Romeo Community Schools

Employee Handbook

Welcome and Purpose

This Manual is designed to acquaint you with Romeo Community Schools and provide you with general information about working conditions, benefits, and policies affecting your employment.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

This Manual and any other provisions contained herein do not constitute a guarantee of employment or an employment contract, express or implied. Only the Superintendent of Schools or other authorized representative(s) of the District has the authority to enter into a signed written agreement guaranteeing employment for a specific term. This Manual is intended solely to describe the present policies and working conditions at Romeo Community Schools. This Manual does not purport to include every conceivable situation; it is merely meant as a guideline, and unless laws prescribe otherwise, common sense shall prevail. Of course, Federal, state, and/or local laws will take precedence over policies, where applicable.

Personnel Policies are applied at the discretion of Romeo Community Schools. Romeo Community Schools and the District reserves the right to change, withdraw, apply, or amend any of our policies or benefits, including those covered in this Manual, at any time. The District may notify you of such changes via email, posting on the District's Intranet, Portal or Web site, or via a printed memo, notice, amendment to or reprinting of this Manual, but may, in its discretion make such changes at any time, with or without notice and without a written revision of this Manual.

Equal Employment Opportunity

It is our policy to provide equal employment opportunity to all individuals. We are committed to a diverse workforce. We value all employees' talents and support an environment that is inclusive and respectful. We are strongly committed to this policy, and believe in the concept and spirit of the law.

We are committed to assuring that:

- All recruiting, hiring, training, promotion, compensation, and other employment related programs are provided fairly to all persons on an equal opportunity basis;
- Employment decisions are based on the principles of equal opportunity. All personnel actions such as compensation, benefits, transfers, training, and participation in social and recreational programs are administered without regard to any characteristic protected by state, federal or local law.
- Employees and applicants will not be subjected to harassment, intimidation, threats, retaliation, coercion or discrimination because they have exercised any right protected by law.

We believe in and practice equal opportunity. The Director of Human Resources serves as our Equal Opportunity Coordinator and has overall responsibility for assuring compliance with this policy. All employees are responsible for supporting the concept of equal opportunity and diversity and assisting the District in meeting its objectives.

I-9 Immigration Reform Policy

Romeo Community Schools complies with the Immigration Reform and Control Act, employing only those persons who are legally eligible to work in the United States.

Romeo Community Schools complies with the Immigration Reform and Control Act of 1986 by employing only United States citizens and non-citizens who are authorized to work in the United States. All employees are asked on their first day of employment to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (INS Form I-9). If an individual cannot verify his/her right to work within three days of hire, Romeo Community Schools must terminate his/her employment.

Background Checks

Romeo Community Schools conducts background checks on all job candidates post-job offer. The type of information that may be collected is as follows: criminal background check, employment history, education, credit and professional or personal references.

This information may also be sought out during reassignment or promotional periods.

Employee Classification

Employees are classified as either exempt or non-exempt for pay administration purposes, as determined by the federal Fair Labor Standards Act (FLSA).

The definitions of the worker classification categories can be summarized as follows:

Exempt: Management, supervisory, professional, sales or administrative employees, whose positions meet FLSA standards, are exempt from overtime pay requirements.

Non-exempt: Employees whose positions do not meet the FLSA exemption standards are paid overtime. Employees classified as non-exempt generally work in non-supervisory, non-professional or non-administrative capacities. Overtime work, however, is prohibited without specific supervisor authorization.

Dress Code

Your pride in both yourself and as a representative of our organization is reflected in your appearance and image you create. We feel our business image is important and request that our employees maintain standards of dress and appearance appropriate to the organization as a whole and your individual position responsibilities. Dress, grooming, personal cleanliness, and professional behavior standards contribute to the professional image we present to our customers and visitors. Therefore, while performing duties for our organization employees are expected to dress in attire appropriate to the business environment and to behave in a professional and businesslike manner at all times to best represent our business.

If an employee is unclear about our dress and appearance guidelines, they are encouraged to consult with their supervisor and/or our Human Resources staff. If an employee reports to work in questionable attire or appearance, a notification and/or discussion will occur with the employee to advise and counsel them regarding the inappropriateness of the attire. Depending upon the circumstance the employee may also be sent home and directed to return to work in proper attire. Any work time lost will be expected to be made up by the employee. Continued or frequent departures from these guidelines will not be permitted and employees who appear for work inappropriately dressed or groomed may be disciplined up to and including termination.

Payroll and Paydays

Employees are paid bi-weekly, on Fridays, via direct deposit. When a payday falls on a holiday and the District is closed, employees are paid the day preceding the holiday. You can view your check stub online via the web at the following site: www.romeo.k12.mi.us. Go to Quick Links (located on the left side of the tool bar) then go to Payroll Check Portal (in the pull down from Quick Links). (This will take you to website: myinfo.misd.net, which you can go to directly if you want). New employees will be given login access by the Payroll Department.

Please contact the Payroll Department to make any changes to state or federal withholding forms.

Lunch Periods

Full-time employees, and some part-time employees, are allowed an unpaid 30 minute lunch break. The schedule for meal periods should be established on the basis of work requirements in each location. Staggered meal periods may be necessary in some locations. Supervisors should be sure that each location is adequately staffed and that someone with authority to resolve minor problems is available at all times.

Attendance

Being a service-oriented organization, it is crucial that you begin work at your assigned time. If you are tardy, you should report the reason to your supervisor. It is very much to your advantage to do all that you can to have a good attendance record since regular attendance is one of the best indications of interest in your job and will be taken into account at your performance evaluation. If you are unable to report for work because of illness or for any other reason, please report your absence as soon as possible.

Romeo Community Schools expects that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism and tardiness places a burden on other employees and on the District.

Absence Abuse

Regular attendance is crucial to the success of the District. Paid sick leave, if provided, is to be considered a financial buffer for those eligible employees who are too injured or ill to work, not as additional time off for employees who are well. Employees should be prepared to furnish a doctor's note or similar evidence of inability to work if the supervisor requests one. Abuse of sick leave, or excessive absenteeism or tardiness, is grounds for discipline, up to and including discharge.

Vacation

Vacation for eligible employees is granted in accordance with the employee's collective bargaining agreement, or written employment conditions.

Nursing Mothers

In compliance with the amended Fair Labor Standards Act and to ease the transition of mothers returning to work following the birth of a child, lactation accommodation will be provided for nursing mothers.

Religious Observances

Federal and state equal opportunity laws generally require employers to accommodate the religious beliefs of employees, but do not require them to provide paid leave. Romeo Community Schools respects your religious beliefs and therefore will provide unpaid leave to employees who, for religious reasons, must be away from the office on days of normal operation.

Employees who need time off for religious observance should request leave from their supervisors at least two weeks in advance. Time off is granted only with prior approval, but will not be unreasonably withheld.

Time Card Regulations

Some hourly employees are required to accurately record their hours worked each day on a time card. Each employee must use his/her own time card only. If an employee punches in or out for another employee, each are subject to disciplinary action.

Employees may not punch in more than five minutes before the beginning of his/her shift unless overtime hours were previously approved by his/her supervisor.

Workers' Compensation

We are all responsible for ensuring that work areas are maintained in a clean and safe manner. Both for your safety and the safety of your fellow co-workers, volunteers, and visitors, you should be aware of and report to your supervisor any condition that creates an unsafe work environment.

Romeo Community Schools will provide workers' compensation, a type of accident and injury insurance, which compensates an employee for lost time, medical expenses, and loss of life or dismemberment from an injury arising out of or in the course of work. Employees must report any accident or injury immediately to his/her supervisor so that the necessary paperwork may be completed.

Employees returning to work must provide proof of rehabilitation or treatment from a licensed physician and verification that they are able to complete all job-related tasks. In the event that the employee cannot complete some of the tasks as ordered by the physician, the District will modify his/her job load. Once a physician has verified that the employee can resume all job-related tasks, he/she will no longer receive workers' compensation benefits.

Jury Duty

While it is the duty of every citizen to serve on a jury when called, the District recognizes that this often means the loss of income. Romeo Community Schools pays the

difference between the jury pay and regular wages for days when you are unable to report to work because of jury service.

The above statement applies provided that you:

- Show your supervisor your summons to serve on a jury prior to the time that you are scheduled to serve.
- Furnish your supervisor with evidence of having served on a jury for the time claimed.

Time spent on jury duty will not be counted as hours worked for the purpose of computing overtime pay.

Employer-Offered Insurance

Romeo Community Schools provides health, dental and vision insurance plans to bargaining unit employees in accordance with the respective collective bargaining agreement. The District provides benefits to non-affiliated personnel as identified on their respective benefits summary. If no such summary is provided, employees are to contact the District's Employee Compensation Coordinator for benefit eligibility.

COBRA Benefits

Romeo Community Schools complies with the federal law, Consolidated Omnibus Budget Reconciliation Act of 1985, P.L. 99 272, and later amendments, otherwise known as COBRA. Covered employees and their dependents who lose insurance coverage for any of the following reasons are eligible to continue their coverage through COBRA: termination of the covered employee's employment, reduction in the covered employee's working hours, divorce or legal separation, death of the employee, eligibility for Medicare or loss of dependent child status under the insurance plan. All administrative rules and processes as well as changes in plan benefits and premiums apply to those on continuation coverage.

In the event of divorce or legal separation, or the loss of dependent child status under the plan, a covered employee or dependent must notify the Employee Compensation Coordinator within 30 days to maintain the right to continue coverage. At that time, the Employee Compensation Coordinator will provide enrollment materials to the employee or covered dependent within 14 days of that notification.

The covered employee or dependent has 60 days to elect continuation of coverage from either the date that coverage would ordinarily have ended under the plan by reason of a qualifying event or the date of notification, whichever comes later. Election of continuation of coverage is established by completing and returning enrollment materials to the Employee Compensation Coordinator.

COBRA premiums will be billed by the applicable insurance provider, and the first premium will be due within 45 days of the date of election. Subsequent premiums must be received within the terms set forth by the provider. Failure to make timely payments will result in termination of coverage without notice.

COBRA continuation coverage will end for any of the following reasons: discontinues its insurance plan, the premium payment is not made in a timely fashion, and the person who elected continuation of coverage becomes covered under another insurance plan or Medicare. Continuation coverage will end after 18 months if the qualifying event was termination or reduction in hours, unless the qualified beneficiary is disabled at the time of termination or reduction in hours, in which case coverage may extend to 29 months. Continuation coverage will otherwise end after 36 months.

Overtime Pay

Romeo Community Schools shall compensate all hourly, non-exempt employees time and one-half for all hours worked in excess of 40 hours each week. The workweek begins on Saturday morning (12:01 a.m.) and ends on Friday at midnight (12:00 p.m.).

At times, employees will be asked to work overtime to complete necessary work tasks. The employee's supervisor will notify the employee as early as possible regarding his/her scheduling needs.

If an employee would like to work overtime hours, he/she must receive prior authorization from his/her supervisor in writing before working the overtime hours.

Performance Evaluations

Romeo Community Schools is committed to providing you with feedback both formal and informal, about your performance on the job. Supervisors are responsible for on-going performance feedback. In addition, your supervisor may formally discuss and document your performance on a regular basis (generally on an annual basis). Please contact Human Resources if you feel that an evaluation is due to you or would be helpful to you.

Your performance appraisal discussion will include a review of your strengths; identify any areas needing improvement, and goals and objectives that need to be achieved. Specific performance problems may be addressed outside the performance appraisal cycle through either informal discussions or formal disciplinary action.

Formal performance feedback becomes a permanent part of your personnel file.

Personnel Records

Employee personnel files may include the following: (job application, job description, resume, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews, coaching, and

mentoring). Personnel records are maintained on a current basis. Personnel records are kept highly confidential, and are not available to anyone outside of the District unless you have authorized the release, or release is to an authorized governmental agency, or is required by law. To obtain access to your records, contact Human Resources.

Physical Examinations

Romeo Community Schools may require a job-related medical examination when there is a need to determine if an employee can perform mandatory functions of his/her position. This exam will identify physical limitations or restrictions. A medical examination may also identify significant health or safety risks to the employee or others, by identifying infectious diseases, or other medical monitoring as required by medical standards, professional licensing bodies or standards established by federal, state or local law.

A doctor's note may be required for employees who are absent as a result of injury, illness or disability.

Smoke-Free Environment

Smoking or the chewing of a tobacco product on District property, and/or in District vehicles, on a structure or real estate owned, leased, or otherwise controlled by the Romeo Community Schools District, shall not be permitted at any time.

Standards of Conduct

The work rules and standards of conduct for Romeo Community Schools are important, and the District regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting District business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including immediate termination of employment.

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, up to and including immediate termination of employment. These examples are in no way a limitation on or intended to change the District's at-will policy.

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, manufacture, distribution, sale, transfer, dispensation or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Immoral actions or intimidating others

- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of District-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment and touching
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, or other District-owned equipment
- Using District equipment for purposes other than business (e.g., playing games on computers or personal Internet usage)
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

These rules apply to any and all interactions with customers, fellow employees or anyone else associated with the workplace.

Employment Termination

1. Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

    - Resignation and Retirement - voluntary employment termination initiated by an employee.
    - Termination - involuntary employment termination initiated by the District.
    - Layoff - involuntary employment termination initiated by District for non-disciplinary reasons.

2. If you wish to resign, you are requested to notify your supervisor of your anticipated departure date at least two weeks in advance. Of course, as much notice as possible is appreciated by the District and your coworkers. This notice should be in the form of a written statement.

3. In the case of termination due to resignation, retirement, or permanent reduction in the work force, your accrued vacation (if applicable) pay will be paid on a pro-rata basis.

4. In the case of termination, any vacation or personal/sick time used in excess of accrued time will be deducted from your final paycheck given your prior written permission.

5. A health insurance extension of benefits under COBRA regulations is available and is offered via mail to eligible employees. Parking passes, office/building keys, District equipment, ID badge, etc., must be returned when requested, or on last day of employment with Romeo Community Schools.

6. If you leave in good standing, you may be considered for re-employment.

7. Except as required by law or by separate agreement, employee salary will end on the date of termination, benefits on the last day of the month.

COMMUNICATIONS

Communicating information to other employees, departments, and school buildings is extremely important to the District; however, it can be very challenging to reach all those the information was intended to reach. Effective communication is vital for the smooth operation of the District on a daily basis. To this end, the District has numerous methods of sharing information with employees, including:

- Employee Handbook
- Applicable Collective Bargaining Agreements
- U. S. Mail
- Pay stub messages
- District website – www.romeo.k12.mi.us
- Staff/department meetings
- Telephone/Voice Mail
- Instant Alert

Complaint Policy

Romeo Community Schools expects all employees to respect the rights of their co-workers and maintain an atmosphere free of discrimination.

In the event that an employee experiences any job-related discrimination or harassment based on race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty or veteran status, or believe they have been treated in an unlawful, discriminatory manner, the individual should promptly report the incident to a supervisor. If the employee believes it is inappropriate to discuss the matter with their supervisor, it should be directly reported to human resources. Once made aware of a complaint, Romeo Community Schools is committed to commence an immediate, thorough investigation of the allegations. Complaints will be kept confidential to the maximum extent as possible.

If, at the completion of an investigation, Romeo Community Schools determines that an employee is guilty of discriminatory or harassing behavior, appropriate disciplinary action will be taken against the offending employee.

Romeo Community Schools prohibits any form of retaliation against any employee for filing a bona fide complaint under this policy, or for assisting in the complaint investigation. However, if, after investigating any complaint of unlawful discrimination, the District determines that an employee intentionally provided false information regarding the complaint, disciplinary action may be taken against the one who gave the false information.

Disciplinary Action Policy

Disciplinary actions may entail verbal, written, final warnings, suspension, or termination. All of these actions may not be followed in some instances. The District reserves the right to exercise discretion in discipline. Prior warning is not a requirement for termination. If you are disciplined in writing, copies of your warnings are placed in your personnel file.

Romeo Community Schools reserves the right to take any disciplinary action it considers appropriate, including termination, at any time. In addition to those situations discussed elsewhere in this handbook, listed below are some other examples where immediate termination could result. This list is general in nature and is not intended to be all-inclusive:

- Discourtesy to a customer, provider, or the general public resulting in a complaint or loss of good will.
- Refusal or failure to follow directives from a supervisor, manager, or other administrator.
- Breach of confidentiality relating to employer, employee, and students.
- Altering, damaging, or destroying District property or records, or another employee's property.
- Dishonesty.
- Providing false or misleading information to any representative or on any records including the employment application, benefit forms, time cards, expense reimbursement forms, etc.
- Fighting or engaging in disorderly conduct on District premises.
- Conduct or performance issues of a serious nature.
- Failure of a drug or alcohol test.

Drug-Free Workplace Policy

We recognize alcohol and drug abuse as potential health, safety and security problems. It is expected that all employees will assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances. Compliance with this substance abuse policy is made a condition of employment.

Employees are prohibited from the following when reporting for work, while on the job, on District premises, or in any vehicle used for District business:

- The unlawful use, possession, transportation, manufacture, sale, dispensation or other distribution of an illegal or controlled substance or drug paraphernalia;
- The unauthorized use, possession, transportation, manufacture, sale, dispensation or other distribution of alcohol; and
- Being under the influence of alcohol or having a detectable amount of an illegal or controlled substance in the blood or urine ("controlled substance" means a drug or other substance as defined in applicable federal laws on drug abuse prevention).

Any employee violating these prohibitions will be subject to disciplinary action up to and including termination.

Any employee convicted under any criminal drug statute for a violation occurring while on the job, on District premises, or in any vehicle used for District business must notify the Superintendent of Schools no later than 5 days after such a conviction. A conviction includes any finding of guilt or plea of no contest and/or imposition of a fine, jail sentence, or other penalty.

Drug and alcohol testing will be carried out in compliance with any applicable state and federal laws and regulations.

We recognize that employees suffering from alcohol or drug dependence can be treated. We encourage any employee to seek professional care and counseling prior to any violation of this policy.

Violence-Free Workplace

It is Romeo Community School's policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, the District will not tolerate violence or threats of violence of any form in the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to employees, guests, vendors, and persons doing business with the District.

It will be a violation of this policy for any individual to engage in any conduct, verbal or physical, which intimidates, endangers, or creates the perception of intent to harm persons or property. Examples include but are not limited to:

- Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax, or e-mail).
- Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a co-worker.
- Possession of firearms or any other lethal weapon on District, in a vehicle being used on District business, in any District owned or leased parking facility, or at a work-related function.

- Any other conduct or acts which management believes represents an imminent or potential danger to work place safety/security.

Anyone with questions or complaints about workplace behaviors which fall under this policy may discuss them with a supervisor or a Human Resources representative. The District will promptly and thoroughly investigate any reported occurrences or threats of violence. Violations of this policy will result in disciplinary action, up to and including immediate termination of employees. Where such actions involve non-employees, the District will take action appropriate for the circumstances. Where appropriate and/or necessary, the District will also take whatever legal actions are available and necessary to stop the conduct and protect employees and property.

Workplace Harassment Policy

Romeo Community School's policy is to provide a work environment that is free from harassment. Therefore, the District will not tolerate harassment based on age, race, gender, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, status with respect to public assistance, and other characteristics protected under state, federal, or local law. Such conduct is prohibited in any form at the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to all employees, clients, customers, guests, vendors, and persons doing business with the District.

Sexual harassment, one type of prohibited harassment, warrants special mention. Sexual harassment has been defined according to guidelines as:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- *Submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment;*
- *Submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's employment; or*
- *Such conduct has the purpose or effect of interfering with an individual's work performance or creates an intimidating, hostile, or offensive working environment.*

Examples of conduct prohibited by this policy include, but are not limited to:

- Unwelcome sexual flirtation, advances, or propositions;
- Verbal comments related to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation;
- Explicit or degrading verbal comments about another individual or his/her appearance;
- The display of sexually suggestive pictures or objects in any workplace location including transmission or display via computer;

- Any sexually offensive or abusive physical conduct;
- The taking of or the refusal to take any personnel action based on an employee's submission to or rejection of sexual overtures; and
- Displaying cartoons or telling jokes which relate to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation.

If you believe that you are being subjected to workplace harassment, you should:

1. Tell the harasser that his or her actions are not welcome and they must stop, if you feel comfortable enough to do so.
2. Report the incident immediately to your supervisor/manager, or the Human Resources Department.
3. Report any additional incidents or retaliation that may occur to one of the above resources.

Any reported incident will be investigated immediately and thoroughly. Complaints and actions taken to resolve complaints will be handled as confidentially as possible, given the District's obligation to investigate and act upon reports of such harassment. Appropriate actions will be taken by the District to stop and remedy any and all such conduct, including interim measures during a period of investigation.

Retaliation of any kind or discriminating against an employee who reports a suspected incident of harassment or who cooperates in an investigation is prohibited. An employee who violates this policy or retaliates against an employee in any way will be subject to disciplinary action up to and including immediate termination.

Communicable Disease Policy

A communicable disease is a disease that can be transmitted from one individual to another via: (1) direct physical contact, (2) through the air (cough, sneeze or particle inhaled), (3) through a transmission vehicle, either ingested or injected or (4) through a vector (animals or insects). Examples of some of the most common communicable diseases include: measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV), AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS) and tuberculosis. This definition may be broadened in accordance with the recommendations and information provided from the Centers for Disease Control and Prevention (CDC).

Romeo Community Schools will make decisions involving those with communicable diseases based on medical information concerning the disease in question, the risks of transmission to others, symptoms and any special circumstances of the individuals involved. The District will weigh potential risks and available alternatives before making any decisions.

Reporting Procedure
Those employees who demonstrate signs or symptoms of a communicable disease that poses a credible threat of transmission in the workplace should report that potential infection or disease IMMEDIATELY to the Human Resources department. The employee is then responsible for keeping informed of his/her condition that may require extended care, missed work, etc. The employee may also be required to provide written documentation from a physician to return to the worksite.

Hiring and Employment
Romeo Community Schools will not discriminate against job applicants or employees with a communicable disease. These individuals will not be denied access to the worksite solely because they have a communicable disease, but may be excluded from district facilities, programs and functions if determines that restriction is necessary to protect the welfare of the infected individual and/or the welfare of others.

Romeo Community Schools will comply with all applicable statutes that protect the privacy of individuals with communicable diseases.

Abuse of this policy will result in disciplinary action up to and including termination. The District reserves the right to revise this policy without notice during changing pandemic conditions.

Contagious Illness Policy

Romeo Community Schools realizes that employees with contagious temporary illness, such as influenza, colds and other viruses, need to continue with normal life activities, including working. In deciding whether an employee with an apparently short-term contagious illness may continue to work, the District considers several factors. The employee must be able to perform normal job duties and meet regular performance standards.

In the judgment of the employer, the employee's continued presence must pose no risk to the health of the employee, other employees and students. If an employee disputes the District's determination that such a risk exists, the employee must submit a statement from his or her attending health care provider that the employee's continued employment poses no risk to the employee, other employees or students.

Safety Training

The district is required, at time of hire and on an annual basis thereafter, to provide employees specific training related to work safety. In addition, the district may require that all employees review information on additional subjects on an annual basis. In order to provide employees with this required training, the district has contracted with Safe Schools to offer web-based training. The tutorials can be accessed at http://romeo.mi.safeschools.com. When that web page is accessed, you need to log in. Your login information is your first name/last name. Please use all caps and do not use a space between first and last names.

In accordance with the OSHA Bloodborne Pathogens Standards, 29 CFR 1910.1030, Romeo Community Schools maintains a proactive position with its Bloodborne Pathogens Control Plan. The main objective of this Plan is to protect employees from potential workplace hazards by reducing occupational exposure to Hepatitis B Virus (HBV), Human Immunodeficiency Virus (HIV), and other bloodborne pathogens. Training on an annual basis is required.

In addition, the Hepatitis B vaccination series is offered to employees, administered by a local health care provider. Contact the Human Resources Department is you would like to receive the Hepatitis B vaccination series.

Federal Family and Medical Leave

As an eligible employee of Romeo Community Schools, you are allowed to take unpaid Family and/or Medical Leave under federal law, the Family and Medical Leave Act (FMLA).

Eligibility

To be eligible for leave, you must be employed by the District for at least 12 months. In the 12 months immediately preceding the beginning of the leave, you must also have worked at least 1,250 hours to qualify for federal FMLA. Twelve (12) month period is defined as rolling twelve (12) month period measured backward from the date the staff member uses FMLA leave (i.e. the "leave year" is specific to each individual staff member).

Amount of Leave Available

As stated above, eligible employees are generally eligible for *up to* a total of 12 weeks of protected leave, except for servicemember family leave, within a rolling twelve-month period, measured backward from the date an employee uses any Federal leave for any combination of reasons listed below. Where leave is taken to care for a covered servicemember who is undergoing medical treatment, recuperation or therapy, is in outpatient status or is otherwise on the temporary disability retired list for a serious injury or illness, a spouse, child, parent or next of kin may take up to 26 weeks of unpaid leave during a single 12-month period.

Under the federal FMLA, spouses employed by the District are jointly entitled to a combined total of 12 weeks of family leave for the birth or placement of a child for adoption or foster care and to care for a parent who has a serious health condition. (The federal FMLA does not cover care for a parent-in-law.) Spouses employed by the District are jointly entitled to a combined total of 26 weeks of family leave to care for a covered servicemember with a serious injury or illness, for the birth or placement of a child for adoption or foster care, or to care for a parent who has a serious health condition.

Types of Leave Available

Birth or Placement for Adoption or Foster Care: Family leave is available to eligible male and female employees for the birth of a child or for placement of a child with the employee for purposes of adoption or foster care. Federal leave must be completed within 12 months of the birth or placement.

Non-continuous leave. Federal leave may not be taken intermittently. See below for more details on intermittent leave.

Certification process. The need for leave must be documented by your treating health care provider through our medical certification process or documented proof of placement of a child.

Serious Health Condition of Employee: If, as an eligible employee, you experience a serious health condition as defined by federal law, you may take medical leave under this policy. A serious health condition generally occurs when you:

- Receive inpatient care in a hospital, hospice or nursing home;
- Suffer a period of incapacity accompanied by continuing outpatient treatment/care by a health care provider; or
- Have a history of a chronic condition that may cause episodes of incapacity.

Non-continuous leave. Medical leave may be taken all at once or, when medically necessary, intermittently.

Certification process. The need for leave must be documented by your treating health care provider through our medical certification process

Fitness-for-duty statement. A fitness-for-duty statement will be required in order for you to return from a medical leave. Failure to provide the statement will result in a delay in your return to work.

Serious Health Condition of Immediate Family Member: If, as an eligible employee, you need family leave in order to care for your son, daughter, spouse or parent who experiences a serious health condition as defined by federal law, you may take medical leave under this policy.

Non-continuous leave. Medical leave may be taken all at once or, when medically necessary, intermittently.

Certification process. The need for leave must be documented by the family member's treating health care provider through our medical certification process.

Active Duty Because of Any Qualifying Exigency: If, as an eligible employee, you need family leave because of any qualifying exigency arising out of the fact that your spouse, son, daughter or parent is on active duty in the Armed Forces (including the

National Guard or Reserves) in a foreign country, or has been notified that they will be called or ordered to active duty in the Armed Forces (including the National Guard or Reserves) in a foreign country, you may take family leave under this policy.

Non-continuous leave. Family leave for any qualifying exigency arising out of the active duty of a family member may be taken all at once or intermittently.

Certification process. The need for leave must be documented by a certification in a form and in such manner as the U.S. Department of Labor and the Secretary of Defense prescribe.

Servicemember Family Leave: If, as an eligible employee, you need family leave to care for a covered servicemember who is your spouse, son, daughter, parent or next of kin, and who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is otherwise on the temporary disability retired list for a serious injury or illness, you may take up to 26 weeks of unpaid leave during a single 12-month period under this policy.

Non-continuous leave. Servicemember family leave may be taken all at once or, when medically necessary, intermittently.

Certification process. The need for leave must be documented by the family member's treating health care provider through our medical certification process.

Notifying the District of the Need for Family or Medical Leave

Generally, an application for leave must be completed for all leave taken under this policy. The need to take non-emergency leave should generally be requested from the Human Resources department at least 30 days, or as soon as practicable, in advance of the need. In cases of emergency, verbal notice should be given as soon as possible (or by your representative if you are incapacitated), and the application form should be completed as soon as practicable. Failure to provide adequate notice may, in the case of foreseeable leave, result in a delay or denial of the leave. It is your responsibility to notify your supervisor and Human Resources of absences that may be covered by FMLA.

You must provide sufficient information regarding the reason for an absence for the District to know that protection may exist under this policy. Failure to provide this information will result in delay and/or forfeiture of rights under this policy. This means the absence may then be counted against your record for purposes of discipline for attendance, etc.

Medical Certification Process

In addition to an application for leave, you will be required to complete a medical certification form where leave is for a family member's or your own serious health condition. The certification form needs to be signed by the health care provider. These forms are available from Human Resources. Second or third certifications from health

care providers and periodic recertification at the District's and/or your expense may be required under certain circumstances.

We may also require periodic reports during federal FMLA leave regarding your status and intent to return to work.

Certification for Active Duty Because of Any Qualifying Exigency

In addition to an application for leave, you will be required to complete a Certification of Qualifying Exigency for Military Family Leave form and to furnish to the District in a timely manner any certification that your family member is issued regarding their active duty or call to active duty in the Armed Forces.

Substituting Paid Leave for Unpaid Leave

Federal FMLA leave is unpaid. The District may require you to substitute accrued leave. When you substitute accrued leave, the absence will be counted against your entitlement to FMLA leave under this policy and will not extend your leave. In other words, you are using your paid leave concurrently with your FMLA leave.

Non-Continuous Leave

Intermittent and/or reduced leave will be permitted only when it is medically necessary or for a qualifying exigency/call to active duty as explained above. In all cases, the total amount of leave taken in a calendar year should not exceed your total allotment as 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 or family member has control, medical appointments and treatments related to an employee's or family member's serious health condition should be scheduled outside of working hours or at such times that allow for a minimal amount of time away from work.

If you request non-continuous federal FMLA leave which is foreseeable based on planned medical treatment for purposes of providing care to a child, spouse or parent with a serious health condition, for your own serious health condition, or for servicemember family leave, you may be required to transfer temporarily to an available alternative position offered by the District for which you are qualified and which better accommodates recurring periods of leave than your regular employment position. You will be entitled to equivalent pay and benefits, but will not necessarily be assigned the same duties in the alternative position.

Benefit Continuation During Leave

The District will maintain group health insurance coverage and other employment benefits (such as group life insurance, AD&D, health and dependent flexible spending accounts, etc.) for you while on FMLA leave whenever such insurance was provided to you before the leave was taken and on the same terms as if you had continued to work.

You will be required to pay your regular portion of insurance premiums – contact Employee Compensation Coordinator for an explanation of your options.

Benefits that are accumulated based upon hours worked shall not accumulate during the period of FMLA leave.

In some instances, the District may recover premiums it paid to maintain health insurance coverage for an employee who fails to return to work from FMLA leave.

Returning to Work

If the reason for FMLA leave is for your own serious health condition, you will be required to present a Fitness-For-Duty certification immediately upon return to work.

If you wish to return to work before the scheduled expiration of an FMLA leave, you must notify the District of the changing circumstances as soon as possible but no later than two working days prior to your desired return date.

An employee who fails to return to work immediately after the expiration of the leave period will be considered to have voluntarily terminated his or her employment.

Rights Upon Return From Leave

Upon return from Family or Medical Leave, you will be returned to the position you held immediately prior to the leave if the position is vacant. Certain exceptions exist for Key Employees as defined by law. If the position is not vacant, you will be placed in an equivalent employment position with equivalent pay, benefits, and other terms and conditions of employment. If you exhaust all leave under this policy and are still unable to return to work, your situation will be reviewed to determine what rights and protections might exist under other District policies.

The law provides that an employee has no greater rights upon a return from leave than the employee would have if the employee had continued to work. Therefore, you may be affected by a layoff, termination or other job change if the action would have occurred had you remained actively at work.

If you do not qualify for the types of leave described in this policy, we may approve a personal leave of absence, depending on your circumstances. Except where mandated by law, we cannot guarantee that benefits will continue or that your position will remain open in your absence.

This policy provides an introduction to the rights and provisions of the federal FMLA. Department of Labor form WHD Publication 1420 is attached to this policy and further explains the FMLA's provisions and the procedures for filing complaints of violations of the FMLA with the U.S. Wage and Hour Division. Questions you may have about this law, including questions about the law's most recent requirements, should be directed to Human Resources.

Military Leave

Leave for Annual Training

Employees who are members of the U.S. Army, Navy, Air Force, Marines or Coast Guard reserves or the National Guard may be granted leaves of absence for the purpose of participating in reserve or National Guard training programs.

Employees shall be granted the minimum amount of leave needed to meet the minimum training requirements of their units. No employee will be required to use vacation time for military duty, but employees who do elect to schedule their vacations to coincide with military duty will receive their full regular vacation pay in addition to any pay from the military.

In recognition of the public service performed by reservists and members of the National Guard, employees shall receive the difference between their regular pay and their service pay, excluding any military subsistence allowance or other expense allowances during the training period.

Leave for Active Reserve or National Guard Duty

Permanent employees who are members of the U.S. Army, Navy, Air Force, Marines or Coast Guard reserves or the National Guard may be granted leaves of absence for the purpose of participating in active duty tours.

Employees will be granted leave as required to complete the tour of duty, for up to five (5) years of cumulative uniformed service-related absences. There are some exceptions that may apply that are exempt from counting towards this five year accumulation.

Employees with leaves of less than 31 days must report back to work by the beginning of the first regularly scheduled work period after the end of the last calendar day of duty, plus the time required to return home safely and have an eight hour rest period.

Employees with leaves between 31 and 180 days must apply for re-employment no later than fourteen (14) days after completion of uniformed service. Employees with leaves longer than 180 days must apply for re-employment no later than ninety (90) days after completion of uniformed service.

Time spent in the reserves or the National Guard will be credited to all employees toward meeting length of service requirements for eligibility for retirement benefits and vacation entitlement. Employer pension contributions, however, may be suspended during military service because the employee is not in pay status, and employees will not accrue vacation while in the military.

Emergency Action Plan

Purpose
To proactively protect the health and safety of all employees.

Practice
We recognize that our people drive our business. As our most critical resource, employees are safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. No duty, no matter what its perceived result, is more important than employee health and safety.

General Guidelines in an Emergency
Stay calm and think through your actions.

Know important emergency numbers:
- Fire/Police/Ambulance (9) 9-1-1
- Macomb County Sheriff 586-469-5151
- Romeo Police 586-752-3586
- Fire Department 586-781-6161

Be aware of your surroundings.
- Know where stairwell exits are located
- In the event of any emergency, do not take elevators, use only stairs.
- Do not hesitate to call/alert others if you believe that an emergency is occurring.

Fire
Evacuation:
- Employees are notified of a fire by either the fire alarm system or paged announcement.
- Upon hearing the alarm, immediately evacuate the building using the closest stairwell exit, do **not** use the elevators. Do not delay evacuation to get your coat, personal belongings, finish a phone call, or wait for friends.

If you discover a fire:
- Alert other persons in the immediate hazard area.
- Activate the nearest fire alarm, call 911.
- If you have been trained to use a fire extinguisher, following these instructions:
  - **P**ull the safety pin
  - **A**im the nozzle at the base of the fire
  - **S**queeze the operating lever
  - **S**weep side to side, covering the base of the fire

When using a fire extinguisher, always stay between the fire and an exit. Never feel that using a fire extinguisher is required. If the fire is too hot, too smoky, or you are frightened, evacuate immediately.

Medical Emergency

- Upon discovering a medical emergency, call (9) 9-1-1.
- Stay with the ill/injured person. Be careful not to come into contact with any bodily fluids unless properly trained and protected.
- Send one person to alert Human Resources so they can notify family members of the ill/injured person.
- Employees in the immediate vicinity of the emergency, but not involved in the emergency effort, should leave the area.

Severe Weather

- In the event severe weather conditions occur at a time when you are at work, employees should immediately seek shelter in the main hallways or exit stairways away from all windows.
-

Workplace Violence

- Any employee who feels that (s)he has been threatened should immediately report their concern to their supervisor and Human Resources.
- If you observe anyone exhibiting threatening behavior or making threatening statements, warn others in the area and immediately notify Human Resources. Stay away from the person exhibiting the threatening behavior.
- Depending upon the level of concern, (9) 9-1-1 may be called immediately.
- Never attempt to confront any person exhibiting threatening behavior.
- If you have reason to believe that events in your personal life could result in acts of violence occurring at work, you are strongly urged to confidentially discuss the issue with Human Resources so that a prevention plan can be developed.

General Computer Usage Policy

General Usage

Romeo Community Schools requires a General Computer Usage Policy to accomplish its business objectives in a secure and timely manner. Instituting such a policy demonstrates the commitment the District has to safeguard corporate information assets. That commitment must extend from every individual involved in business operations.

- All data on information systems is classified as District proprietary information.
- Any attempt to circumvent Romeo Community School's security procedures is strictly prohibited.
- Unauthorized use, destruction, modification, and/or distribution of Romeo Community School's information or information systems is strictly prohibited.
- All District information systems will be subject to monitoring and auditing at all times. Users acknowledge that they have no expectation of privacy with regard to their activity on District information systems.

- Use of any District information systems or dissemination of information in a manner bringing disrepute, damage, or ill- will against is not authorized.
- Individual passwords will be kept strictly confidential. In no situation should a username and password be given to another individual.
- Misuse, as defined in this policy, will be handled directly with the offender and could include disciplinary action up to and including discharge.

Internet Usage

Internet usage is provided to employees to conduct work-related business. Incidental and occasional personal use is permitted. This privilege should not be abused and must not affect a user's performance of employment related activities. Non-business Internet activity will be restricted to non-business hours.

E-mail Usage

E-mail accounts are provided to employees to conduct work-related business. While this resource is to be used primarily for business, the District realizes that employees may occasionally use this privilege for personal matters, and therefore permits limited personal e-mail during non-business hours.

- All e-mail on the District information systems, including personal e-mail, is the property of the District. As such, all e-mail can and may be periodically monitored.
- Outgoing and incoming e-mail of an offensive, pornographic, or otherwise inappropriate nature is prohibited. Violations of this may result in disciplinary action, up to and including termination of employment.

Desktop Services

Romeo Community Schools discourages/prohibits the downloading of software from the Internet because of significant risk of infecting the District systems with a virus and the unreliability of such downloaded software. All District information systems will be subject to periodic inventory and inspection for compliance.

District Credit Card

Romeo Community Schools offers district credit cards for some employees who travel frequently for their duties, purchase large volumes of goods for use by the District or incur frequent business expenses that can be paid by credit card.

The card is also not to be used for personal expenses.

- Misuse of a district-issued credit card will result in cancellation of the card. If the card is used for personal expenses, Romeo Community Schools has the right to recover these expenses from the cardholder. All employee cardholders will be required to sign an agreement authorizing to recover any amounts that were incurred for personal reasons out of their salaries.

- Credit card expenditures must be submitted with original receipts to the Accounting Department on a timely basis.
- If a credit card holder does not oblige this policy, his/her card will be cancelled.
- Lost or stolen district-issued credit cards must be reported to the Accounting Department immediately.

Confidential Information and District Property

During your employment by the District, you may have access to confidential and proprietary data. To protect the District's interest, you must (a) not use any such Confidential Information for your personal benefit or for the benefit of any person or entity, and (b) use your best efforts to limit access to such Confidential Information to those who have a need to know it for the business purposes of the District. In addition, you should minimize those occasions on which you take documents, computer disks, or a laptop containing such Confidential Information outside the office. On those occasions where it is necessary, consistent with the best interests of the District and doing your job effectively, to take documents, a computer disk, or a laptop containing Confidential Information outside the office, all appropriate precautionary and security measures should be taken to protect the confidentiality of the information.

During the course of your employment with the District, you will be provided and/or will generate correspondence, memoranda, literature, reports, summaries, manuals, proposals, contracts, and other documents and data concerning the business of the District. Any and all such records and data, whether maintained in hard copy or on a computer disk, computer hard drive, computer tape, or other medium is the property of the District, regardless of whether it is or contains Confidential Information. Upon termination of your employment with the District, you are required to return all such records to the District and may not retain any copy of any such records or make any notes regarding any such records. We reserve the right to search for such information and property in personal items while on District premises such as vehicles, purses, briefcases, etc.

Conflicts of Interest

All employees have a duty to further the District's aims and goals, and to work on behalf of its best interest. Employees should not place themselves in a position where the employee's actions or personal interests may be in conflict with those of Romeo Community Schools.

Driving While on District Business

Purpose

Driver inattention is a factor in a majority of motor vehicle accidents. We are not only concerned about your welfare as an employee, but also the welfare of others who could be put in harm's way by inattentive driving.

As a driver, your first responsibility is to pay attention to the road. When driving on business, or driving while conducting business on behalf of the District in any other manner, the following applies:

Cellular Phone
Cell phone use while driving is a common, often harmful, distraction. We are concerned about your safety as well as the safety of others. For this reason, the use of cell phones while driving is strongly discouraged. Do not accept or place calls unless it is an emergency, meaning the call cannot wait until you safely pull off the road or arrive at your destination. If you must use your cell phone while driving, please use good judgment: keep the call short, use a hands-free device, get to know your phone and its features, and suspend conversations during hazardous driving conditions (rain, snow, ice, fog, glare, heavy traffic, etc.).

Obey the Law
Romeo Community Schools is not responsible for any moving traffic violations, parking tickets, or any other city ordinances or state/federal laws regarding your driving habits and operation/care of your personal motor vehicle. Any tickets issued are the employee's responsibility, even if the ticket is issued while conducting business for the District.

Other Safe Driving Precautions:

- Use better judgment when road conditions are poor. Limit or avoid driving when rain or snow threatens your safety.
- Make an effort to avoid distractions such as eating, applying makeup, paying too much attention to your radio/CD player, or other distracting behavior.
- Do not drive if your ability to drive safely is impaired by the influence of medications.
- Texting is strictly prohibited while driving a District provided vehicle, or driving on District business.
- Laptop computers should never be used at any time while driving.
- Be concerned for your coworkers' safety. Ask them to call you back at a safer time if they call you while driving.

Employees who drive for district business must have a current, valid driver's license.

Improper Payments and Gifts

We prohibit the solicitation, acceptance, offer or payment to any person or organization of any bribe, kickback or similar consideration of any kind, including money, services or goods or favors (other than goods or favors which are nominal in amount and not prohibited by any federal, state or local law). Do not accept or give gifts, gratuities, entertainment or favors of such value or significance that their receipt might reasonably be expected to interfere with the exercise of independent and objective judgment in making or participating in the business decisions of or the party with whom is dealing.

Online Social Networking Policy

Romeo Community Schools is committed to maintaining a good relationship with employees and with the outside world. If Romeo Community Schools sustains a positive reputation and excellent image in the public eye, it directly benefits the District as a whole in addition to putting you in an advantageous situation as an employee. The way the public views the District is vital to promoting business, gaining new business, retaining first-class employees, recruiting new employees and marketing our products/services.

While the District has no intentions of controlling employees' actions outside of work, it is important that employees practice caution and use discretion when posting content on the Internet, and especially on social networking sites that could affect the District's business operations or reputation. This policy serves as a notice on the practice of social networking for all employees to read and understand.

Purpose

The purpose the Online Social Networking Policy is:

- To guarantee a constructive relationship between the District and its employees.
- To reduce the possibility of risk to Romeo Community Schools or its reputation.
- To discourage the use of District time for personal networking.
- To ensure employees are aware of their actions while engaging in social networking, the number of individuals who can access information presented on social networking sites and the consequences associated with these actions

Definitions

Social Networking

Defined as any activity that involves interaction in online communities of people. This interaction includes, but is not limited to, browsing other users' profiles, browsing other users' photos, reading messages sent through social networking forums and engaging in online communities' instant messaging services.

Social Networking Sites

Specific online communities of users, or any Web site that links individuals electronically and provides a forum where users can connect and share information. These Web sites can be general or tailored to specific interests or certain types of users. Examples of popular social networking sites include Facebook®, Twitter®, MySpace®, Flickr®, Friendster®, Classmates.com®, LinkedIn®, Xanga® and Bebo®. The list of domains that constitute social networking sites is ever-growing and changing because of the nature of the Internet.

Social Networking Profile

A specific user's personalized Web page within a certain social networking site, usually containing personal information such as name, birthday, profile photo, interests, etc.

Micro-blogging
The practice of publishing your recent whereabouts, thoughts or activities on a social networking site for other users to see. This is the main focus of social networking sites such as Twitter, but it also includes features like "status updates" on Facebook.

Prohibited Conduct
Having your own, individual social networking account and using it on your own time is certainly permissible. However, keep in mind that some actions on your personal site are visible for the entire social networking community and are no longer private matters. While the District will not be continuously monitoring employees' personal conduct on social networking sites, it might be a good guideline to assume that anything posted on your personal social networking profile could potentially be seen by anyone at the District. While this section of the policy is a sensitive one, Romeo Community Schools put it in place to protect not only the district, but you and your job. It is for your own security and defense that you follow these guidelines:

- Do not use micro-blogging features to talk about District business on your personal account, even on your own time. Do not post anything you would not want your manager/supervisor to see or that would put your job in jeopardy.
- Do not use the District name, address or other information in your personal profile. This is for your physical safety as well the safety of everyone else at the District and the protection of the District's name.
- Do not post any pictures or comments involving the District or other employees that could be construed as inappropriate.
- You are also responsible for what other users post on your individual social networking profile. Do not allow inappropriate or sensitive information regarding the District anywhere on your profile, even if it is generated by a different user.
- Remember that if your personal profile is visible to other employees at the District, supervisors, managers or peers, practice caution. You have control over yourself but not over these employees, and just one inappropriate picture or comment taken out of context could fall into the wrong hands and cost you your job.

Facebook® is a registered trademark of Facebook, Inc. Twitter® is a registered trademark of Twitter, Inc. MySpace® is a registered trademark of News Corporation. Bebo® is a registered trademark of Bebo.com. LinkedIn® is a registered trademark of LinkedIn Corporation. Classmates.com® is a registered trademark of United Online, Inc. Friendster® is a service mark of Friendster, Inc. BlackBerry® is a registered trademark of Research in Motion Limited. iPhone® is a registered trademark of Apple Inc. Windows Mobile® is a registered trademark of Microsoft Corporation. Android® is a registered trademark of Google Inc. Linux® is a registered trademark of Linux Online Inc. Palm® is a registered trademark of Palm, Inc.

Phone Calls

Business Phone Calls:
A great majority of our business is conducted over the phone making our telephone techniques extremely important. A friendly but businesslike telephone manner should always be projected. When you are away from your work area, make a habit of forwarding your phone to the appropriate extension.

Personal Phone Calls:
We recognize that periodically, personal phone calls must be made or be received during the business hours. Such calls should be held at a minimum so that they do not interfere with the workflow.

Personal Cellular Phone Calls:
In order to provide an optimum work environment, employees are expected to have cell phones turned off during work hours. Ringing cell phones are a distraction to other co-workers and can interfere with productivity. Cell phones should only be used during breaks/lunches and outside of the office. Flexibility will be provided in circumstances demanding immediate/emergency attention.

Voicemail:
Voicemail was installed to help maintain our high quality of service for clients and to increase efficiency throughout the office. Voicemail will only be an option to the caller; the call will not be put directly into voicemail. It is recommended that employee greetings be changed daily. They should be brief and communicate your availability to clients.