



COUNCIL FOR THE SPANISH SPEAKING, INC.

EMPLOYEE HANDBOOK

Effective December 1, 2010

Revised 2010

www.spanishcenter-milw.org

ABOUT THIS HANDBOOK...

This Employee Handbook is intended to be used as a guide.

It is not an employment contract. Employees of the Council for the Spanish Speaking are employed “at will” which means not for a definite period of time. Termination of employment of any employee may occur at any time, with or without notice or cause, at the option of the Council (provided a law is not violated).

The Council may change the policies, practices, and benefits described in this Employee Handbook at any time, with or without notice. New or revised policies will become effective immediately when they are issued and will supercede any previous policies on that subject. Employees will be notified of new or revised policies when they become effective.

Questions regarding the Employee Handbook should be referred to the Office of Human Resources (HR).

MESSAGE FROM THE EXECUTIVE DIRECTOR

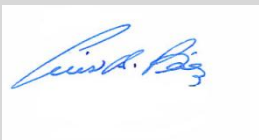
As an employee of the Council for the Spanish Speaking, you are a member of our Team. I want the time you spend with us to be rewarding and mutually beneficial. I consider every employee to be an important member of the Team. Working together, we all contribute to the Council’s continued growth and success.

Whether you have been with us for a short time or for many years, I want you to know that the contribution you make to the continued success of the Council is appreciated. I hope you take pride in being a member of the Council for the Spanish Speaking.

This Employee Handbook was prepared to inform you of what you can expect from the Council and what the Council expects from you. I believe it is our responsibility to keep you accurately informed of the Council’s policies and procedures. Likewise, I want to hear your suggestions and concerns. If you have ideas or suggestions for improving our organization, or if you have concerns about anything related to your employment with the Council, speak with your supervisor.

This Employee Handbook provides a summary of the principles for which we stand, the benefits you are eligible for, and the obligations you assume as an employee of the Council. You are responsible for visiting our web page, reading and understanding this Employee Handbook. If you have questions, please ask your supervisor.

Sincerely,



Luis A. Baez, PhD
Executive Director

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EMPLOYEE HANDBOOK

ACKNOWLEDGMENT

I am an employee of the Council for the Spanish Speaking. I acknowledge that I have been advised on how to access this Employee Handbook on the Council's web page. It is my duty to read and understand this handbook. If I have questions regarding any practices, policies or any other part of this document, I should request an explanation from the Office of Human Resources.

I understand that the Employee Handbook revised in November 2010 replaces all previous Employee Handbooks issued by the Council.

I understand that the Council may decide, at its discretion, to revise the Employee Handbook at anytime.

I also understand that the Council for the Spanish Speaking, Inc. Employee Handbook does not guarantee employment or a guarantee of any other rights or benefits and it is not an employment contract.

I understand that my employment with the Council for the Spanish Speaking, Inc. is "at will" and may be terminated at any time, for any reason with or without cause or notice, by the Council (provided a law is not violated), or myself.

I understand that it is my responsibility to ask my supervisor or the Office of HR about anything in the Employee Handbook that I do not understand.

Employee signature

____/____/____
Date

Employee's name printed

Note: You can access this signature page on the Council's website at www.spanishcenter-milw.org. Please print it, sign it, and send it to the Office of Human Resources.

OUR ORGANIZATION

COUNCIL HISTORY

The Council for the Spanish Speaking was founded in 1964 by community volunteers as an educational and social services center. It has evolved into a multi service agency focusing on bilingual social services, education, housing, and advocacy. For more recent activities of the Council, please visit us at www.spanishcenter-milw.org.

1960's

The Archdiocese of Milwaukee gave John Maurice \$6,000 to open a center to specifically serve the Latino population. *El Centro Hispano Americano* became the first non-profit organization in Milwaukee to serve Latinos. After incorporation in 1964, the organization's official name became Council for the Spanish Speaking, Inc. The organization was located at 524 W. National Avenue where it remained until 1977.

- The Adult Basic Education Project began in December 1966.
- The Guadalupe Head Start program began in 1965.
- El Centro Credit Union was established.

1970's

- John Maurice retired and Carlos Sevilla was named president.
- Thanksgiving food drive and distribution began.
- The Council began co-sponsoring the Mexican Independence Day Parade and Fiesta.
- The IRS designated the Council as a Volunteer Income Tax Assistance Site.
- Filiberto Murguía became the new executive director.
- The Council became the first Latino agency to receive United Way funds.
- The Zonta Club of Milwaukee donated the building at 614 W. National Avenue.
- With a loan from the Department of Housing and Urban Development, the Council opened the Santa Cruz Apartments for the elderly and disabled at 3029 W. Wells.

1980's

- El Jardin I at 920 W. Madison and El Jardin II at 1504 S. 6th St. were constructed.
- La Paz Apartments, 1313 S. 6th St., were constructed.
- The Council received accreditation to provide immigration assistance to the community.
- Guadalupe Head Start expanded services to the North and West sides of Milwaukee.
- The Council's video, *Niños Aprendan a Cuidarse!*, received MATA award: "Outstanding Cultural Programming for 1986".
- Council staff produced one of the first videos to address the issue of date rape.

1990's

1. The Council began to co-sponsor *Cantos de Las Americas*, a multicultural concert preformed by Milwaukee Public School children and Education-A Family Affair, a banquet honoring parents of outstanding students.
2. The Council purchased the former St. Ignatius of Loyola church and grounds.
3. Sponsored by MPS, Loyola Academy High School began serving 30 at risk youth.
4. The sixteen-unit Casa Catalina, 3640 W. Mitchell, was constructed.
5. Guadalupe Head Start enrollment increased to 563 children.

2000's

- As the first site in the district to participate in the VITA Program, the Council received a special award from the Internal Revenue Service Center.
- Hispanic Business Magazine named the Council one of the top 25 non-profit organizations in the nation serving Hispanics.
- Construction was completed on La Villa, an 8 unit housing complex for the elderly.
- Fifteen of the 27 seniors graduating from Loyola Academy entered college.
- Guadalupe Head Start was named a "Center of Excellence" by the State of Wisconsin.
- The new Infant and Toddler Center at Loyola began operation.
- In 2003, Dr. Filiberto Murguía retired after 33 years of service to the Council.
- The Board of Directors selected Ms. Rosa Domínguez as the new President/CEO.
- The Council received a grant from the National Council of La Raza to transform Loyola Academy High School into an "early college bilingual high school" where students are able to earn college credit while getting their high school diploma.
- In 2004, Hispanic Business Magazine once again named the Council as one of the top 25 non-profit organizations in the United States serving Hispanics.
- The Senior Employment and Training Program began with the Council as the sponsoring agency.
- In July 2006, the Board of Directors recruited Dr. Luis "Tony" Báez as the new President/CEO.
- In 2006 the Council acquired the Aurora Weier Educational Center (AWEC) on Center and Richards Street and later it was turned into a Head Start Center.
- In 2007 the council acquired the Hillview Building on 1615 S. 22nd Street, and renovated this very large facility. Today it is a community center home to the housing management program, adult education, and various other community partners.
- In 2007 the council acquired the old Acapulco Lounge and Restaurant. The Lounge collapsed in 2008 and the site is being considered for renovation.
- In 2010 the Council renamed the Loyola campus the "Dr. Filiberto and Carmen Murguía Campus."

MISSION STATEMENT

The Council for the Spanish Speaking, Inc. advocates on behalf of Latinos and the socially and economically challenged. It offers programs in education, housing and human services to improve quality of life for families, children, youth, and the aging; promotes cultural, racial and linguistic understanding; and community planning and development supportive of social and economic equity.

VISION STATEMENT

The Council for the Spanish Speaking, Inc. will be a leader in the delivery of quality bilingual programs and services to Latinos and the socially and economically challenged; it will create opportunities for advancement, promote equal access to the tools necessary to fulfill personal and family goals and economic self-sufficiency; and, it will advocate for social and economic conditions that improve quality of life for all.

CORE VALUES

- ◆ Committed to a lifetime of advocacy and services to the socially and economically challenged and to partnerships with those who advance these purposes
- ◆ Committed to initiatives that promote education, housing, health, and the welfare of children, youth, families and the aging, so as to improve their chances for a better life
- ◆ Committed to peaceful communities free from violence
- ◆ Committed to social justice and educational, economic, racial/ethnic, language and gender equity for all members of the community
- ◆ Committed to sustaining linguistic, cultural, and art traditions
- ◆ Committed to improving economic conditions which create sustainable jobs that lead to individual and community social productivity and self sufficiency.
- ◆ Committed to the principles of a learning organization –one that self reviews for improvement and advocates on behalf of the individuals that work for it.

ORGANIZATIONAL STRUCTURE

For an up to date organizational chart, please go to our web site: www.spanishcenter-milw.org

The Council operates at 18 different locations. It is managed by the Executive Director, who is assisted by the Executive Assistant and a Fund Development Coordinator and a Bilingual Program Implementer. The Council offers a Bilingual Social Services Program. The Senior Accountant is in charge of all financial and Human Resources. Each department is headed by a Director. Each Head Start location has a Site Supervisor. Department Coordinators are in charge of specific functions within programs. Loyola Academy has a Director and Principal. There is a Director of Adult Education/ESL and Workforce Solutions. There is a Housing Manager for the Councils six housing buildings. The Council has various annual signature events including: the Thanksgiving Food Drive; El Día del Niño; and the Annual Education Conference.

COUNCIL'S EMPLOYEE COMMITMENT

The Council believes that its employees are very important to the success of our organization. Our long-range objective is the continuous development of a growing and prosperous organization that benefits our employees and the community. We are a democratic organization that engages in team work. We support the succession of those who have dedicated their lives to the Latino community; and we treat all with dignity and respect.

All employees are expected to:

1. Treat all individuals with dignity and respect.
2. Encourage open communication throughout the organization.
3. Strive for excellence in the performance of their job(s).
4. Understand and support the Council's values and direction.
5. Provide superior service to all the people we serve.
6. Be accountable to those we serve, co-workers, and management.
7. Be flexible, innovative, and responsive to change.
8. Manage Council resources wisely.
9. Be a Team Player—help others succeed.
10. Have pride in the Council and themselves.

MATTERS OF ETHICS

[The sections that follow are directing employees to policies that have been approved by the CSS Board of Directors. These policies are related to practices all employees are obligated to follow.]

BUSINESS ETHICS & CONDUCT

The successful operation and reputation of the Council for the Spanish Speaking is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a careful regard for the highest standards of conduct and personal integrity.

The continued success of the Council is dependent upon the trust of the community we serve. We are dedicated to preserving that trust. Employees owe a duty to the Council, its clients, co-workers and the broader community, to act in a way that will merit the continued trust and confidence of the public.

The Council complies with all applicable laws. The Council expects all employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good business judgment, based on high ethical principles, will guide us all with respect to acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter must be discussed openly with your immediate supervisor or director, and if necessary, the Executive Director.

Compliance with our Business Ethics and Conduct policy is the responsibility of every employee. Disregarding or failing to comply with our policy could lead to disciplinary action, up to and including termination.

CONFLICT OF INTEREST

In the course of business, situations may arise in which a decision-maker in the organization has a conflict of interest, or in which the process of making a decision may create an appearance of a conflict of interest.

All directors and employees have an obligation to:

1. Avoid conflicts of interest, or the appearance of conflicts, between their personal interests and those of the organization in dealing with outside entities or individuals,
2. Disclose real and apparent conflicts of interest to the Board of directors, and
3. Refrain from participation in any decisions on matters that involve a real conflict of interest or the appearance of a conflict.

What Constitutes a Conflict of Interest?

A conflict of interest arises when a member of the Board of Directors or an employee involved in making a decision is in the position to benefit, directly or indirectly, from his/her dealings with the organization or person conducting business with the organization. [A potential conflict of interest exists when a member of the board of directors or employee, or his/her immediate family (spouse, children, brother, sister and spouses of children, brother or sister) owes/receives the benefiting business and/or profits].

Examples of conflicts of interest include, but are not limited to, situations in which a member of the board of directors or employee:

1. Negotiates or approves a contract, purchase, or lease on behalf of the organization and has a direct or indirect interest in, or receives personal benefit from, the entity or individual providing the goods or services;
2. Negotiates or approves a contract, sale, or lease on behalf of the organization and has a direct or indirect interest in, or receives personal benefit from, the entity or individual receiving the goods or services;
3. Employs or approves the employment of, or supervises a person who is an immediate family member of a member of the board of directors or employee;
4. Sells products or services in competition with the organization;
5. Uses the organization's facilities, other assets, employees, or other resources for personal gain;
6. Receives a substantial gift from a vendor, if the director or employee is responsible for initiating or approving purchases from that vendor.

Disclosure Requirements

A member of the board of directors or employee who believes that s/he may be perceived as having a conflict of interest in a discussion or decision must disclose that conflict to the group making the decision. Most concerns about conflicts of interest may be resolved and appropriately addressed through prompt and complete disclosure.

Therefore the Council for the Spanish Speaking, Inc. requires the following:

1. On an annual basis, all members of the Board of directors, the Executive Director, key administrative staff members, and employees with purchasing and/or hiring responsibilities or authority shall sign a disclosure indicating that they have read this document ("Policies on Matters of Ethics"), and, if such is the case, report any conflict(s). The Executive Director will in turn report to the board of directors of

- any potential or actual case of conflict of interest and make a recommendation for appropriate board action.
2. If a conflict arises during the year, the employee or board member will immediately notify the Executive Director who will determine the appropriate resolution.

Resolution of Conflicts of Interest

All real or apparent conflicts of interest shall be disclosed to the Executive Director of the Organization. Conflicts shall be resolved as follows:

1. The Executive Director shall be responsible for making all decisions concerning resolutions of conflicts of interest involving key administrative staff; in the case of individual board members, s/he shall make a recommendation to the full board for appropriated action.
2. The full board, in close session, shall act and make a determination on any conflict of interest that may arise with the Executive Director of the organization.
3. The Executive Director shall be responsible for making all final decisions concerning resolutions of conflicts involving employees.

An employee or director may appeal the decision that a conflict (or appearance of conflict) exists as follows:

1. An appeal must be directed to the chair of the board.
2. Appeals must be made within 30 days of the initial determination.
3. Resolution of the appeal shall be made by vote of the full Board of directors.
4. Board members who are the subject of the appeal, or who have a conflict of interest with respect to the subject of the appeal, shall abstain from participating in, discussing, or voting on the resolution, unless such discussion is requested by the remaining members of the board.

MISCONDUCT

This policy communicates the actions to be taken for suspected misconduct committed, encountered, or observed by employees and volunteers.

Like all organizations, the Council faces many risks associated with fraud, abuse, and other forms of misconduct. The impact of these acts collectively referred to as misconduct throughout this policy, may include, but not be limited to:

1. Financial losses and liabilities
2. Loss of current and future revenue and clients
3. Negative publicity and damage to the organization's good public image
4. Loss of employees and difficulty in attracting new personnel
5. Deterioration of employee morale
6. Harm to relationships with clients, vendors, bankers, and subcontractors
7. Litigation and related costs of investigations, etc.

The Council is committed to establishing and maintaining a work environment of the highest ethical standards. Achievement of this goal requires the cooperation and assistance of every employee and volunteer at all levels of the organization.

Definitions

For purposes of this policy, misconduct includes, but is not limited to:

1. Actions that violate the organization's Code of Conduct (and any underlying policies) or any of the accounting and financial policies here in included

2. Fraud (see below)
3. Forgery or alteration of checks, bank drafts, documents or other records (including electronic records)
4. Destruction, alteration, mutilation, or concealment of any document or record with the intent to obstruct or influence an investigation, or potential investigation, carried out by a department or agency of the federal government or by the organization in connection with this policy
5. Disclosure to any external party of proprietary information or confidential personal information obtained in connection with employment with or service to the organization
6. Unauthorized personal or other inappropriate (non-business) use of equipment, assets, services, personnel or other resources
7. Acts that violate federal, state, or local laws or regulations
8. Accepting or seeking, other than within the normal course of business, anything of material value from contractors, vendors, or persons providing goods or services to the Council.
9. Impropropriety of the handling or reporting of money in financial transactions.
10. Failure to report known instances of misconduct in accordance with the reporting responsibilities described herein (including tolerance by supervisory employees of misconduct of subordinates).

Fraud is further defined to include, but not be limited to:

11. Theft, embezzlement, or other misappropriation of assets (including assets of or intended for the organization, as well as those of our clients, subcontractors, vendors, contractors, suppliers, and others with whom the Organization has a business relationship)
12. Intentional misstatements in the organization's records, including intentional misstatements of accounting records or financial statements
13. Authorizing or receiving payment for goods not received or services not performed
14. Authorizing or receiving payments for hours not worked
15. Forgery or alteration of documents, including but not limited to checks, timesheets, contracts, purchase orders, receiving reports

The Council prohibits each of the preceding acts of misconduct on the part of employees, officers, executives, volunteers and others responsible for carrying out the organization's activities.

REPORTING RESPONSIBILITIES

Every employee, officer, and volunteer is responsible for immediately reporting suspected misconduct to their supervisor and/or the Executive Director. When supervisors have received a report of suspected misconduct, they must immediately report such acts to their supervisor or the Executive Director. Reports of misconduct shall be in writing, except under very special circumstances as determined by the Executive Director.

WHISTLEBLOWER PROTECTION

The Executive Director will investigate, take action, and if determined by an external agency of established standing, make a recommendation to the full board regarding any reprisal against a reporting individual, staff or board member who reports an act of misconduct subject to disciplinary procedures. A "reporting individual" is one who, in good faith, reported a suspected act of misconduct in accordance with this policy, or provided to a law enforcement officer any truthful information relating to the commission or possible commission of a federal offense.

INVESTIGATIVE RESPONSIBILITIES

When the Executive Director determines that reasonable suspicion exists, due to the sensitive nature of suspected misconduct, immediate supervisors shall not, under any circumstances, perform any investigative procedures. An investigative procedure shall be conducted by the Executive Director or by his/her designee who

must be an external individual to the organization and who has known expertise in investigations. The full board of directors may also designate an investigation, the results of which will be reported directly to the full board.

The full board of directors has the primary responsibility for investigating suspected misconduct involving the Executive Director, as well as board members and officers. It may also designate an agency or individual from outside of the organization to conduct an investigation and report to the full board.

Investigation into suspected misconduct will be performed without regard to the suspected individual's position, length of service, or relationship with the organization.

An individual designated to conduct an investigation on a matter of misconduct shall have free and unrestricted access to all of the organization's records and premises, whether owned or rented, at all times. S/he shall also have the authority to examine, copy and remove all or any portion of the contents (in paper or electronic form) of filing cabinets, storage facilities, desks, credenzas and computers without prior knowledge or consent of any individual who might use or have custody of any such items or facilities when it is within the scope of an investigation into suspected misconduct or related follow-up procedures.

The existence, the status or results of investigations into suspected misconduct shall not be disclosed or discussed with any individual other than those with a legitimate need to know in order to perform their duties and fulfill their responsibilities effectively.

RETENTION AND PROTECTION OF RECORDS

All records of the organization shall be retained in a safe environment as long as required by city, state and federal laws governing such actions by governmental and funding sources. Text and electronic related records not subject to the prior laws shall be retained by the organization at least ten (10) years.

The Council prohibits the knowing destruction, alteration, mutilation, or concealment of any record, document, or tangible object with the intent to obstruct or influence the investigation or proper administration of any matter within the jurisdiction of any department or agency of the federal, state, or local government, or in relation to or contemplation of any such matter or case.

Violations of this policy will be considered violations of the organization's Code of Ethics and subject to the investigative, reporting, and disclosure procedures described earlier in this Policy on Suspected Misconduct.

CONFIDENTIALITY

Any employee who suspects dishonest or fraudulent activity shall notify his/her immediate supervisor, or may notify the Executive Director directly. When the matter involves the Executive Director, notify directly the chair of the board of directors. Do not attempt to personally conduct investigations or interviews/interrogations related to any suspected fraudulent act.

Great care must be taken in the investigation of suspected improprieties or irregularities so as to avoid mistaken accusations or alerting suspected individuals that an investigation is under way. Investigation results will not be disclosed or discussed with anyone other than those who have a legitimate need to know. This is important in order to avoid damaging the reputations of persons suspected but subsequently found innocent of wrongful conduct and to protect the Council from potential civil liability.

An employee who discovers or suspects fraudulent activity may remain anonymous. All inquiries concerning the activity under investigation from the suspected individual(s), his or her attorney or representative(s), or any other inquirer should be directed to the Executive Director or the chair of the board. No information concerning the status of an investigation will be given out. The proper response to any inquiry is "I am not at liberty to

discuss this matter.” Under no circumstances should any reference be made to “the allegation,” “the crime,” “the fraud,” “the forgery,” “the misappropriation,” or any other specific reference.

The reporting individual should be informed of the following:

1. Do not contact the suspected individual in an effort to determine facts or demand restitution.
2. Do not discuss the case, facts, suspicions, or allegations with anyone unless specifically asked to do so by the Executive Director or the chair of the board.

DISCLOSURE OF OUTSIDE PARTIES

Allegations of and information related to allegations of suspected misconduct shall not be disclosed to third parties except under the provisions described in this policy (such as disclosure to outside investigators hired by the organization to aid in an investigation).

However, all known frauds involving senior administrators and/or members of the board of directors, as well as all material frauds involving employees shall be disclosed by the Executive Director. When there are allegations of fraud or related claims against the Executive Director, such claims shall be reported directly to the chair of the board who may then take the matter to the full board for appropriate action.

DISCIPLINARY ACTION

Failure to comply with the standards contained in organizational ethics policies will result in disciplinary action that may include termination, referral for criminal prosecution, and reimbursement to the organization or to the government, for any loss or damage resulting from the violation. As with all matters involving disciplinary action, principles of fairness will apply. Any employee charged with a violation of this policy will be afforded an opportunity to explain her/his actions before disciplinary action is taken.

Disciplinary action will be taken:

1. Against any employee who authorizes or participates directly in actions that are a violation of this policy.
2. Against any employee who has deliberately failed to report a violation or deliberately withheld relevant and material information concerning a violation of this policy.
3. Against any member of the board of directors, or supervisor who attempts to retaliate, directly or indirectly, or encourages others to do so, against any employee or member of the board who reports a violation of this policy.

A board member who violates ethic policies will be removed from the board.

This listing of possible disciplinary actions is for information purposes only and does not bind the organization to follow any particular policy or procedure.

DIVERSITY AND EMPLOYMENT

DIVERSITY

The Council for the Spanish Speaking, Inc. is committed to organizational and community diversity in its many forms: racial, ethnic, linguistic, gender, physical and compensation. The Council has a representation of persons of color among board and staff members that exceeds the percent of Latinos in Milwaukee. This diversity also reflects the large majority of persons of Latino descent among those engaged and served by the organization. The Council primarily advocates for, engages and serves persons of color, in particular Latinos. That is why this nonprofit organization was established. In a democratic organization, diversity on values and mission and the racial/ethnic diversity of personnel will always be a challenge, but the Council will always strive to reach greater equity in representation and practice. The Council views board, staff, and client diversity, and related organizational practices and pronouncements, as always changing, developing and evolving.

EQUAL EMPLOYMENT OPPORTUNITY

The Council for the Spanish Speaking is committed to Equal Employment Opportunities.

We seek and employ the best qualified personnel. We do not discriminate against or give preference to any person because of race, color, religion, sex, age, national origin, ancestry, disability, marital status, sexual orientation, arrest record, conviction record, uniformed service membership, or on the basis of any other discrimination prohibited by State or Federal law.

This policy extends to all employment-related decisions including, but not limited to: recruiting, hiring, compensation, benefits, promotions, training opportunities, leaves of absence, transfers, layoffs, discipline, and terminations.

Anyone who feels they have witnessed or personally experienced an act of discrimination related to employment at the Council must immediately report it to his/her supervisor or director, any member of administration, or the Executive Director.

The Council will conduct a timely and thorough investigation of all reports of discrimination and take necessary and appropriate action, up to and including termination of anyone found to have engaged in illegal discrimination.

Retaliation against an employee who reports discrimination or participates in the investigation of a report of discrimination is prohibited. Any employee who violates this policy will be subject to discipline, up to and including immediate discharge.

HARASSMENT

The Council is committed to providing a work environment where employees are treated with courtesy, respect, and dignity. As part of this commitment, we will not tolerate any form of illegal harassment, i.e., harassment based on an individual's sex, race, color, national origin, ancestry, religion, creed, age, disability, marital status, veteran's status, conviction or arrest record, or any other discriminatory basis, to the extent prohibited by State or Federal law—as well as other types of harassment that, even if not illegal, may disrupt or interfere with another employee's work performance or create an intimidating, offensive, or hostile work environment.

Harassment can occur as a result of a single incident or a pattern of behavior where the purpose or effect is to create a hostile, offensive or intimidating work environment, or the conduct substantially interferes with another

employee's work performance. Harassment encompasses a broad range of physical, visual, sexual, or verbal behavior that can include, but is not limited to:

- ◆ Physical, verbal, or mental abuse;
- ◆ Racial, ethnic, or religious slurs;
- ◆ Unwelcome sexual advances or touching;
- ◆ Sexual comments or sexual jokes;
- ◆ Requests for sexual favors used as a condition of employment or affecting any personnel decision such as hiring, promoting, compensating, demoting, or terminating;
- ◆ Offensive printed material.

Harassment applies to the conduct of a supervisor toward a subordinate, an employee toward another employee, a non-employee toward an employee, or an employee toward an applicant. Harassment can apply to conduct outside the workplace as well as at work.

It is the responsibility of every Council board member and employee to assist in preventing illegal harassment in the workplace. If you believe that you have been or are being subjected to work-related harassment you must immediately report the matter to your supervisor or director, the Executive Director or any member of the board of directors.

The Council will immediately conduct a timely and thorough investigation of all reports of harassment and take necessary and appropriate action, up to and including termination of anyone found to have engaged in harassment. Employees who make reports of harassment may request that their reports be kept confidential, to the extent that such is possible and/or practical.

If an investigation of an act of harassment determines that the reporting was not genuine or that an employee knowingly provided false information, disciplinary action may be taken against the employee who knowingly gave false information in the investigation process.

Retaliation against an employee who has made a report of harassment or has participated in the investigation of a report of harassment is prohibited. Any employee who violates this policy will be subject to discipline, up to and including immediate discharge.

INDIVIDUALS WITH DISABILITIES

The Council complies with the applicable provisions of Wisconsin and Federal disability laws. We do not discriminate against qualified individuals with a disability in any phase of the employment relationship, including application for employment, hiring, promotions, advancement opportunities, compensation, benefits, leaves of absence, training, transfer, demotion, layoff, termination, or any other aspect of employment.

We will make reasonable accommodation to the known physical or mental limitations of qualified applicants or employees with disabilities, to enable them to perform essential job duties, unless such accommodation would impose an undue hardship on the Council.

The Council holds all employees, including employees with disabilities, to the same performance and conduct standards. Employees with questions about Wisconsin and Federal disability laws should contact the Executive Director.

DOMESTIC PARTNERSHIP

The Council may request proof of domestic partnership as determined by appropriate laws.

Must meet three of six criteria:

- Common or Joint ownership of a residence
- Current lease for a residence identifying both applicants as tenants
- Joint ownership of a motor vehicle
- Joint Bank or Credit Union account
- Joint Credit account
- Identifies each other as the primary beneficiaries in their wills

IMMIGRATION LAW COMPLIANCE

The Council is a very strong advocate of the rights of immigrants and the undocumented who wish to use the tools of democracy to legalize their status and be heard. The Council works closely with other nonprofit organizations and businesses to promote opportunities and legalization for immigrants, and it offers programs for such purposes.

As it pertains to employees, the Council complies with the U.S. Citizenship and Immigration Services, which requires employers to verify the employment eligibility and identity of all newly hired employees (within three working days of their hire date). All job offers are contingent upon the receipt of the required documentation and completion of the Form I-9.

Employees who have not supplied the Council with acceptable documentation are not allowed to continue their employment with the Council past the third day until the documents are provided. Where reverification is necessary (for example, due to the expiration of a work visa), employees are required to provide acceptable documentation (as required by I-9 recordkeeping requirements) to show their continued eligibility for employment.

Former employees who are rehired must complete a Form I-9 if they have not completed one with the Council within the previous three years or if their Form I-9 is no longer retained or valid. Employees with questions about immigration law should contact the Executive Director.

COMMUNICATIONS

OPEN DOOR

Communication is a joint responsibility shared by every member of the Council. Your opinions, suggestions, and questions are important to us. Feel free to talk to your supervisor about issues that concern you. We will attempt to provide honest, straightforward responses to your questions and concerns.

Generally, if you have a problem with an individual, we encourage you to approach that person and attempt to resolve the conflict. If that approach is unsuccessful, your supervisor should be utilized to assist in addressing and resolving the problem. Any questions that are not satisfactorily resolved in a discussion with your supervisor may be taken to the next level in the Council, up to and including the Executive Director.

BULLETIN BOARDS

A bulletin board is located in each of our facilities and is used to keep employees informed of policies, benefits, and other items of general interest. We encourage everyone to keep up-to-date by checking this board regularly.

Non-employees are not permitted to post or remove items on the bulletin board or Council property unless they have received approval from the Executive Director. Anything posted without approval will be removed and discarded.

PROBLEM-SOLVING PROCESS

Employees that disagree with an established rule of conduct, policy, or practice, can express their concern/disagreement through their supervisor or the Council's problem-solving process. Employees will not be penalized—formally or informally, for voicing a concern/complaint, etc., in a reasonable, professional manner, or for utilizing the Problem-Solving process.

The Council's problem-solving process consists of the following steps:

1. Employee presents a problem to his/her immediate supervisor (within 15 days if a specific incident is involved). If an employee's supervisor is unavailable or if the employee feels it would be inappropriate to discuss the issue with his/her supervisor, the employee may present the problem to his/her director.
2. Supervisor or director responds to the issue within 15 calendar days; after consulting with the appropriate management personnel. Supervisor or director documents the discussion with the employee.
3. If the employee feels the problem was not resolved, he/she presents the problem to the Executive Director; within 15 calendar days.
4. Executive Director reviews problem, informs employee of decision within 15 calendar days, and forwards copy of written response to the Office of HR for placement in employee's personnel file.

Every problem cannot be resolved to everyone's total satisfaction. However, through understanding and discussion, employees and management can develop confidence in one another. Confidence is important to an efficient and harmonious work environment.

YOU AND YOUR JOB

WHAT YOU CAN EXPECT FROM THE COUNCIL

We believe that clear communication of information is essential to the successful operation of the Council. We are committed to keeping you informed on matters that concern you, including what we expect from you, our appraisal of your performance and the progress of the Council. For other information visit the Council website at www.spanishcenter-milw.org

The Council is committed to providing employees with:

1. Safe and orderly work areas.
2. A work environment in which people are treated as individuals and are considered for employment, development, and advancement based upon their performance and contribution to the Council's success.
3. Encouragement and opportunity to come to us with their problems and questions. We respect individual rights and will maintain a practice of fair, courteous, and prompt treatment.
4. An open line of communication to keep employees informed of significant developments, particularly those that affect them.

Specific rights and responsibilities are imposed on the Council by Federal and State laws, rules, and court decisions. Many of these rights and responsibilities affect the policies that govern our employees. A summary of the Council's responsibilities is listed below, which include but are not limited to:

1. Managing the Council's employees, including the hiring, promotion, scheduling, transfer, assignment, and retention of employees in positions within the Council.
2. Establishing work rules.
3. Establishing and altering employment policies and procedures, including those listed in this Employee Handbook at any time without prior notice.
4. Suspending, discharging, or taking other appropriate disciplinary action against employees when necessary.
5. Scheduling overtime work as required, consistent with the Council's requirements.
6. Developing job descriptions that serve as guidelines and not rigid limitations.
7. Assigning employees to specific duties.
8. Introducing new or improved methods or facilities or changing existing methods or facilities.
9. Fulfilling the Council's obligation in contracting out for matters relating to its operation.
10. Exercising any other right or responsibility the Council may have by law or otherwise.

WHAT WE EXPECT FROM YOU

The Council wishes you to be successful and satisfied with your position. In order to be successful you are expected to:

1. Be available for work, and report to work, as scheduled;
2. Perform your duties and responsibilities within the expectations of your Supervisor and the management of the Council;
3. Comply with the policies and procedures of the Council.

In addition, you are expected to:

4. Promote a Team Spirit;
5. Respect fellow employees;
6. Work safely and immediately advise your supervisor of any unsafe conditions or individuals;
7. Cooperate with co-workers;
8. Treat the Council's property with proper care and respect;
9. Adapt to changes and improvements;
10. Offer suggestions to aid in doing things more efficiently;
11. Use good judgment and common sense.

JOB PERFORMANCE

Job performance is the result of your skills, abilities, and attitudes applied to your assigned duties and responsibilities. Satisfactory job performance means meeting the requirements of your position, including a normal rate of progress when learning a new position. An employee who fails to perform satisfactorily may be subject to reassignment, discipline, or termination.

Some actions are so dangerous, improper or illegal that immediate action must be taken in order to protect our employees, the people we serve, the public, and/or our business interests.

Nothing in this section is intended to change the at-will employment relationship between the Council and its employees.

ATTENDANCE

To maintain a productive workforce, the Council expects employees to be reliable and punctual in reporting for work. Employees are expected to arrive at work early enough to begin work at their scheduled starting time, but not so early as to create overtime; unless authorized in advance by their supervisor (applies to hourly employees).

If you cannot avoid being late to work, must be away from work for part of the day, or are unable to work as scheduled due to unexpected illnesses or other unavoidable reasons, you must notify your supervisor as soon as possible—**in advance of your scheduled start time**. Failure to do so could result in disciplinary action. **You are expected to make a sincere effort to speak directly with your supervisor.** A voicemail message is acceptable if you are unable to reach your supervisor. You must contact your supervisor each day you will be absent or late, unless granted an approved leave of absence ahead of time by management.

If you need to leave work for any reason, you must notify your supervisor. Employees who incur absences due to illness or injury may be required to provide a doctor's report regarding their ability to return to work.

Excessive absences (even if you call to report that you will be absent or tardy, or you have a doctor's acknowledgement of your absence) may result in discipline up to and including termination.

Absence for 2 consecutive scheduled workdays without notifying the Supervisor or Director will be considered a voluntary resignation.

DRUG AND ALCOHOL USE

The Council is committed to providing a workplace that is free of alcohol and illegal drugs/substances.

An employee shall not be in possession of, under the influence of, or impaired by alcohol, illegal drugs, or other controlled substances (including prescription medications) during work times or in work places. An employee must not use, consume, manufacture, distribute, sell, dispense, or trade (whether for profit or not for profit) drugs and/or alcohol, or products designed to disrupt the testing for such substances, during working hours or while on Council or client premises, or when operating a vehicle on Council-related business.

Additionally, using illegal drugs/substances at any time—including when off-duty, is a violation of the Council's directive.

The term "*company or client premises*" is used in its broadest sense and includes all land, property, building, structures, parking lots, and means of transportation owned by or leased to the Council or a client. Private vehicles parked on Council premises are included within this prohibition. The Council reserves the right to search employee property whenever it has reasonable cause to believe a violation of this rule is being or has been committed. Prior notices of such searches need not be given and employees should have no expectation of privacy as it relates to offices, desks, lockers, or private vehicles on Council property.

All employees may be subject to drug and/or alcohol testing, as a condition of employment. Testing may occur if an employee is suspected of being under the influence of drugs or alcohol when on Council premises or when operating a motor vehicle for work-related purposes.

Any employee who is suspected of being under the influence of alcohol or an illegal substance will be immediately removed from the job and subject to testing. An employee who is removed from a job because of suspicion of being under the influence of alcohol or an illegal substance, who agrees to undergo a medical test, will suffer no loss of pay for the time spent traveling to the testing site and participating in the test. No medical test will be administered without the consent of the employee. However, if an employee withholds consent the Council may discipline the employee up to and including termination.

If a medical test shows the presence of alcohol or an illegal substance or the presence of an adulterant (a product intended to disrupt the effectiveness of the drug testing process), the employee will be subject to discipline up to and including termination. The level of discipline will be determined by taking into account the employee's overall work record, the circumstances surrounding the test, and the actual test results. A one-time opportunity may be offered, at the Council's discretion, to enroll in and successfully complete a drug abuse or alcohol rehabilitation program (paid for by the employee), as a condition of continued employment. Continued employment will be conditioned on following the prescribed treatment of the rehabilitation program.

As a condition of returning to work following completion of a rehabilitation program, an employee will be required to submit to periodic unannounced drug test for the remainder of his/her employment with the Council, or 2 years, whichever occurs first. A positive test or failure to submit to a test may result in immediate termination and disqualification from future employment with the Council.

Employees, who are under a doctor's care and/or taking prescription medication that may affect their ability to work, must advise their supervisor before beginning work.

The Council will institute a drug and alcohol testing program, random and specific to an individual when ordered by the funding source or when an employee has been involved in a drug related incident.

DRIVER'S LICENSE & DRIVING RECORD

Use of Council Vehicles for Council Business

Employees whose job responsibilities require the operation of a Council vehicle must maintain a valid driver's license and driving record that is acceptable according to the standards of our insurance carrier. The driving record of all employees who are required to operate a Council vehicle is periodically checked; to ensure that those employees maintain a driving record that is acceptable to the Council's insurance carrier.

Failure to maintain a valid driver's license and acceptable driving record may result in the individual being prohibited from driving Council vehicles, which may result in termination; of employees whose essential job duties require operation of a Council vehicle. Any alcohol-related driving offense will result in loss of driving privileges of the Council's vehicles.

Employees are prohibited from operating a Council vehicle if they have consumed alcohol within 8 hours prior to operating the vehicle. Employees are required to obey all traffic rules and signs, wear a seat belt when operating a Council vehicle for work-related purposes, and ensure all passengers wear a seat belt. Employees are responsible for any driving-related citations (including parking tickets) received while operating a Council vehicle.

Employees must advise the Office of HR if they have a change in status of their driver's license or driving record.

Use of Personal Vehicles for Council Business

Employees whose job responsibilities require them to use their personal vehicle in the course of their employment with the Council must maintain a valid driver's license and auto insurance with coverage that is recommended by our insurance agent (which may be revised from time-to-time). Proof of continuing auto insurance coverage must be submitted to the Council at least annually.

Employees may use their personal vehicles for Council business only if prior approval has been obtained from their department director.

Failure to maintain a valid driver's license and acceptable driving record may result in suspension of driving privileges which may result in termination from the Council; for employees whose essential job duties require operation of a motor vehicle.

Employees are prohibited from operating their personal vehicle for Council business if they have consumed alcohol within 8 hours prior to operating the vehicle. Employees are required to obey all traffic rules and signs, wear a seat belt when operating their personal vehicle for work-related purposes, and ensure all passengers wear a seat belt. Employees are required to wear a seat belt when operating a Council vehicle, ensure all passengers also wear a seat belt, and obey all traffic rules and signs. Employees are responsible for any driving-related citations (including parking tickets) received while operating their personal vehicle for Council-related business.

Employees are reimbursed for approved Council-related mileage on their personal vehicle at a rate comparable to the market which may be revised from time to time as conditions warrant.

Use of Council Vehicles for Personal Business

Council vehicles are not intended for personal use by employees. Any personal use of a Council vehicle must be authorized in advance by the Executive Director. Employees who are authorized to use a Council vehicle for personal use are responsible for any expenses incurred as a result of an accident, traffic violation, etc. Only the employee who is authorized to operate a Council vehicle for personal use is permitted to do so. An employee's

family member or friend is not permitted to operate a Council vehicle unless approved in advance by the Executive Director.

Employees are prohibited from operating a Council vehicle for personal use if they have consumed alcohol within 24 hours of operating the vehicle. Employees are required to wear seat belts when operating a Council vehicle for personal business, ensure all passengers also wear a seatbelt, and obey all traffic rules and signs. Employees may be asked to show proof of a valid driver's license and insurance before being approved to operate a Council vehicle for personal use.

CLIENT / VISITOR RELATIONS / SERVICE

The success of the Council, as well as its employees, is dependent upon the relationships that are developed and maintained between the Council, our employees, client, visitors, and the general public.

Our clients' (and potential client) perception of the Council is developed through observation of, and interaction with, all employees in the Council.

All employees are expected to conduct themselves in a manner that makes a positive impression on current and potential clients and visitors:

1. Promptly and courteously respond to clients' and visitors' questions and requests;
2. Treat clients (current and potential) and visitors with respect and courtesy;
3. Treat co-workers with respect;
4. Take pride in the work performed.

ATTIRE

In order to maintain the proper level of client confidence that is vital to our continued success, employees are required to maintain attire, grooming, and personal hygiene that are appropriate for the work they perform. Safety-related issues and the professional image that we want to convey to our clients and the public must also be considered.

Directors and supervisors are responsible for ensuring that proper attire and grooming is maintained by the employees in their department(s).

Anyone who arrives at work wearing inappropriate attire will be asked to leave and return after they have changed into appropriate attire. Nonexempt (hourly) employees will not be compensated for the time they are away from work while changing into appropriate attire.

The following items are prohibited:

1. Any item of apparel that contains sexually suggestive words or pictures.
2. Any item of apparel that contains alcohol or drug-related references.
3. Any item of apparel that contains racial, ethnic, or religious slurs.
4. Any gang-related apparel.
5. Other items of attire that may be determined by management to be inappropriate.

Fridays are typically designated as "Casual Business" days (except in instances when there is a business-related reason for employees to dress more formally). *Casual Business* can have many interpretations. Therefore, the following list (not all inclusive) of some common items that are *not appropriate* to wear on *Casual Days* is listed below. A good rule of thumb to follow is—if you're not sure if something is appropriate, ask your director or supervisor; or choose something else.

Examples of unacceptable *Casual Day* attire includes but is not limited to:

1. Sweatpants
2. Warm-up or jogging suits and pants
3. Shorts
4. Short shorts
5. Bib overalls
6. Spandex or other form-fitting clothing
7. Miniskirts
8. Spaghetti-strap or strapless dresses or tops
9. Tank tops
10. Halter tops
11. Tops with bare shoulders, unless worn under a blouse or jacket
12. Visible undergarments
13. Slippers

A few examples of acceptable *Casual Day* attire includes:

1. Casual dresses and skirts
2. Casual shirts and blouses
3. Golf shirts
4. Sweaters
5. Loafers
6. Dress sandals

Wearing traditional business attire on *Casual Days* is always an option for those who prefer to do so.

DISCIPLINARY PROCESS

Corrective action will be initiated when it is believed that an employee's performance deficiencies or behavior problem(s) can be resolved through counseling and/or disciplinary action. The process is intended to be "corrective" rather than "punitive."

Counseling/disciplinary action is at the discretion of the Council and does not alter the Council's right to terminate "at-will." Even if counseling or discipline is initiated, it may be discontinued at the discretion of the Council. The Council reserves the right to terminate employees without taking any counseling/disciplinary action.

Counseling/disciplinary action, when used, will be documented, in order to protect the interests and rights of employees and the Council. The following forms of counseling/disciplinary action may be used, at management's discretion:

1. Verbal Counseling
2. Written Counseling
3. Suspension
4. Termination

EMPLOYEE CLASSIFICATIONS

Employees are classified according to the following categories:

Full-Time: Employees who are regularly scheduled to work at least 35 hours per week.

Part-Time with Benefits: Employees who are regularly scheduled to work between 24-34 hours per week.
(Employee would pay pro-rated costs)

Part-Time without Benefits: Employees who are regularly scheduled to work less than 23 hours per week.

Temporary: Employees who are employed (on a full-time or part-time basis) for a specific period of time, such as summer help or for a specific project or assignment. Temporary employees are not eligible for the benefits provided by the Council (other than those that are legally-mandated).

Contract: Individuals who are employees of an employment agency or any other agency, working at the Council. Contract workers are not eligible for Council-provided benefits. Employment and status benefits eligibility will be based on the hire date as a Council employee.

Consultant: A person the Council contracts with based on a specific period of time.
Consultants are not Council employees.

Exempt: In order for the FLSA to apply, there must be an employment relationship between an employer and an employee. The FLSA also contains some exemptions from these basic rules. Some apply to specific types of businesses and others to specific kinds of work. Some employees are exempt from the overtime pay provisions, some from both the minimum wage and overtime pay provisions and some from the child labor provisions of the FLSA Act. Exemptions are narrowly constructed against the employer asserting them. Consequently, employers and employees should always closely check the exact terms and conditions of an exemption in light of the employee's actual duties before assuming that the exemption might apply to the employee. For exemptions please check the FLSA Act.

Nonexempt: Employees who are covered by the FLSA and are paid time and one-half for hours worked in excess of 40 in a week.

LENGTH OF SERVICE

Length of service refers to the period of continuous service from an employee's most recent date of hire. Management reserves the right to determine an employee's termination. Employment may cease upon any of the following:

1. Resignation;
2. Layoff status in excess of 12 weeks;
3. Discharge;
4. Absence from work for 2 consecutive scheduled workdays without Notifying the Council;
5. Failure to return to work on the day following the expiration of an authorized leave of absence, unless an extension has been approved;
6. Exhaustion of an FMLA leave without returning to work;

7. Engaging in gainful employment, including self-employment, without prior written consent, while on a leave of absence.

EMPLOYEE RECORDS

The Council maintains a personnel file for each employee. Your file contains your employment application, paperwork that you completed when you were hired, and other pertinent documents created during your employment with the Council.

We rely on the information in your employee file to ensure the accuracy of numerous things related to your employment with the Council. Be sure to inform us promptly of any changes in:

1. Name
2. Address or telephone number
3. Person to notify in case of an emergency
4. Number of “allowances” you wish to claim for income tax withholding
5. Any change that could affect your coverage under a Council-provided benefit program.

No employee evaluation or performance appraisal affecting an employee’s employment status shall be included in their personnel file without advising the employee. Employees’ shall have the right to include any response to an evaluation or performance appraisal.

Employees who wish to review their personnel file should contact the Office of HR and make an appointment. Your file will be available for viewing within two business days.

LEAVES OF ABSENCE

Personal Leave

The Council will consider requests for personal leaves of absence from full-time and part-time employees with benefits who have been employed by the Council for at least one year.

Requests will be evaluated fairly and objectively, taking into account both an employees need for the leave and the level of disruption that is likely to result from the absence. Requests for personal leaves of absence must be submitted in writing to the employee’s director with reasonable notice, prior to the desired start date and are subject to management approval.

Personal leaves may be requested for up to 60 calendar days every two years. An extension of up to 60 days may be approved. Unused vacation, a maximum of 10 days, can be used at the beginning of a personal leave of absence. Anything over 10 days needs the approval of the Executive Director. The remainder of the leave will be unpaid.

Employees on a personal leave have their eligible amount of vacation *adjusted* upon their return to work.

Employees on a personal leave are required to pay their pre-leave portion of the medical and dental insurance premiums for the month in which their leave begins, through the end of that month. If an employee’s personal leave extends beyond the approved leave, the Council may require the employee to elect continuation coverage (COBRA) if s/he wishes to continue to be covered under the Council’s medical insurance plan.

The Council will attempt to place an employee returning from a personal leave in his/her former position. However, if the position must be filled prior to the employee’s return, it will be filled on a temporary basis.

Employees on a personal leave are not eligible for holiday pay. Failure to return to work after the completion of an approved leave of absence will be considered a resignation, retroactive to the start of the leave.

Family & Medical Leave

The Federal Family & Medical Leave Act (FMLA) requires employers with 50 or more employees in at least 20 weeks of a current or preceding year to provide up to 12 weeks of unpaid leave (in a 12-month period) to eligible employees, to attend to their own serious health condition, to attend to a serious health condition of their spouse, child or parent, or for the birth/adoption/foster care of a son or daughter, or for any qualifying exigency arising out of the fact that the spouse, son, or daughter, or parent of the employee is on active duty (or has been notified of an impending call or order to active duty) in the National Guard or Reserves in support of a contingency operation.

Federal FMLA also allows employees to take up to 26 weeks (reduced by each week used for other types of FMLA leave) in a 12-month period for service member family leave to care for a covered service member with a serious injury or illness.

The Wisconsin Family & Medical Leave Act (WFMLA) requires employers with 50 or more employees during at least 6 of the preceding 12 calendar months to provide specific amounts of unpaid leave to eligible employees, for reasons identical to the FMLA.

The Wisconsin FMLA also covers the serious health condition of an employee's parent-in-law or domestic partner. This leave may be taken all at once or, when medically necessary, in smaller increments. The family member's treating health-care provider must document the need for leave through the medical certification process.

Generally, an eligible employee will be granted up to 12 weeks of FMLA leave during any calendar year. The leave may be paid, unpaid or a combination of paid and unpaid, depending on the reason for the leave and the benefits to which the employee may be eligible.

A *serious health condition* is defined as an illness, injury, impairment or physical or mental condition that involves: 1) Inpatient care (i.e., overnight stay) in a hospital, hospice, or residential medical care facility, including any period of incapacity, or any subsequent treatment in connection with such inpatient care, or 2) Continuing treatment by a health care provider which (initiated by an in-person treatment visit within 7 days of the first day of incapacity).

In order to be eligible for WI FMLA, employees must be employed by the Council for at least 52 consecutive weeks and must have worked for at least 1,000 hours during the preceding 52-week period. To be eligible for Federal FMLA, employee's must be employed by the Council for at least 12 months and must have worked at least 1,250 hours during the 12-month period immediately preceding the beginning of the leave.

A break in service of employment with the Council of more than 7 years is not included in calculating the 12-month requirement.

WI FMLA and Federal FMLA are *tracked* on the calendar year and run concurrently.

The state and federal laws differ in a number of areas. The Council complies with both. When the reason for a leave qualifies under both State and Federal law, the employee is considered to be exhausting his/her entitlement under both laws concurrently and the provision(s) most generous to the employee will apply.

It is possible that an employee could qualify for leave only on the basis of hours worked under the Wisconsin law, which generally covers shorter periods of time than the 12 weeks provided by federal law. These situations will be discussed on a case-by-case basis with the affected employee.

Employees are generally required to give a 30 day notice of the need for an FMLA leave—when the need is foreseeable. Employees who desire to take a FMLA leave are expected to provide verbal notice—to their immediate supervisor or the Office of Human Resources, that FMLA leave is being requested and the anticipated timing and duration of the leave. Employees who provide notice of their desire to take a FMLA leave will be provided (by the Office of Human Resources) with a “*Notice of Eligibility and Rights & Responsibilities*” form.

When the need for FMLA leave is not foreseeable, employees must give notice on the same or next business day of learning of the need for the leave.

Employee’s, who request leave for their own serious health condition or that of a covered family member, must provide medical certification to substantiate their request. Certification must be provided to the Office of Human Resources, 30 days in advance of the leave, or as far in advance of the leave as is feasible. A “*Certification of Health Care Provider for Employee’s Serious Health Condition*” form or a “*Certification of Health Care Provider for Family Member’s Serious Health Condition*” form (as applicable) will be provided (by the Office of Human Resources) to an employee who requests FMLA leave. The applicable form must be completed by the health care provider and returned to the Office of Human Resources.

Within 5 days of receiving a “*Certification of Health Care Provider for Employee’s Serious Health Condition*” form or a “*Certification of Health Care Provider for Family Member’s Serious Health Condition*” form, the Office of Human Resources will advise the employee of the status of his/her request for FMLA leave via the “*Designation Notice*” form.

If the Council has reason to question the validity of a medical certification, an employee may be required to provide a second certification from a health-care provider selected and paid for by the Council. If the second opinion differs from the first, a third opinion may be required. The health-care provider for the third opinion must be mutually chosen by the employee and the Council and paid by the Council. The third opinion, by law, is binding on the Council and the employee.

Periodic recertification to verify that a condition is ongoing may be required as provided by the law.

Calling in “sick” does not qualify as FMLA leave. An employee must provide sufficient information regarding the reason for an absence for the Council to know that protection may exist under this policy. Failure to provide this information as requested will result in the employee forfeiting all rights under the policy. This means the absence may then be counted against the employee for purposes of discipline for attendance, etc.

Intermittent and/or reduced schedule leave will be permitted when it is medically necessary and, in some cases, for birth or placement for adoption. In all cases, the total amount of leave taken in a calendar year will not exceed the 12 weeks defined earlier in this policy.

Intermittent and reduced schedule leave must be scheduled with minimal disruption to an employee’s job. To the extent an employee has control; medical appointments and treatments related to a serious health condition must be scheduled outside of working hours or at such times that allow for a minimal amount of time away from work.

The Council may, in some cases, transfer an employee to an alternative position, with equivalent pay and benefits, in order to better accommodate the need for intermittent or reduced schedule leave.

Employees are required to substitute available paid leave for unpaid (Federal) FMLA leave.

The Council will continue to pay its portion of the employee’s medical insurance premium. Employees on FMLA leave are responsible for their portion of the medical insurance premium, i.e., their pre-leave amount.

Employees whose portion of the health insurance premium is more than 30 days late will be advised by the Office of Human Resources that if they do not submit payment within 15 days their coverage will cease and they will be offered COBRA Continuation. If an employee whose coverage ceased due to non-payment of the employee portion of the premium returns to work, following completion of an approved FMLA leave, the employee will be reinstated in the health insurance plan—at the same level of coverage and benefits prior to the start of the leave—without any qualifying/waiting period, physical exam, or pre-existing condition exclusions.

Employee's who fail to return from an FMLA leave (or return for less than 30 calendar days) may be required to reimburse the Council for the amount of the premium paid by the Council during the leave.

Before being permitted to return from a leave, for their own serious health condition, employees must provide certification from their health care provider that they are able to return to work and perform all essential functions of their job, with or without reasonable accommodation.

Eligible employees taking leave under this policy will be reinstated to their former position or a position with equivalent pay, benefits, and other terms and conditions of employment. The Council will determine whether a position is "equivalent" to an employee's former position.

Employees will be entitled to reinstatement even if they have been replaced or their position has been restructured to accommodate their absence.

However, FMLA laws provide that an individual has no greater rights upon a return from leave than s/he would have had if s/he had continued to work. Therefore, an employee may be affected by a layoff or other job change if the action would have occurred had the employee remained actively at work. In such cases, the official date of the layoff or other action will be the date on which the employee would otherwise have returned to work following the leave.

Employees who return to work in a *light duty* capacity do not have their FMLA leave entitlement reduced by the time worked in a *light duty* position.

Employees are not entitled under this policy to any right, benefit, or position other than that to which they would have been entitled had they not taken the leave.

When an employee is absent due to a work-related illness or injury which meets the definition of a serious health condition, the absence will be counted against the employee's allotment of FMLA leave under federal law. In other words, the employee will use Federal FMLA leave concurrently with the worker's compensation absence.

Employees or their family members who have questions about the FMLA or WFMLA should contact the Human Resource office.

Pregnancy Leave

Leaves of absence will be granted for female employees during pregnancy—on the same basis as other medical leaves—when the individual is unable to perform the requirements of her position, as confirmed by the employee's treating medical provider.

Educational Leave

Full-time and part-time employees with benefits who have been employed by the Council for at least one year may request an unpaid educational leave of up to 6 months (once every three years), for the purpose of pursuing education that is applicable to their employment with the Council. Request for educational leaves of absence will be considered taking into account factors such as workload, staffing needs, and the disruption that is likely to result from the absence.

Uniformed Service Leave

The Council complies with the applicable laws regarding uniformed service. Employees who are members (or who seek to become members) of the uniformed services and are ordered to initial active training, inactive training (e.g., two-week annual training), or active duty, will be granted a leave of absence. Employees will be given the option of using vacation time (if available) or taking the leave as unpaid. Exempt (salaried) employees on military leave of less than a full week, who work a portion of the week, will be paid for the week, as required by law.

Continuation of health insurance is available as required by USERRA based on the length of the leave and subject to the terms, conditions, and limitations of the health insurance plan that the employee is enrolled in. Employees who are called to active duty are not covered under the Council's plan.

Employees on uniformed services leave will be returned to their position (or a comparable one) with credited service and pay as if they had not been on leave—in accordance with applicable laws; provided they report to work at their regular starting time on their next regularly scheduled workday, or as required by law.

Witness Duty

Employees who are subpoenaed as a witness in a court proceeding that doesn't involve the Council will be allowed time off, without pay, to fulfill the obligation. Vacation time may be used, if available and requested by the employee. A copy of the subpoena must be submitted to your supervisor as soon as notification of the witness duty is received. If the witness duty does not require the entire day, employees are required to check with their supervisor to determine if they should report to work for the remainder of their normal shift.

SMOKING/USE OF TOBACCO PRODUCTS

Smoking/tobacco product use is not allowed within any Council building. Smoking tobacco product use is allowed but not less than 30 feet outside of any entrance to the building—during lunch and designated breaks only. Smokers are required to properly extinguish and dispose of all smoking materials. Failure to comply with these requirements may result in disciplinary action.

Smokers/tobacco product users are expected to limit their smoking/tobacco product use breaks to no more than two per day and no more than 10 minutes per break. Supervisors are responsible for ensuring that smokers / tobacco product users comply with the Council's smoking breaks policy.

VISITORS

For safety and insurance purposes, only authorized visitors are allowed on the Council's premises.

Visitors should not infringe on the working hours of an employee.

Employees must notify their supervisor if they plan to enter the premises before or after regular working hours.

Employees who observe an unauthorized individual on the Council's premises should ask if they can be of assistance and immediately notify their supervisor.

PERSONAL PHONE CALLS

Council phones are vital business tools and must be kept open for business use. Employees are expected to limit their personal use of Council phones.

Employees' should not be interrupted by nor should they make excessive personal calls.

PERSONAL CELL/VIDEO PHONES/PAGERS

Employees are expected to be appropriate and discrete, or get their supervisor's approval, when needed, for use of personal cell phones, pagers and texting during *work hours*.

CELL PHONE USE WHEN DRIVING ON COUNCIL BUSINESS

During working hours, use of a cell phone while driving is strongly discouraged; because it may lead to an accident.

The use of a cell phone while driving may be a hazard to the driver, passengers, and the public. It is expected that all Council employees not use cell phones while driving on Council business. If an employee needs to make a business call or take an incoming call while driving, it is recommended that s/he find a lawfully-permitted area to park before using the cell phone.

E-MAIL, VOICEMAIL, INTERNET USE

Every employee of the Council will have an assigned e-mail address. Your assigned e-mail address must only be used for Council related communications. The Council expects every employee to open their assigned e-mail address twice a week.

The Council's computers, telephone, e-mail, and Internet systems are the property of the Council and are maintained to facilitate the Council's efficient and productive operation.

While Council policy does not expressly prohibit personal usage, employees are required to use professional and ethical judgment in sending and receiving information and be sensitive to the timing of, and time spent, utilizing these tools. These systems may not be used to solicit others for commercial purposes, for political or religious causes, or any other non-job-related solicitations, or to threaten/harass anyone.

Employees should be careful not to access sites that may result in a virus adversely affecting the Council's computers and other technology.

Personal use of the Council's electronic communication systems or social networks such as Facebook, Twitter and other Blogging must not disrupt the operation of the Council, its network, the networks of other users, and

must not interfere with job performance or productivity. Excessive or inappropriate personal use, as determined by management, will be considered a violation of this policy. Personal use should be limited to breaks and lunch periods. Anyone who is uncertain whether personal use is appropriate should ask their director or supervisor.

Employees are prohibited from using these systems to display, communicate, or access sexually explicit images or messages. Nor shall it be used to create any offensive, disruptive or inappropriate messages. These include but are not limited to any message which contain threats (or messages that contain verbiage that could be construed as a threat, even in a joking manner.) Obscene, profane or offensive materials may not be transmitted over any Council communication system whether written or graphic material that is sexually explicit, pornographic in nature, obscene or which denigrates or shows hostility or aversion towards an individual or group because of race, color, religion, gender, national origin, sexual orientation, age or disability.

Employees may not download or use material from the Internet or other sources in violation of software licenses, copyright or trademark laws. All messages sent or received via e-mail, voicemail or electronically are not private communications and are considered Council records. Therefore, employees should not post personal comments or opinions to or over e-mail, Facebook, Twitter or other Blogging sites. If inappropriate material or messages are discovered, an investigation will occur and the material removed immediately without notice to the user. If an employee is found to be viewing inappropriate material or sending inappropriate messages, they will be subject to appropriate disciplinary action up to and including discharge.

Employees are prohibited from storing personal data on a Council-owned computer. Employees should not open an email or attachment if they do not know/trust the sender.

Employees are prohibited from installing any program on a Council-owned computer unless approved in advance. Failure to obtain approval may subject the violating employee to any copyright infringement penalties that may result.

The Council may monitor, intercept, copy and download any communications(s) or file(s) created or maintained by any employee at any time. Deleting an e-mail or voicemail message does not guarantee that it has been erased from the system. Any emails (including emails sent from web based accounts, e.g. Yahoo, Hotmail, etc) voicemails or computer files created or received during Council work hours can be subject to the same review as Council related emails, voicemails and computer files. The Council reserves the right to disclose employee email, internet and voice mail messages/communications to law enforcement or government official or to other third parties, without notification to/or permission from the employee sending or receiving the message/communication.

All employees are expected to use good judgment when using these systems. Failure to abide by these requirements may result in discipline, including termination.

EMERGENCY CLOSINGS

At times, situations such as inclement weather, fire, power failure, public health emergencies, etc., can disrupt the Council's operations. In extreme cases, emergencies such as these may necessitate the closing of one or more of our facilities.

Council policy states that if Milwaukee Public Schools are closed due to weather, the Council will also be closed, and staff will be paid.

If the Council is open, employees who do not make it in will not be paid; unless they have vacation or personal time available and request that it be used.

OUTSIDE EMPLOYMENT

Employees of the Council may hold a part time job outside of their employment with the Council, provided the employee notifies the Office of Human Resources of the outside job and the outside job:

1. Does not interfere with their duties at the Council;
2. Does not harm the Council's image;
3. Does not involve a conflict of interest with employment with the Council.

Working for another employer (or self employment) while on a paid leave of absence from the Council or while absent due to illness is not permitted.

EMPLOYMENT OF RELATIVES

The Council recognizes the sensitive nature of having family members and friends employed by the Council, and will take care to avoid difficult situations. The Council permits the hiring of relatives of current employees if an individual is qualified and approved by management. An employee shall not be allowed to directly or indirectly supervise a relative.

SOLICITATION AND DISTRIBUTION

Solicitation during working time is prohibited. No employee may engage in solicitation, and no employee may willingly accept solicitation on behalf of any club, society, religious organization, political party, labor union or similar organization, or for any other purpose—during actual working time.

LAYOFF

The Council strives to maintain funding to the extent that layoffs are not required. However, if the necessity arises, layoffs will be determined based on a variety of factors, which may include, but is not limited to an individual's skill and ability to perform the required work. The ultimate determination will be based on ensuring that the most qualified individuals are retained to perform the required work. This determination will be made in the Council's sole discretion.

If an employee remains on layoff status for a period of 12 weeks or more they must notify the Council of their interest in being rehired.

Employees who are laid off and are enrolled in the Council's health insurance program are covered under the program until the end of the month in which they are laid off. The Office of HR will notify the COBRA administrator of the employees lay off effective date. The employee will have the option to continue health and dental coverage. If an employee has any additional questions s/he can call the Office of HR.

RESIGNATION

If you decide to leave the Council, we request at least 2 weeks advance notice. Notification should be given to your director or supervisor and should be in writing.

Employees who have submitted their resignation and working notice will not be allowed to use vacation or paid personal time during their working notice.

Employees who resign and fulfill a working two-week notice will be paid for unused vacation.

Employees who resign and do not fulfill a working two-week notice will not be paid for unused vacation.

Employees who do not fulfill at least a working two-week notice will be ineligible for rehire.

Employees who are terminated may not be paid for unused vacation.

RETURN OF PROPERTY

Employees are responsible for all Council property, materials, or other written information issued to them or that is in their possession or control. Employees must immediately return all Council property in their possession or control at termination of their employment or upon request.

The Council may pursue all legal avenues available to recover its property if it is not returned.

EXIT INTERVIEW

Generally, a terminating employee will be scheduled for an exit interview with either his/her director or supervisor. The exit interview provides an opportunity for discussing the reason(s) for the separation, repayment of outstanding debts, the return of Council property, and any other issues the departing employee wishes to discuss.

COMPENSATION, HOURS, & ADVANCEMENT

COMPENSATION

Compensation shall be determined by Program purposes and available funding. In certain circumstances the Council may explore fair compensation with a job candidate.

Questions about your pay should be directed to the Office of HR.

PAY PERIODS

All employees are paid bi-weekly, every other Friday, for the two-week period that ends on the Friday prior to the payday. When a Council-observed holiday falls on a payday, paychecks are issued on an alternate date selected by the Council.

When you receive your paycheck, please check it carefully to ensure that it is correct. Any error that does occur, advise the Office of Human Resources so the appropriate corrections can be made.

Employees who are absent on a payday must make arrangements with their director or supervisor for obtaining their paycheck. In the absence of other arrangements, paychecks will be held until the employee returns or contacts the Council.

If an employee authorizes someone to pick up his/her check, s/he must provide authorization and the individual who picks up the check must provide identification.

Direct Deposit is available and is recommended to all employees.

PAY INCREASES

Employees are typically considered for an annual pay increase. Some annual increases are based on specific program requirements, availability of funding, and contract compliance.

OVERTIME

There may be times when it will be necessary for nonexempt employees to work overtime. Mandatory overtime will be scheduled when necessary.

Mandatory overtime will normally be scheduled at least one full working day in advance; unless advance notice is not possible. If advance notice is not provided, employees may request that they be excused from working overtime. Such requests will be honored if another qualified employee is willing to work the required hours. If all qualified employees request to be excused, employees will be assigned as objectively as possible.

Working overtime without prior authorization from a supervisor may result in disciplinary action.

PAY FOR OVERTIME

Our overtime pay policy is fully compliant with State and Federal laws. All employees who are eligible for overtime pay, i.e., those not exempt from overtime pay according to State or Federal law, are paid time-and-a-half for hours worked in excess of 40 per week.

Time that is paid but not worked, e.g., vacation, holiday, paid sick leave, jury duty, bereavement, etc., does not count as time worked when calculating overtime pay.

FLSA COMPLIANCE

The Council is committed to being fully compliant with the Fair Labor Standards Act (FLSA)—regarding minimum wage, overtime pay, wage/salary deductions, exempt and nonexempt status, and any other facet of the FLSA that is applicable to the Council.

Employees who have questions regarding their classification or who disagree with their classification can request a review of their classification. Requests for a classification review must be submitted to the Executive Director. Employees who request a review of their classification are advised of the determination resulting from the review.

If a review determines that a position was misclassified, the position will be re-classified as soon as possible/practical. If an employee is owed payment for overtime that was not paid according to the FLSA, s/he will be reimbursed as soon as possible, but no later than the next regularly scheduled payday.

We prohibit all management personnel from making any improper deductions from employees' pay. We want employees to be aware of this policy and that the Council does not allow deductions that violate the FLSA.

If you believe that an improper deduction has been made to your pay, you should immediately inform your director or supervisor.

Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction was made to an employee's pay, the employee will be promptly reimbursed.

HOURS

The *Workweek* starts on Sunday at 12:00 am and ends on Saturday at Midnight.

Hours are set by management, based on delivery of services to our clients and management's experience. All employees are expected to work the hours they are scheduled for. However, because the Council is unable to precisely predict or control work volume, the Council has the right to require employees to work additional hours, revised work schedules, or overtime as needed, to meet clients' needs.

REST & MEAL PERIODS

Most full-time employees receive a 60-minute unpaid meal period each day. Part-time employees may take a 30-minute unpaid meal period each day.

Supervisors are responsible for scheduling meal periods to ensure their department's operating needs are met. Employees who are on a scheduled unpaid break must be relieved of all responsibilities during their break.

Wisconsin law: Rest/meal periods are NOT required except for minors that have worked 6 consecutive hours.

TIME REPORTING

In order to ensure that paychecks are accurate and that the Council is compliant with State and Federal payroll recordkeeping requirements, nonexempt (hourly) employees are required to document their time worked, on a timesheet—including their start and finish times each day, unpaid breaks, and absences.

Employees are responsible for their own timesheet. No employee is permitted to fill out the timesheet of another employee—for any reason. Violation of this policy may result in disciplinary action including immediate termination.

Employees must sign their timesheet to verify the accuracy of their time worked. Supervisors are responsible for reviewing and signing the timesheets of employees in their department before submitting them to Payroll. If a correction is made to an employee's timesheet, both the employee and the supervisor must verify the accuracy of the correction by initialing the timesheet. If an adjustment is required, it will be made on the following paycheck.

If an employee submits his/her time sheet late and it does not reach the payroll department on time, it will be held and submitted for payment on the following pay period. (i.e.: Time sheet is due Friday and if it is received by the payroll department on Tuesday it will be held until the following pay period)

PERFORMANCE APPRAISAL

The success and development of every employee of the Council is vital to our continued success. Our hiring process should result in the addition to the organization of individuals who are qualified and will be effective in doing the work assigned.

In addition, employees must also espouse a good sense of collaboration and team work; must be committed to the bilingual mission and goals of the organization; will help as an employee and volunteer to advance the purposes of the organization; will represent well the Council wherever our work and activities take us; will be involved in the growth of the communities we work with, in particular the Latino community; are committed to self-growth and development; and will document personal and professional growth through self and organizational review and professional development. The aggregate of these factors constitute a performance appraisal process.

Also, it may take time for an employee to fully understand the expectations of an assignment. Through a process of dialogue and clarification with co-workers and the immediate supervisor, an employee should become proficient in his/her position.

A performance appraisal provides an employee with the opportunity to systemically discuss with a supervisor the expectations of a position, and how to further grow and become more effective in a position. Supervisors shall ensure that all new employees have a performance appraisal immediately after 90 days of employment.

When there is documentation and an objective appraisal of an employee who fails to make performance improvement, the Council may follow other courses of action, including termination.

The Council for the Spanish Speaking, Inc. will engage in a systemic effort to ensure that every person working full time with the organization completes a performance appraisal. There is a form for this purpose that will be posted for all on the Council's web site.

A performance appraisal is another way to engage a staff person in a process of:

1. **Job Delivery and Performance:** S/he will focus on a better understanding of the job description and the day-to-day contribution of expertise; further improves his/her general conduct; engages in team and collaborative work; strives for sound organizational performance; and practices and promotes equity, non-racist and non-sexist conduct.
2. **Professional Development:** S/he focuses on self professional growth and development; is involved in and responsive to the organization's professional development efforts; and, develops appropriate technology skills. The employee also designs a Professional Development Plan with his/her supervisor or with the assistance of the Office of Professional Development which flows from the performance appraisal, and which is the basis for the Council's support, including financial assistance, when available.
3. **Best Practice, Marketing, and Knowledge of the Community.** S/he reads and maintains an up to date understanding of the best practice literature and research in his/her areas of work; understands the marketing, information dissemination, and services that are needed and provided in the community; ensures that participant referrals and information provided are appropriate; and, is a staff member that maintains a good sense of demographic data and awareness of the Latinos in this community.
4. **Service to this organization:** S/he engages in service to the organization and its growth and development, as opposed to functioning as an isolated staff member in a program or department. This includes serving on Council committees and volunteering for events.
5. **Service to the Community:** S/he engages in service to the community we work with, its growth and development; and participates via board membership, committees, voluntarism, activities, etc.

Annual Implementation of a Performance Review:

To prepare for annual implementation and an end-of-year performance review, each staff member shall maintain a portfolio of evidence that includes an individual file on each of the areas outlined above (**Personal Job Delivery and Performance; Professional Development; Best Practice, Marketing, and Knowledge of the Community; Service to this organization; Service to the Community**). Every staff activity and effort shall be recorded in the portfolio. At the end of the year s/he will present

such evidence to his/her supervisor. Each administrator or supervisor will in turn do likewise and present his/her evidence to the Executive Director.

Administrative/Supervisor Responsibilities and Process

It is the responsibility of every administrator/supervisor to ensure that the performance appraisal form is completed in a timely manner and that it is maintained for every staff member under his/her supervision. Every supervisor must maintain a file for each staff member that completes a performance appraisal. Such files must include, at a minimum, a person's job description and performance appraisal form for the year under review.

At the beginning of the year, each supervisor will provide a copy of the performance appraisal form to each staff. The form should identify the top five goals of the individual, and there shall be employee and supervisor agreements on such goals. At the end of the year, and before June 30th, each supervisor will meet with each staff member. Together with the staff person, s/he will review the prior year's performance. A copy of the completed form shall be given to the staff person and a copy shall go in his/her file. The supervisor shall give a final copy of the annual performance appraisal to the Office of Human Resources to be included in the personnel file of each staff member.

EMPLOYMENT

When vacancies or new positions occur, current employees will be considered for advancement opportunities based on their qualifications, ability, past performance, aptitude, attitude, attendance, and length of service. Employees who have specific career interests should discuss them with their director.

Most full-time openings are posted on the employee bulletin boards, distributed to employees via a payroll attachment, and transmitted via email to directors; for posting in their area(s). Openings typically remain posted for 10 days. To be eligible to "post" for an opening, employees must have performed competently in their current position for at least 90 calendar days.

Employees who wish to be considered for a posted position should submit their interest (in writing) to the applicable director. The submittal must include the employee's job-related skills and accomplishments applicable to the posted position, current experience with the Council, and prior work experience and/or education that is pertinent to the open position.

BENEFITS

This section of the Council for the Spanish Speaking's Employee Handbook contains a brief overview of the benefits provided by the Council. Some of the Council-provided benefits are based on legal documents and contracts. Those documents/contracts govern the benefits provided by the Council. Employees may examine those documents/contracts if they desire, by contacting the Sr. Accountant. The Council may change, add, or eliminate any of the benefits it provides. Employees will be notified if/when that occurs. If there is a discrepancy between the wording in this Employee Handbook and the wording in a benefit document/plan, the benefit document/plan will take precedence.

HEALTH, DENTAL AND VISION INSURANCE

Full-time and part-time employees with benefits are eligible to enroll in the Council's health and dental insurance programs, effective on the first of the month following 30 days of employment with the Council.

Employees pay a portion of the premium for health, dental or vision insurance, through payroll deduction. The amount of the premium paid by part-time employees is based on the number of hours they are regularly scheduled to work. Details of the insurance benefit are explained to eligible employees prior to their eligibility date.

HEALTH, DENTAL AND VISION INSURANCE CONTINUATION (COBRA)

The Consolidated Omnibus Budget Reconciliation Act, a Federal law more commonly known as COBRA, requires that employers provide for continuing coverage (typically for up to 18 months) under their group health insurance plan, when certain “qualifying events” result in loss of coverage for employees and their dependents. The most common qualifying event is termination of employment. Other qualifying events include retirement, divorce, or children reaching the maximum eligibility age. It is important that the Council be notified if either of the latter two “qualifying events” becomes applicable to you.

COBRA coverage is paid for by the employee or his/her eligible dependent(s). All employees covered by the Council’s health, dental and vision insurance are eligible unless they are discharged for willful misconduct.

Optum Health (Council COBRA provider), will notify any employee that leaves the Council regarding COBRA, if they are enrolled in the Council’s health, dental or vision insurance plans and following a *qualifying event*.

PENSION PLAN

Employees who are at least 21 years old and have been employed by the Council for one year (and worked at least 1,000 hours) are eligible to enroll in a long-term savings plan sponsored by the Council. Enrollment dates are January 1 and July 1.

The Council may make an annual discretionary contribution (based on funding) to each eligible employee’s Plan. Employees become vested in the contributions made by the Council, over a 6-year period (20% after 2 years, 40% after 3 years, 60% after 4 years, 80% after 5 years, 100% after 6 years).

Details of the program are provided to eligible employees as they approach their eligibility date.

VACATION

Employees shall accumulate vacation time as indicated below starting on November 1, 2010. Employees who have reached 20 plus years of service as of November 1, 2010, will be grandfathered as per prior stated vacation policy. In other words, if they were entitled to more than 20 days of vacation, they are eligible to receive them.

Full-time and part-time with benefits employees are eligible for paid vacation, based on their length of service, according to the following:

<u>YEARS OF SERVICE</u>	<u>VACATION DAYS</u>
1	10
2-5	15
6 forward	20

10 month employees are eligible for vacation break based on the following schedule:

<u>Years of Service</u>	<u>Winter Break</u>	<u>Spring Break</u>
One or more years of service	paid	paid

10 month employees that are transferred to a 12 month schedule for the summer are eligible for vacation break based on the following schedule:

<u>Years of Service</u>	<u>One week in June</u>	<u>One week in August</u>	
1	not paid	not paid	
2	paid	not paid	
3	paid	not paid	
4	paid	not paid	
5	paid	not paid	
forward	paid	paid	6

Each employee's *Vacation Year* is the 12-month period that begins July 1st through June 30th.

Effective July 1, 2010 an employee can carry over a maximum of 40 unused hours, to be used by September 30th or it will be lost.

Employees who are eligible for paid vacation must submit a request to their supervisor, at least 2 weeks prior to the first day of the desired time off. To ensure adequate staffing and to avoid scheduling conflicts, the management reserves the right to designate when vacation may be taken. Vacation requests are considered according to the date they were submitted, i.e., *first-submitted, first-considered*.

Vacation time is paid at an employee's base pay rate. Pay for vacation cannot be taken in lieu of taking time off from work.

If Council designated holidays fall during an employee's vacation, the employee will receive holiday pay. I.e., the day will not be deducted from the employee's eligible vacation time.

The minimum amount of vacation time that can be taken is 4 hours. In general the policy of the Council is: Supervisor's will not approve any combination of leave longer than 10 consecutive working days. (Vacation, Holiday, Personal, United Way Personal)

Employees who are in an unpaid status have their eligible amount of vacation *adjusted* upon their return to work.

Employees who submit their resignation and a working notice are not allowed to use vacation during their working notice. Employees who resign and provide a two-week working notice are paid for their unused vacation on their final paycheck. Employees who are terminated are not paid for unused vacation.

Paid vacation time does not count as time worked when calculating overtime pay for nonexempt employees. Sick time cannot be used during a scheduled Vacation Leave.

Part time employees without benefits can request up to a two week unpaid vacation leave, at least 2 weeks prior to the first day of the desired time off.

PAID SICK LEAVE

Full-time and part-time employees with benefits are eligible for paid sick leave for temporary absences due to illness or injury. Eligible employees accrue paid sick leave benefits at the rate of 12 days per year (1 day for

every full month of service). Paid sick leave can be used after an employee has been employed for 90 consecutive calendar days.

Paid sick leave can be used in minimum increments of one half- hour for each day sick time is used—for the eligible employee's illness or injury, or an ill/injured spouse, child, or parent. Paid sick leave time can be used to supplement workers' compensation benefits. The combination of workers' compensation and paid sick leave cannot exceed an employee's normal weekly pay.

Paid sick leave can be accumulated to a maximum of 36 days. If an employee accumulates 36 days of paid sick leave s/he will not accrue any further paid sick leave until the accumulated total is less than 36 hours.

Paid sick leave is paid at the employee's base pay rate at the time of the absence.

Paid sick leave is intended to be used solely to provide income protection in the event of an employee's injury/illness or that of an employee's spouse, child, or parent.

Unused paid sick leave is not paid to employees who resign or are terminated.

Paid sick time does not count as time worked when calculating overtime pay for nonexempt employees.

If an employee is absent 3 days or more, a doctor's release is required, prior to returning to work. If an employee is absent 10 or more days a doctor's release is needed before the employee can return to work.

If a nonexempt employee is sick the day before or the day after a holiday a doctor's excuse will be needed before the holiday is paid.

PAID PERSONAL DAYS

Full-time and part-time employees with benefits who have been employed by the Council for at least one year as of July 1st are eligible for 2 paid personal days—effective on July 1st. New employees receive a prorated amount of paid personal days in their first year.

Part time employees without benefits are not eligible.

HOLIDAYS

Full-time and part-time employees with benefits who have been employed by the Council for at least 30 consecutive calendar days are eligible to receive holiday pay.

Holiday pay is based on an employee's normal work schedule and pay rate. Part-time employees with benefits are eligible for prorated holiday pay when a Council-observed holiday falls on a day they would have been scheduled to work.

The Council (typically) observes the following holidays:

- ◆ New Year's Day (January 1)
- ◆ Martin Luther King, Jr. Day (3rd Monday in January)
- ◆ President's Day (3rd Monday in February)
- ◆ Good Friday (Friday before Easter)
- ◆ Memorial Day (last Monday in May)
- ◆ Independence Day (July 4)
- ◆ Labor Day (1st Monday in September)

- ◆ Thanksgiving Day (4th Thursday in November)
- ◆ Day after Thanksgiving
- ◆ Christmas Eve (December 24)
- ◆ Christmas Day (December 25)
- ◆ New Year's Eve (December 31)

When a Council-observed holiday falls on a Saturday, it will be observed on the preceding Friday. When a Council-observed holiday falls on a Sunday, it will be observed on the following Monday.

Nonexempt employees who are eligible for holiday pay must work their scheduled workday before and after the holiday, otherwise the Holiday is unpaid.

If a holiday falls during an employee's approved vacation, s/he will receive holiday pay, i.e., the day will not reduce the employee's eligible remaining vacation time.

Nonexempt employees who work on a Council-observed holiday receive holiday pay plus pay at their straight-time rate for the hours they worked on the holiday.

Paid holiday time does not count as time worked when calculating overtime pay for nonexempt employees.

BEREAVEMENT LEAVE

Employees who have a death of an immediate family member are provided up to 3 paid days off to make funeral arrangements and attend the funeral. Immediate family includes an employee's:

1. Spouse
2. Parent
3. Child
4. Sibling
5. Father/Mother-in-law
6. Spouse's sibling
7. Child's spouse
8. Grandparents
9. Grandchildren

If additional time off is necessary, available paid vacation or personal time off may be approved; with supervisory approval. Bereavement pay is calculated based on the employee's rate of pay at the time of the absence and the number of hours s/he would have been scheduled to work. If an employee is not scheduled to work on the day of the funeral or day(s) when funeral arrangements are being made, s/he is not eligible for bereavement pay.

Bereavement pay does not count as time worked when calculating overtime pay for nonexempt employees.

Employees are required to notify their immediate supervisor of the need for bereavement time off in order to ensure the absence is not mistakenly recorded as unexcused. A copy of the obituary notice may be requested.

JURY DUTY

Employees who are summoned for jury duty are expected to immediately notify their supervisor and submit a copy of the summons or other documentation indicating the date(s) and time of service. Full-time and part-time with benefits employees' who have been employed by the Council for at least 90 days are eligible for paid time off to fulfill the obligation, provided the proper documentation is submitted.

The Council will pay nonexempt employees the difference between pay received for jury duty and their regular rate of pay for the number of hours they would have been scheduled to work, up to a maximum of 8 hours per day and 10 days per calendar year. To receive pay for time on jury duty, employees must sign over their jury duty paycheck to the Council (less any expense money received, i.e., parking).

Exempt employees who work a portion of a week in which they are on jury duty are paid for their time on jury duty, as required by law.

If an eligible employee is not scheduled to work on a day of scheduled jury duty, no jury duty pay will be made. If the jury duty does not require the entire day, employees are required to report back to work for the remainder of their normal shift, unless vacation has been approved.

PROFESSIONAL DEVELOPMENT

The Council is committed to the professional development of every staff member in the organization. It further recognizes that professional development increases the skills and knowledge of employees; their commitment to engagement, advocacy and service; it further develops the bilingualism and cultural understanding of staff; and it's concern for increasing the self-sufficiency of the less fortunate, Latinos in particular. Employees are encouraged to attain appropriate credentials, continuing education units (CEUs), or to enroll in a College/University level course(s) or a program leading to a higher degree.

An employee's Professional Development Individual Plan (PDIP) shall flow from his/her required performance appraisal, and shall be carefully designed in collaboration with the employee's supervisor or the Office of Professional Development. Both documents shall be on file in the Office of Human Resources.

The PDIP should specify the workshops; conferences or courses that the employee wishes to attend during a given year. Completion of the employee's performance appraisal and PDIP is required before funding by the Council may be provided. Funding of any of these activities must be related to the work performed by the employee, and whether such professional development will benefit a program or the Council.

The Council has employees in several programs who may wish to enroll in a College/University course(s) or programs. Unless required by the funding source, or promised as a condition of employment, employees cannot request reimbursement during their first year at the Council. An employee shall only seek financial support for a Master's degree after at least five years at the Council, unless such a degree is required by the program or beneficial to the Council. In such a case a supervisor shall bring the employee's request for financial support to the Executive Director for approval.

When funds are available, the Council may provide a loan towards the enrollment in a course(s) or a College/University program of study. For each year of full funding, or for prorated partial funding, the employee shall commit to a full year of service to the Council or may be required to reimburse the Council for funds provided.

If an employee resigns from the Council, and is still completing his/her course(s) of program of study, the employee will be required to repay the remaining balance of such a loan.

While professional development is expected of all employees, Council funding is not a guarantee, nor is it an entitlement.

TIME OFF TO VOTE

The Council encourages employees to fulfill their civic responsibility by voting. Generally, employees should be able to find time to vote before or after their work hours. Those who are unable to do so will be allowed up

to three hours off to vote. The Council will pay for up to one hour of time away from work for voting. Employees who need time during working hours to vote must inform their supervisor of the intended absence before the Election Day. Supervisors may designate the time of the absence during an employee's working hours.

SOCIAL SECURITY BENEFITS

In addition to the amount you contribute to Social Security through payroll taxes, the Council contributes an equal amount each pay period. Details of your eligibility for Social Security benefits are available through the Social Security Administration.

WORKERS' COMPENSATION INSURANCE

If you are injured in the course of employment you must notify your supervisor immediately. Employees who are involved in a work-related injury are required to fill out a form describing the circumstances involved in the injury. Doctor and hospital bills are paid by the Council's workers' compensation insurance. If you are unable to work due to a work-related injury or illness, you will be eligible for weekly benefits, as set by State law. Premiums for workers' compensation insurance are paid by the Council.

Health insurance is maintained for employees who are off work due to a work-related injury or illness, through the end of the month in which they were off work due to an injury or illness—provided they continue to pay their (pre-leave) portion of the premium. Continuation Coverage (COBRA) is offered to employees who fail to pay their pre-leave portion of their premium and employees who remain off work beyond the end of the month following the month in which they were unable to work.

UNEMPLOYMENT COMPENSATION INSURANCE

The purpose of unemployment compensation insurance is to replace a portion of an employee's income if s/he is laid off or terminated and not at fault. The Council pays the full cost of the insurance, but does not decide who is eligible for benefit payments or how much the payment will be.

SAFETY

SAFETY POLICY

The Council is committed to providing safe working conditions for all employees and safe products/services for all clients. Fulfilling this commitment and achieving our goal of an "Accident-Free Workplace" requires a 100% effort from every employee. All employees are required to work safely and be aware at all times of potential safety hazards.

We sincerely believe that:

All Accidents, Injuries, and Occupational Illnesses Can Be Prevented.

Every employee can contribute to achieving the goal of an accident-free work environment by continually asking themselves:

"What must I do to keep from being injured and from injuring others?"

SAFE WORK HABITS

Common sense is the best approach to safe work habits. Always be sure to:

- ◆ Follow instructions;
- ◆ Don't take chances – if you don't know, ask;
- ◆ Be alert for hazards;
- ◆ Report any unsafe conditions, equipment, or individuals to your director or supervisor.

If for any reason you feel that you are unable to perform assigned work, or you cannot perform the work safely, advise your supervisor immediately of the reason(s) for your concern.

Failure to abide by safety rules and regulations is considered to be a serious violation, subject to disciplinary action up to and including discharge.

IF YOU ARE INJURED

Employees are responsible for immediately reporting any on-the-job injury, no matter how slight, to their director or supervisor. An Employee's Injury Report must be completed.

Prompt reporting ensures that the proper first aid or medical treatment is obtained and that a timely and thorough accident investigation is completed.

If medical attention is required, it should be obtained as quickly as needed. If emergency treatment is not required, authorization should be obtained from your supervisor prior to leaving the premises.

ACCIDENT/INCIDENT INVESTIGATION

Accident/Incident investigations can contribute greatly to preventing future accidents. The information obtained in an accident/incident investigation can identify *why* an accident/incident occurred, and more importantly, *how* a recurrence can be avoided.

Investigations are conducted as soon as possible after the accident/incident, when the specifics of what happened are more likely to be remembered. Questions to be answered include:

- ◆ What happened?
- ◆ Why did it happen?
- ◆ What should be done to prevent a recurrence?
- ◆ What has been done following the incident?
- ◆ How will the action(s) taken improve operations?

The supervisor of an employee who is involved in an accident is responsible for ensuring that a thorough accident investigation is conducted and documented (on the "Council for the Spanish Speaking Accident/Incident Investigation Report").

It is important for everyone involved in an investigation to remember that the main purpose of an investigation is to determine "Why" an accident/incident occurred and "How" a recurrence can be prevented.

RETURN-TO-WORK PROGRAM

Despite our best efforts to maintain a safe and injury-free workplace, sometimes work-related injuries do occur. Depending on the injury and its severity, the injured employee may be restricted by his/her doctor from performing some or all functions of his/her job. Not being able to work can be stressful. However, studies indicate that employees who return to work in some capacity recuperate more quickly than those employees who are not able to work.

Instead of requiring an injured employee to recuperate completely away from work, when possible, we try to work with employees to return them to *light duty work* when it can be made available without endangering the employee's safety and the safety of our clients and when it is within the restrictions specified by their health care provider.

LIFE-THREATENING ILLNESSES

Some employees with life-threatening illnesses may wish to continue working. As long as an employee is able to satisfactorily perform his/her job, and medical evidence indicates that the condition is not a threat to the employee or others, the Council will be sensitive to the employee's condition and ensure that s/he is treated consistently with other employees. In keeping with our commitment to provide a safe work environment for all employees, reasonable precautions will be taken to ensure that an employee's condition does not present a health and/or safety threat to others.

An employee's health condition is personal and confidential, and the Council will take reasonable precautions to protect information regarding an employee's health condition. Where warranted, the Council will make reasonable accommodations, consistent with business needs, for employees with life-threatening illnesses, as long as they can perform the essential functions of their job.

WORKPLACE VIOLENCE

The Council has a *Zero-Tolerance* policy regarding violence in the workplace. *Workplace Violence* is any behavior, act, or statement that would be interpreted by a reasonable person to be aggressive, intimidating, harassing, or which carries an expressed or implied intent to cause harm to a person or property. Where appropriate, violators may be subject to criminal prosecution.

Every Council employee is responsible for reporting instances of workplace violence. Reports of workplace violence will be promptly and thoroughly investigated.

Anyone who is aware of any potential act of workplace violence must immediately notify his/her supervisor, any member of management, or the Executive Director.

WORKPLACE SEARCHES

As part of the Council's overall safety and security program, when necessary, the Council will search employees and their personal property; including lockers, cars, desks, lunch bags, or any other area/item necessary as part of an investigation into work-related misconduct. Workplace searches will be based on a legitimate business objective and they will be conducted in a manner that gives appropriate consideration to employees' right to privacy. When appropriate, an employee will be offered the opportunity to be present when a search of his/her personal property/belongings is conducted.

Any illegal or unauthorized articles discovered may be taken into custody and may be turned over to law enforcement agencies. Any employee who refuses to submit to a search or who is found in possession of a prohibited article will be subject to disciplinary action, up to and including discharge.

SAFETY SUGGESTIONS

Your safety-related suggestions are encouraged, welcomed, *required* if we're going to achieve our goal of an "*accident-free work environment*." If you have safety-related suggestions be sure to share them with your supervisor.

SAFETY TRAINING

If special training is required for a job that you will be assigned to, you will receive that training before being allowed to perform the job on your own. Employees must not perform any jobs requiring special training unless they have successfully completed that training. Employees who violate this rule will be subject to discipline, up to and including termination.

FEE SCHEDULE

Replacement Check (for lost check)	\$32.00
Copy of W-2	\$ 5.00

The above fees will automatically be deducted out of the employees pay.

FORMS

This section of the Employee Handbook contains forms (available on the Council website) that are mentioned in the Handbook and are required for various employee-related matters.

TITLE OF FORM

Family or Medical Leave Request
Certification of Health Care Provider Forms (for FMLA)
Direct Deposit Form
Timesheet
Request for Leave Form
Employee's Injury Report
Accident/Incident Investigation Report
Health Application
VIPA (Vision) Application
Dental Application
Hartford Life Beneficiary Form

All forms are also available from the Office of Human Resources

CURRENT FACILITIES & LOCATIONS

The Council's Executive Offices are located 614 W. National Avenue. This location houses the Executive Director, Executive Assistant, Adult Education Department, Social Services Department, and Housing Department.

Head Start Centers include:

1. Guadalupe South at 239 W. Washington St.
2. Guadalupe North at 2669 N Richards St.
3. Guadalupe at Murguía Campus 1645 S. 36th St.
4. Guadalupe Jo's at 3027 W. Greenfield Ave.
5. St. Joseph CDC at 1600 W. Oklahoma Ave.

Other locations include:

1. Loyola Academy High School at Murguía Campus 1645 S. 36th St.
2. Resource Center at Murguía Campus 1659 S. 36th St.
3. Guadalupe Administration at Murguía Campus 1648 S. 37th St.
4. Hillview Center at 1615 S. 22nd St.

Rent subsidized apartments for the elderly and mobility-impaired include:

1. Santa Cruz at 3029 W. Wells St.
2. El Jardín I at 920 W. Madison St.
3. El Jardín II at 1504 S. 6th St.
4. La Paz at 1313 S. 6th St.
5. Casa Catalina at Murguía Campus 3640 W. Mitchell St.
6. La Villa at 5801 W. Lakefield Dr.

PARKING PROCEDURE

The Council for the Spanish Speaking, Inc. (CSS) provides services in multiple locations in the City of Milwaukee. This policy applies to the building located on 614 W. National Ave., Milwaukee.

All vehicles parked in the rear parking lot of this building are required to have a parking permit. If the vehicle belongs to a visitor, they must have a temporary parking permit. No client or service recipient shall park in the lot in the rear of the building.

If our Human Resources (HR) Coordinator (Karen Kraemer) or Maintenance Supervisor (Alex Zamora) observes a vehicle parked in the rear without a regular or temporary permit, they will first contact the front desk receptionist to inquire regarding the vehicle's parking status before the police are called, with no exceptions.

CSS Board Members

CSS board members will receive a permit that they must display in their cars whenever they attend a function at this building.

Clients or Service Recipients

No client or service recipient shall visit any program and assume that they can park in the rear. The fact that we have a sign indicating that the lot is for "Employees Only" may not be respected by a client or visitor. Programs must notify their clients or service recipients that they must not park in the rear. Putting up a sign to that effect is very helpful, but a program

receptionist should always ask clients or service recipients if they have parked in the rear and advise them to move their vehicle.

Staff Members

CSS Staff members have to notify the front desk receptionist if they parked in the rear with a different vehicle --no exceptions. They should then request of the receptionist a temporary parking permit. If they have replaced their vehicle and will now be parking a different vehicle, then they should get a temporary permit for the day, but they need to notify Karen Kraemer of HR immediately so that she can make appropriate changes on her list of persons allowed to park in the rear.

Program Directors and Managers of CSS programs must secure a parking permit from HR. Members of the staff of CSS who work in other locations must register with the front desk receptionist when visiting, for whatever reason. There supervisors must inform them of this policy.

Staff members of partners or tenants who park in the lot must follow the same procedure outlined above.

Volunteers

Volunteers of partners or tenants in the 614 W. National building shall not park in the rear lot. On certain occasions, volunteers with CSS only may park in the rear with a temporary permit, if CSS administrative staff has made such arrangements. In such an event, the administrative staff of CSS shall notify the front desk receptionist to provide the temporary permit.

Other

Karen and Alex will not call staff of partnering programs in the building. It is the obligation of the person that visits any program to follow this procedure, and the program or organization should advise them about this. A person (s) from a funding source must follow the procedure above. Again, they still have to inform the front desk receptionist that they have parked in the rear and ask for a temporary permit. The receptionist will allow the visitor to walk through the building to the rear to place their permit in their vehicle.

This procedure applies Monday to Friday from 7:00 am to 5:00 pm. Visitors, clients or service providers can park in the rear after 5:00 pm during these days or any time during Saturday or Sunday.

When you arrange for a visit, you may wish to advise your clients, service recipients and/or visitors about this procedure.