
Woodland Lakes

Standard Operating Procedures

SOP

Volume II



Employee Handbook

February 2020

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Woodland Lakes Revision Record

Change Number	Change Date	Entered By
1	July 2006	Bob Murphy
1	December 10, 2009	Patti Tracy, per passed motions. In November 2008 these were added
1	January 24, 2010	Patti Tracy, per a passed motion by Board to remove NEW POLICY CHANGE: ADOPTED 4/16/09 This was removed
1	May 2011	Debbie Clutter, per passed motion to remove any reference to Managers
1	September 2014	Debbie Clutter, per passed motion to remove any reference to Medical Insurance for employees
	January 28, 2017	Debbie Clutter, per board review of entire document and made multiple changes
	August 12, 2017	Debbie Clutter, per board. Change made to wage scales.
	August 2018	Debbie Clutter, per board.
	January 2019	Christina Scroggins
	February 2020	Darlene Merseal

1 Introduction

1.1 Welcome to the team.

We are pleased that you have been selected for employment with Woodland Lakes. We value you as a member of our team and we are committed to supporting you in your work. We have established this Employee Handbook to help you understand our policies and procedure. We encourage you to use it as a valuable resource.

1.2 Employment at Will

All employees are employed on an at-will basis, which means you are free to resign at any time with or without reason. The Trusteeship, likewise, retains the right to terminate your employment at any time, with or without reason or notice.

1.3 Equal Employment Opportunity

Our trusteeship is an Equal Opportunity Employer, which means we comply with all applicable anti-discrimination laws. We recruit, interview, hire, train, and promote all persons without regards to race, color, gender, religion, national origin, age, marital status, political belief, or disability.

1.4 Performance Appraisals

Evaluating your performance on an ongoing basis helps you develop and ensures that we are providing the highest quality of service. Annual evaluations shall be prepared in February or March of each year by each employee's immediate supervisor. One copy of each evaluation will be maintained in the employee's permanent file, one copy given to the employee and one copy made available to the Trustees for their review. Evaluations will be documented on the forms contained in Appendix A to this procedure.

1.5 Hiring and Dismissal

The responsibility for hiring and dismissal of any personnel rests with the majority vote of the Trustees for all employees. Office personnel are to be vetted by the Office Supervisor. Maintenance personnel are to be vetted by the Maintenance Supervisor. Gate Personnel are to be vetted by the Gate Supervisor. The trusteeship will conduct Pre-Employment background screenings for all Security personnel and Manager personnel.

2 Employees

2.1 Full Time – Part Time

Employees of the Trusteeship will be employed in one of the following classes: full time, working at least 32 hours per week; part time, normally working less than 31 hours per week; and seasonal, working full time or part time for a specified period of time, such as the summer season. Trusteeship employees will also be categorized in one of the following groups: Property Maintenance Person, Gatekeeper, Equipment Operator and Mechanic, Concession Stand Operator and Office Personnel. The duties of employees in each of these categories are defined *in Sections 5 of this Employee Handbook*.

2.2 Orientation Period

Employees newly hired by the Trusteeship shall be employed for sixty (60) working days as probationary employees. At the end of the probation period, the employee will be promoted to permanent employee status, or may be discharged.

2.3 Employee Reimbursement

When previously approved, employees shall be reimbursed for actual and reasonable out of pocket expenses incurred during performance of Trusteeship business. Trusteeship business shall not include attending meetings of the Board of Trustees. Receipts shall be required for all expenses with the exception of vehicle mileage, which may be documented by number of miles driven and purpose of trip. Employees utilizing their personally owned vehicles in performance of Trusteeship business shall be reimbursed at the rate established by the Internal Revenue Service and published in their guidelines.

2.4 Garnishments

No policy regarding garnishments.

2.5 Electronic Information Technology Policy

Employees are expected to follow the Electronic Information Technology Policy as outlined in Appendix I.

2.6 Anti-Harassment Policy

Employees are expected to follow the Anti-Harassment policy and report to their supervisor **or trustees** any incidents involving harassment. The policy is outlined in Appendix J.

3 Workplace Guidelines

a. Rules and regulations are an important part of any organization's foundation. They protect the interest of the employees as well as the trusteeship and owners. Therefore, the following is a list of unacceptable behaviors. This list is not all-inclusive, but ensures the safety and well-being of everyone who is employed with the trusteeship. Any conduct that falls below job-related standards may result in disciplinary action. Trustees and Liaisons determine these actions, which may range from verbal warning, written warnings, or suspension to immediate discharge, depending on the severity of the offense.

b. An employee who fails to perform his or her job duties and responsibilities to the standards set by the Board of Trustees shall normally receive:

1. For the first offense, receive a counseling session, during which the incident shall be discussed, and a plan established for correction. The results shall be documented in the employee's personnel file after being signed by both their liaison and the employee. The employee shall have the right to document his or her position on the issue on the same counseling form. Signing the form shall not be construed as admitting to an offense; only signify that the counseling took place. If the employee refuses to sign the counseling form the liaison shall record the fact surrounding the refusal and report the incident to the Board of Trustees as soon as possible. (Counseling form in APPENDIX D)
2. For the second and sequential offenses shall also be documented in a similar fashion, with any disciplinary action recorded. Specifically, threats of termination of employment shall be recorded. Threats of quitting employment or retribution against the Trusteeship or others shall also be recorded. (Warning Letter in APPENDIX B)
3. Should the liaison feel that termination of an employee is justified they will confer with the Board of Trustees. They together will determine what actions to take. The liaison may suspend the employee until the Board reaches a decision.

c. All employees are subject to drug and/or alcohol testing as requested by the Trustees. This is to minimize the chances for injury and damage resulting from any impairment caused by alcohol or a detectable presence or effects of drugs and/or prescription medication.

3.1 The following work rules shall be in force for all Trusteeship employees. Any violation of which is cause for immediate termination or other action as determined by the Trusteeship:

WORK RULE ONE:

Any employee who reports to work under the influence of alcohol and/or illegal drugs, tests positive for alcohol and/or illegal drugs, consumes alcohol and/or illegal drugs while on duty whether impaired or not, operates equipment while under the influence of prescription drugs that carry the warning against operating such equipment, or is under the care of a doctor who has advised you not to operate such equipment shall not be allowed at work

WORK RULE TWO:

Any employee who causes damage to or loss of vehicles, equipment, or property belonging to the trusteeship, owners, guests, or other employees, on duty, shall not be allowed to work until fault is determined. Fault is determined by the Trusteeship based on an assessment of the circumstances surrounding the incident. The Trusteeship will determine the penalty assessment, to include deduction from employee's pay for the costs and/or termination.

WORK RULE THREE:

a. Tardiness and absenteeism. To maintain the quality of service we have committed ourselves to, it is important that everyone reports to work on time and as scheduled each day.

1. Excessive is defined as; Unexcused absence or Tardiness which occurs more than three (3) times in a twelve (12) month period.

a) Types of unexcused attendance issues include, but are not limited to:

oversleeping
vehicle problems
traffic or weather
lack of baby sitter
incapacitation not requiring medical attention

2. Employees who are unable to report on their regular assigned shift are to give notice as soon as possible that they will be absent to their manager. If the manager can not be reached then the notification shall be given to the gatekeeper on duty.

Office employees to contact the Office Manager
Shop/Maintenance employees to contact the Maintenance Supervisor
Gate employees to contact the Gate Supervisor

3. Employees are expected to work their regular assigned hours. Changes in assigned hours or shifts must be approved by their Manager.

WORK RULE FOUR:

a. Timecards must be completed accurately for each pay period and turned in by 9:00 am on each Tuesday. Paychecks will not be issued without a timecard.

b. Altering your timecard, or altering another employee's timecard or permitting another employee to alter your timecard shall result in termination.

WORK RULE FIVE:

Insubordination, which includes your refusal or failure to perform assigned work, or your disregard of trustee directives, shall result in termination.

WORK RULE SIX:

Dishonesty in any form, such as lying or stealing, shall result in termination.

WORK RULE SEVEN:

Negligence in the performance of your duties, including substandard completion of assigned duties as determined by the Trusteeship, shall result in termination.

WORK RULE EIGHT:

Harassment- -sexual, racial, or otherwise is expressly prohibited.

WORK RULE NINE:

Sleeping during working hours is grounds for termination.

WORK RULE TEN:

No employees shall refuse to wear or use safety equipment or committing an act that could potentially lead to an injury to themselves or others.

WORK RULE ELEVEN:

Employees may not fight, threaten, or attempt to cause bodily injury to another person or engage in horseplay that might cause personal injury or property damage.

WORK RULE TWELVE:

Employees must report an accident, injury, or equipment damage to their manager within a one-hour period.

WORK RULE THIRTEEN:

Employees shall not fail to properly inspect Trusteeship vehicles and equipment before operation. This includes failure to report damages, oil leaks, flat tires, etc.

WORK RULE FOURTEEN:

Employees may not leave their work area during working hours without their manager's permission, except in case of a certifiable emergency, in which case you need to checkout with the gatekeeper.

WORK RULE FIFTEEN:

Employees shall not loaf on the job, which includes failing to perform your assigned job duties efficiently.

WORK RULE SIXTEEN:

Employees may not operate Trusteeship vehicles or equipment if they are not authorized to do so, or in an improper manner of operation.

WORK RULE SEVENTEEN:

Employees shall comply with any local, county, state, federal laws, regulations, or codes.

WORK RULE EIGHTEEN:

Behavior directed toward the Trustee/Trusteeship, property owners, guests, or other employees that is not conducive to a harmonious and cooperative work environment is not allowed.

WORK RULE NINETEEN:

Employees shall hold in absolute confidence any private or confidential Trusteeship information that you might have access to, come in contact with, or overhear. (See Appendix E)

WORK RULE TWENTY:

Employees shall not solicit business for his or her own business nor, for the business of a third party, while on duty as a Trusteeship Employee.

WORK RULE TWENTY-ONE:

Effective December 11, 2010, all employees must wear their issued uniforms for safety reasons.

WORK RULE TWENTY-TWO:

Employees shall not discuss their rate of pay with anyone.

4 Employee Benefits

4.1 Vacation

Time away from the workplace is both physically and emotionally healthy for you. Therefore, the Trusteeship has provided a vacation benefit for you if you are full time as listed below:

- a. Upon completion of one continuous consecutive year of employment, full time employees will be eligible for one week of vacation. Upon completion of three continuous consecutive years of employment, full time employees will be eligible for two weeks of vacation.
- b. A full time employee may request and receive a paycheck for vacation only if requested one (1) week in advance and only for an earned vacation. Vacation must be used within the employee's anniversary date.
- d. Full week vacations may be taken with proper approval.
- e. Single day vacations may be taken at any time with the appropriate approval.
- f. Requests for vacation should be submitted no less than one week in advance. (see Appendix C)
- g. Any vacation time not used by employee's anniversary date will be paid out.

4.2 Funeral Leave.

The Trusteeship understands that on certain occasions you may need time off due to a death in your family. At such unfortunate times, we provide full-time employees, who have completed his or her orientation period, with funeral or bereavement leave;

- a. Death of spouse, child, step-child, parent, step-parent, spouse's parent or step-parent, brother, sister, brother-in-law, sister-in-law, grandparent, or spouse's grandparent; the employee will be granted up to three (3) days off with pay.
- b. In case of a death in the family other than those listed in a or b, the employee may take the day of the funeral without pay if he/she wishes.
- c. The Trusteeship is not subject to the provisions of the Family and Medical Leave Act (FMLA).

4.3 Jury Duty Leave.

If you are required to serve on a jury, you are excused from work to fulfill that duty and will be paid the difference between regular straight time pay and jury duty pay. The employee will be paid straight time pay for time served on jury duty, not to exceed one (1) week, and the employee shall endorse all checks or other instruments of payment received for jury duty over to the trusteeship as they are received.

4.4 Holidays

- a. The Trusteeship grants seven (8) paid holidays for full time employees.

New Year's Day	Thanksgiving Day
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	Day after Thanksgiving

- b. To qualify for Holiday pay each holiday, full time employees must do the following:

1. Complete the sixty (60) day orientation period.
2. Work their last scheduled shift before the holiday.
3. Work their next scheduled shift after the holiday.
4. Work on the holiday if required.

- c. If the Trusteeship requires you to work on a holiday, and you qualify for holiday pay, you will receive eight hours of holiday pay plus one (1) and one half (1/2) your regular pay for time worked, for that day. Employees who do not otherwise qualify for holiday pay (Part Time Employees) will receive one (1) and one half (1/2) your regular pay for time worked, for that day, provided you meet the requirements of 4.4.b.1 through 3 above.

4.5 Overtime

- a. Due to the nature of the Trusteeship and your job, work volume cannot always be controlled; you may be required to occasionally work overtime.

- b. Your respective manager must approve overtime. You are paid for all hours worked per week in excess of 40 hours in accordance with standard wage and hour law procedures. Currently, you will receive one (1) and one half (1/2) your regular pay for time worked in excess of 40 hours.

4.6 Sick Time and Personal Days per calendar year

- a. All full time employees will receive four (4) sick days and three (3) personal days off with pay. Unused sick or personal days will be forfeited December 31st. No compensation will be paid for unused sick or personal days.

- b. A Doctors note is required for absences of 3 or more days of work.

- c. The schedule for the awarding of sick days and personal days is as follows:

Jan 1—1 sick day and 1 Personal
Apr 1—1 sick day and 1 Personal
Jul 1—1 sick day and 1 Personal
Oct 1—1 sick day

4.7 Medical Insurance.

Insurance Not Available

4.8 Employee Training Program

An employee training program as documented in APPENDIX F shall be administered by the Operation Manager.

4.9 Employee Wage Scales

Employee wages will be based on qualifications and annual evaluations.

- a. Maintenance: 5 hours overtime for being on-call, plus hours worked.

4.10 Right to address the Board of Trustees

Employees may request a meeting with the full Board of Trustees. The Board of Trustees is a second layer of Supervision for all employees.

4.11 Termination of Employment

Employees resigning their employment are requested to give a minimum of 2 weeks notice, in writing, to their manager.

4.12 Medicare Eligible Employees

Insurance Not Available

5 Hourly Employees

5.0 Woodland Lakes Trusteeship, Inc will no longer be in the contracting business or rental business.

5.1 Property Maintenance Personnel/Janitorial

The duties of Property Maintenance Personnel include:

1. Cleaning of bath houses and surrounding areas.
2. Swimming pool maintenance, including cleaning of swimming pool, bath house, and surrounding areas and maintaining pool water chemistry.
3. Maintenance of common ground, including mowing and trimming, trash pickup and removal.
4. Cleaning of office facility, gate house, and surrounding areas.
5. Operation of minor equipment, including power tools, lawn mowers and trimmers, and similar equipment
6. Painting, preparation for painting, and similar maintenance on any facility owned or operated by the Trusteeship.
7. Performing servicing and minor repairs to vehicles and equipment
8. Serving as gatekeeper in times of emergency when requested to do so by the trustees.
9. Submitting a time card weekly or as otherwise required to properly account for all hours worked.
10. Complying with all Employee Work Rules and Safety Rules.
11. Immediately reporting to their manager or in his/her absence, the employee on duty at the gate, any injury incurred while working, no matter how slight.
12. Maintaining work area, tools, and equipment in a clean, neat, and orderly fashion.
13. Performing such other duties as may be assigned by their lead person, manager or Trustees.

5.2 Gatekeepers

The duties of Gatekeepers include:

1. Remaining on duty in or in the immediate vicinity of the gate house.
2. Monitoring Trusteeship radio system (FM) at all times while on duty.
3. Admitting properly identified property owners and guests, together with their vehicles, denying admission to those who are not properly identified.
4. Distributing maps and copies of development rules & regulations to guests and individuals requesting them.
5. Emphasizing boat, ATV, etc. rules to holders of privilege passes.
6. Collecting assessment payments from property owners during hours the Trustee Office is closed.
7. Admitting contractors, suppliers, and utility company personnel and maintaining the contractor log.
8. Cleaning the gatehouse interior and surrounding area.
9. Maintaining guest passes and guest logs, vehicle departure logs, and other documentation, as required.
10. Assisting in coordinating emergency responses for fire, injury, or similar event insofar as possible without leaving assigned station.

11. Notifying the manager or Trustees who are in the development of any emergency situation or similar event of which they should be notified.
12. Submitting a time card weekly or as otherwise required to properly account for all hours worked.
13. Complying with all Employee Work Rules and Safety Rules.
14. Immediately reporting to their manager, or in his or her absence, a Trustee, any injury incurred while working, no matter how slight.
15. Maintaining work area, tools, and equipment in a clean, neat, and orderly fashion.
16. Performing such other duties as may be assigned by their lead person, manager or Trustees.

5.3 Equipment Operators and Mechanics

The duties of Equipment Operators and Mechanics include:

1. Operating major equipment, including dump trucks, motor graders, backhoes, tractors equipped with mowers, and other similar equipment owned or operated by the Trusteeship.
2. Performing servicing, repairs, and mechanical work on vehicles and equipment owned or operated by the Trusteeship.
3. Performing general shop work, including welding, part fabrication, construction, and similar tasks.
4. Serving as gatekeeper in times of emergency when requested to do so by the Trustees.
5. Submitting a time card weekly or as otherwise required to properly account for all hours worked.
6. Complying with all Employee Work Rules and Safety Rules.
7. Immediately reporting to their manager, or in his or her absence, the employee on duty at the gate, any injury incurred while working, no matter how slight.
8. Maintaining work area, tools, and equipment in a clean, neat, and orderly fashion.
9. Performing such other duties as may be assigned by their lead person, manager, or Trustees.

5.4 Office Clerk/Bookkeeping

The duties and responsibilities of the Office Clerk include:

1. Billing & collecting assessment payments. Posting payments and preparing bank deposits.
2. Computerized accounting including payroll and check preparation.
3. Communication with property owners.
4. Filing, typing, mail handling, and taking minutes at meetings, as required.
5. Research for committees and the Board of Trustees.
6. Will be a notary public. Notary commission will be paid by the Trusteeship
7. Filling out and assisting Property Owners in filling-out permits and other forms, as required.
8. Performing such other duties as may be assigned by their lead person, manager, or Trustees.
9. Serving as gatekeeper in times of emergency when requested to do so by the Trustees.
10. Submitting a time card weekly or as otherwise required to properly account for all hours worked.
11. Complying with all Employee Work Rules and Safety Rules.
12. Immediately reporting to their manager, or in his or her absence, the employee on duty at the gate, any injury incurred while working, no matter how slight.

6 Security/Enforcement Personnel

6.1 Security/Enforcement Personnel

- a. Any and all paid Law Enforcement personnel must be commissioned by the Washington County Sheriff's Department. It is up to the individual to determine whether he/she will work in uniform or not and what equipment they will carry.
- b. Said individuals will be paid for up to (40) forty hours per week at Salary wage. Overtime, if approved by his/her Board Liaison, will be compensated on an hour basis as agreed to by both parties.
- c. Duties of Law Enforcement Personnel shall include but not be limited to the following:
 1. Enforcement of Trust Indenture and Restrictive Covenants, the SOP, and the rules for common ground use as established by the Board of Trustees.
 2. Enforcing Federal, Missouri state, and Local laws where applicable.
 3. Reducing theft and vandalism by patrolling within the boundaries of the Woodland Lakes subdivision.

Woodland Lakes
Employee Performance Appraisal

Employee Name: _____ Occasion for Appraisal: _____

Date: _____

Job Duties and Key Indicators Rating Criteria

Exceeds Standards: The Employee's performance is extraordinary, approaching the best possible for that function. Confident of Employee's abilities, no supervision needed in that duty.

Meets Standard: The Employee's performance meets the standards for that job. A satisfactory rating means good performance in that job duty. Employee still needs periodic supervision.

Below Standards: The Employee's performance is poor; improvement must be made in that job duty, Employee requires constant supervision in that job duty.

Job Duty	Exceeds Standard 3	Meets Standard 2	Below Standards 1	N/A	Critical incidents justifying rating; provide dates.
Basic Job					
Collateral Jobs					
Maintaining Control —works Calmly & effectively while under pressure					
Communication —communicates problems, provide feedback.					
Cooperation —Employee demonstrates a cooperation effort in work with peers.					
Creative —Thinks through problems & finds innovative solutions.					
Dependable —Follows directions					
Leadership —Takes on new challenges, sets the example.					

Job Duty	Exceeds Standard 3	Meets Standard 2	Below Standards 1	N/A	Critical incident justifying rating; provides dates.
Productive —Produces a significant volume of work efficiently in a specified period of time					
Adherence to Rules					
Safety -Work is done safely/ shows concern for peers safety, complies with safety rules					
Attendance (days missed)	1-2 days	3-4 days	More than 4 days		
Add up the total of each column					Overall point total / Number of point average = areas scored _____ / _____ =

Does the Employee meet the job standards to continue to work for the Trusteeship?

- Yes**, The Employee exceeds job duties or meets standards in all job duties and key performance indicators.
- Marginal**, One or more job duties and/or key performance indicators rated a below standard rating. Improvement must be made. Complete a Counseling form and create a Corrective Action Plan.
- No**, The Employee does not meet the minimum job standard. Twenty five percent or more of the job duties and key performance indicators rated below standard rating. Performance is deficient enough to justify release from present job unless improvement is made. Complete a Counseling form and create a Corrective Action Plan.

Supervisor Comments:

Employee Comments:

Employee Sign & Date

Supervisor Sign & Date

Liaison Sign & Date

**Woodland Lakes
EMPLOYEE WARNING REPORT**

EMPLOYEE NAME: _____ POSITION: _____

DATE OF WARNING:	
DATE OF VIOLATION:	
TIME OF VIOLATION:	
PLACE OF VIOLATION:	

REASON(S) THE WARNING IS BEING ISSUED:

Violation of: Discipline Rule # _____ Other _____

REMARKS: _____

HAVE THERE BEEN PREVIOUS WARNINGS TO THIS ASSOCIATE? YES NO

- 1) DATE: _____ RULE # _____ VERBAL WRITTEN
- 2) DATE: _____ RULE # _____ VERBAL WRITTEN
- 3) DATE: _____ RULE # _____ VERBAL WRITTEN
- 4) DATE: _____ TERMINATED

ASSOCIATE COMMENTS AND/OR ACTION PLANS TO IMPROVE BEHAVIOR:

I concur with the warning OR I disagree for the following reason(s)

Employee's Signature

Date

Management's Signature

Date

**Woodland Lakes
REQUEST FOR: VACATION / LEAVE EARLY / ABSENCE / TARDY**

EMPLOYEE NAME _____ **(PLEASE PRINT)**

VACATION REQUEST

To take _____ days of vacation on the following date(s): _____

Employee Signature

Date

REQUEST FOR ADVANCE APPROVAL OF: LEAVE EARLY / ABSENCE / TARDY

I request approval for the following:

To be absent on _____

To be tardy on _____. I anticipate arriving to work at _____ a.m. or p.m.

To leave early on _____. I need to leave work at _____ a.m. or p.m.

Reason for request:

NOTE: Five (5) days advance approval required.

Employee's Signature

Date

APPROVED

DENIED

Leave will begin on _____ and end at 5:00 p.m. on _____.

Management's Signature

Date

**Woodland Lakes
Employee Counseling Statement**

Employee Name: _____ Date: _____

Directions:

List Deficient Duties and Key Performance Indicators

Supervisors list one deficient area per box in the form of a goal. Example - Attendance

Goal to Correct Problem

Associates write out a detailed goal which is specific, attainable, and reasonable. Example - Improve attendance by following the attendance policy and not being assessed any disciplinary points for attendance violations.

Plan to Reach Goal

Associates list step-by-step actions they will take to reach their improvement goal. Example - Buy an alarm clock, have a friend call and wake me up, get more rest.

Goal Dead Line

Associates give a reasonable date they expect to complete every step listed in their plan. It is the Associate's responsibility to manage their time line. Example – July 8, 2000.

Goal Measurement

Associate defines what successful accomplishment of their improvement goals mean. Example - Not to gain any additional points related to attendance, and keep my overall point total below the termination level.

List Deficient Duties and Performance Areas	Goals to Correct Problem	Plan to Reach Goal	Goal Deadline	Goal Measurement

Employee Remarks:

Employee Sign & Date

Counselors Sign & Date

Liaison Sign & Date

Woodland Lakes Trusteeship, INC.
12 Woodland Lakes
Sullivan, Missouri 63080

On this day _____ I _____ do affirm to keep the business of Woodland Lakes Trusteeship, Inc. in absolute confidence; which includes personal information regarding property owners and their family, guests, and employees, (i.e. social security numbers, phone numbers, etc.). This agreement will also apply to any information that I may overhear or may come into contact in my employment. (see Work rule nineteen)

To fail to act in this manner described above, may be cause for immediate termination.

(Signature) _____

Woodland Lakes Trusteeship, Inc.

Copy to: employee file

Employee Job Training Program

1. POLICY

- a. The program shall be a procedure of the Woodland Lakes Trusteeship, Inc.
- b. This program may be terminated by the Board in its entirety or on an individual employee basis by written recommendation of the Manager.

2. PURPOSE

- a. Cross training for replacement employees for vacations, absences and large projects.
- b. Increase productivity and effectiveness of employees.
- c. Provide a chance for employment advancement.

3. ELIGIBILITY

- a. All permanent employees shall be eligible to apply to enter the program.
- b. Employee will be encouraged to take training, but will not be required to do so.
- c. When an employee qualifies after training to be used as a truck driver he will be required to obtain the proper driver's license.
- d. The training will provide an opportunity for advancement, however, does not guarantee employees will be moved into a higher classification.
- e. Training implementation will be made as time is available, in the order of application, and as approved by the board.

4. Training Procedure

- a. Employees will have the opportunity to receive training through:
 1. Instructor and or Manager working with the employee.
 2. Having hands on experience with equipment and jobs.
 3. Employee training -- estimated time;
 - a) Dump Truck40 hours
 - b) Back Hoe.....80 hours
 - c) Grader.....100 hours
 - d) Tractor.....20 hours
 - e) Other jobs, (i.e. plumbing, carpentry etc.) time determined by Manager.
 4. Written reports will be prepared periodically by the Manager and discussed with the employee.

Employee Job Training Program

5. QUALIFICATION OF THE EMPLOYEE

- a. The Manager will make final determination of the employee qualification based on:
 1. Knowledge and care of the equipment.
 2. Safe operation of the equipment.
 3. Ability of the employee to perform basic operations:
 - a) Dump truck -- snow removal, hauling and spreading of rock and fill.
 - b) Backhoe -- trenching, digging and loading.
 - c) Grader -- routine grading, ditching, crowning roads and snow removal.
 - d) Tractors -- mowing and auger operations.
 - e) Miscellaneous -- general carpentry, layouts, common knowledge of electrical wiring, ability to read and understand basic drawings and wiring diagrams.

**Woodland Lakes
Driver Qualification Program**

Any person wishing to become a qualified operator for any vehicle owned by the Trusteeship which is used to deliver water and equipment to the scene of any fire or other emergency incident must be familiar with and certified to operate that vehicle. To become a certified operator for a specific vehicle, the person must review the Vehicle Familiarization checklist for that vehicle with the manager or his designee, must perform the Vehicle Operation checklist with the manager or designee, and must fill out the Operator Certification form. Once the person is deemed fully qualified, the manager will sign the Operation Certification form and place it into the file. Operator certification may be revoked at any time by the manager or any Trustee. Certified operators will be issued keys for access to the vehicles for which they are certified and shall sign for those keys. Keys may be recalled by the Liaison at any time. Keys remain the property of the Trusteeship and shall be returned to the Liaison when no longer needed or when requested by the manager or any Trustee.

Woodland Lakes
VEHICLE FAMILIARIZATION CHECKLIST

- Inventory of the items carried on the vehicle & location of each

Condition and status of vehicle when stored:

- Transmission in correct gear
- Radios off
- Fuel amount (vehicle & pump engines)
- Water tank full
- All equipment cleaned and stowed
- Problems documented

Cautions:

- Brakes
- Stability
- Use of parking and wheel chocks

Woodland Lakes VEHICLE OPERATIONS CHECKLIST
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Pump hookup (tanker)

- Discharging water
- Drafting

Pump engine operations

- Starting
- Pumping

General

- Starting vehicle
- Transmission shift pattern
- Parking brake for tanker and/or Wheel chocks for jeep
- Driving
- Radio & Emergency equipment operation
- Backing
- Refilling water tank

**Woodland Lakes
Operator Certification Form**

Name _____ Date of Birth _____

Address _____ Lot/Block/Section _____

City/St/Zip _____ Vehicle Accidents Last Five Years YES / NO

Traffic Convictions last five years (explain) _____

License Number _____ State _____ Expires _____

Type _____ Restrictions _____

I wish to be certified as an operator for the Trusteeship owned vehicle(s) indicated below. I understand that any certification may be revoked at any time. I understand that when operating Trusteeship vehicles, I am covered by the Trusteeship's liability insurance only, which provides coverage for injury or damage to others. If I am issued any vehicle access keys, I understand that the keys remain property of the Trusteeship, and I agree to return them upon request of the Liaison, any Trustee, or when I no longer have need of them. I agree not to loan my keys to anyone nor to permit their use for purpose other than that intended. I hereby state that the information given on this form is true and correct to the best of my knowledge.

Vehicle Certification Requested

Jeep	Tanker	Pickup

/s/ _____

Date _____

Vehicle Familiarization Checklist Complete			
Vehicle Operation Checklist Completed			
Certified for Operation			

Liaison/Trustee Signature	
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On the date indicated below, I have received Trusteeship keys as listed:

/s/ _____ Date _____

The following guidelines apply to employees' use of all other Social Networking & Internet Sites:

- All personnel should use good judgment and act prudently when using Social Networking Sites.
- Company personnel are counseled against using the Company's name when interacting on Social Networking Sites, other than when talking about the fact of their employment or partnership, including title and duration, with the Company. Company and/or client names, logos and trademarks or any reference to your dealings with clients may never be used on any Social Networking Sites without specific written permission of the Company or as expressly provided below.
- No statement, comment or publication may be posted that in any manner appears to be made on behalf of or in connection with the Company without obtaining express written permission of the Company prior to such publication.
- You may never post to the Internet any information that you have learned via your employment at the Company. This also applies to former employees.
- Employees should use caution when publishing in any medium commentary regarding issues germane to the interests of the Company and/or its clients, in order to ensure they make no published statements that are, or appear to be, in conflict with or are adverse to the interests of the Company or its clients.
- All publications by Company personnel on Social Networking Sites are subject to and must comply with your duty to preserve client confidences and must also comply with the Company's policies on confidentiality and non disclosure of confidential, proprietary and/or client data/information. If you have questions concerning confidentiality policies, please contact Personal Development for guidance.
- The Company's policy against harassment applies with respect to the use of Social Networking Sites by Company personnel.
- If you become aware of any misuse of the Company's name or property, any misuse of a Company client's name, or any breach of confidence relating to Company information or the Company's clients or contacts, please contact Personal Development promptly in the first instance.

I received a copy of Woodland Lakes Trusteeship, Inc's (The "Company") electronic information technology policy regarding the use of e-mail, Internet and other electronic forms of communications. I recognize that these systems are to be used for conducting Company business only.

I have read the aforementioned document and agree to follow all policies and procedures that are set forth therein. I further agree to abide by the standards set forth in the document for the duration of my employment with the Company.

I am aware that violations of this policy may subject me to disciplinary action, up to and including termination of employment.

I understand the Company is able to monitor all communications and records of communications, including content of the e-mail, Internet, voice-mail and other electronic communications systems and that I have no expectation that communications on these systems will be kept or confidential. I hereby consent to the monitoring of all such communications and records of such communications, including content, by the Company.

Employee Name

Employee Signature and Date

Woodland Lakes Anti-Harassment Policy

Woodland Lakes Trusteeship, Inc. is committed in all areas to providing a work environment that is free from harassment. Harassment based upon an individual's sex, race, ethnicity, national origin, age, religion or any other legally protected characteristics will not be tolerated. All employees, including supervisors and other management personnel, are expected and required to abide by this policy. No person will be adversely affected in employment with the employer as a result of bringing complaints of unlawful harassment.

Sexual harassment is behavior of a sexual nature that is unwelcome and offensive to the person or persons it is targeted toward. Examples of harassing behavior may include unwanted physical contact, foul language of an offensive sexual nature, sexual propositions, sexual jokes or remarks, obscene gestures, and displays of pornographic or sexually explicit pictures, drawings, or caricatures. Use of the employer's computer system for the purpose of viewing, displaying, or disseminating material that is sexual in nature may also constitute harassing behavior.

If an employee feels that he or she has been harassed on the basis of his or her sex, race, national origin, ethnic background, or any other legally protected characteristic they should immediately report the matter to his or her supervisor. If that person is not available, or if the employee feels it would be unproductive to inform that person, the employee should immediately contact that supervisor's superior or human resources. Once the matter has been reported it will be promptly investigated and any necessary corrective action will be taken where appropriate. All complaints of unlawful harassment will be handled in as discreet and confidential a manner as is possible under the circumstances.

The procedure for reporting incidents of harassing behavior is not intended to impair, replace, or limit the right of any employee to seek a remedy under available state or federal law by immediately reporting the matter to the appropriate state or federal agency.

Any employee engaging in improper harassing behavior will be subject to disciplinary action, including the possible termination of employment.

Employee Signature