

# Ozark Opportunities, Inc.

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## Personnel Policy

**January 28, 2015**

**Updated May 2016**

This manual is not to be construed to be a contract of employment. The employment relationship may be altered at any time by the employee or the agency.

**Ozark Opportunities, Inc.**  
**Personnel Policy**

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**PREAMBLE**

This manual has been developed for you as an employee of *Ozark Opportunities, Inc.* and is intended to answer questions you may have or receive about jobs, benefits and the agency.

This Personnel Policy supersedes any other handbook and/or personnel policies previously issued by *Ozark Opportunities, Inc.* and will be edited and updated from time to time at the discretion of the Board of Directors of *Ozark Opportunities, Inc.*

This manual is not to be construed to be a contract of employment. The employment relationship may be altered at any time by the employee or the agency.

The Board of Directors may set rules and regulations governing the conduct of the employees. The rules, however, are not intended to cover all instances of misconduct.

With regard to vacation, sickness and other fringe benefits outlined herein, it must be understood that these benefits are not required by law nor are they guaranteed by the agency.

**ACKNOWLEDGMENT**

I acknowledge that I have received a copy of the *Ozark Opportunities, Inc.* Personnel Policy dated January 28, 2015 and as an employee of *Ozark Opportunities, Inc.* agree to abide by the policies as set forth therein; and as revised from time to time.

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Employee's Signature                      Date

*OOI Board of Directors Approval: 01/27/2015*  
*Head Start Policy Council Approval: 01/26/2015*  
*Effective Date: 01/28/2015*

# ***Ozark Opportunities, Inc.***

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### **Purpose of Handbook**

This manual has been developed for you as an employee of *Ozark Opportunities, Inc.* and is intended to answer questions you may have or receive about jobs, benefits and the agency.

This Personnel Policy supersedes any other handbook and/or personnel policies previously issued by *Ozark Opportunities, Inc.* and will be edited and updated from time to time at the discretion of the Board of Directors of *Ozark Opportunities, Inc.*

This manual is not to be construed to be a contract of employment. The employment relationship may be altered at any time by the employee or the agency.

The Board of Directors may set rules and regulations governing the conduct of the employees. The rules, however, are not intended to cover all instances of misconduct.

With regard to vacation, sickness and other fringe benefits outlined herein, it must be understood that these benefits are not required by law nor are they guaranteed by the agency.

Employees located on a school campus are reminded to honor school policies. These include, but are not limited to: visitors on campus, parking requirements, head lice and dress codes.

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### **SECTION 2 - EMPLOYMENT**

#### **2-1 Affirmative Action and Equal Employment Opportunity Policy**

*OOI Board of Directors Approval: 06/18/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 05/31/2012, 1/23/2014, 1/26/2015*

*Effective Date: 07/01/2013*

*Ozark Opportunities, Inc.* will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, disability or veterans' status. *Ozark Opportunities, Inc.* will take affirmative action to ensure that applicants are employed, and the employees are treated during employment, without regard to their race, color, religion, sex, national origin, disability or veterans' status.

It is the policy of *Ozark Opportunities, Inc.* to provide equal opportunity for all qualified persons and to prohibit unlawful discrimination in employment practices. Personnel are expected to be capable and responsible, of good character and reputation, be sympathetic with the objectives of the agency. Since *Ozark Opportunities, Inc.* operates programs dealing with children, all personnel are subject to the provisions of minimum licensing requirements for day care centers and the Head Start Program. Employees may be required to apply for and pass, a criminal records check through the Identification Bureau of the Arkansas State Police and complete and pass a Child Maltreatment Central Registry Check; all employees may also be required to submit to periodic drug testing. All employees are strongly urged to have a valid driver's license.

Hiring, appointments and promotions shall be made solely on the basis of merit, fitness and performance of duties. The attainment of a high level of education, or specialized training, may be important to performance in certain positions. Prior to hire, qualified candidates are interviewed, personal and employment references are verified and applicable background checks are conducted.

All *Ozark Opportunities, Inc.* employees are "at will" employees. Employment is not for a specific period of time and employment may be terminated at any time, without notice or liability of any kind (except for wages earned and unpaid) and with or without cause.

The Executive Director shall be hired by the Board of Directors, and shall serve at the discretion of the Board. The Executive Director shall be responsible for the hiring of all other personnel, and may delegate that authority.

#### **2-2 Discrimination Prohibited**

*OOI Board of Directors Approval: 1/27/2015*

*Head Start Policy Council Approval: 1/26/2015*

*Effective Date: 1/28/2015*

No applicant or employee of *Ozark Opportunities, Inc.* shall be discriminated against because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. Should any applicant for services or employment, or any employee contend

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that he or she has been unlawfully discriminated against because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information; or that he or she has been unlawfully punished for the exercise of a constitutionally protected right (e.g. free speech, free association, political patronage, access to courts, privacy, etc.) or treated in any other unlawful or unconstitutional manner, the applicant or employee shall request, in the time and manner set forth in this employment policy, a hearing before the agency grievance committee to provide the agency's final policymaker with authority and opportunity to learn of the alleged unlawful discrimination or unlawful punishment and to thereby have an opportunity to voluntarily conform the conduct of agency personnel to the requirements of the policy.

### **2-3 Personnel with Criminal Records**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

- A. Conviction of a crime in itself will not prevent employment. It is the policy of *Ozark Opportunities, Inc.* when hiring personnel with criminal records that they be considered on an individual basis.
  
- B. No person shall be eligible to be a childcare facility employee if that person has pled guilty, or been found guilty, of any of the following offenses (including current and future offenses as defined by Minimum Licensing Requirements for Child Care Centers as issued by Arkansas Department of Human Services Child Care Licensing Unit)

#### **The following offenses are permanently prohibited:**

- 1. Abuse of an endangered or impaired person, if felony
- 2. Arson
- 3. Capital Murder
- 4. Endangering the Welfare of an Incompetent person – 1<sup>st</sup> degree
- 5. Kidnapping
- 6. Murder in the First degree
- 7. Murder in the Second degree
- 8. Rape
- 9. Sexual Assault in the First degree
- 10. Sexual Assault in the Second degree

**The following offenses are prohibited, subject to dates of conviction and Division of Child Care and Early Childhood Education regulation guidelines, as published in Minimum Licensing Requirements for Child Care Centers**

- 1. Criminal Attempt to commit any offenses in MLR Section 100.110
- 2. Criminal Complicity to commit any offenses in MLR Section 100.110
- 3. Criminal Conspiracy to commit any offenses in MLR Section 100.110
- 4. Criminal Solicitation to commit any offenses in MLR Section 100.110
- 5. Assault in the First, Second, or Third degree
- 6. Assault, Aggravated
- 7. Assault, Aggravated on a Family or Household Member

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8. Battery in the First, Second, or Third Degree
9. Breaking or Entering
10. Burglary
11. Coercion
12. Computer Crimes Against Minors
13. Contributing to the Delinquency of a Juvenile
14. Contributing to the Delinquency of a Minor
15. Criminal Impersonation
16. Criminal Use of a Prohibited Weapon
17. Death Threats Concerning a School Employee or Students
18. Domestic Battery in the First, Second, or Third Degree
19. Employing or Consenting to the Use of a Child in a Sexual Performance
20. Endangering the Welfare of a Minor in the First or Second Degree
21. Endangering the Welfare of an Incompetent Person in the First or Second Degree
22. Engaging Children in Sexually Explicit Conduct for Use in Visual or Print Media
23. False imprisonment in the First or Second Degree
24. Felony Abuse of an Endangered or Impaired Person
25. Felony Interference with a Law Enforcement Officer
26. Felony Violation of the Uniform Controlled Substance Act
27. Financial Identity Fraud
28. Forgery
29. Incest
30. Interference with Court Ordered Custody
31. Interference with Visitation
32. Introduction of Controlled Substance into Body of Another Person
33. Manslaughter
34. Negligent Homicide
35. Obscene Performance a Live Public Show
36. Offense of Cruelty to Animals
37. Offense of Aggravated Cruelty to Dog, Cat, or Horse
38. Pandering or Possessing Visual or Print Medium Depicting Sexually Explicit Conduct Involving a Child
39. Patronizing a Prostitute
40. Permanent Detention or Restraint
41. Permitting Abuse of a Minor
42. Producing, Directing, or Promoting a Sexual Performance by a Child
43. Promoting Obscene Materials
44. Promoting Obscene Performance
45. Promoting Prostitution in the First, Second, or Third Degree
46. Prostitution
47. Public Display of Obscenity
48. Resisting Arrest
49. Robbery
50. Robbery (Aggravated Robbery)
51. Sexual Offense (any)
52. Simultaneous Possession of Drugs and Firearms



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- 53. Soliciting Money or Property from Incompetents
- 54. Stalking
- 55. Terroristic Act
- 56. Terroristic Threatening
- 57. Theft by Receiving
- 58. Theft of Property
- 59. Theft of Services
- 60. Transportation of Minors for Prohibited Sexual Conduct
- 61. Unlawful Discharge of a Firearm from a Vehicle
- 62. Voyeurism

#### **2-4 Employment (Hiring) Screening**

*OOI Board of Directors Approval: 06/18/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 05/31/2012, 1/23/2014, 1/26/2015*

*Effective Date: 07/01/2013*

The agency will not hire, subject to federal, state or local law restrictions, alcoholics or drug abusers whose current use of those substances prevents them from performing their jobs or who would constitute a direct threat to the property or safety of others. All applicants and rehires who are viable candidates for employment are required to take a drug screening test as part of the employment process. Refusal to consent to drug screening will result in termination of employment process.

*OOI* explicitly prohibits:

- A. The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription or use in contravention of a physician's orders on *OOI* worksites or while performing an assignment.
- B. Being impaired or under the influence of legal or illegal drugs or alcohol away from *OOI*'s premises, if such impairment or influence adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk *OOI*'s reputation.
- C. Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol away from *OOI* premises, if such activity or involvement adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk *OOI*'s reputation.
- D. The presence of any detectable amount of prohibited substances in the employee's system while at work, while on the premises of *OOI* or while on Agency business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee.

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### **2-5 Code of Conduct**

*OOI Board of Directors Approval: 02/19/2013, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/26/2015*

*Effective Date: 03/01/2013*

*Ozark Opportunities, Inc.* shall observe the following minimum standards governing the conduct of board members, employees, and their immediate families. For the purpose of these requirements, an immediate family member shall be defined as follows: Husband, Wife, Father, Father-in-law, Mother, Mother-in-law, Brother, Brother-in-law, Sister, Sister-in-law, Son, Son-in-law, Daughter, Daughter-in-law.

Board members, Policy Council Members, and agency employees, and shall act in an ethical manner in all dealings, with care and concern for potential conflicts of interest, and perception in mind. If any question exists of whether a situation is questionable, the Executive Director or Board Chair should be contacted to discuss the matter.

- A. No board member, employee, or member of his/her immediate family shall have a financial interest in a contract of *OOI* (except an employee's contract of employment) which is supported by CSBG or other grant funds. This shall not be construed to deny services provided by *OOI* to a person otherwise eligible to receive such services. To insure against the appearance of impropriety, all applications for assistance submitted by any board member, employee, or member of his/her immediate family shall be reviewed and approved (or denied) by the appropriate Program Director and the Executive Director.
- B. Board members, employees, and members of their immediate families shall not solicit or accept gifts, gratuities, favors, or anything of monetary value in excess of \$250.00 from any contractor, potential contractor or subcontractor of *OOI*; any person applying for or receiving benefits or services through *OOI*, or any person in a position to benefit otherwise from the activities of *OOI*. All items of higher value must be disclosed to the Executive Director, Financial Officer or Corporate Services Director.
- C. A board member or employee of *OOI* shall not participate in any matter involving CSBG funds or other funds administered by OCS which affects, to his/her knowledge, the financial interest of:
  - 1. Such board member or employee or his/her immediate family (this prohibition shall not apply to matters of reimbursement of board members in accordance with these regulations or to an employee's contract of employment);
  - 2. His/her business partner(s) or a business organization with which he/she is associated;
  - 3. Any person or organization with whom he/she is negotiating or has any arrangement concerning prospective employment.
- D. No person may serve on the *OOI* board who is:
  - 1. A board member or employee of a delegate agency, except a
  - 2. Delegate agency which is responsible for comprehensive community programming and planning for low-income areas served by *OOI*;

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3. An employee of *OOI*, DHS, U.S. Department of Energy.
  
- E. No person shall be employed if she/he or a member of his/her immediate family serves on a board or committee of *OOI* or delegate agency if that board or committee has authority to order personnel action affecting his/her job.
  
- F. No person shall hold a position of employment over which a member of his/her immediate family exercises supervisory authority.
  
- G. Board members and employees of *OOI* shall refrain from conduct which gives the appearance of violating any of the above standards.

### **2-6 Head Start Code of Ethics**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

Head Start employees must adopt the following principles:

- A. Pledge to care for every child entrusted with love, understanding and respect.
  
- B. Commit to providing high quality childcare in accordance with proven Head Start philosophy, goals, and objectives.
  
- C. Protect and promote each child's physical and emotional well-being, mental capability and social competency.
  
- D. Agree to reach out to each child and family, attempting to enhance their quality of life by recognizing their unique needs.
  
- E. Respect parents as the prime educators of their children and endeavor to strengthen the bond among all family members.
  
- F. Promise to conserve and protect the property and resources of Head Start entrusted to my care
  
- G. Treat all children, parents, co-workers and supervisors with respect.
  
- H. Continued awareness and pride in my role within the community as an important influence on the lives of young children.
  
- I. Accept the responsibility of involving the community in all aspects of nurturing its future leaders
  
- J. Continue to improve personal growth and skills as a childcare professional through relevant training.
  
- K. Always be truthful when dealing with parents, co-workers, and supervisors
  
- L. Dedicated to maintaining high professional standard, safeguarding confidentiality, and performing with intelligence, commitment and enthusiasm.

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### **2-7 Conflict of Interest**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

It is important for *Ozark Opportunities, Inc.* Board, Head Start Policy Council, and employees to be aware that both real and apparent conflicts of interest or dualities of interest sometimes occur in the course of conducting the affairs of their duties and that the appearance of conflict can be troublesome even if there is in fact no conflict whatsoever. To address this issue, each member and employee is required to accept the *Ozark Opportunities, Inc.* Conflict of Interest Policy and Agreement upon request.

### **2-8 Salaries and Wages**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

All funding applications are approved by the Board of Directors of *Ozark Opportunities, Inc.* All positions and salaries are part of these funding applications.

If an employee is not satisfied with rates assigned, that employee may seek appeal through the same channel as a grievance procedure.

No employee shall be paid at a rate lower than the Federal or State Minimum Wage; whichever is higher.

### **2-9 Advancement and Salary Increases**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

#### **A. Advancement**

The "at will" employment policy applies equally to hiring and promoting. Nothing herein shall create a property right in employment, entitlement to be hired or promoted or an expectancy of continued employment. Nothing herein establishes grounds upon which hiring or promoting must be based. Priority consideration will be given to present employees qualified for any job vacancy.

#### **B. Salary Increases**

Salary ranges established in the step and grade salary schedule are contingent upon funds availability. Salary ranges are also intended to furnish administrative flexibility in recognizing individual differences among employees in the same position, in providing employee incentive for growth and improved performance and in rewarding employees for meritorious service.

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### **2-10 Employment Status Categories**

*OOI Board of Directors Approval: 06/18/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 05/31/2013, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

The following employment status categories shall be used for personnel employed by *Ozark Opportunities, Inc.*:

- A. **REGULAR FULL-TIME EMPLOYEES:** Those employees who work a full forty (40) hours per week and whose employment is not time limited.
- B. **REGULAR PART-TIME EMPLOYEES:** Those employees who work less than a full forty (40) per week on a regularly scheduled basis and whose employment is not time limited.
- C. **REGULAR HOURLY EMPLOYEES:** Those employees who work up to forty (40) hours per week, scheduled as needed to meet program needs.
- D. **TEMPORARY FULL-TIME EMPLOYEES:** Those employees who work a full forty (40) hours per week but whose duration of employment is limited to a definite number of hours, days, weeks or months; not to exceed an annual total of 1,000 hours.
- E. **TEMPORARY PART-TIME EMPLOYEES:** Those employees who work less than a full forty (40) hours per week on a regularly scheduled basis but other conditions are the same as for temporary full-time, above; not to exceed an annual total of 1,000 hours.
- F. **INTERMITTENT EMPLOYEES:** Temporary employees not having a regularly scheduled tour of duty; not to exceed an annual total of 1,000 hours.
- G. **CONSULTANTS:** A person serving with or without compensation who provides expertise in a particular field. Depending on the circumstances, consultants may or may not be considered employees of the agency.
- H. **CONTRACT EMPLOYEES:** Those individuals who routinely work scheduled hours and are contracted to perform services for a specific number of days within a specific time frame.
- I. **HEAD START HOURLY EMPLOYEES:** Those employees who are scheduled to work during the school year term.

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### **Non-Exempt and Exempt Employees**

- A. NON-EXEMPT EMPLOYEES: those employees who are not exempt from the Fair Labor Standards Act (FLSA) and any applicable state laws, and therefore will receive overtime pay for any hours worked in excess of forty (40) in a work-week.
- B. EXEMPT EMPLOYEES: those employees who are not entitled to overtime pay; and are expected to work an average of forty (40) hours or more per week whenever business necessitates.

### **2-10 EXEMPT STATUS – Executive & Administrative**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

An “exempt” employee is not entitled to overtime pay. Exempt employees are expected to work at least forty (40) hours or more per week whenever business necessitates. Exempt employees do not receive overtime compensation or compensatory time off, or additional compensation beyond the established salary for the position. Exempt employees are expected to work or be on paid leave status during the normal workweek, Monday through Friday. After extended periods of additional time worked or unusually heavy workload, the Executive Director may approve an employee’s request for a **temporary** reduction in work schedule with no loss of pay.

### **TIMESHEETS**

Timesheets must be completed daily, with all hours worked entered into the appropriate categories. Monthly totals should reflect at least an *average* of 40 hours per week.

### **SICK LEAVE**

Employees will take sick leave for covered absences in excess of 30 minutes. Covered absences of short duration will not require the use of sick leave if prior approval is obtained from the supervisor. Full day absences occurring after an employee’s leave is exhausted will result in a salary reduction for that pay period. Partial day absences occurring after an employee’s leave is exhausted will not affect salary, but may be reflected in the employee’s performance evaluation and subject the employee to disciplinary action for absenteeism, up to and including termination.

### **ANNUAL LEAVE**

Employees will take annual leave for all other absences in excess of 30 minutes. Covered absences of short duration will not require the use of annual leave if prior approval is obtained from the supervisor. Full day absences occurring after an employee’s leave is exhausted will result in a salary reduction for that pay period. Partial day absences occurring after an employee’s leave is exhausted will not affect salary, but may be reflected in the employee’s performance evaluation and subject the employee to disciplinary action for absenteeism, up to and including termination.

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## **Personnel Policy**

### **FMLA**

For unpaid FMLA, partial day absences may reduce salary if sufficient sick leave and annual leave is not available to cover the absence.

### **2-10 EXEMPT STATUS –Professional Exemption**

*OOI Board of Directors Approval: 01/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 01/23/2014, 1/26/2015*

*Effective Date: 08/01/2013*

**Teachers, whose primary duty is teaching, tutoring, instructing or lecturing in the activity of imparting knowledge, and if they are employed and engaged in this activity as a teacher in an educational establishment. Exempt teachers include, but are not limited to, regular academic teachers; kindergarten or nursery school teachers; ...**

An “exempt” employee is not entitled to overtime pay. Exempt employees are expected to work at least forty (40) hours or more per week whenever business necessitates. Exempt employees do not receive overtime compensation or compensatory time off, or additional compensation beyond the established salary for the position. After extended periods of additional time worked or unusually heavy workload, the Executive & Head Start Director may approve an employee’s request for a **temporary** reduction in work schedule with no loss of pay.

### **TIMESHEETS**

Timesheets must be completed daily, with all hours worked entered into the appropriate categories. Monthly totals should reflect at least an *average* of 40 hours per week when classrooms are in session.

### **SICK LEAVE**

Employees will take sick leave for covered absences in excess of 30 minutes. Covered absences of short duration that do not result in the scheduling of substitute classroom staff will not require the use of sick leave if prior approval is obtained from the supervisor. Partial day absences occurring after an employee’s leave is exhausted will not affect salary, but will be reflected in the employee’s performance evaluation and subject the employee to disciplinary action for absenteeism, up to and including termination or non-renewal of contract.

### **LEAVE WITHOUT PAY**

Full-day absences for personal reasons other than sickness will result in Leave Without Pay, and will result in an unfulfilled contract day. Partial day absences will not affect salary, but will be reflected in the employee’s performance evaluation and subject the employee to disciplinary action for absenteeism, up to and including termination or non-renewal of contract.

### **Contract Days**

Exempt employees are expected to work or be on paid leave status for the specified number of contract days. Failure to meet contract days for reasons other than FMLA may result in non-renewal of contract. Unfulfilled contract days, for whatever reason (including FMLA), will result in proportional reduction of pay during pay periods in which no work is done.

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### **FMLA**

For unpaid FMLA, partial day absences may reduce salary if sufficient sick leave is not available to cover the absence.

### **2-11 Personnel Records**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

The Corporate Services Director shall establish the official agency folders for maintaining records for personnel management activities. Personnel files will be made available only to the individual concerned, Executive Director, applicable Program Directors and management staff, and those required by law.

### **2-12 Applications for Employment**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

Applications for employment with *OOI* will be accepted only for posted or advertised vacancies. Applications shall be submitted on the standard form prescribed and provided by the Executive Director. All candidates for a position shall be evaluated against the same qualification requirements. Standards with respect to educational requirements and physical abilities shall be used only where essential to performance of job duties.

### **2-13 Office Hours**

*OOI Board of Directors Approval: 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013, 2/1/2014*

The administrative offices of *Ozark Opportunities, Inc.* will be open five (5) days a week from 8:00 a.m. to 4:30 p.m. Hours must be posted in a conspicuous place. Satellite offices, and Head Start classrooms will post regular hours and notify the administrative office of these hours. Worksites staffed by one person will notify the administrative office of closing due to out-of-office work duties, illness or annual leave. Administrative, satellite offices will be closed ½ hour for lunch.

### **HOURS OF OPERATION FOR HEAD START CENTERS**

Hours of center operation will generally be 7:30 am – 3:00 pm. Center Directors will advise the Classroom Staff Supervisor if their center's individual needs vary from these times. Center staff is expected to work eight hours per day and the children will be in the center for six/seven hours per day. Substitutes work seven hours a day.

Teachers are expected to work 7:15 am until 3:15 pm and Teacher Assistants are expected to work 7:30 am until 3:30 pm. All employees are expected to complete a full 8 hour work day



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according to their job description. Family Service Workers and Cooks hours will be determined by their respective supervisors.

The Center Director will report any tardiness of assigned time to the Classroom Staff Supervisor. Excessive tardiness or unexcused absences will result in disciplinary action.

### **2-14 Overtime**

*OOI Board of Directors Approval: 06/18/2013, 1/28/2014, 1/27/2015  
Head Start Policy Council Approval: 05/31/2013, 1/23/2014, 1/26/2015  
Effective Date: 07/01/2013*

Employees subject to the provisions of the Fair Labor Standards Act as amended in 2004 (non-exempt employees) will be paid overtime for all hours worked in excess of forty (40) hours in a work week at a rate not less than 1.5 times the employee's regular rate of pay. The agency work week begins on Sunday and ends on Saturday. Supervisors will not permit overtime to be worked by non-exempt employees without proper **advance authorization** from the Executive Director.

Overtime is discouraged. Non-exempt employees are expected to arrive on time, take a 30 minute lunch break and leave at the designated quitting time. Supervisors have the responsibility to assure that non-exempt employees do not work (with or without permission) in excess of 40 hours during the work week (Sunday through Saturday) unless prior approval has been obtained. Failure to comply with this policy may result in disciplinary action, up to and including termination for all employees involved.

### **2-15 Time Sheets**

*OOI Board of Directors Approval: 10/31/2013, 1/28/2014, 1/27/2015  
Head Start Policy Council Approval: 10/30/2013, 1/23/2014, 1/26/2015  
Effective Date: 11/01/2013*

- A. Each employee will be responsible for completing a time sheet on a daily basis. All spaces should be completed – name, position, period ending date (which is the last day of the month regardless of what the last working day is), program account and center number; the hours worked or appropriate leave or holiday; signature; and the supervisor's approval.

The employee's signature on the time sheet is affirmation that the time recorded is a true and accurate accounting of their time and attendance.

- B. Supervisors have the responsibility to train their staff to complete time sheets daily, in a manner that reflects a true and accurate accounting of the day's work. The Supervisor's signature of approval on the time sheet is affirmation that the time recorded is a true and accurate accounting of the employee's time and attendance.
- C. The form must be printed, signed in blue ink, scanned and emailed (or provided) to the Supervisor THAT DAY.
- D. Original time sheets are to be mailed on the last working day of the pay period or date designated by the Finance Department.

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### **2-16 Payroll Process**

*OOI Board of Directors Approval: 01/28/2016*

*Head Start Policy Council Approval: 01/25/2016*

*Effective Date: 01/28/2016*

- A. Time and Attendance reports will be submitted to immediate supervisor twice each month; one for pay period the first (1<sup>st</sup>) through the fifteenth (15<sup>th</sup>) and one for the period sixteenth (16<sup>th</sup>) through the last day of the month. Reports should be submitted on the last working day of the pay period. Payroll deposits will be made within 5 business days following the end of the pay period.
- B. Errors on, or amendments to, time and attendance reports should be reported immediately to the appropriate supervisor for correction. The supervisor must immediately report any errors or adjustments to the Finance Department.
- C. **\*No payroll check shall be issued to any employee who fails to submit a properly signed time sheet or attendance record with appropriate leave requests attached or previously submitted.\***

### **2-17 Probationary Period**

*OOI Board of Directors Approval: 06/18/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 05/31/2013, 1/23/2014, 1/26/2015*

*Effective Date: 07/01/2013*

All new employees must successfully complete a probationary period of **60** working days (**480** hours). A supervisor should provide training and assistance to insure the employee has an opportunity to learn the job during the probationary period. A supervisor should also evaluate the employee on a regular basis in order to determine whether the employee should or should not be retained beyond the end of the introductory period. Separation during the introductory period shall not be subject to appeal. Employees are not eligible for fringe benefits, including holidays, until successful completion of the probationary period. Successful completion of the probationary period does not alter the employee's at-will employment status.

### **2-18 Condition of Employment**

*OOI Board of Directors Approval: 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013, 2/1/2014*

Employees must meet the following conditions as part of employment:

- A. Attend training as deemed necessary and advisable, including training where travel, including overnight travel, is required.
- B. Work in the classroom, center, or other job site in the *OOI* service area, as deemed necessary by the Program Director or other authority.

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- C. Keep all information regarding Head Start children and families and program clients confidential, and ensure such information will only be given to the parent/guardian or to staff members who have a “need to know” in order to perform their assigned duties.
- D. Head Start staff will not use any form of behavior guidance which is humiliating, frightening, physically harmful to children, or which is associated with food, rest, or toilet privileges. Inappropriate punishment would include but is not limited to spanking, undue restraint, scolding, harsh treatment, isolation without supervision, verbal abuse, sarcasm, threats, or derogatory remarks about a child or his family.
- E. Head Start staff will continue to maintain a clean record with the Arkansas Child Maltreatment Central Registry.
- F. Comply with all requirements of the job description.
- G. All Head Start staff are required to complete an annual screening questionnaire approved by Head Start Health Advisory Committee and Head Start Policy Council to assess exposure and risk of tuberculosis or obtain a health card stating they are free of tuberculosis. The health card and/or questionnaire will be filed in the Head Start Central Office Day Care Licensing Review System. New staff will obtain a tuberculosis screening test with the pre-employment physical. Contagious or infectious disease, flea and head lice policies are applicable to Head Start staff.

### **2-19 Performance Evaluation**

*OOI Board of Directors Approval: 1/28/2014, 1/27/2015; 2/24/15*  
*Head Start Policy Council Approval: 1/23/2014, 1/26/2015; 2/24/15*  
*Effective Date: 07/01/2013, 2/1/2014, 2/24/15*

Each staff member should have an annual performance review. Performance reviews shall generally be based on an assessment of the individuals’ performance that is identified in the job description. The supervisor, in collaboration with staff, should develop performance expectations of each staff member. The employee’s signature on their performance review will indicate that it was presented to them. Each employee may make comments about their appraisal and such comments will be included in their personnel file.

The Board of Directors, as supervisors of the Executive Director, will perform an annual evaluation of the Executive Director’s performance and compensation. It is the responsibility of the Board to establish performance expectations, compensation, apply disciplinary action and dismiss, if necessary.

New employees should have an employee evaluation at midpoint and end of probationary period. If retained, new staff should have an annual performance review as program schedule dictates.

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### **STAFF PERFORMANCE APPRAISAL – HEAD START CENTERS**

There should be staff performance appraisals for each employee each school year. Some visits may be unscheduled. If these performance appraisals are unfavorable then more evaluations may be required to make sure the employee is making the necessary modifications in performance. The Head Start Program Management Staff and supervisory Head Start Coordinators will make the visits. Time will be allowed after the appraisals to discuss the findings.

### **STAFF PERFORMANCE AGREEMENT – HEAD START PROGRAM**

This is an understanding between Head Start center staff and the Head Start Program Management Staff that these appraisals will be conducted each school year.

### **2-20 Prudent Worker Policy**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

- A. Employees must make every effort to avoid the appearance of professional improprieties. When processing applications for *OOI* services or employment from employees, immediate family members of employees, or board members; diligent care must be taken to insure that such applications are not given preferential treatment.

On a regular basis, all employees and members of *OOI* Board of Directors will be required to complete an Internal Audit of services received from the Agency.

- B. This policy must be followed when processing applications from employees of *Ozark Opportunities, Inc.*; immediate family members of employees and board members (mother, father, brother, sister, husband, wife or child; in-laws); and current board members.
  - 1. Application for service or employment will be accepted at the usual location (county office, Head Start Center, etc.)
  - 2. Original application for service or employment is to be processed according to policy – income verification, documentation, etc.
  - 3. Preliminary eligibility determination should be made at the local level and attached to application
  - 4. Forward complete application with all attachments and verifications, to the attention of the Executive Director.
  - 5. The Executive Director shall have the responsibility to review the application and determine approval or denial of services.
  - 6. In the event the Executive Director is unavailable or subject to this policy, the Financial Officer shall make eligibility determination.

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### **2-21 Genetics**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

Title II of the Genetic Information Nondiscrimination Act of 2008 protects applicants and employees from discrimination based on genetic information in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. GINA also restricts employers' acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees, or their family members; the manifestation of diseases or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, employees, or their family members.

### **SECTION 3 - LEAVE**

#### **3-1 Holidays**

*OOI Board of Directors Approval: 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 1/23/2014, 1/26/2015*  
*Effective Date: 2/01/2014*

The agency administrative and satellite offices will be closed on these holidays:

- January: New Year's Day; Martin Luther King, Jr. Day
- February: Presidents' Day
- March/April: Easter Monday
- May: Memorial Day
- July: Independence Day (July 4th)
- September: Labor Day
- November: Veterans' Day, Thanksgiving Day & Friday after
- December: Christmas Eve & Christmas Day

If a holiday falls on a Saturday, the agency will be closed on Friday; if it falls on a Sunday, the agency will be closed on Monday.

In order to receive pay for a legal holiday, an eligible employee must be in a work or paid leave status on his scheduled work day immediately preceding and immediately following the holiday.

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### **3-2 Leave of Absence**

*OOI Board of Directors Approval: 01/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 01/23/2014, 1/26/2015*  
*Effective Date: 02/01/2014*

Leave will be granted according to standards set by *Ozark Opportunities, Inc.* and subject to limitations of each type of leave.

Employees may not take leave without pay if appropriate paid leave hours are available.

Paid leave time may be used in minimum increments of one-half hour (30 minutes).

### **3-3 Annual Leave or Vacation**

*OOI Board of Directors Approval: 10/31/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 10/30/2013, 1/23/2014, 1/26/2015*  
*Effective Date: 11/01/2013*

Annual Leave will be earned only by regular employees and will be computed for each complete **pay period** of service as detailed on the following chart.

Weekend, Holidays and non-working days within a period of Annual Leave will not be charged as leave.

An application for Annual Leave exceeding two days must be submitted at least **seven (7) working days** prior to requested leave period, unless otherwise authorized by the Executive Director. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

#### **Hours of Annual Leave Earned Per Pay Period for Each Complete Year of Service**

Weekly Hours	Years of Employment		
<i>At least</i>	61 <sup>st</sup> day	3rd	6th
40	3 hours	6 hours	8 hours
32	2.5 hours	5 hours	7.5 hours

Annual Leave will be allowed to accumulate and be carried forward from **pay period-to-pay period** for an accrued total not to exceed **320 hours** for any one employee; providing that no employee will be granted Annual Leave with pay for a period exceeding **thirty (30)** consecutive days during any six (6) month period, unless used for qualified FMLA purposes.

A regular employee who becomes separated from his employment will be entitled to receive pay for the total hours of accrued, but unused, Annual Leave.

*Ozark Opportunities, Inc.* reserves the right to require employees to apply this time off to specific days as designated by the employer. This may include use for business closures for

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insufficient workload, holidays, vacations, and other breaks from work caused by the employer or by the business's operating requirements.

### **3-4 Sick Leave**

*OOI Board of Directors Approval: 06/18/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 05/31/2013, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

Sick leave will be earned only by regular, contract and Head Start hourly employees. **Four (4) hours** of sick leave will be recorded in each eligible employee's leave account at the end of each pay period (not to exceed maximum of 720 hours) during which the employee has performed work, or been on paid leave or holiday status each day of the pay period. Regular, contract and Head Start hourly employees who are on paid status less than full time will have a pro-rated amount of sick leave recorded in their leave account. Negative leave accounts are not permitted.

Sick Leave will be allowed to accumulate and be carried forward from year to year; employees may accumulate a maximum of **720 hours** Sick Leave.

Sick Leave is accumulated at the rate of **96** hours maximum per year for regular employees and **72** hours per year for contract employees.

**Employees\* will receive pay for unused Sick Leave upon separation at the rate of 25% (example: 120 hours Sick Leave x 25% = 30 hours payable leave) \*must be employed for at least one year**

Weekends, Holidays and non-working days within a period of Sick Leave will not be charged as leave.

- A. An application for leave must be completed on any Sick Leave. An employee will be required to furnish a **Return to Work (RTW)** certificate from a medical provider for all instances of Sick Leave of more than **three (3) consecutive working days**. RTW certificates must detail any applicable restrictions. Classroom employees included in child/staff ratio must be able to perform all duties without restriction.
- B. Sick Leave will be granted to an employee:
  1. who is incapacitated for the performance of his duties by sickness or injury, or by need for medical, dental, or optional treatment or examination;
  2. whose presence on duty, through exposure to a contagious disease, would jeopardize the health of others;
  3. who is called away because of extreme illness, serious injury, or death of a member of his immediate family, not to exceed **three (3) days**, if within the county, or **five (5) days** outside the county; unless otherwise authorized by the Executive Director. (For purposes of this regulation, the "immediate family" will be confined to parents, siblings, spouse, children, grandparents, or any individual acting as parent or guardian of employee);
  4. to attend the funeral of other relatives or close friends when leave is not in excess of one (1) day.

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5. For Head Start staff, availability during the school year is crucial for program operations; therefore all doctor, dentist, and other visits that can be scheduled during the off seasons (holidays & summer break) should be done during those time periods.
  6. Many types of Sick Leave can be planned for and requested in advance, especially in the area of prevention of illness. Such things as dental treatments, general optional medical treatments and operations and the like are usually done by appointment and absences can be requested in advance.
- C. If a person becomes ill, it must be reported on the first day of absence and an application for leave completed upon their return to work. The employee shall call in each day of absence except in cases of FMLA or approved long-term absence.
- D. Sick Leave will not be granted for slight illness or indisposition not incapacitating the employee from the performance of regular duties.

#### **3-5 Administrative Leave**

*OOI Board of Directors Approval: 02/19/2013, 01/28/2014, 1/27/2015  
Head Start Policy Council Approval: 12/18/2012, 01/23/2014, 1/26/2015  
Effective Date: 03/01/2013*

The Executive Director will have the final determination on what is considered cause for declaring Administrative Leave.

#### **3-6 Military Leave**

*OOI Board of Directors Approval: 02/19/201, 1/27/2015  
Head Start Policy Council Approval: 12/18/2012, 1/26/2015  
Effective Date: 03/01/2013*

A regular full-time or contract employee who is a member of any reserve component of the United States Armed Forces will be allowed leave of absence with pay for required training of duty or for performing domestic military duty, such as civil disturbances and disasters, for a period not exceeding fifteen working days during one calendar year, upon the presentation of military orders to the Corporate Services Office. In the event that the time of such training is optional, the time will be designated at the discretion of the Executive Director. Failure to return to work at the end of the military leave (without an approved extension) shall be considered a resignation.

#### **3-7 Jury or Witness Leave**

*OOI Board of Directors Approval: 01/28/2014, 1/27/2015  
Head Start Policy Council Approval: 01/23/2014, 1/26/2015  
Effective Date: 02/01/2014*

An eligible employee may be excused from work with pay without charge to earned leave if subpoenaed as a witness or jury member in a court case. A regular, Head Start hourly or contract employee on witness leave shall receive their regular pay and retain all jury fees. Jury



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or witness leave will not be applied to cases where the employee is personally involved in a suit or litigation.

Employees are required to notify their supervisor immediately of any anticipated absence due to jury duty or witness subpoena, and provide documentation of summons or subpoena.

Documentation of jury duty is required for all periods of time in which the eligible employee is absent from work due to jury duty. Employees are expected to return to work if released from jury service at any time during the regularly scheduled work day. Submit documentation with time sheet(s).

#### **3-8 Absence without Approval**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

An employee who is absent from duty without approval shall receive no pay for the duration of the absence and shall be subject to dismissal or other appropriate disciplinary action. It is recognized that there may be extenuating circumstances for unauthorized absence and due consideration shall be given each case. Failure of an employee to report for work at the expiration of an authorized leave or to request an extension shall be considered a resignation.

#### **3-9 Family and Medical Leave Act and Military Family Leave Entitlements**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

- A. The purpose of the Family and Medical Leave Act (FMLA) is to balance the needs of families with the demands of the workplace. It was designed to promote our country's interest in preserving family unity while accommodating the legitimate interests of employers.
  
- B. The FMLA legislation seeks to minimize the potential for employment discrimination on the basis of gender consistent with the Equal Protection Clause of the Fourteenth Amendment by assuring that leave is available when necessary for both men and women.
  
- C. The agency will grant up to twelve (12) weeks of unpaid leave per year to employees who need to care for family members. The National Defense Authorization Act for FY 2008, Public Law 110-181, amended the FMLA to allow eligible employees to take up to 12 weeks of job-protected leave in the applicable 12-month period for any "qualifying exigency" arising out of the active duty or call to active duty status of a spouse, son, daughter, or parent. The NDAA also amended the FMLA to allow eligible employees to take up to 26 weeks of job-protected leave in a "single 12-month period" to care for a covered service member with a serious injury or illness.

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#### D. Qualifying Employees

An employee must have been employed for at least twelve (12) months and worked at least 1,250 hours during the previous twelve (12) months to qualify for FMLA. A “rolling” 12-month period measured backward from the date of any FMLA leave usage is utilized to determine eligibility.

#### E. Purposes For Which Leave Can Be Taken

Employees are entitled to take up to twelve (12) weeks unpaid FMLA leave a year for:

1. The birth of the employee’s child;
2. The placement of a child with the employee for adoption or foster care
3. To care for the employee’s spouse, child or parent who has a serious health condition;
4. A serious health condition rendering the employee unable to perform his or her job.

F. The employee may take leave intermittently or on a reduced work schedule when medically necessary due to the employee’s or a family member’s illness.

#### G. Notice Required

The employee is to provide at least 30 days’ notice if possible, of the intention to take leave. If advance notice is not practicable, the employee must provide notice as soon as practicable, generally the same or next business day.

#### H. Medical Certification

The agency may require medical certification that the leave is needed due to the employee’s own serious health condition or that of a family member. The agency may, at the agency’s expense, require a second medical opinion. If the first and second opinions differ, the agency may request a third opinion, at the agency’s expense, which is then binding.

#### I. Military Leave Certification

Leave for a qualifying exigency will be supported by a copy of the covered military member’s active duty orders and certification providing the appropriate facts related to the particular qualifying exigency, including contact information if the leave involves meeting with a third party. Leave to care for a covered service member with a serious injury or illness will be supported by a certification completed by an authorized health care provider or by a copy of an Invitational Travel Order (ITO) or Invitational Travel Authorization (ITA) issued to any member of the covered service member’s family.

#### J. Continuation of Benefits

The agency will continue the employee’s health insurance under the same conditions as if the employee were working. Leave under this Act is not a “qualifying” event under

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COBRA. If the employee does not return to the job, the employee shall be liable to the agency for the repayment of the health insurance benefits paid by the agency during the employee's FMLA leave.

#### **K. Return to the Job**

Upon returning from leave, an employee is entitled to be restored to the same or equivalent position with equivalent pay, benefits and other terms and conditions of employment.

#### **L. Concurrent Leave**

All FMLA, including Military Caregiver and Qualifying Exigency Leave will automatically run concurrent with all other available leave time, e.g., sick leave, annual leave and workers compensation.

#### **M. Military Caregiver Leave**

Granted to an eligible employee who is a spouse, son, daughter, parent, or next of kin of a covered service member with a serious injury or illness up to a total of **26 work-weeks** of **unpaid** leave during a "single 12-month period" to care for the service member. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.

A serious injury or illness is one that was incurred by a service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank, or rating.

The "single 12-month period" begins on the first day the employee takes leave for this reason and ends 12 months later, regardless of the 12 month period established by the employer for other types of FMLA leave. An eligible employee is limited to a **combined** total of 26 work weeks of leave for any FMLA-qualifying reason during the "single 12-month period."

#### **N. Qualifying Exigency Leave**

Granted to an eligible employee up to a total of **12 workweeks** of **unpaid** leave during the normal 12-month period established for FMLA leave for qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on active duty, or has been notified of an impending call or order to active duty, in support of a contingency operation. Qualifying exigency leave is available to a family member of a military member in the National Guard or Reserves; it does not extend to family members of military members in the Regular Armed Forces. Qualifying exigencies include: short notice deployment; military events and related activities, childcare and related activities, making or updating financial and legal arrangements, counseling, rest and recuperation, post-deployment activities.

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- O. The employee may take leave intermittently or on a reduced work schedule when necessary due to the employee's or a family member's military service-related qualifying event. When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt *OOI* operations.

### **3-10 Workers' Compensation and Paid Leave**

*OOI Board of Directors Approval: 01/28/2016*

*Head Start Policy Council Approval: 01/25/2016*

*Effective Date: 01/28/2016*

If you are absent from work because of a temporary occupational illness or injury and are entitled to workers' compensation benefits, you may use sick leave to supplement your workers' compensation so that your semi-monthly pay from both sources is equal to (but does not exceed) your normal pay at the time of the injury or onset of the illness. The *Family Medical Leave Act* leave will automatically run concurrent with all other available leave time (e.g., sick leave, annual leave and workers compensation.)

Your accrued leave will be reduced by the amount you use to supplement workers' compensation. Sick leave will be used first, followed by annual leave.

If you are receiving workers' compensation benefits for a permanent disability, you are eligible for full pay from both sources until your accrued sick leave is exhausted.

Employees receiving workers' compensation will continue to accrue leave in proportion to the amount of sick and/or annual leave being paid. For holidays occurring during this period, the employee will be paid at a rate in proportion to the amount of leave being used.

After all leave has been exhausted, employees are not entitled to leave or pay benefits other than workers' compensation. Employees may be put into "leave without pay" status during this time.

For a regular or contract employee disabled with a work-related injury, a position will be held open as long as the program can function with the position vacant. At some point following exhaustion of all available leave, (no later than one year after the date of injury) the employee (if unable to return to work) will be separated from *OOI*.

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### **SECTION 4 – BENEFITS**

#### **4-1 Employee Benefits**

*OOI Board of Directors Approval: 01/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 01/23/2014, 1/26/2015*  
*Effective Date: 02/01/2014*

*Ozark Opportunities, Inc.* reserves the right to modify, add or delete the benefits it offers at any time, without advance notice, unless required by law. The enrollment period for these benefits may vary. Eligibility for paid leave, holidays or other employee benefits does not create any property right in employment or any expectancy of continued employment.

#### **4-2 Fringe Benefits**

*OOI Board of Directors Approval: 01/27/2015*  
*Head Start Policy Council Approval: 01/26/2015*  
*Effective Date: 1/28/2015*

The *OOI* Corporate Services Director will notify employees when eligibility for Agency Benefits has been met; and when OPEN ENROLLMENT for Group Health and Dental Plans is scheduled.

It is the responsibility of the employee to respond to OPEN ENROLLMENT opportunities in a timely manner. Enrollment applications received after the posted deadline may not be approved.

#### **4-3 OOI Retirement Plan**

*OOI Board of Directors Approval: 01/27/2015*  
*Head Start Policy Council Approval: 01/26/2015*  
*Effective Date: 1/28/2015*

Employees hired in eligible employment categories are provided the Summary Plan Description of *Ozark Opportunities, Inc.* 403(b) Retirement Plan at orientation and are automatically enrolled after successful completion of the probationary period and submission of required enrollment documents.

An amount equivalent to 5% of an eligible employee's earnings will be deposited into the plan on a quarterly basis. Eligible employees become fully vested after 3 years of employment.

#### **4-4 Group Health Benefits**

*OOI Board of Directors Approval: 1/27/2015*  
*Head Start Policy Council Approval: 1/26/2015*  
*Effective Date: 1/28/2015*

*Ozark Opportunities, Inc.* provides group insurance for its employees. Group Medical and Dental Insurance are subject to COBRA.

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## **Personnel Policy**

### **Medical Insurance**

Regular, Head Start hourly and Contract employees who work at least 30 hours per week are eligible to enroll for insurance coverage to begin the 1<sup>st</sup> day of the month during which 90 calendar days have passed since the date of hire.

A Summary of Benefits and Coverage and information on cost of coverage will be provided to eligible employees in advance of enrollment.

Employees who choose spousal and/or dependent coverage are responsible for the additional premium cost for family members.

Annual open enrollment is during the 4<sup>th</sup> quarter; with coverage beginning January 1.

### **Dental Insurance**

Regular, Head Start hourly and Contract employees are eligible to enroll for dental insurance coverage to begin the 1<sup>st</sup> day of the month following the completion of 60 working days (480 hours).

A Summary of Benefits and Coverage and information on cost of coverage will be provided to eligible employees in advance of enrollment.

*Ozark Opportunities, Inc.* will pay the full premium for employee coverage.

Employees who choose spousal and/or dependent coverage are responsible for the additional premium cost for family members.

Annual open enrollment is during the 4<sup>th</sup> quarter; with coverage beginning January 1.

### **4-5 Other Benefits**

*OOI Board of Directors Approval: 1/27/2015*

*Head Start Policy Council Approval: 1/26/2015*

*Effective Date: 1/28/2015*

### **Life Insurance**

Regular, Head Start hourly and Contract employees who work at least 30 hours per week will be automatically enrolled for life insurance coverage to begin the 1<sup>st</sup> day of the month during which 90 calendar days have passed since the date of hire.

*Ozark Opportunities, Inc.* will pay the full premium for this coverage.

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## **Personnel Policy**

### **Air Evac**

Regular, Head Start hourly and Contract employees who work at least 30 hours per week are automatically enrolled for Air Evac membership. Membership will terminate at end of employment.

*Ozark Opportunities, Inc.* will pay the full premium for this family membership.

### **4-6 <RESERVED>**

### **4-7 Accidental Injuries**

*OOI Board of Directors Approval: 06/18/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 05/31/2013, 1/23/2014, 1/26/2015*  
*Effective Date: 07/01/2013*

It is the agency's intent to provide a safe working environment in all areas, for all employees. Accidents and injuries are prevented by controlling the work environment and the actions of employees. Therefore, safety will take precedence over expediency or shortcuts.

All employees accept their positions with the understanding that accidental injuries occurring on the job are covered by the Arkansas Workers' Compensation laws. Consequently, all injuries and illnesses arising out of and during the course of employment must be reported to the immediate supervisor and Corporate Services Director immediately upon occurrence. Failure to report such injuries may result in a denial of payment for medical care and/or compensation payments prior to the time notification is received by the agency.

All reports of injury must be submitted **in writing**, using form AR-N. Form AR-N is to be forwarded **that day** to *OOI's* central office, attention Corporate Services Director. The employee and immediate supervisor will start an accident report and obtain appropriate medical treatment or evaluation. All accidents are to be reported, no matter how slight the injury.

## **SECTION 5 – EMPLOYEE CONDUCT**

### **5-1 <RESERVED>**

### **5-2 Employee Dress and Personal Appearance**

*OOI Board of Directors Approval: 01/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 01/23/2014, 1/26/2015*  
*Effective Date: 02/01/2014*

*Ozark Opportunities, Inc.* wishes to present a professional business image to the community; therefore, all employees' style of dress, grooming and hygiene should reflect that image. Personal neatness, cleanliness and appropriate apparel will convey a professional image to the public. Employees are required to present themselves during working hours in attire that is appropriate to their position and the nature of the work performed on that day.

# ***Ozark Opportunities, Inc.***

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Name badges must be worn at all times while at work or when representing the Agency. Two (2) badges will be provided by the Agency. Employees will be required to reimburse the Agency for additional replacement badges.

Appropriate attire should be in good condition, neat and clean, wrinkle free, of appropriate size and fit and should adequately cover one's body. All clothing should be well fitting and allow for ease of movement.

Jeans may be worn occasionally on days determined by and at the discretion of the Executive Director. Skirts, dresses and Capri pants should be knee length. Employees should wear comfortable shoes that are appropriate to their job duties and description. *Ozark Opportunities, Inc.* is not responsible for accidents incurred as a result of inappropriate footwear.

Where Head Start classrooms are located on a school campus, the school dress code policy will take precedence over Agency dress-code policies. Because of the active nature of their work, classroom staff are allowed to wear jeans that are free of holes, bleach stains and ragged edges and decorative embellishments (if not prohibited by school campus policy). Sneakers are the preferred shoes for classroom settings; other soft-soled, closed toed shoes are acceptable.

- **Strictly prohibited items** are shorts, sweatpants, sweat suits, worn or faded clothing, mini-skirts, flip-flops/beach shoes, tank tops, and hats, low-cut tops or jeans, and tight fitting clothing. T-shirts with questionable slogans or pictures are not allowed
- While on duty, pierced areas shall be covered, with the exception of regular pierced earrings.
- Body art, however tasteful or sentimental, must be covered while on duty.

Supervisory personnel have the authority to send an employee home if dress is deemed inappropriate.

### **5-3 Confidentiality**

*OOI Board of Directors Approval: 1/27/2015*

*Head Start Policy Council Approval: 1/26/2015*

*Effective Date: 1/28/2015*

In the course of performing their duties, employees may have access to or gain knowledge of confidential information concerning *OOI*, its customers/clients, and other employees. "Confidential information" is defined as information to which the public does not have general access. This policy governs the use or further disclosure of such information.

It is of the utmost importance that all information concerning application for and/or receipt of services through *OOI* remain confidential and discussed only with the staff that has a responsibility to know such information. All client records will be stored in a secure area with restricted access. Only after release of information is authorized may *OOI* personnel share or disclose information as needed to secure necessary services for the client. Employees of *OOI* are expected to follow all specific program guidelines on disclosure of client information.



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All original records remain the property of *Ozark Opportunities, Inc.* Records will be destroyed by shredding after the retention period stipulated by the funding source has been met.

Unauthorized access to, and disclosure of confidential information may result in disciplinary action, up to and including termination.

All employees and members of *OOI* Board of Directors and Head Start Policy Council are required to follow the *OOI* Statement of Confidentiality.

### **5-4 Policies that Relate to Outside Employment**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

Any employee of *Ozark Opportunities, Inc.* must follow these policies as they relate to outside employment:

- A. Such employment shall not interfere with the efficient performance of the employee's duties.
- B. Such employment shall not involve a conflict of interest or conflict with the employee's duties.
- C. Such employment shall not involve the performance of duties that the employee should perform as part of their employment.
- D. Such employment shall not occur during the employee's regular or assigned working hours unless they are either on annual leave or leave without pay during the hours of such employment.

### **5-5 Fire Safety**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

- A. Candles, Incense & Open Flames:
  - Candles, oil lamps, incense, alcohol lamps and open flame burners or other open flame devices are prohibited at all locations.
- B. Space Heaters
  - Space heaters are forbidden in all Head Start Classrooms unless approved by the Executive Director in an emergency situation (in writing.)
  - Space heaters are allowed in individual work areas provided the following specifications are met:
    1. contain a non-glowing heat element and utilize a cool-to-the-touch housing.
    2. contain a tip-over automatic shut-off.
    3. not exceed 1500 watts and be UL approved.
    4. be connected to a power supply with adequate power cords.

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5. be used in the immediate proximity of the person responsible for the device.
6. be turned off when not attended by the person responsible and be unplugged at the end of each workday.

Employees who violate this policy will have portable space heater removed and are subject to disciplinary action.

#### **5-6 Drug Free Workplace Act Policy Statement**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace. Employees who violate this prohibition will be terminated. As a condition of employment, the employee will:

- Abide by the terms of the Drug-Free Workplace Act Policy Statement. Notify the Executive Director in writing of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) calendar days after such a conviction.
- Attend one drug-free awareness program annually as provided by *OOI*.

As a condition of grant award, *OOI* is required to:

- Notify the funding agency, in writing, within ten (10) calendar days after receiving notice from an employee or otherwise receiving actual notice of such a conviction as specified above, and;
- Taking the following action, within 30 calendar days of receiving notice with respect to any employee who is so convicted: **termination**.

#### **5-7 Substance Abuse Policy**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

- A. It is the policy of *Ozark Opportunities, Inc. (OOI, the Agency)* to help provide a safe and drug-free work environment for our clients and our employees; one that is free from the effects of drug and alcohol abuse. With this goal in mind and because of the serious drug abuse problem in today's workplace, we are establishing the following policy for existing and future employees of *Ozark Opportunities, Inc.* The agency maintains the right to modify or change this policy at any time, without notice, as circumstances require.
- B. Substance abuse includes, but is not limited to, the use of illegal drugs and the abuse or misuse of legal drugs, medications, or alcohol. In addition, the agency prohibits the off-premises abuse of alcohol and controlled substances, as well as the possession, use or

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sale of illegal drugs, when those activities adversely affect job performance, job safety, or the agency's reputation in the community.

- C. *OOI* has a **no tolerance** policy regarding substance abuse. Employees will be subject to disciplinary action, up to and including termination, for violations of this policy; and may be subject to criminal prosecution when applicable.

#### **5-8 Employee Screening (Post Hire)**

*OOI Board of Directors Approval: 06/18/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 05/31/2013, 1/23/2014, 1/26/2015*

*Effective Date: 07/01/2013*

Current employees will be required to take a drug and/or alcohol screening under the following conditions:

- A. **RANDOM TESTING:** Employees may be selected at random for drug and/or alcohol testing at any interval determined by the Agency.
- B. **FOR-CAUSE TESTING:** The Agency may ask an employee to submit to a drug and/or alcohol test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.
- C. **POST-ACCIDENT TESTING:** Any employee involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was or could have been injured, but also any employee who potentially contributed to the accident or injury event in any way.
- D. If an employee is tested for drugs or alcohol outside of the employment context and the results indicate a violation of this policy, or if an employee refuses a request to submit to testing under this policy, the employee may be subject to appropriate disciplinary action, up to and possibly including discharge from employment. In such a case, the employee may be given an opportunity to explain the circumstances prior to any final employment action becoming effective.

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### **5-9 Smoke/Tobacco Free Environment**

*OOI Board of Directors Approval: 04/25/2016*

*Head Start Policy Council Approval: 04/26/2016*

*Effective Date: 05/01/2016*

All OOI owned and leased facilities, buildings, grounds and properties are smoke/tobacco-free, regardless of whether or not notices are posted. The policy also applies to the use of any tobacco brand or corporate name, trademark, logo, symbol, motto, or messaging that is identifiable with any brand of tobacco product or company which manufactures tobacco.

#### **Non-permitted Items and Activities**

- A. **All forms of tobacco**, including but not limited to:
- cigarettes
  - cigars
  - pipes
  - hookahs
  - electronic cigarettes
  - all forms of smokeless tobacco
- B. **Tobacco use** includes smoking, chewing, dipping or any other use of tobacco products.
- C. **Smoking** refers to inhaling, exhaling, burning or carrying of any lighted or heated tobacco product, as well as non-tobacco smoking substances and smoking instruments.
- D. Tobacco use in any form is prohibited in all agency work stations, classrooms, vehicles, facilities and vehicles in use for transporting clients or students for agency purposes. This prohibition applies to employees, board members, volunteers and guests. Employees who smoke or use smokeless tobacco may do so at break time off premises.
- E. No tobacco product debris may be disposed of in parking lots or inside trash receptacles. Employees who violate this policy will be subject to disciplinary action.
- F. Effective August 1, 2011 all Head Start Centers are Tobacco Free Environments: tobacco use, distribution or sale by staff or others on Head Start premises, at Head Start sponsored events (on or off premises), in Head Start owned, rented or leased vehicles or otherwise while on duty on or off Head Start premises is prohibited. Tobacco use is not allowed in personal vehicles of staff or others when transporting persons on authorized Head Start business.

**To better assist those wishing to quit tobacco, cessation services are available by contacting the Arkansas Tobacco Quitline at 1-800-Quit-Now (1-800-784-8669).**

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### **5-10 Computer, Email and Internet Use Policy**

*OOI Board of Directors Approval: 06/18/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 05/31/2013, 1/23/2014, 1/26/2015*

*Effective Date: 07/01/2013*

- A. Access to the Internet has been provided to staff members for the benefit of the organization and its customers. It allows employees to connect to information resources around the world. Every staff member has a responsibility to maintain and enhance the Agency's public image, and to use the Internet in a productive manner. To ensure that all employees are responsible, productive Internet users and are protecting the Agency's public image, the following guidelines have been established for using the Internet.
- B. Acceptable Uses of the Internet: Employees accessing the Internet are representing the Agency. All communications should be for professional reasons. Employees are responsible for seeing that the Internet is used in an effective, ethical and lawful manner.
- C. Unacceptable Use of the Internet: The Internet should not be used for personal gain or advancement of individual views. Solicitation of non-Agency business, or any use of the Internet for personal gain is strictly prohibited. Use of the Internet must not disrupt the operation of the Agency network or the networks of other users. It must not interfere with your productivity.
- D. Communications: Each employee is responsible for the content of all text, audio or images that they place or send over the Internet. Fraudulent, harassing or obscene messages are prohibited. All messages communicated on the Internet should have your name attached. No messages will be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane or offensive language is transmitted through the system. Employees who wish to express personal opinions on the Internet are encouraged to obtain their own usernames on other Internet systems.
- E. Software: To prevent computer viruses from being transmitted through the system there will be no unauthorized downloading of any software. All software downloads will be done by authorized personnel only, or with prior authorization from the Executive Director.
- F. Copyright Issues: Copyrighted materials belonging to entities other than this Agency may not be transmitted by staff members on the Internet. One copy of copyrighted material may be downloaded for your own personal use in research. Users are not permitted to copy, transfer, rename, add or delete information or programs belonging to other users unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action from the Agency or legal action by the copyright owner.

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### **5-11 Employee Protection (Whistleblower) Policy**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

If any employee reasonably believes that some policy, practice, or activity of *Ozark Opportunities, Inc. (OOI)* is in violation of law, **a written complaint is expected to be filed** by that employee with the Executive Director or the Board Chairperson.

It is the intent of *OOI* to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. *Ozark Opportunities, Inc.* will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of *OOI* that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate of public policy concerning the health, safety, welfare, or protection of the environment.

### **5-12 Grievance Procedures**

*OOI Board of Directors Approval: 10/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 10/29/2014, 1/26/2015*

*Effective Date: 11/01/2014*

❖ **For employed staff of *Ozark Opportunities, Inc.***

#### **DEFINITIONS:**

**Grievance-** A concern brought forth by an employee that alleges that his/her employment terms and conditions have been unjustifiably adversely affected by an unresolved matter or a decision of a supervisor, employee within the agency, or the agency itself.

*OOI* strives to ensure fair and honest behavior of all employees. All employees shall conduct business in a professional manner with not only all *OOI* clients, but also all *OOI* co-workers. Employees are encouraged to offer and accept positive, constructive criticism for the advancement of the agency.

If a situation occurs where an employee believes that his/her employment terms and conditions have been unjustifiably adversely affected, the employee shall have the right at any time, within five (5) business days after the incident occurs, to contact the Corporate Services Director to begin the grievance process. Any grievance shall be handled in accordance to the grievance procedures obtained from the Corporate Services Director. The Corporate Services Director shall provide to the employee information about all stages of the grievance procedure. All documentation will be kept in the employees file. The employee may discontinue the procedure at any time. Please see the Corporate Services Director for more information or questions regarding the grievance process.

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#### **PROCEDURES:**

The grievance procedures must be followed accordingly to the steps set forth below. In most circumstances, the grievance review process should be concluded within thirty (30) business days from the date of receipt of the Employee Grievance Form (Step Two).

**STEP ONE:** Employee presents the situation verbally to his or her immediate supervisor for discussion and review. At this time, the immediate supervisor should review every aspect of the grievance and should make reasonable effort to resolve the complaint within five (5) business days. The supervisor should document the discussion for future review.

**STEP TWO:** If the employee does not received a response within **1 week** or if the employee is not satisfied with the immediate supervisor's response, the employee may complete and submit an Employee Grievance Form to the Corporate Services Director within five (5) business days of receipt of the supervisor's response.

**STEP THREE:** The Corporate Services Director and the immediate supervisor will formally review the grievance. At this time, the Corporate Services Director will decide whether to involve the Executive Director formally (and will let the Executive Director know that a grievance has been filed). The Corporate Services Director and the immediate supervisor shall schedule a meeting within five (5) business days, with the employee to discuss the employee's grievance. The Corporate Services Director shall respond in writing to the employee within five (5) business days of the meeting.

**STEP FOUR:** If the employee is still unsatisfied with the response from the Corporate Services Director and the immediate supervisor, and the Executive Director was not involved in STEP THREE, then the employee may, within two (2) business days of receipt of the Corporate Services Director, request a meeting with the Executive Director.

**STEP FIVE:** If employed by Head Start, and unsatisfied with the response from the Executive Director, the employee may then request further evaluation by submitting a formal written request for review by the Grievance Committee of the Policy Council. The request must be made in writing to the Corporate Services Director within two (2) business days of receipt of the Executive Director's response. The grievance shall be reviewed by the P.C. Grievance Committee, and the Corporate Services Director or the Executive Director.

**STEP SIX:** If the employee is unsatisfied with the response from the Executive Director (and/or Policy Council if a Head Start Employee), the employee may then request further evaluation by submitting a formal written request for review by the Board of Directors Grievance Committee. The request must be made in writing to the Corporate Services Director within two (2) business days of receipt of the Executive Director's (or Policy Council's) response. The grievance shall be reviewed by the Grievance Committee, and the Corporate Services Director or the Executive Director (as directed by the members).

A final, written response from the Board of Directors Grievance Committee shall be submitted to the Board (or the Executive Committee) for approval. After the Board has approved or revised

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the response to the grievance, it shall be delivered either personally or by certified mail to the grievant within thirty (30) business days from date of receipt of the *Employee Grievance Form*. If additional time is needed to resolve the grievance, the employee will be notified of the reason and the expected date of response. The decision of the Board of Directors shall be final.

If a situation occurs when the Executive Director or Corporate Services Director is the immediate supervisor of the employee, the steps shall remain the same, and the Executive Director or Corporate Services Director shall be known as the "immediate supervisor."

If a situation occurs that involves both the Executive Director and the HR/Compliance Officer, STEP THREE shall involve the Board of Directors, Grievance Chairperson to accompany and oversee the Grievance procedure process.

This Grievance procedure does not alter the at-will employment relationship. Employment with *OOI* is voluntarily, and the employee is free to resign at will at any time, with or without cause. Similarly, *OOI* may terminate the employment relationship at will at any time, with or without notice or cause.

**NOTE: Termination Grievances are not covered under this policy & procedure. They are covered by the "Termination Appeal" policy & procedure in another section.**

#### **5-12 Grievance Procedures**

*OOI Board of Directors Approval: 06/29/2015*

*Head Start Policy Council Approval: 10/20/2015*

*Effective Date: 10/20/2015*

❖ **For applicant for services or employment at *Ozark Opportunities, Inc.***

#### **DEFINITIONS:**

**Grievance-** A concern brought forth by an **applicant for services or employment** that alleges that he/she has been unjustifiably adversely affected by **discrimination and/or rude treatment** by an employee within the agency, or the agency itself.

*OOI* strives to ensure fair and honest behavior of all employees. All employees shall conduct business in a professional manner with not only all *OOI* clients, but also all *OOI* co-workers. Employees are encouraged to offer and accept positive, constructive criticism for the advancement of the agency.

If a situation occurs where an **applicant for services or employment** believes that he/she has been unjustifiably adversely affected, the **applicant for services or employment** shall have the right at any time, within five (5) business days after the incident occurs, to contact the Corporate Services Director to begin the grievance process. Any grievance shall be handled in accordance to the grievance procedures obtained from the Corporate Services Director. The Corporate Services Director shall provide to the **applicant for services or employment** information about all stages of the grievance procedure. All documentation will be kept in the **grieving party's** file. The **applicant for services or employment** may discontinue the procedure



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at any time. Please see the Corporate Services Director for more information or questions regarding the grievance process.

#### **PROCEDURES:**

The grievance procedures must be followed accordingly to the steps set forth below. In most circumstances, the grievance review process should be concluded within thirty (30) business days from the date of receipt of the Applicant for Services or Employment Grievance Form .

**STEP ONE:** The Corporate Services Director and the immediate supervisor of the employee named in the grievance will formally review the grievance. At this time, the Corporate Services Director will decide whether to involve the Executive Director formally (and will let the Executive Director know that a grievance has been filed). The Corporate Services Director and the immediate supervisor shall schedule a meeting within five (5) business days, with the **applicant for services or employment** to discuss the -grievance. The Corporate Services Director shall respond in writing to the **applicant for services or employment** within five (5) business days of the meeting.

**STEP TWO:** If the **applicant for services or employment** is still unsatisfied with the response from the Corporate Services Director and the immediate supervisor, and the Executive Director was not involved in STEP ONE, then the **applicant for services or employment** may, within two (2) business days of receipt of the Corporate Services Director, request a meeting with the Executive Director.

**STEP THREE:** If the **applicant for services or employment** is unsatisfied with the response from the Executive Director the **applicant for services or employment** may then request further evaluation by submitting a formal written request for review by the Board of Directors Grievance Committee. The request must be made in writing to the Corporate Services Director within two (2) business days of receipt of the Executive Director's response. The grievance shall be reviewed by the Grievance Committee, and the Corporate Services Director or the Executive Director (as directed by the members).

A final, written response from the Board of Directors Grievance Committee shall be submitted to the Board (or the Executive Committee) for approval. After the Board has approved or revised the response to the grievance, it shall be delivered either personally or by certified mail to the grievant within thirty (30) business days from date of receipt of the Applicant for Services or Employment Grievance Form. If additional time is needed to resolve the grievance, the **applicant for services or employment** will be notified of the reason and the expected date of response. The decision of the Board of Directors shall be final.

If a situation occurs when the Executive Director or Corporate Services Director is the immediate supervisor of the employee, the steps shall remain the same, and the Executive Director or Corporate Services Director shall be known as the "immediate supervisor."

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If a situation occurs that involves both the Executive Director and the HR/Compliance Officer, STEP ONE shall involve the Board of Directors, Grievance Chairperson to accompany and oversee the Grievance procedure process.

#### **5-13 "Rational Basis" For Reduction or Removal of Pay or Position**

*OOI Board of Directors Approval: 02/19/2013; 10/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012; 10/29/2014, 1/26/2015*

*Effective Date: 11/01/2013; 11/01/2014*

- A. The Executive Director may reduce or remove pay or position for any reason that is reasonably related to the carrying out of any conceivable legitimate agency objective.
- B. Examples: It is not possible to list all "rational basis" for reduction or removal of pay or position; however, examples include (without limitation):
  - Failure to abide by written Board Policy or activity in opposition to stated aims or goals of the CAA
  - Inappropriate behavior, including, but not limited to:
    1. Use of alcoholic beverages on the premises of the Agency
    2. Appearing for work under the influence of alcoholic beverages, unprescribed habit forming drugs or hallucinogenic materials
    3. Sexual indiscretions
    4. Fighting or attempting to injure others
    5. Falsifying or misusing records, including applications
- C. Failure to meet the terms of probation (performance, evaluation or disciplinary)
- D. Inadequate funding for position

#### **Termination**

- Appeal to Termination Procedure

Any employee who has been involuntarily terminated (with or without cause) shall have the right to request an appeal. A request for an appeal must be made by completing the Appeal to Termination Form within five (5) business days after notification of termination. The Appeal to Termination Form can be obtained from the Corporate Services Director.

NOTE: Employees who are terminated from employment during their probationary period may not appeal the termination unless he/she believes a violation of state or federal law has occurred.

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The following **procedures** shall be followed during the request:

**STEP ONE:** An employee who wishes to challenge his or her termination must submit an Appeal to Termination Form to the Corporate Services Director within five (5) business days after the notification of termination. The form should include all reasons why the ex-employee (“claimant”) contests the termination.

**STEP TWO:** The Corporate Services Director will notify the Executive Director who will reply to the claimant’s appeal within five (5) business days. The Executive Director may meet with the claimant to further discuss the matter if necessary.

**STEP THREE:** If employed by Head Start, and unsatisfied with the response from the Executive Director, the employee may then request further review by submitting a formal written request in writing to the Corporate Services Director within three (3) business days of receipt of the Executive Director’s response. The Corporate Services Director will then forward the request to the Chair of the Policy Council for review and action. The Policy Council will hold a hearing to allow the claimant and Corporate Services Director and/or the Executive Director to present their sides of the issue. The Policy Council will then make a decision in favor of the employer or employee- If the decision of the Policy Council is not satisfactory to either the claimant or Executive Director, they are allowed to a hearing by the Board of Directors, and must request that opportunity within five (5) business days of the Policy Council hearing.

**STEP FOUR:** The claimant and Executive Director shall then be allowed to meet with the Executive Committee of the Board of Directors, with consultation by the Executive Director and/or Corporate Services Director. Additional information may be requested by the Committee. A final decision will be made within ten (10) business days of the appointment of the committee.

**STEP FIVE:** The answer to the *Appeal of Termination* will be delivered either personally or by certified mail to the address designated by the employee on the Appeal to Termination Form. The decision of the appointed Committee shall be final and binding.

NOTE: If a Head Start employee and the decision of the Policy Council and Board of Directors Committees is not in agreement; the *OOI Head Start Impasse Policy* comes into effect, and the issue will be settled using that process.

### **5-14 Disciplinary Actions**

*OOI Board of Directors Approval: 06/18/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 05/31/2013, 1/23/2014, 1/26/2015*

*Effective Date: 07/01/2013*

Disciplinary actions may include the following:

A. Reprimands

1. When a (written) Verbal Reprimand is given, a record of such should be signed by the supervisor and maintained in the appropriate department or division files.

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2. Written Reprimands are addressed to the employee and must contain the reasons for which the employee is being reprimanded. A copy will be filed in the employee's personnel file and will be removed after a twelve-month period.
  3. Any two reprimands in any twelve-month period automatically place the employee on probation; three reprimands in any twelve-month period may result in termination.
  4. The employee's immediate supervisor initiates the reprimand with the concurring signature of the Program Director.
  5. Reprimands cannot be appealed.
- B. Disciplinary Probation (not to be confused with performance evaluation probation)
1. Probation is in writing, signed by the employee, with a copy given to the employee, and must contain both:
    - a. The specifics of the conduct for which the employee is being placed on probation, and;
    - b. The specific criteria which must be met for the employee to get off probation.
  2. Probation is for a period of not more than 90 days and may not be extended. At the end of the probationary period the employee must be informed, in writing, that probation has been satisfactorily completed, or of termination.
  3. Two disciplinary probations in any twelve-month period will result in termination.
  4. The employee's immediate supervisor may initiate probation.
  5. Probations may be appealed to the Executive Director.
- C. Suspension
1. Suspension consists of a period during which the employee will not work and during which the employee will be on a non-pay status. No employee will be suspended for more than thirty days for any offense.
  2. The employee will be notified in writing detailing the specific charges, length of suspension, effective date and employee's appeal rights. Any appeal is to be initiated by the employee and not automatically submitted to the Board. An employee can be suspended on verbal notice if it is in the best interest of safety to himself or co-workers, or other similar conditions exist, but written notification must follow.
  3. Two suspensions within a twelve-month period will result in termination.
  4. An employee in suspension status shall not receive credit during the time of suspension of either sick leave or annual leave.

### **5-15 Procedure for Reporting/Resolving Perceived Harassment**

*OOI Board of Directors Approval: 01/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 01/23/2014, 1/26/2015*  
*Effective Date: 02/01/2014*

This policy provides an informal procedure for reporting any conduct or condition perceived to be race, color, religion, gender, sex, national origin, age or disability harassment to enable the agency to receive timely notice and to act affirmatively, if needed, to assure compliance with the law. If this informal procedure does not achieve the desired result, the affected employee

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should utilize the grievance hearing procedure to bring the matter before the agency's Grievance Committee.

- A. Race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information harassment (by conduct or condition) is prohibited. If you consider another person's conduct or a workplace condition to be harassment, report it immediately to any supervisor or the agency Executive Director.
- B. The supervisor or the agency Executive Director receiving any such report shall report the matter to the appropriate personnel which, for the implementation of this procedure, shall be responsible for managing the day-to-day affairs of the agency work site in which the alleged harassment occurred or in which the alleged harasser works.
- C. Any supervisor receiving any such report of harassment shall take appropriate action to remedy any Race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information harassment and shall respond to the person reporting the matter so the person originating the report can be informed of the action taken.
- D. If the person reporting the alleged harassment is not satisfied with the action taken or if the alleged harassment continues, that person shall report the matter to the prosecuting attorney.
- E. Except to the extent needed to implement his policy and remedy the alleged harassment, the identification of the person reporting the conduct or condition shall remain confidential.
- F. Reporting conditions or conduct reasonably believed to be prohibited harassment shall not adversely affect the reporting employee.

### **5-16 Absentee & Attendance Policy**

*OOI Board of Directors Approval: 01/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 01/23/2014, 1/26/2015*  
*Effective Date: 02/01/2014*

Excellent attendance is an expectation of all employees of *Ozark Opportunities, Inc.* Daily attendance is especially important for Head Start classroom staff who must be present to meet program and licensing standards for the protection of the students, and program staff who have clients that depend on their presence on a regularly scheduled basis.

Sick leave is made available to all regular and contract employees for such unscheduled events as personal illness, immediate family member illness and subsequent doctor appointments.

- A. **Excused Absence:** An absence is considered excused when:
  - 1. The employee has made acceptable arrangements to be off work prior to the day they will be gone.
  - 2. In cases of sudden illness, the employee has notified their supervisor no later than their regularly scheduled start time; or in the case of Head Start classroom staff, no less than 2 hours prior to scheduled start time so that appropriate substitute staff can be arranged to meet childcare licensing standards.

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All employees are required to talk directly with their immediate supervisor. If their supervisor is not available, a message will be left in the supervisor's voicemail box and the employee will talk directly with any management staff available. This process must be followed each day of absence, unless prior approval has been made for extended leave. Head Start Center Staff must contact the Center Director, in addition to the Classroom Staff Supervisor each day concerning the absence.

- B. **Unexcused Absence:** An absence is considered to be unexcused if:
1. The call-in is not made by the employee, PERSONALLY. Call-ins made by spouse, friends, etc. will not be excused. If an employee does not have a telephone, he/she is still expected to advise their supervisor\*.
  2. If the employee does not telephone the supervisor within the timeframes set in **Excused Absence** items 2 or 3.
  3. If the employee arrives late to work.
  4. If the employee does not call in and does not have a reasonable cause for missing work. If the employee does not call in by the beginning of the third day of an absence, they will be assumed to have vacated their position and voluntary self-terminated.
  5. If the absence results in leave without pay, with the exception of unpaid Family and Medical Leave approved absence.

*\*= may be waived by the Executive Director in writing in an extreme, documented medical emergency.*

- C. **Frequent or Patterned Absence:** examples include, but are not limited to:
1. Absence the day before or after a scheduled holiday or vacation day, or school/center closed day.
  2. Use of sick time as quickly as it accrues.
  3. Coincidence of absence with desired days off.
  4. Coincidence of absence with days of heavy or light work load.
  5. Repeated or patterned absence on a specific day of the week.
- D. **Tardiness:** An employee is considered tardy when he/she is not at the assigned work station, working, on time as scheduled.
1. Absence and tardiness that results in customer complaints, inability of supervisor to contact employee, non-compliance with child/staff ratio regulations, and/or impaired job performance may result in disciplinary action up to and including termination.
  2. Employees anticipating a late arrival or other variance from their regular schedule are required to talk directly with their immediate supervisor. If their supervisor is not available, a message will be left in the supervisor's voicemail box at work, the receptionist voicemail box, and the employee will talk directly with any management staff available. This process must be followed each day, unless prior approval has been made for a change of schedule.

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### **SECTION 6 – OTHER**

#### **6-1 Prohibition Against Partisan Political Activity**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

Employment with *Ozark Opportunities, Inc.* may not be offered as a consideration or required for the support or defeat of any political party or candidate for public office, nor may any person, as an employee, engage in partisan political activity.

#### **6-2 Travel Regulations**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

- A. All travel will adhere to Standard Governmental Travel Regulations unless otherwise stated or changed by the Executive Director or Board of Directors of *OOI*.
- B. All per-diem rates and travel will be subject to change immediately upon receipt of change in Federal Regulations, as funding permits.
- C. Travel vouchers must be submitted by the last day of the month. Travel vouchers with a beginning date 45 days old will not be accepted for reimbursement.
- D. Incomplete travel vouchers will be returned to the driver.

#### **6-3 Reimbursement for Use of Employee-Owned Vehicle**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

When traveling on agency business, employees must use agency vehicles whenever available. However, certain circumstances may exist that create a business need for the employee to use their own vehicle for agency purposes. Such circumstances include, but are not limited to: an agency vehicle is not available, the employee lives a short distance from the target location, the travel time to access an agency vehicle is not an efficient use of resources, or the combined needs of the agency and the employee are better met using the employee's vehicle. It is the intention of *Ozark Opportunities, Inc.* to fairly reimburse all employees for such use, regardless of their usual and customary commute.

Reimbursement will be made at the per mile rate set by the Board of Directors of *Ozark Opportunities, Inc.* The following stipulations will apply:

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- A. ALL travel in personal vehicles will be approved by the program director prior to beginning to trip to insure coordination of resources (such as carpooling) and insure greater efficiency. If prior authorization is not obtained, travel may be disallowed.
- B. Reimbursement will not be made for travel distances of less than one mile.
- C. Agency travel starting from or ending at the employee's home will require prior approval from the Executive Director, Program Director, or Financial Officer. Such prior approval must be noted on the local area travel reimbursement form.
- D. When circumstances cause a travel reimbursement request to be a deviation from what is usual and customary, the employee and supervisor should note the extenuating circumstance on the travel reimbursement request, and sign and date all comments.

#### **6-4 Use of Agency Vehicles**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

- A. Agency vehicles are to be parked at *OOI* locations when not in use (unless other arrangements have been made with permission by the Executive Director.) Employees living in the county where vehicles are located must pick up and deliver agency vehicles on the day of use. Employees living outside the county where vehicles are located must make specific arrangement with their program director or Executive Director (or designee) for use of agency vehicle if pick-up and delivery of vehicle on day of use is not feasible or practical.
- B. Agency vehicles are to be used whenever available. This includes routine travel to and from the post office, banks and other vendors. Each trip must be recorded on the travel log in each vehicle.
- C. Employees and their supervisors must make every effort to travel in an efficient manner. Trips should be planned to utilize the most economical means of travel. Carpooling is encouraged.
- D. All drivers of Agency vehicles must provide proof of valid driver's license and Arkansas Driver Report (available at local Department of Finance and Administration) and be pre-approved by the Corporate Services Director.

#### **6-5 Vehicle Safety**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*  
*Effective Date: 03/01/2013*

Employees utilizing either agency or personal vehicles for agency business will adhere to the following safety tips as recommended by the **Arkansas State Vehicle Safety Program** and other resources:



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**Observe Speed Limits and Traffic Laws**– allow sufficient time to reach your destination without violating speed limits or traffic laws

**Seat Belts**– each driver and front seat passenger is required by law to wear a properly adjusted and fastened seat belt. All passengers should wear a properly adjusted and fastened seat belt.

**Cellular Phones**- The use of cellular phones by the driver while the vehicle is in motion is strongly discouraged. **Text messaging** by the driver is forbidden by law. Stop the vehicle in a safe area to use a cell phone or have a passenger operate it.

**Backing Crashes**– Most backing accidents are preventable. Whenever possible, park your vehicle where backing is not required. Know what is beside and behind your vehicle before you begin to back. Back slowly and check both sides as well as the rear as you back. Continue to look to the rear until the vehicle has come to a complete stop.

**Intersection Crashes**- When approaching and entering intersections, be prepared to avoid crashes that other drivers may cause. Take precautions to allow for the lack of skill or improper driving habits of other drivers. Potentially dangerous acts include speeding, improper turn movements, and failure to yield the right of way.

**Weather Related Crashes**- Rain, snow, fog, sleet or icy pavement increase the hazards of driving. Slow down and be especially alert when driving in adverse conditions.

**Passing Crashes** - When you pass another vehicle, look in all directions, check your blind spots, and use your signal. As a general rule, only pass one vehicle at a time

**Front End Crashes** – By maintaining a safe following distance at all times, the driver can prevent front-end collisions in spite of abrupt or unexpected stops of the vehicle ahead. Observe the “two second rule” by following the vehicle ahead a distance that spans at least two seconds. The following distance should be increased when driving in adverse conditions.

**Security** – Agency vehicles should be locked whenever they are unoccupied

**Engines** – The engine of an agency vehicle should always be turned off before the driver exits the vehicle.

**Avoid** conditions that lead to loss of control – driving while sleepy or inattentive, or driving too fast for road conditions

**Long Distance Trips** – if there is more than one qualified driver, such drivers should consider rotating every two or three hours. No driver should drive more than 10 hours during a 24 hour period. Avoid driving after midnight.

### **6-6 HIPAA (Health Insurance Portability and Accountability Act)**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

- A. *Ozark Opportunities, Inc.* is not a covered entity as defined by HIPAA; however, we do occasionally have health-related information that is subject to HIPAA requirements.

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Thus, *OOI* has made a decision that HIPAA privacy and security provisions will apply to protected health information maintained by the Agency.

- B. HIPAA regulations will be followed in activities undertaken by assigned personnel when they involve protected health information in any of the following circumstances:
  - 1. health information privacy: disclosure is limited per Head Start Program guidelines
  - 2. health information security: access is limited per Head Start Program guidelines
  - 3. Health information electronic transmission must utilize an approved cover sheet to protect privacy.
- C. *OOI* will consider any breaches in the privacy and confidentiality of handling of protected health information to be serious, and disciplinary action will be taken in accordance with our policy.
- D. Records that are governed by this policy will be maintained for a period of no less than five years, and when the maximum retention period has passed, the records will be subject to the agency's policy for record destruction.

### **6-7 Home Visits**

*OOI* Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015

Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015

Effective Date: 03/01/2013

Several *Ozark Opportunities, Inc.* programs require home visits by *OOI* employees; their safety during this work process is of high priority to the agency.

Staff are instructed to follow these guidelines when conducting a home visit:

- A. Check with others who have visited the home for potential safety issues prior to home visit.
- B. Staff may request that family members keep animals chained during home visits. If animals are not adequately restrained or family refuses to do so, the home visit may be aborted at the employee's discretion.
- C. Where there is suspicion of weapons, illicit drugs, or alcohol present, the home visit is not to be made.
- D. Where there is threatening signs posted on or near the property, the home visit is not to be made.
- E. Take whatever immediate steps are reasonably necessary for personal safety. If you believe your safety is threatened, remove yourself immediately from the situation.

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- F. Inform your supervisor or program director immediately of any aborted home visit for guidance regarding reporting incident to authorities. Carry your cell phone with you if you have one, and make sure it is set to track your location via GPS.

### **6-8 Document Retention and Destruction Policy & Schedule of Retention**

*OOI Board of Directors Approval: 02/19/2013, 1/28/2014, 1/27/2015*

*Head Start Policy Council Approval: 12/18/2012, 1/23/2014, 1/26/2015*

*Effective Date: 03/01/2013*

*Ozark Opportunities, Inc.* will follow this schedule of retention on designated files.

- All files containing client information (DOB, SSN, Income Verifications, Health Information) will be kept in a locked storage file or locked room with limited access. Electronic versions of such files will be password protected.
- Paper, floppy disk, CD, and DVD documents will be destroyed by cross-cut, professional shredding services as needed.

### **OOI Schedule of Retention**

<b>Type of Record</b>	<b>Custodian</b>	<b>Retention Period</b>
<b>Corporate</b>	<b>Finance Department</b>	
Articles of Incorporation	Safe	Permanent
Annual Corporate Filings	Financial Files	Permanent
Board Meeting Minutes	County Programs Administrator, Boone County	Permanent
Board Policies	County Programs Administrator, Boone County	Permanent
Board Resolutions	County Programs Administrator, Boone County	Permanent
By-Laws	County Programs Administrator, Boone County	Permanent
Contracts, Mortgages, Notes & Leases	Financial Files	Permanent
Fixed Assets	Financial Files	Permanent
General Correspondence	County Programs Administrator, Boone County	3 years
Letter of Determination IRS	Safe	Permanent
List of Board Members, contact information, terms	County Programs Administrator, Boone County	Permanent
Tax or Employer ID number	Financial Files	Permanent
<b>Financial &amp; Tax</b>	<b>Finance Department</b>	
Accounts Payable	Financial Files	5 years

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Accounts Receivable	Financial Files	5 years
Audits	Financial Files	Permanent
Bank Deposit Slips	Financial Files	5 years
Bank Statements & Reconciliation	Financial Files	5 years
Business documents to support Tax Returns	Financial Files	7 years
Cancelled checks	Financial Files	5 years
Chart of Accounts	Financial Files	Permanent
Check registers/books	Financial Files	5 years
Credit Card Receipts	Financial Files	5 years
Deeds, Mortgages, Bills of Sale	Financial Files	Permanent
Depreciation Schedules	Financial Files	Permanent
Electronic Fund Transfer Documents	Financial Files	5 years
Expense Analysis & Distribution Schedules	Financial Files	5 years
Federal & State annual tax returns & amendments	Financial Files	Permanent
Financial Statements approved by the Board or committee of the Board	Financial Files	Permanent
Fiscal Policies & Procedures	Financial Files	Permanent
General Ledger	Financial Files	Permanent
Internal Audit Reports	Financial Files	Permanent
Inventory Records	Financial Files	7 years
Investment Records	Financial Files	7 years
Invoices from Vendors	Financial Files	5 years
IRS Form 1099	Financial Files	7 years
IRS 990 & worksheets	Financial Files	Permanent
Journal Entries	Financial Files	7 years
Payroll Registers	Financial Files	Permanent
Petty Cash receipts/documents	Financial Files	5 years
Property/Asset Inventories	Financial Files	7 years
Trial Balance Journals	Financial Files	Permanent
Earning Records	Financial Files	7 years
Payroll Tax Returns	Financial Files	7 years
Payroll Tax Withholdings	Financial Files	7 years
State Unemployment Tax Records	Financial Files	Permanent
W-2 Statements	Financial Files	7 years
<b>Personnel</b>	<b>Finance &amp; Corporate Services</b>	
Accident Reports	Corporate Services Files	Permanent
Employee Applications	Corporate Services Files	7 years after termination

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Employee Benefits	Financial Files	Permanent
Employment & Termination Agreements	Corporate Services Files	7 years after termination
Employment Applications	Corporate Services Files	2 years
Employment offer letters	Corporate Services Files	7 years after termination
Garnishments	Financial Files	5 years
I-9 Forms	Financial Files	7 years
Job Descriptions	Corporate Services Files	7 years
Personnel File – terminated employees	Corporate Services Files Financial Files	7 years after termination
Personnel Actions	Financial Files	7 years after termination
Personnel Policy	Corporate Services Files	Permanent
Retirement & Pension Plan	Financial Files	Permanent
Salary Schedules	Financial Files	5 years
Time & Attendance Reports	Financial Files	5 years
Workers Compensation Records	Corporate Services Files	10 years
<b>Insurance, Legal, Safety</b>	<b>Finance &amp; Corporate Services</b>	
Contracts in effect	Financial Files	Permanent
Directors & Officers Insurance Policy	Corporate Services Files	Permanent
Expired Insurance files	Corporate Services Files	Permanent
General Liability Policy	Corporate Services Files	Permanent
Insurance Claims applications, payments & denials	Corporate Services Files	Permanent
Insurance Policies	Corporate Services Files	Permanent
Leases	Financial Files	7 years after expiration
OSHA Documents	Corporate Services Files	5 years
Property Insurance Policy	Corporate Services Files	Permanent
Workers Compensation Policy	Corporate Services Files	Permanent
<b>Contracts</b>	<b>Finance &amp; Corporate Services</b>	
Construction Bids & Contracts	Financial Files	Permanent
Employee Contracts	Corporate Services Files	7 years after termination
Insurance Contracts	Corporate Services Files	Permanent
Leases & Deeds	Financial Department	Permanent
Vendor Bids & Contracts	Financial Department	7 years
Warranties	Corporate Services Files	7 years
<b>Grant/Funding/Donors</b>	<b>Finance Department</b>	

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Donor Acknowledgments	Financial Files	5 years
Grant Applications – funded	Financial Files	5 years
Grant Contracts	Financial Files	5 years
<b>Management Plans &amp; Procedures</b>		
Administrative Policies	Financial Files	5 years
Consultant Reports	Program Files	15 years
Board Effectiveness Review	CSBG Coordinator	Permanent
Peer Review	CSBG Coordinator	7 years
Agency Monitoring Report	CSBG Coordinator	Permanent
Strategic Plans	Executive Director	Permanent
<b>Program Files &amp; Applications</b>	<b>Program Staff, Finance Department</b>	
Vendor Contacts	Program Files	5 years
Program Monitoring Reports	Program Director Files	5 years
Corrective Action Plans	Program Director Files	5 years
Program Reports	Program Director Files	5 years
Client Files	Service Site Files	5 years
Client Intake Forms	Service Site Files	1 year
Program Financial Reports	Financial Files	5 years
Weatherization Unit Files	Program Director Files	3 years

**6-9 Public Information Policy**

*OOI Board of Directors Approval: 01/28/2014, 1/27/2015  
Head Start Policy Council Approval: 01/23/2014, 1/26/2015  
Effective Date: 02/01/2014*

General information about the Agency, or program specifics such as location of sites, funded slots, child/staff ratio, ages served, income guidelines, hours of operation, the application and selection process, name of outreach staff or Center Director of the local Head Start Center and the name and telephone number of the Executive & Head Start Director may be relayed to any requestor by any and all agency staff.

Confidential information such as names, addresses, or telephone numbers of clients, children and families enrolled, sign in or out information, medical or developmental history or services, screening lists, and personal information about staff are not relayed to the general public.

Such inquiries should be directed to the Corporate Services Director.

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### **6-10 Violence Prevention Plan**

*OOI Board of Directors Approval: 01/28/2014, 1/27/2015*  
*Head Start Policy Council Approval: 01/23/2014, 1/26/2015*  
*Effective Date: 02/01/2014*

- A. The staff persons most accessible to the phone will call 911 or the Sheriff.
- B. Close all doors to classroom/offices and pull blinds to minimize accessibility to other areas. In open classrooms/offices, try to avert or keep threatening situations close to the nearest outside door.
- C. If situation is outside, go quickly into the building, lock door, pull blinds, and take head count.
- D. Keep all children in the area that has been chosen as the safest area.
- E. Try to keep a portable phone with you at all times.
- F. Avoid physical contact unless absolutely necessary.
- G. Use a quiet, calm voice. Speak slowly and avoid yelling.
- H. After a situation has been resolved, a meeting will be initiated to discuss the situation with staff, parents, and children. REMEMBER: This is a basic plan. Various situations will call for staff on site to make the best decision based on survival instincts. KEEP CALM AND THINK!

### **6-11 Adverse Weather Conditions Policy** **for Administration & Community Services Locations**

*OOI Board of Directors Approval: 04/28/2015*  
*Head Start Policy Council Approval: 04/27/2015*  
*Effective Date: 05/01/2015*

It is the policy of *Ozark Opportunities, Inc.* to remain open during most periods of inclement weather; however, where extraordinary circumstances warrant, the company reserves the right to close a location.

For purposes of this policy, locations are identified as follows:

- Harrison Administrative Office & Boone County Community Services Center
- Marion County Community Services Center
- Baxter County Community Services Center
- Searcy County Community Services Center
- Van Buren County Community Services Center

*Ozark Opportunities, Inc.* makes a decision by 8:30 a.m. during periods of such inclement weather and communicates this to local media. Thus, employees are encouraged to listen to radio broadcasts during periods of adverse weather to find out if their location is closed on a given day.

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Regardless of whether the location open or closed, it is each employee's decision as to whether you will show up for work during such weather. It is appropriate to use your own judgment to assess the risk of reporting to work.

If an employee elects not to work on a given day due to adverse weather, a phone call to your manager or supervisor advising as to your status for the day is required; otherwise the absence may be considered an unexcused.

Location Closed: If the location is announced to be closed on a given day, all staff will receive their regular pay for the day of closure.

Location Open: If the location remains open on an adverse weather day, (all) employees who report to work (by 9 a.m. and remain until closing) will receive their normal pay for the day.

If an employee elects not to report to work on a location open day, the employee must use any accrued annual leave for the missed day.

When the decision by the Executive Director is to close a location early, all employees who have reported to work at that location by 9:00 a.m., and are present at the time of the announced closure, will receive normal pay for the day.

If an employee elects to leave work earlier, the employee must use any accrued annual leave for the remainder of the day.

### **6-11 Adverse Weather Conditions Policy** **for Classroom Locations**

*OOI Board of Directors Approval: 04/28/2015*

*Head Start Policy Council Approval: 04/27/2015*

*Effective Date: 05/01/2015*

For purposes of this policy, locations are identified as follows:

- All pre-k early childhood classrooms operated by *Ozark Opportunities, Inc.*

Classrooms operated by *Ozark Opportunities, Inc.* will be closed when the school district in that location is closed. Thus, employees are encouraged to listen to radio broadcasts during periods of adverse weather to find out if their location is closed on a given day.

Regardless of whether the location open or closed, it is each employee's decision as to whether you will show up for work during such weather. It is appropriate to use your own judgement to assess the risk of reporting to work.



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If an employee elects not to work on a given day due to adverse weather, a phone call to your manager or supervisor advising as to your status for the day is required so that required staffing patterns can be maintained; otherwise the absence may be considered unexcused.

Classes cancelled due to adverse weather will be rescheduled at a later date. Contracts will be adjusted to reflect days missed due to an employee electing not to report to work. Sick leave may not be used for adverse weather absences.

When the decision by the school district is to close a location early, all employees who have reported to work at that location, and are present at the time of the announced closure, will receive normal pay for the day.

If an non-exempt employee elects to leave work earlier, the employee will not be paid for the remainder of day.