



4910 A Street SE  
Auburn, WA 98092

253-249-7849

# **Employee Handbook**

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# WELCOME...

## TO AUBURN VALLEY HUMANE SOCIETY!

As an employee of Auburn Valley Humane Society (commonly referred to as "AVHS") the importance of your contribution cannot be overstated. Our success depends upon the dedication of our employees and we are highly selective in choosing new members of our team. We look to you and the other employees to contribute to the success of Auburn Valley Humane Society. We believe in putting our customers and the animals first. Our goal is to provide the best animal care and customer service possible. All of us at Auburn Valley Humane Society are involved in animal care. While efficiency is important, quality of care and service must not be compromised. You are an important part of this process because your work directly influences AVHS's success. We hope you will find your work to be both challenging and rewarding.

This employee handbook is intended to explain the terms and conditions of employment for full-time and part-time employees. Contracted employees may have different or additional terms according to their employment contracts.

This handbook summarizes the policies and practices in effect at the time of publication. This handbook supersedes all previously issued handbooks, any policy, benefit statements or memoranda that are inconsistent with the policies described here. Your supervisor or manager will be happy to answer any questions you may have.



**We are happy to have you on our team!**

## **Introduction**

This employee handbook is provided for your use as a ready reference of Auburn Valley Humane Society policies, procedures, work rules and benefits. AVHS retains the right to make decisions involving employment as needed in order to conduct work in a manner that is beneficial to the employees and AVHS.

This employee handbook summarizes the current policies and benefit plans maintained by AVHS. If any questions arise regarding the interpretation of these policies or plans, the answers will be determined by reference to the actual plan documents and policies rather than the summaries contained in this handbook. AVHS is not responsible for any errors or omissions contained in this handbook.

**The content of this handbook is not intended to create any contractual obligations, which in any way conflict with AVHS's "at-will" employment policy.** Nothing in this employee handbook or in any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee.



# **SECTION I EMPLOYMENT POLICIES AND PRACTICES**

### **A. At-Will Statement**

Auburn Valley Humane Society hopes every employee will find the employment relationship satisfying and rewarding in all respects. At the same time, it recognizes that relationships are not always mutually satisfactory.

Employment with Auburn Valley Humane Society is at will with the exception of contractually bound staff. You agree that you have entered into the employment relationship voluntarily, and are free to resign at any time for any reason. Similarly, Auburn Valley Humane Society may terminate the employment relationship at any time and without advance notice for any non-discriminatory reason. Furthermore, no representative of the company has any authority to enter into any agreement for employment for any specified period of time, or to make other commitments or promises or assure any benefit or terms and conditions of employment unless such promises are made in writing and approved in advance by the Executive Director and the President of the Board of Directors.

### **B. Executive Director's Office**

All Human Resources related information and files are located at 4910 A Street SE, Auburn, Washington 98092. If you need information and/or assistance to understand AVHS's policies, procedures, benefit information, and/or employment related issues, please contact the Executive Director's Office at 253-249-7849.

Additionally, the Executive Director is the contact for employees to obtain current information on work rules, benefits, personnel policies, payroll data, personnel records, insurance information and internal job opportunities. Employees in other departments are required to refrain from providing such information to employees and instead should refer the individual to the Executive Director for assistance.

The Executive Director is also responsible for maintaining complete and up-to-date personnel records for all current employees (see Personnel Records). Therefore, it is the responsibility of all employees to notify the Executive Director promptly of any changes in name, marital status, number of dependents, home address, telephone number or any other relevant information.

### **C. Employee Issues**

In our attempt to provide a positive and constructive work environment, Auburn Valley Humane Society believes in an open door policy. In the event you have a concern or problem, you should bring the problem to the attention of your immediate supervisor as soon as possible. The supervisor will review the situation and respond to your concern promptly. However, if your concern is your immediate supervisor, you should direct your concern to the management individual who oversees your supervisor. In the event you feel your concern has not been addressed satisfactorily or if your concern is especially sensitive and/or confidential in nature, you should contact the Executive Director. Your concern will be investigated and a response will be provided within a reasonable time frame.

AVHS encourages all employees to constructively communicate any questions or concerns regarding employment. AVHS will make every effort to investigate and resolve an employee's concern on a fair and equitable basis. This policy does not provide employees an endless forum for challenging decisions regarding discipline or regarding corporate decisions that have already been addressed. Those decisions are at the sole discretion of Auburn Valley Humane Society. Remember, concerns and problems cannot be addressed or resolved if they are not communicated.

### **D. Equal Employment Opportunity**

Auburn Valley Humane Society is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available persons in every job.

Auburn Valley Humane Society is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in the operations of Auburn Valley Humane Society and prohibits unlawful discrimination by any employee of Auburn Valley Humane Society including supervisors and coworkers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, Auburn Valley Humane Society will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship to Auburn Valley Humane Society would be the result.

Any applicant or employee who requires an accommodation in order to perform the essential job functions should contact their supervisor with day-to-day personnel responsibilities or executive director and request such an accommodation. The individual with the disability should specify what accommodation he/she needs in order to perform the job. Auburn Valley Humane Society will then conduct an assessment to identify the barriers that interfere with the equal opportunity of the applicant or employee to perform his/her job.

If you believe you have been subjected to any form of unlawful discrimination, you are required to submit a written complaint to your supervisor or the individual with day-to-day personnel responsibilities as soon as reasonably possible. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. Auburn Valley Humane Society will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

If Auburn Valley Humane Society determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action will also be taken to deter any future discrimination. Auburn Valley Humane Society will not retaliate against you for filing a complaint and will not tolerate retaliation by management, employees or your co-workers.

#### **E. Unlawful Harassment**

Auburn Valley Humane Society is committed to providing a work environment free of unlawful harassment. Auburn Valley Humane Society policy prohibits sexual harassment and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, or any other basis protected by federal, state, or local law, ordinance or regulation. Auburn Valley Humane Society's anti-harassment policy applies to all persons involved in the operation of Auburn Valley Humane Society and prohibits unlawful harassment by any employee of Auburn Valley Humane Society, including supervisors and coworkers. It also prohibits unlawful harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited unlawful harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, or comments;

- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings, or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race, or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors; and;
- Retaliation for reporting or threatening to report harassment.

If you believe that you have been unlawfully harassed, you are required to submit a written complaint to your own or any other AVHS supervisor, the Executive Director or any Board Member of AVHS as soon as reasonably possible after the incident.

Your complaint should include details of the incident(s), names of the individuals involved, and names of any witnesses. Supervisors will refer all harassment complaints to the Executive Director, investigative officer, or the executive Committee of the Board of Directors of Auburn Valley Humane Society. Auburn Valley Humane Society will immediately undertake an effective, thorough, and objective investigation of the harassment allegations.

If Auburn Valley Humane Society determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by Auburn Valley Humane Society to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination of employment. An AVHS representative will advise all concerned parties of the results of the investigation. Auburn Valley Humane Society will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

Auburn Valley Humane Society requires all employees to *immediately* report or report as soon as reasonably possible any incidents of harassment forbidden by this policy so that complaints can be quickly and fairly resolved. All information regarding a complaint, investigation and any corrective action is confidential. All parties involved and/or interviewed shall keep the matter confidential. Only those parties with a legitimate business "need to know" will be given an appropriate level of information.

## **F. Employee Classification and Status Classification**

### **Regular Full-time Employees**

Employees, who regularly work a minimum of 32 hours per week on a continuing basis, are considered "regular full-time employees." All regular full-time employees may enroll in AVHS sponsored benefits after 90 days of continued employment.

### **Regular Part-time Employees**

Employees who regularly work fewer than 32 hours but more than 19 hours per week are considered "regular part-time employees." Regular part-time employees should contact the Executive Director for the eligibility requirements of any AVHS-sponsored benefits

## **Status**

### **Non-Exempt Employees**

Non-exempt employees include all regular employees who are covered by the overtime provisions of the Federal Fair Labor Standards Act or any applicable state laws. Employees in this category receive overtime compensation in accordance with the Fair Labor Standards Act (for all hours worked in excess of 40 hours within a given work-week).

### **Exempt Employees**

Exempt employees include all regular employees who are classified by AVHS as exempt from the overtime provisions of the Federal Fair Labor Standards Act.

## **G. Job Duties**

Your supervisor will explain your job responsibilities and the performance standards expected of you. You will also be provided a written job description upon request. Be aware that your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or Auburn Valley Humane Society. Your cooperation and assistance in performing such additional work is appreciated and expected.

Auburn Valley Humane Society reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

## **H. Performance Reviews**

AVHS believes that employees should be kept informed of their performance both positive and negative. Performance reviews are an important part of communicating to employees regarding their overall job performance, identify areas of needed improvement as well as any area employees may excel and exceed expectations. Reviews are also used to discuss expected standards of performance and career development potential.

Performance reviews will be scheduled at a pre-determined time each year for all employees. Generally, employees receive an annual review in November.

Performance evaluations may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your job skills, and your interpersonal skills. The performance evaluations are intended to make you aware of your progress, areas for improvement, and objectives or goals for future work performance. Favorable performance evaluations do not guarantee increases in salary or promotions. Salary increases and promotions are solely within the discretion of Auburn Valley Humane Society and depend upon many factors in addition to performance. Wage adjustments (if any) as a result of annual performance reviews, will be based on the current year's performance review program. After the review, you will be required to sign the evaluation report acknowledging that it has been presented to you, that you have discussed it with your supervisor, and that you are aware of its contents.

## **I. Communication of Performance and Conduct Issues**

The following guidelines have been developed to provide management with a method of communicating to employees any deficiencies and the corrective action needed. These guidelines do not constitute a

mandatory step-by-step procedure and do not represent a progressive disciplinary process or formal policy. Management will determine the appropriate action based on the seriousness of the conduct and/or performance issues up to and including termination of employment without prior notice. Nothing in these guidelines is intended to create an express or implied agreement that alters the employment-at-will relationship that exists.

#### **J. Responsibilities**

Management will communicate to employees their job duties, AVHS policies and management's expectations, to ensure that employees are treated fairly, equally and with respect.

Employees are responsible to be aware of AVHS policies, procedures, safety standards as well as their individual job duties. When employees are unsure of any of these items, it is their responsibility to communicate this with their supervisors or the Executive Director.

#### **K. Corrective Action Communications**

Auburn Valley Humane Society has established a system of discipline that may include verbal and written warnings. This system is not formal and Auburn Valley Humane Society may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment. The system will make a reasonable effort to treat employees fairly and with respect and in no way limits or alters the at-will relationship.

Verbal: Verbal communications take place between management and employee on a regular and routine basis and can be for positive as well as negative issues. Generally, verbal communications for performance or conduct issues are used for minor problems or deficiencies and are placed in the personnel file.

Written: When management determines that an issue is important or severe, it will document as follows: the issue, performance expectations or policy, corrective action necessary and outcome of continued failure to correct the issue. Since this is not a progressive process, a verbal communication does not have to take place prior to a written communication or termination of employment; nor does a written communication have to take place prior to termination.

All written communication with employees regarding performance and or conduct shall become a part of the employee's official personnel record. Employees will be asked to sign the document stating only that they have read and understand the contents; a signature does not imply agreement with the final assessment.

Unless otherwise stated, immediate and continued improvement/compliance is expected of the employee. Time frames will only be used when management feels that the employee needs additional training for performance issues. All conduct issues are to be corrected immediately.

#### **L. Employee Comments (Grievance)**

AVHS does not have a formal grievance process. However, employees who feel that a communication and/or disciplinary actions are unjustified are encouraged to communicate this with their supervisor or the Executive Director. Management will consider the employee's comments and then determine the appropriateness of the communication and/or corrective action to be taken. Decisions regarding corrective action and/or discipline are the sole discretion of Auburn Valley Humane Society.

### **M. Re-Hired Employees**

Employees separated from Auburn Valley Humane Society may be considered for re-hire subject to, but not limited to, available positions, qualifications, additional applicants and needs of the department and prior record with AVHS.

Employees who are re-hired following a break in service one month or less may be able to continue certain benefits without interruption. Employees who are re-hired following a break in service in excess of one month, other than an approved leave of absence, will be considered new employees from the effective date of their re-employment for all purposes, including for purposes of administering most AVHS-sponsored benefits.

### **N. Resignations**

We hope all employees will find their work both rewarding and enjoyable. However, in the event an employee decides to leave AVHS, the following is asked so that a qualified replacement can be found. Employees have the right to resign with or without notice and with or without reason. While it is not required, it is requested that employees give their supervisor reasonable notice of their intent to leave AVHS.

Resigning employees may be asked to hold an "Exit Interview" with the Executive Director. This interview should be made prior to the employee's last day of actual work. Additionally, upon termination or resignation the employee must return the Employee Handbook, uniforms, keys, cell phones, pagers, computers and any other AVHS property. It is the employee's responsibility to provide AVHS with any address changes so that tax information can be mailed to the proper address.

### **O. Employment Reference Policy**

Employee and employment information are confidential. All requests for information of any kind regarding current or former employees must be handled through the Executive Director. No employee, supervisor or manager shall release any employment information, or write letters of recommendation, to any internal or external person, agency or institution without approval from the Executive Director.

### **P. Personnel Records**

AVHS maintains a confidential personnel file for each employee. Items contained in this file may include, but are not limited to: application for employment, attendance records, performance reviews, payroll information, interview notes, and/or other records related to your employment at Auburn Valley Humane Society. These records will remain on file during the course of employment (as well as after separation of employment) in accordance with AVHS policy and state and/or federal regulations.

Personnel files are confidential and are the property of AVHS. Access to personnel files is limited to representatives of the Executive Director, supervisors, managers and administrators (with a legitimate business need for file access) as well as the subject employee. Requests for personnel information or records from governmental agencies, and/or other outside parties with legal right to file access will be honored.

Employees are permitted access to their own personnel files at least once per year. Employees, who wish to inspect their file, must make an appointment with the Executive Director to do so.

The inspection will occur within a reasonable period of time and the Executive Director will be present during the file inspection. Employees may take notes on the contents of their files, and/or request photocopies of material containing their signature or any documents pertaining to their personal information or compensation. Under no circumstances are employees permitted to alter or remove the contents of their personnel file. If employees believe their personnel file contains erroneous information they must notify the Executive Director, who will then make a determination regarding whether or not the disputed information is to be removed.

**Q. Employment of Relatives**

Auburn Valley Humane Society does maintain a strict policy that prohibits employment of relatives.

**R. Employee Driver's License and Proof of Vehicle Insurance**

Employees must notify the Executive Director within 72 hours of their driver's license being suspended or revoked or their personal vehicle insurance being cancelled or suspended. Any time an employee uses either their personal vehicle or an AVHS vehicle for AVHS business they must have a valid driver's license and current vehicle insurance.



## **SECTION II COMPENSATION AND PAY PRACTICES**

Auburn Valley Humane Society adheres to all local, state and federal wage and pay requirements. Should a change in regulations occur at the local, state or federal level that will impact the employees of AVHS, employees will be notified.

#### **A. Work Schedules**

Your supervisor will assign your individual work schedule. All employees are expected to be at their desks or workstations at the start of their scheduled shifts, ready to work.

The workweek begins at 12:01 a.m. Sunday and ends at 11:59 p.m. on Saturday.

#### **B. Paydays**

All employees of Auburn Valley Humane Society are paid every other Friday for work performed during the previous pay period. If a regular payday falls on a holiday, employees will be paid on the following business day. There will be NO pay advances or draws for employees.

#### **C. Automatic Deposit**

Auburn Valley Humane Society offers automatic payroll deposit for employees. You may begin and stop automatic payroll deposit at any time. To begin automatic payroll deposit, you must complete a form (available from the Executive Director) and return it to the Executive Director at least five days before the pay period for which you would like the service to begin. The employee should carefully monitor their payroll deposit statements.

To stop automatic payroll deposit, complete the available form and return it to the Executive Director at least five days before the pay period for which you would like the service to end.

#### **D. Payroll Deductions**

Other deductions may be made from an employee's paycheck including: 1) insurance premiums and other elected benefits; 2) any garnishment as ordered by a state or federal court or any agency with authority to order such garnishment. Please note that court-ordered garnishments do not necessarily require employee authorization or permission.

#### **E. Regular Time Worked**

Non-exempt employees will be paid at the straight-time rate of pay for time worked under 40 hours per week. For time worked beyond 40 hours in a week, non-exempt employees will be paid time and a half. All hours worked will be recorded on the employee's time card.

#### **F. Overtime**

Due to the nature of our business there may be times when an employee will be asked to work overtime to assist us in meeting the needs of our animals or customers. All overtime work must be previously authorized by a supervisor. Auburn Valley Humane Society provides compensation for all overtime hours worked by non-exempt employees in accordance with state and federal law as follows:

- All hours worked in excess of 40 hours in one workweek will be treated as overtime. A workday begins at 12:01 a.m. and ends at midnight 24 hours later. Workweeks begin each Sunday at 12:01 a.m. and ends on Saturday at 11:59 p.m.;
- Compensation for hours in excess of 40 for the workweek, shall be paid at a rate one and one-half times the employee's regular rate of pay;

Employees may have to work hours beyond their normal schedules as work demands require. No overtime compensation will be paid to exempt employees.

## **G. Make-up Time**

Auburn Valley Humane Society allows the use of make-up time when non-exempt employees need time off to tend to personal obligations. Make-up time worked will not be paid at an overtime rate unless the make-up time results in the employee working more than 40 hours within a given workweek.

Make-up time requests must be submitted in writing to your supervisor, with your signature, on the form provided by Auburn Valley Humane Society. Requests will be considered for approval based on the business needs of Auburn Valley Humane Society at the time the request is submitted. A separate written request is required for each occasion the employee requests make-up time.

If you request time off that you will make up later in the week, you must submit your request at least 24 hours in advance of the desired time off. If you request to work make-up time first in order to take time off later in the week, you must submit your request at least 24 hours before working the make-up time. Your make-up time request must be approved in writing before you take the requested time off or work make-up time, whichever is first.

All make-up time must be worked in the same workweek as the time taken off. Auburn Valley Humane Society workweek is Sunday through Saturday. Employees may not work more than 11 hours in a day or 40 hours in a workweek as a result of making up time that was or would be lost due to personal obligation.

If you take time off and you are unable to work the scheduled make-up time for any reason, the hours missed will normally be unpaid. However, your supervisor will arrange with you another day to make-up the time if possible, based on scheduling needs. If you work make-up time in advance of the time you plan to take off, you must take that time off, even if you no longer need the time off.

An employee's use of make-up time is completely voluntary. Auburn Valley Humane Society does not encourage, discourage, or solicit the use of make-up time.

## **H. Specialty Pay**

At AVHS's discretion, it may at any time implement, change or discontinue specialty pay programs (i.e., stand-by, call back, and/or shift differentials).

## **I. Time Cards**

All non-exempt or hourly employees are required to clock in and out according to their established schedule to ensure they receive the correct amount of pay. It is important that the time card not be lost, falsified or damaged. Employees are to observe the following rules regarding time cards:

1. Employees are not to work or sign in more than six minutes before or after their scheduled shift. Exceptions are permissible only when an employee has received approval by their supervisor.
2. Employees are to record time on their own time cards only. Employees must not sign in or record time for another employee.
3. Employees are required to sign out at any time when leaving the premises for personal reasons.
4. Time cards are the responsibility of each employee.
5. Overtime, modifications, or adjustments to an employee's time card must be initialed by the employee's supervisor.

#### **J. Exchanging Shifts**

Employees are not permitted to exchange shifts with other employees without the prior written authorization of the employees' supervisor. No authorization for exchanging shifts will be granted unless the exchange can be accomplished without interference to operations and without either employee working overtime.

#### **K. Rest Breaks**

Rest and meal period schedules are maintained within each department. AVHS adheres to all State and Federal rest/meal period requirements. One ten-minute (10) paid rest period/break is provided for each full 4-hour worked in a workday. Rest periods or breaks may not be combined together or added to an employee's meal period or his/her time card.

#### **L. Meal Periods**

Meal periods of at least 30 minutes are required for all employees working over five hours in a workday. Unless otherwise stated or required by law, meal periods are unpaid. Employees are to clock out and in from lunch at all times. Rest and meal periods are intended to provide employees an opportunity for rest and relaxation and are to be enjoyed away from the employee work areas. Employees are entirely relieved of their work responsibilities during their unpaid meal periods.

#### **M. Employees Volunteering for AVHS**

AVHS feels very strongly employees be able to spend their time away from work free of any duties they participate in at AVHS. Therefore AVHS does not allow paid staff members to volunteer or perform volunteer duties for AVHS during their non-scheduled work hours. If there is a need for additional AVHS duties which are required to maintain shelter operations, these hours will be assigned and paid at standard rate of pay or overtime if the employee's hours exceed forty (40) hours within a workweek. This does not preclude paid staff members to volunteer with outside animal welfare agencies if they so wish.



## **SECTION III EMPLOYMENT BENEFITS**

The following is only meant to highlight the various benefits offered to eligible employees. For detailed information on each benefit, eligibility requirements and procedures please refer to plan document or the specific policy.

Enrollment for benefits must be completed no later than 30 days before an employee's eligibility date and unless otherwise stated in the benefit outline, an eligible employee's benefits are effective the 1<sup>st</sup> of the month following 90 days of continuous employment. AVHS will pay \$350 of the employee's medical premiums; the employee will pay the remaining balance through payroll deduction. The employee will be responsible for any family coverage to be paid through payroll deduction. AVHS also offers additional insurance (dental, disability etc.) of which the employee is responsible for the total monthly premium through payroll deduction. If the employee elects not to enroll or participate in health insurance, the \$350 is not payable directly to the employee in lieu of not participating unless stated specifically in a separate employment agreement.

AVHS's open enrollment for medical and additional insurance is held once each year. This means employees can enroll and make changes in their coverage without being penalized. Otherwise, if an employee does not enroll during their initial eligibility period, and later attempts to enroll in AVHS sponsored insurance, the insurance carrier may deny coverage, and/or the insurance coverage may be reduced. An exception will be made when an employee experiences a mid-year qualifying event (i.e. marriage, divorce, birth or death, adoption, etc.). Eligible employees experiencing a qualifying event will have 30 days from the date of the event to elect, cancel or make changes to benefits without incurring any penalties. For complete information on benefits and enrollment, see the benefit summaries or contact the Executive Director. Comprehensive information regarding benefits is provided to employees within their first 90 days of employment.

**A. Eligibility**

Employees must work at least 32 hours a week to receive the complete benefits package.

**B. Waiting Period**

All benefits have a "*waiting period*" of 90 days.

**C. Employee Benefits**

Some of the benefits listed below are AVHS-paid, some are employee-paid and some are a combination of both.

- Paid Time Off (PTO)
- Holiday Pay
- Health Insurance

**D. Paid Time Off (PTO) Eligibility**

While regular full-time employees are eligible to accrue PTO immediately, it can only be used after 90 days of employment.

**E. Break in Service**

A full time employee who has become eligible for employment benefits but is thereafter, voluntarily or involuntarily, moved into a part time or volunteer position for a continuous period of more than thirty (30) days, or because of termination of employment, or because of any other reason, becomes ineligible for employment benefits will not be retroactively entitled to benefits upon subsequently becoming employed full time. In such cases the employee will not be eligible for employee benefits until successful completion of a new ninety (90) day period of full time employment and any other

requirement that may be necessary. Provided further that such an employee, upon becoming once again eligible for employment benefits, will begin to accrue benefits, to the extent permissible, at the said employee's pre-ineligibility rate. No benefits, or rights to benefits, shall accrue during the period of the break in full time service.

#### **F. PTO Accrual**

Regular full-time, non-contracted employees are eligible for Paid Time Off (PTO) in accordance with the following schedule.

- One to two years of service – 10 days
- Three to five years of service – 15 days
- Five or more years of service – 20 days
- Exempt employees will be treated as having worked 40 hours per week for the purpose of accrual.

PTO should be used in full one-day increments.

Note: Multiple PTO requests during certain times of the year may not be granted due to business needs.

If you are a full-time, hourly or salaried employee, PTO will be accrued at the rate of 3.08 hours per pay period of continuous employment and can be used following the introductory period of when benefits started to accrue for the years one and two of service, 4.60 hours per pay period for the years three to five years of service and 6.16 hours per pay period for the years five or more of service.

#### **G. Maximum PTO Balance**

Each pay period employees accrue PTO hours which are added to their balance. This balance may not exceed 180 hours. Once they reach the maximum balance the PTO accrual stops until the employee reduces their PTO balance. Once the employee has used PTO and brought the balance below their maximum, they will begin to accrue again, however, this accrual will not be retroactive back to the date the accrual stopped. Employees may carry over their full balance from year to year; however their balance cannot exceed the maximum. It is the employee's responsibility to monitor their PTO balance and be aware of when they are reaching the maximum. Once the maximum balance is reached, accrual will stop.

#### **H. PTO Usage**

It is the responsibility of all employees to request to be paid PTO for any time off from work. Only accrued PTO may be used, no negative balances will be allowed. Requests must be made in advance using the appropriate time-off form, except in emergency situations and according to department policy. Approval of time off is on a first-come, first-served basis. Management reserves the right to approve or deny any request based on staffing and/or business needs. Employees are to follow the time off approval and/or absence notification procedures defined by their manager.

#### **I. Unpaid Absence**

Employees, who request time off, must use PTO for that absence unless they have requested to utilize and have made-up the lost time (see Make-Up Time). Should an employee not have enough time, it will be up to management to approve or deny the request. This policy applies to both scheduled and unscheduled absences. A bona-fide leave of absence may be the exception.

## **J. Holidays**

AVHS observes the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Christmas Day
- Floating Holiday

For salaried employees, if one of the holidays falls on their day off, it normally will be observed on the preceding or following day.

Hourly Full-Time Employees: Paid eight hours for observed holidays, or paid double time for the number of hours worked on that day.

Hourly Part-Time Employees: Paid time and one-half for the number of hours worked on that day.

AVHS also observes an employee's birthday as a holiday for that specific employee. If an hourly employee works on their birthday, they will be paid straight time for the hours worked and 8 hours at straight time for their birthday holiday. For salary employees they can either take the day off with pay or shift it to an alternative day and take the day off over the next 60 day period.

## **K. Leaves of Absence**

Auburn Valley Humane Society allows an eligible employee to take a leave of absence in accordance with state and federal laws. You must request any leave in writing as far in advance as possible, keep in touch with your supervisor and/or the Executive Director during your leave, and give prompt notice of any change in your anticipated return date. If your leave expires and you fail to return to work without contacting your supervisor or the Executive Director, Auburn Valley Humane Society will assume that you do not plan to return and that you have voluntarily terminated your employment.

## **L. Pregnancy Disability Leave (PDL)**

Pregnancy, childbirth, or related medical conditions will be treated like any other disability.

Any employee planning to take pregnancy disability leave should advise the Executive Director as early as possible. The individual should make an appointment with an Executive Director to discuss the following conditions:

- Employees who need to take pregnancy disability must inform Auburn Valley Humane Society when a leave is expected to begin and how long it will likely last. If the need for a leave or transfer is foreseeable, employees must provide notification at least 30 days before the pregnancy disability leave or transfer is to begin. Employees must consult with their supervisor and the Executive Director regarding the scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of Auburn Valley Humane Society. Any such scheduling is subject to the approval of the employee's health care provider;
- If 30 days advance notice is not possible, notice must be given as soon as practical; Upon the request of an employee and recommendation of the employee's physician, the employee's work assignment may be modified if necessary to protect the health and safety of the employee and their unborn child;

- Requests for transfers of job duties will be subsequent to a reasonable accommodation review.
- Temporary transfers due to health considerations will be granted when possible. However, the transferred employee will receive the pay that accompanies the job, as is the case with any other temporary transfer due to temporary health reasons.
- Pregnancy leave usually begins when ordered by the employee's physician. The employee must provide Auburn Valley Humane Society with certification from a health care provider. The certification indicating disability should contain:
  - The date on which the employee became disabled due to pregnancy;
  - The probable duration of the period or periods of disability; and
  - A statement that, due to the disability, the employee is unable to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy, or to other persons.
  - Leave returns will be allowed only when the employee's physician sends a release;

An employee will be required to use PTO during a pregnancy disability leave and;

- Duration of the leave will be determined by the advice of the employee's physician, but employees disabled by pregnancy may take up to four months. Part-time employees are entitled to leave on a pro rata basis. The four months of leave includes any period of time for actual disability caused by the employee's pregnancy, childbirth, or related medical condition. This includes leave for severe morning sickness and for prenatal care.

Leave does not need to be taken in one continuous period of time and may be taken intermittently, as needed.

Under most circumstances, upon submission of a medical certification that an employee is able to return to work from a pregnancy disability leave, an employee will be reinstated to her same position held at the time the leave began or to an equivalent position, if available. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed.

#### **M. Military**

Employees who are called to active duty or who serve in the Reserves are allowed to take a leave of absence in accordance with laws.

#### **N. Jury Duty**

If an employee is called for jury duty, the employee must notify his/her manager immediately and provide a copy of the court notice to the Executive Director. AVHS does NOT offer paid jury duty leave. Employees who fulfill their civic duty by serving on a jury have the option of using PTO for their absence.

#### **O. Voting**

Employees, who do not have sufficient time outside of their regular working hours to vote in a statewide election, may request time off to vote. If advance notice is requested, employees will be allowed up to two hours of unpaid time off to vote. Employees are requested to vote either at the beginning or end of the employee's regular shift whichever will allow the most free time for voting and the least time off from work.

#### **P. Special Religious Observations**

Federal law requires that AVHS make reasonable accommodations for the religious needs and observances of its employees. For those employees who regularly observe Friday evening and Saturday, or some other day of the week, as their Sabbath, or who observe certain religious holidays during the year, and who are conscientiously opposed to performing work or engaging in similar activity on such days, reasonable accommodations will be made when it does not cause undue hardship to AVHS's operations. Employees may use PTO time for these absences.

#### **Q. School Visits**

If you are the parent or guardian of a child or children enrolled in kindergarten through grade 12, you may take non-paid time off from work to visit the child's school. You must provide reasonable advance notice of your planned absence to your manager.

#### **R. Domestic Violence Leave**

Employees who are victims of domestic violence are eligible for unpaid leave. Employees may request unpaid leave if they are involved in a judicial action, such as obtaining restraining orders, or appearing in court to obtain relief to ensure their health, safety, or welfare, or that of their children. Employees may use PTO/Sick Leave time for these absences.

Employees must provide notice and certification of their need to take leave under this policy.

Certification may be satisfied by providing any of the following:

- A police report indicating that the employee was a victim of domestic violence;
- A court order protecting or separating the employee from the perpetrator of an act of domestic violence, or other evidence from the court or prosecuting attorney that the employee appeared in court; or
- Documentation from a medical professional, domestic violence advocate, healthcare provider, or counselor that the employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence.

Auburn Valley Humane Society will, to the extent allowed by law, maintain the confidentiality of an employee requesting leave under this provision.

The length of unpaid leave an employee may take is limited to 12 weeks provided for in the federal Family and Medical Leave Act of 1993.

#### **S. Victims of Crime Leave**

An employee who is themselves a victim or who is the family member of a victim of a violent felony or serious felony may take time off from work under the following circumstances:

- The crime must be a violent or serious felony, as defined by law; and
- You must be the victim of a crime, or you must be an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim.

An immediate family member is defined as: a spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father or stepfather.

A registered domestic partner means a domestic partner who is registered in accordance with Washington state law.

The absence from work must be in order to attend judicial proceedings related to a crime listed above.

Before you are absent for such a reason, you must provide documentation of the scheduled proceeding. Such notice is typically given to the victim of the crime by a court or government

agency setting the hearing, a district attorney or prosecuting attorney's office or a victim/witness office.

If advance notice is not possible, you must provide appropriate documentation within a reasonable time after the absence.

Any absence from work to attend judicial proceedings will be unpaid, unless you choose to use PTO.

**T. Worker's Compensation (L&I)**

Auburn Valley Humane Society, in accordance with state law, provides insurance coverage for employees in case of a work-related injury.

**U. Personal Leave**

Employees may request a personal leave of absence for up to 30 consecutive days in a year. The employee may or may not be returned to their same position, hours, status and/or location upon returning from a personal leave of absence. Requests for personal leave are reviewed on a case-by-case basis and may be granted or denied at management's discretion.

**V. Benefits While on Leave**

**V – I. Health and Dental Insurance**

AVHS may continue to pay depending on Insurance Carriers policy for an employee's health/dental insurance during their leave so long as the employee continues to pay their normal portion (the amount, if any, deducted each pay period for medical and/or dental).

**V – II. PTO/Sick Leave**

Depending on Insurance Carriers policy employees may possibly coordinate PTO/Sick Leave with any disability or Workers' Compensation payments not to exceed the employee's normal pay period gross. During an unpaid leave of absence, PTO/Sick Leave accrual stops. Upon return from an unpaid leave, PTO or Sick Leave accrual will resume.

**V – III. Accommodations & Restrictions**

It will be necessary for AVHS to review and consider any restrictions and/or reasonable accommodations that an employee may have prior to allowing the employee to return to work. If upon release from their medical provider an employee is released with restrictions or needs accommodations, AVHS will determine if it can reasonably and safely meet those restrictions and/or accommodations.

**V – IV. Termination**

AVHS may consider an employee to have voluntarily resigned if the employee fails to return on the expected return date or fails to request and receive approval for an extension to their leave.

**W. Paid Sick Leave Accrual**

- All employees who not eligible for PTO will accrue paid sick leave at a minimum rate of 1 hour of paid sick leave for every 40 hours worked.
- Paid sick leave will be paid to employees at their normal hourly compensation.
- Employees are entitled to use accrued paid sick leave beginning on the 90th calendar day after the start of their employment.
- Unused paid sick leave of 40 hours or less will be carried over to the following year.

Employees may use paid sick leave:

- To care for themselves or their family members.
- When the employees' workplace or their child's school or place of care has been closed by a public official for any health-related reason.
- For absences that qualify for leave under the state's Domestic Violence Leave Act.

If AVHS can demonstrate that an employee's use of paid sick leave was for an unauthorized purpose, AVHS may withhold payment for such hours, but may not subsequently deduct those hours from an employee's paid sick leave bank. Additionally, if AVHS has determined that an employee's use of paid sick leave was for an unauthorized purpose, disciplinary actions including termination are a possibility.

## **X. Other Employee Benefits**

- Discounted fees for merchandise, animal supplies and animal food for personally owned animals
- Discounted fees for medical care of personally owned animals
- Discounted fees for animal adoptions

### **X – I. Eligibility**

Employees must work at least 20 hours a week to receive "*other employee benefits*".

### **X – II. Waiting Period**

There will be no "*waiting period*" for "*other employee benefits*".

### **X – III. Discounted Fees for Merchandise, Animal Food and Supplies**

AVHS employees are eligible to receive a 25% discount off marked price on AVHS merchandise and animal supplies regularly stocked at the shelter for themselves and their personal animals (up to five animals) and relative's animals with which AVHS employee live with. AVHS employees are also eligible to purchase surplus shelter dog and cat food for their personal animals (up to five animals) and relative's animals with whom AVHS employee live with at a set discounted price from the AVHS Thrift Store. All employee purchases and services must be invoiced on a sales purchase receipt and a copy put in the Executive Director's inbox for review.

### **X – IV. Discounted Fees for Medical Care of Personally Owned Animals**

AVHS employees are eligible to receive a discount for well pet medical care of personally owned animals (up to five animals) and relative's animals with which AVHS employee live with. Please see the Staff Veterinarian/Medical Director for details. All employee discounted medical care must be invoiced on an employee purchase receipt and be approved by the Executive Director.

### **X – V. AVHS Employees Adopting a AVHS Animal**

An AVHS employee who wishes to adopt an AVHS animal and receive the standard 25% employee discount must wait 7 days from the time the animal becomes available for adoption before processing or having the adoption processed. There will be NO holds placed on animals for any reason. Discounts will be given on adoptions only when the AVHS animal will reside in AVHS employee's prime residence.

If AVHS employee is willing to pay full price for the adoption, there is no waiting period once AVHS animal becomes available for adoption.

AVHS Employees will be limited to adopting 1 (one) AVHS animals per 12 month period.

### **X – VI. Personal Pets at work**

AVHS may allow employees to bring their personal pets to work as long as the pet is kept in a humane fashion and is not a distraction, danger or threat to the employee or others which the employee works with. This decision will be made at the sole discretion of The Executive Director. It is the responsibility of the employee to care for any pet brought to work the employee assumes all liability of their pet and agrees to protect AVHS from any situation which may arise from the employees pet in the workplace. AVHS holds the right to refuse an employee from bringing their pet to the workplace.



## **SECTION IV STANDARDS OF CONDUCT**

## **A. Prohibited Conduct**

Employees are expected to meet acceptable standards of conduct and performance. Satisfaction of these standards not only promotes productivity and efficiency, but also helps to ensure that all employees will enjoy a pleasant and cooperative work environment. Employees are expected to treat customers, visitors, fellow employees and management with respect and courtesy, to work in cooperation as a team member and to maintain civility and professionalism at all times and follow all federal and state laws.

**As explained elsewhere in this handbook, employment at Auburn Valley Humane Society is at will, and may be terminated at any time, either by the employee or the employer, for any non-discriminatory reason, with or without cause or advance notice.**

Accordingly AVHS does not adhere to any formal system of discipline. Nevertheless, where the employer determines it to be appropriate in the exercise of its discretion, it may attempt to give an employee a prior written or oral warning and an opportunity to improve or correct a performance and/or conduct issue prior to discharge.

It is impossible to identify every type of possible misconduct, infraction, or performance problem that can result in corrective action, which includes termination. The following is therefore simply a partial list of types of conduct that may result in corrective action, up to and including immediate discharge without prior notice.

- Refusing to follow the direction of your supervisor (insubordination)
- Unacceptable or unsatisfactory job performance
- Unacceptable or unsatisfactory conduct
- Abusive or vulgar language
- Behavior that is offensive to other employees
- Excessive absenteeism or patterned absences on a recurring basis
- Excessive tardiness
- Unauthorized removal or possession of AVHS property or the property of fellow employees, customers or visitors
- Unsafe behavior that could endanger oneself, fellow employees, customers or visitors
- Falsifying or making erroneous entries or material omissions on any AVHS record including but not limited to employment application, time cards, records, etc.
- Reporting to or being at work while under the influence of alcohol or unlawful drugs, or possessing such drugs while on AVHS premises.
- Failure to notify a supervisor when unable to report to work
- Failure to obtain permission to leave work for any reason during the work day
- Failure to observe work schedules, rest and lunch periods
- Unlawful or sexual harassment
- Intimidating, threatening or violent behavior, actions or comments towards a fellow employee, supervisor, customer or visitor
- Failure to follow any AVHS policies, procedures, rules or directives
- Engaging in criminal conduct while on duty

## **B. Drug and Alcohol Policy**

No employee shall report to work, work, or be present on AVHS premises, in AVHS vehicles or engage in AVHS business while under the influence of alcohol or illegal or un-prescribed controlled substances. An employee using prescription medication under a medical doctor's supervision which may impair their performance or create an unsafe work environment while at work is required to provide their supervisor or the Executive Director with a written note from their medical doctor.

The unlawful or unauthorized manufacture, distribution of (including distribution of information through AVHS's computer/voice mail systems), dispensation, possession, sale or use of alcohol or controlled substances or drug paraphernalia on AVHS premises, in AVHS vehicles or while engaged in AVHS business is also prohibited.

Auburn Valley Humane Society reserves the right to request a candidate for employment to submit to a pre-employment drug test or for an employee to submit to a post-accident testing drug test if there is reasonable suspicion that the employee is under the influence of alcohol, non-prescription drugs or other controlled substances. This test is not voluntary, it is a condition of continued employment and refusal of such testing will be treated a positive test result. AVHS also reserves the right to conduct searches of AVHS property or employees and/or their personal property, and to implement other measures necessary to deter and detect abuse of this policy.

## **C. Corrective Action**

Due to the serious nature of our business and the potential for harm to co-workers, customers and visitors by individuals under the influence, violation of this policy will result in immediate corrective action up to and including termination of employment.

## **D. AVHS's Right to Inspect**

AVHS reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of the employee's personal property in certain circumstances as well as AVHS-issued lockers, computers, voicemail boxes, desks or other suspected areas of concealment. Full compliance with this substance abuse policy is a condition of employment and continued employment.

## **E. Appearance Standards**

Employees are expected to observe good habits of grooming and personal hygiene and present a neat, professional appearance at all times. Please remember that a professionally and properly attired employee helps present and maintain a positive work environment with a minimal amount of distraction. Employees who report to work inappropriately dressed will be sent home, and expected to return to work in proper attire.

Each department coordinates with the Executive Director's Office to establish its own specific standards of dress. Though employees are requested to ask their supervisors for specific dress codes for their department, all employees (regardless of position or job) are asked to follow the general guidelines listed below:

- All shirts must cover shoulders and midriffs
- No torn, ripped, stained, dirty, sheer or see-through clothing
- No offensive or harassing messages or logos on clothing
- No shorts or skirts above mid-thigh
- No stretch shorts or athletic wear
- No unsafe shoes
- No jewelry, accessories or visible body piercing that could be considered by management a safety hazard.
- No visible tattoos unless approved by the Executive Director

Auburn Valley Humane Society is a professional place of business, and employees should dress accordingly.

#### **F. Confidentiality**

The protection of confidential information is essential to AVHS, its customers and the future security of its employees. Employees who are exposed to confidential, sensitive or proprietary information about AVHS, its customers, clients or employees are strictly prohibited from disclosing such information without AVHS approval. You have responsibility during the performance of your duties to prevent revealing or divulging any such information unless it is necessary for you to do so by court order or by written approval by the Executive Director of Auburn Valley Humane Society. Access to confidential information should be on a "need-to-know" basis and must be authorized by your supervisor. Employees who improperly disclose sensitive information and/or confidential information will be subject to disciplinary action up to and including termination of employment.

#### **G. Customer Relations**

Employees are expected to be polite, courteous, prompt and attentive to every customer. When an employee encounters an uncomfortable situation that he/she does not feel capable of handling, a supervisor should be called immediately. Customers are to be treated courteously and given proper attention at all times. Never regard a customer's question or concern as an interruption or an annoyance. You must respond to inquiries from customers, whether in person or by telephone, promptly and professionally.

Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate person and make sure the call is received. Through your conduct, show your desire to assist the customer in obtaining the help he/she needs. If you are unable to help a customer, find someone who can.

**Never argue with a customer.** If a problem develops or if a customer remains dissatisfied, please ask your supervisor to intervene.

Never give a customer medical advice. If a customer has a medical question, please refer them to our local veterinarian list. All correspondence and documents, whether to customers or others, must be neatly prepared and accurate. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.



## SECTION V OPERATIONAL POLICIES

## **A. Attendance**

Every employee is important to the overall success of our operation. Poor attendance and tardiness negatively affect productivity and make it difficult for AVHS to function effectively. Consequently, all employees are expected to maintain good attendance records, be on time and prepared to work as scheduled. An employee's record of attendance will be considered at the time of their performance/wage review.

If an employee is going to be late or absent the employee must notify his/her supervisor *directly*. In the event the supervisor cannot be reached, the employee must contact the Executive Director. Texting is not an acceptable method of notification. Leaving a message on the supervisor's voicemail is to be used only as a final option. When possible, the call should be made at minimum, one hour before the start of the employee's shift to allow adequate time to make necessary arrangements to cover the employee's job responsibilities. Because each department and/or location has different staffing needs, employees are to review their department policy regarding time frames for pre-approval or check with their manager.

In order to avoid miscommunication, the employee must personally contact their supervisor and/or manager or appropriate designated personnel to report an absence. It is not acceptable for a family member, friend or other individual to report the employee's absence. This is especially important in the event a supervisor has questions or needs information from that employee. Exceptions may be made in extreme situations or emergencies. In emergency situations where an employee may be incapacitated and/or under medical care are the only exception.

## **B. Unscheduled Absences**

Any absence from work (whether full or partial day), which was not requested by the employee and approved in advance by management, is considered unscheduled. This does not include pre-approved time off. Instances of excessive and/or chronic absenteeism will result in disciplinary action up to and including termination of employment without prior notice.

## **C. Tardiness**

Tardiness is any time an employee arrives late for work and/or is not ready to work as scheduled. Instances of tardiness may be recorded in the employee's personnel file. Excessive tardiness is when an employee is late more than three (3) times within a 30-day period.

## **D. No Call - No Show**

No Call - No Show is when an employee is absent for two (2) consecutive days or shifts without notifying AVHS. AVHS shall consider the employee to have voluntarily abandoned their position and will be terminated.

## **E. Workplace Safety**

It is the policy of Auburn Valley Humane Society to maintain a safe and hazard free work environment for all employees. The following list, though not all inclusive, is a general guideline for maintaining a safe work environment. Your supervisor will be responsible for going over the specific safety issues for your particular department.

Note: Corrective action may be used to ensure that employees follow safe work practices, and, depending on the severity of a safety violation, AVHS reserves the right to utilize any disciplinary action up to and including termination of employment.

#### **F. General Safety Rules:**

1. Report all suspected workplace hazards to your supervisor immediately for corrective action.
2. Immediately report any workplace injury or accident to your supervisor.
3. Obey all posted work and safety signs.
4. Walk, don't run while on AVHS property.
5. Wear the appropriate clothing/uniform for your job.
6. Do not smoke at work except in designated smoking areas; always dispose of cigarettes in provided ashtray containers only.
7. Do not throw objects, always carry or pass them.
8. Store all objects in their correct place, and in a manner that will prevent breakage or falling.
9. The use or possession of illegal drugs, controlled substances, or alcohol on AVHS property is strictly prohibited.
10. Possession of firearms, knives or other potentially dangerous or lethal weapons on AVHS property is strictly prohibited and will result in immediate termination.
11. Horseplay and roughhousing is strictly prohibited.
12. If safety equipment is required for the performance of your job, it is your responsibility to use that equipment.
13. If machinery or equipment needs to be adjusted, please bring it to the attention of your supervisor.
14. Help keep entrances, exits, walkways and stairways unblocked and free from debris.
15. In the event of fire, begin evacuation immediately.
16. To avoid back strain always use the correct lifting technique:
  - a. First, visually size up the load to be lifted, consider weight, size and shape to help your body prepare for the lift.
  - b. To lift, lower yourself by bending at the knees while keeping your back as straight as possible. Try not to bend unnecessarily at the waist.
  - c. Use your legs to *push* upward rather than using your back to *pull* upward.
  - d. Keep the load close to your body to reduce muscle strain.
  - e. Always request assistance if a load is too heavy or awkward to be moved by yourself. If you have to turn while carrying a load, first change the position of your feet, then turn your body.

#### **G. Smoking**

Absolutely no smoking is permitted in any building or office. If you do smoke, you are to smoke only during your scheduled breaks which you have signed out for and/or lunch period for which you have clocked out for, no exceptions. Smoking is permitted in the approved smoking area only. The AVHS approved smoking area is on the north end of the property 25 feet east of the trash cans. All cigarette remnants are to be fully extinguished and disposed of in the outside trash cans.

#### **H. Personal Use of AVHS Equipment**

AVHS equipment, supplies and support staff, are for the purpose of Auburn Valley Humane Society business and are not to be used for personal needs.

## **I. E-Mail, Internet and Voice Mail**

AVHS equipment, computer systems and programs, Internet, telephone and voice mail systems are for the purpose of Auburn Valley Humane Society business ONLY and are not to be used for personal needs. Electronic mail (e-mail) is provided so employees may communicate quickly and efficiently, please remember that all AVHS communications are to be professional by nature, whether written or verbal.

E-mail, voice mail, computer media and the computer network are the property of Auburn Valley Humane Society and are developed and maintained by AVHS as business tools. As such, everyone using e-mail, voice mail or the computer system should be aware that all messages sent and received are considered AVHS property. AVHS respects the individual privacy of its employees. However, employees should not expect that e-mail or voice mail messages are private. Personal and/or inappropriate use of AVHS's information systems (including but not limited to e-mail, voice mail and the internet) is prohibited.

### **I – I. AVHS's Rights to Access Information:**

Although employees have individual access codes to voice mail, e-mail, and computer network systems, these systems are accessible at all times by Auburn Valley Humane Society, and may be subject to periodic, unannounced inspections. All system passwords must be available to Auburn Valley Humane Society, if programs, folders and/or files are password protected; employees are to give those passwords to their manager who will in turn give them to the Executive Director.

### **I – II. Systems are Restricted to AVHS Business:**

Employees are expected to use the e-mail, voice mail, and computer network systems for AVHS business only and not for personal use. Personal use includes, but is not limited to, soliciting or campaigning for personal causes, commercial ventures, political causes, outside AVHS business interests, or other non-job-related situations.

### **I – III. Forbidden Content:**

Employees are prohibited from using AVHS's information systems in any way that may be disruptive or offensive to others, including, but not limited to; the transmission and receiving of sexually explicit messages, jokes or comments, or any transmissions that may be construed as harassment or disparagement of others is prohibited.

## **J. Personal Software**

Absolutely no personal software and/or programs of any kind may be loaded and/or used on AVHS computers without the express permission of the Executive Director.

## **K. Conducting Personal Business**

Employees are to conduct only Auburn Valley Humane Society business while at work. Employees may not conduct personal business or business for another employer during their scheduled working hours.

## **L. Right to Access AVHS Property**

Auburn Valley Humane Society reserves the right to conduct a routine inspection or search at any time for AVHS property or AVHS-related information. "AVHS property" includes all documents, records, software and files relating to AVHS's business; and all equipment, hardware, and other property of any kind,

whether owned, leased, rented or used by Auburn Valley Humane Society. In addition, AVHS reserves the right to access at all times information and communications stored in AVHS computer files and on AVHS disk drives.

Because such searches for AVHS property might result in the discovery of an employee's personal possessions, employees are encouraged not to bring into the workplace any item of personal property that the employee does not want to reveal to AVHS.

Auburn Valley Humane Society reserves the right to take appropriate and legal action to prevent any employee from removing AVHS property, materials, information and/or products without authorization.

#### **M. Telephone and Mail Systems**

It is important to utilize AVHS's telephone lines only for business related calls. Personal telephone calls, other than a true emergency, are to be made during regularly scheduled rest and meal breaks.

AVHS's postage meter is for the use of AVHS related mail only. Employees are not permitted to utilize the postage meter or postage stamps for personal mail.

Additionally, AVHS mail system is for business purposes. All mail delivered to and received by AVHS may be opened and inspected by AVHS representatives. Therefore, employees are discouraged from requesting personal mail be delivered on Auburn Valley Humane Society premises.

#### **N. AVHS Property and Equipment**

All employees are expected to use proper care when using AVHS property and equipment. No property may be removed from the premises without the proper authorization of management. Any loss, breakage or damage to any property must be reported to the supervisor immediately.

#### **O. Theft**

Theft or inappropriate removal of property, information, data or trade secrets that belong to Auburn Valley Humane Society, another employee, customer or visitor is prohibited.

#### **P. Personal Property**

Valuable personal items and property should not be brought to work. Money or valuables should not be left in the office overnight or unattended. AVHS is not responsible for loss of an employee's money or other valuables.

#### **Q. Solicitation and Distribution**

To avoid unnecessary annoyances and interruptions from work, non-work related solicitation by an employee is prohibited during working hours. Employee distribution of literature, catalogs, handbills or other printed materials in work areas is generally prohibited. However, notices and announcements may be posted on the Employee Bulletin Board with pre-approval from the Executive Director. Trespassing, soliciting or distribution of catalogs or products by non-employees on AVHS premises is prohibited.

#### **R. Bulletin Board and Inboxes**

The use of bulletin boards and inboxes are reserved for AVHS generated communications and announcements. Important information regarding AVHS policies, procedural changes, general updates, job postings and announcements will be regularly posted on these boards

or distributed to individual inboxes. Therefore, employees should check the bulletin boards and inboxes daily in order to remain informed of AVHS information and operations.

Employees are held responsible for knowing AVHS information that is posted or distributed. If you need assistance in reading or understanding notices posted on the bulletin board or distributed to inboxes, please speak with your supervisor. Any unauthorized posting will be removed and unauthorized distributions to inboxes will be removed.

### **S. Security/Workplace Violence**

Auburn Valley Humane Society has developed guidelines to help maintain a secure workplace. Be aware of persons loitering for no apparent reason in parking areas, walkways, entrances and exits and service areas. Please report any suspicious persons or activities to any supervisor on duty. Secure your desk, office or work area at the end of the day. When called away from your work area for an extended length of time, log out of your computer and do not leave valuable and/or personal articles in or around your workstation that may be accessible. The security of facilities as well as the welfare of our employees depends upon the alertness and sensitivity of every individual to potential security risks. You should immediately notify your supervisor when unknown persons are acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are missing.

### **T. Ergonomics**

Auburn Valley Humane Society is subject to OSHA ergonomics standards for minimizing workplace repetitive motion injuries. Auburn Valley Humane Society encourages safe and proper work procedures and requires all employees to follow safety instructions and guidelines.

### **U. Personal Vehicles**

Park your vehicle or motorcycle in the parking area furthest from the building. Bicycles must not be secured to or in the building.

**ACCEPTANCE AND UNDERSTANDING OF  
AUBURN VALLEY HUMANE SOCIETY EMPLOYEE HANDBOOK  
updated January 2018 (Employee Copy)**

I have received, read and understand Auburn Valley Humane Society Employee Handbook dated March 2013-updated January 2018. I have received an Auburn Valley Humane Society employee AVHS organizational chart and I have met my direct supervisor. I have also received a job description and understand the duties expected of me.

**As explained elsewhere in this handbook, my employment at Auburn Valley Humane Society is at will, and may be terminated at any time, either by the employee or the employer, for any non-discriminatory reason, with or without cause or advance notice.**

**This handbook, therefore, is not intended as an employment contract, nor is it intended to give any employee an expressed or implied right of continued employment or to modify the at-will relationship.**

\_\_\_\_\_  
Signature

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Date

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Staff performing orientation  
Supplies Given:  
  
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Date of Orientation  
  
 Time Sheet  
 Org Chart  
 Incident Report  
 Time Off Request Form  
 Employee Pet Benefits  
  
Door Code \_\_\_\_\_  
Keys \_\_\_\_\_  
Alarm Code \_\_\_\_\_  
Password \_\_\_\_\_  
Login Information \_\_\_\_\_

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 Time Off Request Form  
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Door Code \_\_\_\_\_  
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