Mileage
- Lodging
- Tips
- Business Meals (in accordance with our per diem rates; room service excluded)

This list is not all-inclusive. See the Executive Director or a designated representative of the board of directors regarding additional reimbursable business expenses or requesting pre-approval of expenses.

Personal Property

The company is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur.

Visitors

If you are expecting a visitor, please notify the Shelter Manager. All visitors must first check in at the main entrance. Visitors are not allowed in any prohibited area of the facility without being accompanied by an authorized employee. Under no circumstances will visitors be allowed in confidential, unauthorized or potentially hazardous areas. Employees may not bring pets to the workplace unless for an appointment with the veterinarian pre-scheduled by the Shelter Manager. Children may not accompany employees while working.

Severe Weather

Severe weather is to be expected during certain months of the year. Although driving may at times be difficult, when caution is exercised the roads are normally passable. Except in cases of severe storms, we are all expected to work our regular hours. Time taken off due to poor weather conditions while the business remains open is unpaid.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

If extreme weather conditions require closing of the building, you will be notified by the Executive Director or a designated representative of the board of directors.

Natural Disasters

Natural disasters, including earthquakes, hurricanes, mudslides, floods and fires are to be expected from time to time. Although driving may be difficult in some areas due to damaged freeways and streets, when caution is exercised the roads are normally passable or alternate routes are available. Except in severe cases, we are all expected to work our regular hours. Time taken off due to natural disasters while the business remains open is unpaid.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

If extreme weather conditions require closing of the building, you will be notified by the Executive Director or a designated representative of the board of directors.

Personal Telephone Calls

It is important to keep our telephone lines free for client calls. Although the occasional use of the company's telephones for a personal emergency may be necessary, routine personal calls should be kept to a minimum.

Using cellular telephones to text message during working hours while on company premises should be kept to a minimum.

Acceptable Use of Electronic Communications

This policy contains guidelines for electronic communications created, sent, received, used, transmitted, or stored using the company's communication systems or equipment and employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. "Electronic communications" include, among other things, messages, images, text data or any other information used in e-mail, instant messages, text messages, voice mail, fax machines, computers, personal digital assistants (including Blackberry, iPhone, iPad or similar devices), pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, back-up storage, information on a memory or flash key or card, jump or zip drive or any other type of internal or external removable storage drives. In the remainder of this policy, all of these communication devices are collectively referred to as "systems."

Acceptable Uses of Our Systems: Employees may use our systems to communicate internally with co-workers or externally with clients and other business acquaintances for business purposes.

Company Control of Systems and Electronic Communications: All electronic communications contained in company systems are company records and/or property. Although an employee may have an individual password to access our systems, the systems and communications belong to the company. The systems and electronic communications are accessible to the company at all times including periodic unannounced inspections. Our systems and electronic communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Employee communications on our system are not confidential or private.

The company's right to use, access, monitor, record and disclose electronic communications without further notice applies equally to employee-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Personal Use of Our Systems: Personal communications in our systems are treated the same as all other electronic communications and will be used, accessed, recorded, monitored, and disclosed by the company at any time without further notice. Since all electronic communications and systems can be

accessed without advance notice, employees should not use our systems for communication or information that employees would not want revealed to third parties. Personal use of our system should be limited to non-working time. Personal use of our system must be conducted in such a manner that it does not affect smooth system operation or use a disproportional amount of the system's functional capacity.

Proprietary Business Information: Proprietary business information means confidential and proprietary information related to the company's trade secrets, business models, business services, sales agreements, pricing information, drawings, designs, blue prints, client lists, recipes, vendor agreements, patient records, strategic business or marketing plans, expansion plans, contracts, non-public financial performance information and other information that derives economic value by being protected from public consumption or competitors may only be used on company systems. Proprietary business information may not be downloaded, saved, or sent to a personal laptop, personal storage device, or personal email account under any circumstances without advance written approval from a member of management. Proprietary business information does not restrict employee rights to discuss their wages, hours or other terms of employment.

Prohibited Uses of Our Systems: Employees may not use company systems in a manner that is unlawful, wasteful of company resources, or unreasonably compromises employee productivity or the overall integrity or stability of the company's systems. These tools are provided to assist employees with the execution of their job duties and should not be abused. Examples of prohibited uses include, among other things, sexually explicit messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs; or any other message or image that may be in violation of company policies.

In addition, employees may not use our company systems:

- To download, save, send or access any discriminatory, obscene, or malicious or knowingly false material;
- To download, save, or send any music, audio or video file unless business related;
- To download anything from the internet (including shareware or free software) without the advance written permission of the Executive Director or a designated representative of the board of directors;
- To download, save, send or access any site or content that the company might deem "adult entertainment;"
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of the company or any other person or entity;
- In connection with any infringement of intellectual property rights, including but not limited to copyrights;
- In connection with the violation or attempted violation of any law; and To transmit proprietary business information or client material such as pricing, information or trade secrets.

Electronic Forgery: An employee may not misrepresent, disguise, or conceal his or her identity or another's identity in any way while using electronic communications; make changes to electronic communications without clearly indicating such changes; or use another person's account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Intellectual Property Rights: Employees must always respect intellectual property rights such as copyrights and trademarks.

System Integrity, Security, and Encryption: All systems passwords and encryption keys must be available and known to the company. You may not install password or encryption programs without the written permission of the Executive Director or the representative designated by the Board of Directors . Employees may not use the passwords and encryption keys belonging to others.

Applicable Laws: Numerous state and federal laws apply to electronic communications. The company complies with applicable laws. Employees also must comply with applicable laws and should recognize that an employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

Consequences of Policy Violations: Violations of this policy may result in disciplinary action up to and including immediate termination of an employee's employment as well as possible civil liabilities or criminal prosecution. Where appropriate, the company may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptable use of our systems or the content of electronic communications, ask the Executive Director or a designated representative of the board of directors for advance clarification.

Use of personal computers at work. Employees may not bring and or use personal computers on company premises. Furthermore, performance of company work at home or outside of your normal work location may not be carried out on a personal computer, unless specifically authorized by the Executive Director or a designated representative of the board of directors.

Social Media

“Social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the company.

You are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our problem solving procedure than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as maliciously false, obscene, threatening or intimidating, that defames clients, competitors, vendors or employees or that might constitute harassment or bullying. Examples of such conduct might include posts meant to put someone in fear for their physical safety or psychological well-being; posts designed to cast someone in a false light to the public; posts that invade a person’s reasonable expectation of privacy; or posts that could contribute to a hostile work environment on the basis of race, age, gender, national origin, color, disability, religion or other status protected by federal, state or local law.

Make sure you are always truthful and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate; nothing that is posted ever truly “expires.” Never post any information or rumors that you know to be false about the company, fellow employees, clients, and people working on behalf of the company or competitors.

Do not create a link from your blog, website or other social networking site to the company's website without identifying yourself as a company employee. Express only your personal opinions. Never represent yourself as a spokesperson for the company or make knowingly false representations about your credentials or your work. If the company is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the company. It is best to include a statement such as “The postings on this site are my own and do not necessarily reflect the views of the company.” You must refrain from using social media while on working time.

Employees are encouraged to report violations of this policy. The company prohibits retaliation against any employee for reporting a possible deviation from this policy or for cooperating in an investigation.

Where applicable, the company complies with state laws concerning access to an employee's personal social networking account, including restrictions concerning employer requests for an employee's username and/or password.

Nothing in this policy is designed to limit an employee's right under Section 7 of the National Labor Relations Act, including discussing wages or other terms of employment.

If you have questions or need further guidance, please contact the Executive Director or the representative designated by the Board of Directors.

Dress Policy

Stray Haven Humane Society & SPCA expects employees to dress appropriately in business attire of a casual nature. Our work environment encourages employees to dress comfortably for work.

Please do not wear anything that other employees might find offensive or that might make coworkers uncomfortable. This includes clothing with profane language statements or clothing that promotes causes that include, but are not limited to, politics, religion, sexuality, race, age, gender, and ethnicity.

Our goal is to provide a workplace environment that is comfortable and inclusive for all employees. We expect that your business attire, although casual, will exhibit common sense and professionalism. Employees are expected to demonstrate good judgment and professional taste.

Courtesy towards coworkers and your professional image to coworkers are the factors you need to use to assess whether you are dressing in business attire that is appropriate.

We expect that full length pants be worn during all points in the year. This excludes tights, yoga pants, or any similar clothing items. We also expect that employees wear tops that have a sleeve that, at minimum, be considered a t-shirt. Stray Haven staff t-shirts are required during open hours to the public. Each staff member will be provided (2) t-shirts and additional t-shirts are available for purchase at a reasonable cost. Lastly, for the employees' safety, closed toed shoes are expected to be worn at all times as contact with animals is a common occurrence in all common areas.

Personal Hygiene

Maintaining a professional, business-like appearance is very important to the success of our company. Part of the impression you make on others depends on your choice of dress, personal hygiene and courteous behavior. A daily regimen of good grooming and hygiene is expected of everyone. Please ensure that you maintain good personal hygiene habits. While at work, you are required to be clean, dressed appropriately and well groomed.

Recycling and Waste Prevention

The company is committed to the environment and its future. Therefore, recycling containers are located throughout the building for the collection of recyclable materials. Waste of time, materials and utilities is costly to the company. If you have any waste prevention ideas, please advise Executive Director or a designated representative of the board of directors in writing.

Reference Checks

Our company will not honor any oral requests for references. All requests must be in writing and signed by the former employee. Generally, we will only confirm our employees' dates of employment and job title.

Under no circumstances should an employee provide another individual with information regarding current or former employees of our company. If you receive a request for reference information, please forward it to the Executive Director or a designated representative of the board of directors.

Protecting Company Information

Protecting our company's information is the responsibility of every employee. Do not discuss the company's confidential business or proprietary business matters, or share confidential, personal employee information (such as social security numbers, personal banking or medical information) with anyone who does not work for us such as friends, family members, members of the media, or other business entities. You may be required to sign a confidentiality/nondisclosure agreement as a condition of your employment, in accordance with state and federal law.

Confidential information does not include information pertaining to the terms and conditions of an employee's personal employment, including wages. Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act.

All telephone calls regarding a current or former employee's position/compensation with our company must be forwarded to the Executive Director or a designated representative of the board of directors.

The company's address shall not be used for the receipt of personal mail.

Document Retention

The company maintains a formal document retention policy and procedure. The Shelter Manager or a designated representative of the board of directors will explain how that policy applies to you and the work that you perform. You must retain all work products in the manner required and for the time period required by our policy. Never destroy or delete any work product until the retention periods specified by the company's policy have been satisfied. Failure to comply with the company document retention policy and procedure may result in discipline up to and including discharge.

Conflict of Interest/Code of Ethics

A company's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other employees. Therefore, employees must never use their positions with the company, or any of its clients, for private financial gain, to advance personal financial interests, to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities, or engage in activities, investments or associations that compete with the company, interferes with an employee's business judgment concerning the company's best interests, or exploits an employee's position with the company for personal gain.

The company adheres to the highest legal and ethical standards applicable in our business. The company's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each employee is of utmost importance.

Employees of the company shall conduct their personal affairs such that their duties and responsibilities to the company are not jeopardized and/or legal questions do not arise with respect to their association or work with the company.

This policy will not be enforced to prevent employees from discussing their wages or other terms of employment.

Outside Employment

We hope that you will not find it necessary to seek additional outside employment. However, if you are planning to accept an outside position, you ask that notify your direct supervisor.

Outside employment must not conflict in any way with your responsibilities within our company. You may not work for competitors nor may you take an ownership position with a competitor.

Employees may not conduct outside work or use company property, equipment or facilities in connection with outside work while on company time.

Parking

Free parking facilities are available to employees.

The company is not responsible for loss, damage or theft of your vehicle. Therefore, we suggest that you lock your vehicle doors.

Cellular Telephones

Employees in certain positions are issued company cellular telephones so they may maintain contact with clients and co-workers.

The company is committed to ending the epidemic of distracted driving. While driving on company time, employees may not use a hand-held cell phone or tablet – whether the vehicle is in motion or stopped at a traffic light. This includes, but is not limited to, answering or making phone calls, engaging in phone conversations, and reading or responding to emails, instant messages, and text messages.

The use of cellular telephones is not a work requirement for most employees. Employees who are not issued a company cellular telephone will not be reimbursed for the use of their personal cellular telephones.

Employees are expected to demonstrate proper care of their cellular telephones. If you lose, break or damage your company cellular telephone, report it to Executive Director or a designated representative of the board of directors at once. All cellular telephones issued by the company must be returned upon leaving our company or upon transferring to a position that does not require a company cellular telephone.

A violation of this policy may result in disciplinary action.

Contact with the Media

All media inquiries regarding the company and its operations must be referred to the Executive Director or a designated representative of the board of directors. The authorization to make or approve public statements on behalf of the company rests solely with the Executive Director or a designated representative of the board of directors. No employees, unless specifically designated by the Executive Director or a designated representative of the board of directors, are authorized to make statements on behalf of or as a representative of the company.

Office Supplies

Our company maintains a stock of basic office supplies such as pens, paper clips, staples, note pads, etc. used on a day-to-day basis by employees. All office supplies will be provided to you by the Shelter Manager.

If you need additional items not regularly stocked, please speak to the Shelter Manager to place a special order.

All office supplies are for business use only and should not be removed from the office for non-business use. Violations of this policy may result in disciplinary action up to and including discharge.

Electronic Surveillance

Stray Haven Humane Society & SPCA regards the safety and well-being of employees, clients, and animals of the utmost importance. As part of our company's safety systems and procedures, Stray Haven Humane Society & SPCA employs an electronic surveillance system.

The cameras are placed throughout the facility's common areas. This excludes bathrooms, changing rooms, showers or any similar facilities to respect employee and client privacy.

The cameras have the capability to record video on a continuous basis. The recordings are kept for a maximum of 30 days where the system will automatically overwrite the recordings. If a recording is deemed important to an investigation, the recording will be saved externally for, at minimum, the duration of the investigation and its resolution.

If You Must Leave Us

Should you decide to leave your employment with us, we ask that you provide the Executive Director or a designated representative of the board of directors with at least two week's advance written notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the company.

Additionally, all resigning employees should complete a brief exit interview prior to leaving. All company property, including this Employee Handbook, must be returned at the end of employment. Otherwise, the company may take action to recoup any replacement costs and/or seek the return of company property through appropriate legal recourse.

You should notify the company if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

Each Employee's Responsibility

Safety can only be achieved through teamwork at our company. Each employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

1. Notify your direct supervisor of any emergency situation. If you are injured or become sick at work, no matter how slightly, you must inform the direct supervisor immediately.
2. The use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the company's property is forbidden.
3. Use, adjust and repair machines and equipment only if you are trained and qualified.
4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects.
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess; just ask your supervisor.
6. Know the locations, contents and use of first aid and fire-fighting equipment.
7. Wear personal protective equipment in accordance with the job you are performing.
8. Always practice defensive when handling every animal
9. Comply with OSHA standards and/or applicable state job safety and health standards as written in our safety procedures manual.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

Fire Drills

Fire drills are scheduled periodically throughout the year. These drills are an important aspect in employee safety. We expect your complete cooperation during these drills. If you have any questions concerning evacuation procedures, see the Executive Director or the representative designated by the Board of Directors.

Workplace Violence

Violence by an employee or anyone else against an employee, supervisor or member of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage to company property in the event someone, for whatever reason, may be unhappy with a company decision or action by an employee or member of management.

If you receive or overhear any threatening communications from an employee or outside third party, report it to the Executive Director or a designated representative of the board of directors at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence and will not be subjected to disciplinary consequences for such reports or cooperation.

Violations of this policy, including your failure to report or fully cooperate in the company's investigation, may result in disciplinary action, up to and including discharge.

Workplace Searches

To protect the property and to ensure the safety of all employees, clients and the company, the company reserves the right to conduct personal searches consistent with state law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions or articles carried to and from the company's property. In addition, the company reserves the right to search any employee's office, desk, files, locker, equipment or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment, etc. are the property of the company, and are issued for the use of employees only during their employment. Inspection may be conducted at any time at the discretion of the company.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including discharge, if upon investigation they are found to be in violation of the company's security procedures or any other company rules and regulations.

Hazard Communication

Our company may use some chemicals (e.g., cleaning compounds, inks, etc.) in some of its operations. You should receive training and be familiar with the handling, use, storage and control measures relating to these substances if you will use or likely be exposed to them. Safety Data Sheets (SDS) are available for inspections in your work area. You must follow all labeling requirements.

Please consult with the shelter manager prior to purchasing chemicals for the company or bringing them on to our premises. If you have any questions, ask the Executive Director or the designated representative of the board of directors.

Smoking in the Workplace

Our company is committed to providing a safe and healthy environment for employees and visitors. Smoking, including the use of e-cigarettes, is not permitted on company property.

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

No Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating company machinery, equipment or vehicles for work-related purposes or while engaged in company business off premises is forbidden except where expressly authorized by the company and permitted by state and local laws. This policy applies to all employees, including but not limited to, those who have a valid permit to carry a firearm.

If you are aware of violations or threats of violations of this policy, you are required to report such violations or threats of violations to the Executive Director or a designated representative of the board of directors immediately.

Violations of this policy will result in disciplinary action, up to and including discharge.

Environmental Compliance

Our company adheres to all state and federal environmental protection laws. The Executive Director or a designated representative of the board of directors will inform you of the laws impacting your specific job and you will receive instruction on compliance procedures.

In An Emergency

The Shelter Manager should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. In the absence of the Shelter Manager, contact the nearest company official.

Should an emergency result in the need to communicate information to employees outside of business hours, the Executive Director or a designated representative of the board of directors will contact you. Therefore, it is important that employees keep their personal emergency contact information up to date. Notify the Executive Director or a designated representative of the board of directors when this information changes.

When events warrant an evacuation of the building, you should follow the instructions of Executive Director, Shelter Manager, or any other member of management. You should leave the building in a quick and orderly manner. You should assemble at the pre-determined location as communicated to you by the Executive Director or a designated representative of the board of directors to await further instructions or information.

Please direct any questions you may have about the company's emergency procedures to the Executive Director or a designated representative of the board of directors.

Drug and Alcohol Free Workplace

The company has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and clients we serve. The unlawful or improper use of controlled substances or alcohol in the workplace presents a danger to everyone. In addition, as a federal contractor and/or grantee we have a duty to comply with the requirement of the Drug-Free Workplace Act of 1988. For these reasons, we have established as a condition of employment and continued employment with the company the following drug and alcohol free workplace policy.

Employees are prohibited from reporting to work or working while using illegal or unauthorized substances. Employees are prohibited from reporting to work or working when the employee uses any controlled substance, except when the use is pursuant to a doctor's orders and the doctor advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties. Employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems. Employees are also prohibited from consuming alcohol during working hours, including meal and break periods. This does not include the authorized use of alcohol at company-sponsored functions or activities.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on company paid time, on company premises, in company vehicles or while engaged in company activities.

In accordance with the Drug-Free Workplace Act of 1988, you must notify the Executive Director or a designated representative of the board of directors of any criminal drug statute conviction for a violation occurring within the workplace within five days of such conviction.

Your employment or continued employment with the company is conditioned upon your full compliance with the foregoing drug and alcohol free workplace policy. Any violation of this policy may result in disciplinary action, up to and including discharge. Furthermore, any employee who violates this policy and is subject to discharge may be permitted in lieu of discharge, at the company's sole discretion, to participate in and successfully complete an appropriate treatment, counseling, or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state, and local laws.

Consistent with its fair employment policy, the company maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their drug and alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves, or others. The company will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence and other measures, consistent with the company's policies and applicable federal, state or local laws.

The company further reserves the right to take any and all appropriate and lawful actions necessary to enforce this drug and alcohol free workplace policy including, but not limited to, the inspection of company issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the company has reasonable suspicion to believe that the employee has violated this drug and alcohol free workplace policy.

Although the state has legalized marijuana for medicinal purposes, the company is not required to allow the medicinal use of marijuana in the workplace. Use is strictly prohibited on company property and may result in discipline, up to and including immediate discharge.

This policy represents management guidelines. For more information, please speak to the Executive Director or a designated representative of the board of directors.

Drug and Alcohol Free Awareness Program

In order to maintain a drug and alcohol free workplace, the company has established a drug and alcohol free awareness program to educate employees on 1) the danger of drug abuse and alcohol in the workplace; 2) the company's drug and alcohol free workplace policy; 3) the availability of any drug and alcohol counseling, rehabilitation, and employee assistance programs; and 4) the penalties that may be imposed upon employees for drug abuse and alcohol violations, and violations of the company's drug and alcohol free workplace. Such education includes: a discussion of our drug and alcohol free workplace policy at the new employee orientation session; reorientation of all involved employees in cases in which a drug and/or alcohol-related accident or incidents occurs; and inclusion of the company's drug and alcohol free workplace policy in the Employee Handbook and any other personnel policy publications.

Receipt of Employee Handbook and Employment-At-Will Statement

This is to acknowledge that I have received a copy of the Stray Haven Humane Society & SPCA, Inc. Employee Handbook and I understand that it contains information about the employment policies and practices of the company. I agree to read and comply with this Employee Handbook. I understand that the policies outlined in this Employee Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that the company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the company. I understand that this Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

I understand that except for the policy of at-will employment, the company reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook will be in writing and will be signed by the Executive Director or the President of the Board of Directors. I understand that no oral statements or representations can change the provisions of this Employee Handbook.

I understand that this Employee Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Employee Handbook does not create a contract guaranteeing that I will be employed for any specific time period.

THIS COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, THE COMPANY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ME OR ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME. ANY AGREEMENT TO EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME WILL BE PUT INTO WRITING AND SIGNED BY THE EXECUTIVE DIRECTOR OR THE PRESIDENT OF THE BOARD OF DIRECTORS.

I understand that this Employee Handbook refers to current benefit plans maintained by the company and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling.

I have read and understand the Paid Time Off (PTO) Policy in this Employee Handbook.

Initials _____ Date _____

I also understand that if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

If I have questions regarding the content or interpretation of this Employee Handbook, I will ask the Executive Director, a designated representative of the Board of Directors, or a member of management.

NAME _____

DATE _____

EMPLOYEE
SIGNATURE _____

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