

Employee Policy
and
Procedure Manual



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Welcome new employees!

On behalf of Northeast Iowa Area Agency on Aging, I welcome you as a valued member of our organization and wish you every success here.

We believe that each employee contributes directly to Northeast Iowa Area Agency on Aging's growth and success, and we hope you will take pride in being a member of our team.

This policy manual was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the Personnel Policies manual as soon as possible, for it will answer many questions about your employment with Northeast Iowa Area Agency on Aging. These policies do not constitute a contract of employment; you are an employee at will under Iowa law.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Mike Isaacson

NORTHEAST IOWA AREA AGENCY ON AGING'S GOAL AND PURPOSE

Vision:

Our vision is to empower older persons to live safe and independent lives with dignity and self-determination.

Mission:

Northeast Iowa Area Agency on Aging will create and provide services for older persons to empower them to maintain their independence.

INTRODUCTORY STATEMENT

This policy manual is designed to acquaint you with Northeast Iowa Area Agency on Aging and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the policy manual. It describes many of your responsibilities as an employee and outlines the programs developed by Northeast Iowa Area Agency on Aging to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee policy manual can anticipate every circumstance or question about policy. As Northeast Iowa Area Agency on Aging continues to grow, the need may arise and Northeast Iowa Area Agency on Aging reserves the right to revise, supplement, or rescind any policies or portion of the policy manual from time to time as it deems appropriate, in its sole and absolute discretion. These policies are not intended to, and do not constitute, a contract of employment. You are an employee-at-will whose employment may be terminated by you or by NEI3A for any reason at any time.

You are required to follow the established policies and procedures of the Agency whether or not they are contained in this manual and any subsequent versions of this manual.

EMPLOYEE ACKNOWLEDGEMENT FORM

The employee policy manual describes important information about Northeast Iowa Area Agency on Aging, and I understand that I should consult the Chief Executive Officer or his/her designee regarding any questions not answered in the policy manual.

I have entered into my employment relationship with Northeast Iowa Area Agency on Aging voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or Northeast Iowa Area Agency on Aging can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the policy manual may occur. I acknowledge this handbook is for information purposes only and that I am subject to all operating policies and procedures of the Agency, and all applicable state and federal laws and regulations whether or not contained in this manual. I acknowledge that I am accepting the obligation to use my best efforts to accomplish the goals and aims of the Agency and our service population within the framework of the obligations imposed under applicable State and Federal law.

Furthermore, I acknowledge that this policy manual is neither a contract of employment nor a legal document. I have received the policy manual, and I understand that it is my responsibility to read and comply with the policies contained in this policy manual and any revisions made to it and all other operating policies and procedures of the Agency.

EMPLOYEE'S NAME (printed):

EMPLOYEE'S SIGNATURE:

DATE: _____

PATRON RELATIONS

Northeast Iowa Area Agency on Aging exists to serve its patrons which include older persons, volunteers, and governmental agencies. Every employee represents Northeast Iowa Area Agency on Aging to our patrons and the public. The way we do our jobs presents an image of our entire organization. Patrons judge all of us by how they are treated with each employee contact.

Nothing is more important than being competent, courteous, friendly, helpful, and prompt in the service and attention you give to patrons. Our personal contact with the public, our manners on the telephone, and the communications we send to patrons are a reflection not only of ourselves, but also of the professionalism of Northeast Iowa Area Agency on Aging.

Non Discrimination

Northeast Iowa Area Agency on Aging provides programs and services in a non-discriminatory manner. All programs, services and employment opportunities are available to those who qualify without regard to race, color, creed, religion, gender, national origin, gender identification, sexual orientation, political affiliation, mental or physical disability or any other protected status.

If you believe you may have been treated unfairly in the areas of employment or accommodations as an employee of Northeast Iowa Area Agency on Aging, Inc., please contact in writing or call:

Bob Schaffer
Director of Employee Services
2101 Kimball Avenue, Suite 320
Waterloo, IA 50702
319-272-2244 or 800-779-8707

-OR-

Iowa Civil Rights Commission
Grimes State Office Building
400 E. 14th Street
Des Moines, IA 50319
515-281-4121 or 800-457-4416

CODE OF ETHICS

Northeast Iowa Area Agency on Aging

By signing a copy of this code of ethics, I as an employee of Northeast Iowa Area Agency on Aging affirm that:

- I will not discriminate against or refuse professional services to anyone on the basis of race, color, creed, religion, gender, national origin, gender identification, sexual orientation, political affiliation, or mental or physical disability or any other protected status.
- I will not use my professional relationship to further my own interests.
- I will have a genuine interest in all patrons served, and do hereby dedicate myself to their best interests and helping them help themselves.
- I will respect the privacy of persons served and hold in confidence all information obtained in the course of professional service.
- I will maintain confidentiality of all client and agency records.
- I will maintain a professional attitude that upholds confidentiality towards individuals served, their families and/or representatives, colleagues and Northeast Iowa Area Agency on Aging.
- I, upon termination, will maintain client and co-worker confidentiality, and I will hold as confidential any information I obtained concerning Northeast Iowa Area Agency on Aging.
- I will respect the rights and views of my co-workers, and treat them with fairness and courtesy.
- I will not exploit the trust of the public or my coworkers. I will make every effort to avoid relationships that could impair my professional judgment.
- I will not engage in or condone any form of harassment or discrimination.
- I will respect the confidences of my coworkers.
- When I replace a colleague or am replaced, I will act with consideration for the interest, character and reputation of the other professional.
- I will extend respect and cooperation to colleagues of all professions.
- I will not assume professional responsibility for the client(s) of a colleague without appropriate consultation with that colleague.

- If I have the responsibility for evaluating employee performance, I will do so in a responsible, fair, considerate and equitable manner.
- If I know that a co-worker has violated ethical standards, I will bring this to my colleague's attention and I will report the activity to my supervisor.
- I will accurately represent my education, training, experience and competencies.
- I have total commitment to provide the highest quality of service to those who seek my professional assistance.
- I will continually assess my personal strengths, limitations, biases and effectiveness.
- I will strive to become and remain proficient in professional practice and the performance of professional functions.
- I will act in accordance with standards of professional integrity.
- I will not advise on problems outside the bounds of my competence.
- I will seek assistance for any problem that impairs my performance.
- I understand that violation of this code may be grounds for dismissal.

SIGNATURE

DATE

101 Nature of Employment

Effective Date: 2/1/2006

Revision Date: 1/12/2006

101.1 POLICY: Employment with Northeast Iowa Area Agency on Aging is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. No manager, supervisor, or employee of Northeast Iowa Area Agency on Aging has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the Chief Executive Officer of Northeast Iowa Area Agency on Aging has the authority to make any such agreement and then only in writing. Northeast Iowa Area Agency on Aging may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law

101.2 PROVISIONS: Policies set forth in this policy manual are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Northeast Iowa Area Agency on Aging and any of its employees. The provisions of the policy manual have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at Northeast Iowa Area Agency on Aging's sole discretion.

These provisions supersede all existing policies and practices.

102 Equal Employment Opportunity

Effective Date: 11/1/2008

Revision Date: 4/1/2013

102.1 POLICY: In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Northeast Iowa Area Agency on Aging will be based on merit, qualifications, and abilities. Northeast Iowa Area Agency on Aging does not discriminate in employment opportunities including: employee recruitment and selection, selection of employees for promotion, training, career development, transfer, demotion for fiscal purposes, and/or reduction-in-force, administration of disciplinary action, termination for cause and establishment of rates of pay including the awarding of salary adjustments and/or annual salary increases. Northeast Iowa Area Agency on Aging complies with all state and federal laws and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information or any other protected class.

102.2 AMERICANS WITH DISABILITIES ACT (ADA): Northeast Iowa Area Agency on Aging will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

103 Ethics and Conduct

Effective Date: 2/1/2006

Revision Date: 1/12/2006

103.1 POLICY: The successful operation and reputation of Northeast Iowa Area Agency on Aging is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Northeast Iowa Area Agency on Aging is dependent upon the trust of our patrons and we are dedicated to preserving that trust. Employees owe a duty to Northeast Iowa Area Agency on Aging and its patrons to act in a way that will merit the continued trust and confidence of the public.

103.2 COMPLIANCE: Northeast Iowa Area Agency on Aging will comply with all applicable laws and regulations and expects its directors, officers, and employees to act in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct. This standard of conduct is expected to be followed in the workplace and outside the work place.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Chief Executive Officer for advice and consultation.

Compliance with this policy of ethics and conduct is the responsibility of every Northeast Iowa Area Agency on Aging employee. Disregarding or failing to comply with this standard of ethics and conduct, including conduct outside the workplace, could lead to disciplinary action, up to and including possible termination of employment.

104 Hiring of Relatives

Effective Date: 2/1/2006

Revision Date: 1/12/2006

104.1 POLICY: The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage such as live-in life partners and their immediate families.

104.2 SUPERVISION OF RELATIVES: To avoid injecting family relationships into the work place, Northeast Iowa Area Agency on Aging may prohibit family members from working together. Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. Northeast Iowa Area Agency on Aging also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

104.3 BECOMING A RELATIVE AFTER EMPLOYMENT: If a relative relationship is established after employment between employees who are in a supervisory situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

104.4 CONFLICTS OR POTENTIAL CONFLICTS BECAUSE OF RELATIONSHIPS: In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

105 Immigration Law Compliance

Effective Date: 2/1/2006

Revision Date: 1/12/2006

105.1 POLICY: Northeast Iowa Area Agency on Aging is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

105.2 COMPLETION OF I-9 FORM: In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the United States Immigration Service Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Northeast Iowa Area Agency on Aging within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Director of Employee Services, the Chief Executive Officer or his/her designee. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

106 Conflicts of Interest

Effective Date: 2/1/2006

Revision Date: 1/12/2006

106.1 POLICY: Employees of Northeast Iowa Area Agency on Aging have an obligation to conduct their jobs within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Northeast Iowa Area Agency on Aging wishes to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Chief Executive Officer for more information or questions about conflicts of interest.

106.2 POTENTIAL CONFLICTS OF INTEREST WITH BUSINESSES: Transactions with outside firms must be conducted within a framework established and controlled by the Northeast Iowa Area Agency on Aging's Board of Directors. Business dealings with outside firms should not result in unusual gains for those firms or Northeast Iowa Area Agency on Aging's employees. Unusual gain refers to bribes, special benefits, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific approval by the Chief Executive Officer.

106.3 CONFLICTS OF INTEREST RESULTING IN PERSONAL GAIN: An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of Northeast Iowa Area Agency on Aging's business dealings. For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage such as live-in life partners and their immediate families.

106.4 DISCLOSURE OF ACTUAL OR POTENTIAL CONFLICTS OF INTEREST: No "presumption of guilt" is created by the mere existence of a relationship with outside firms or agencies. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to Northeast Iowa Area Agency on Aging's Chief Executive Officer as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which Northeast Iowa Area Agency on Aging does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Northeast Iowa Area Agency on Aging.

110 Outside Employment

Effective Date: 2/1/2006

Revision Date: 1/12/2006

110.1 POLICY: An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with Northeast Iowa Area Agency on Aging. All employees will be subject to Northeast Iowa Area Agency on Aging's scheduling demands, regardless of any outside work requirements.

110.2 JOB INTERFERENCE DUE TO OUTSIDE EMPLOYMENT: If Northeast Iowa Area Agency on Aging determines that an employee's outside work interferes with performance or the ability to meet the requirements of Northeast Iowa Area Agency on Aging as they are modified from time to time, the employee may be asked to terminate the outside employment. If the employee refuses to do so, the employee may be terminated from employment with Northeast Iowa Area Agency on Aging.

110.3 CONFLICTS DUE TO OUTSIDE EMPLOYMENT ARE PROHIBITED: Outside employment will present a conflict of interest if it has an adverse impact on Northeast Iowa Area Agency on Aging.

Such conflicts may result in disciplinary action up to and including termination of employment. Prohibited employment shall include, but not be limited to, services which compete with those offered by Northeast Iowa Area Agency on Aging such as in-home care services, businesses and services which make use of agency client lists and forms. Use of employee client lists and forms for any personal purposes during and after termination of employment.

111 Disability Accommodation

Effective Date: 11/1/2008

Revision Date: 9/12/2008

111.1 POLICY: Northeast Iowa Area Agency on Aging is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities have. All employment practices and activities are conducted on a non-discriminatory basis.

111.2 HIRING PROCEDURES AND REASONABLE ACCOMMODATION:

1. Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, as is assistance in completing the application. Northeast Iowa Area Agency on Aging has the following resources for assisting those who request alternative formats:

Northeast Iowa Area Agency on Aging has in place a contract with Language Line to assist with non-English speaking applicants. Non-English speaking applicants may contact by telephone 1-800-822-5552 this service.

Individuals who are visually impaired will be provided large type documents or magnifying glass to read documents upon request. Northeast Iowa Area Agency on Aging will consult with Iowa Department of the Blind to obtain other reasonable accommodations for those with visual impairments.

Hearing impaired individuals will be provided the phone number to Relay Iowa, 7-1-1 or (800) 735-2942. Through the Deaf Services Commission of Iowa a listing of Licensed Sign Language Interpreters is available and may be utilized. This listing can be found at: <http://www.state.ia.us/government/dhr/ds/Webpages/NEW.Resource2.htm> .

Reasonable accommodations will be made for applicants who disclose they have a disability during the application process and request an accommodation. Northeast Iowa Area Agency on Aging will utilize community resources such as Vocational Rehabilitation, Iowa Department of the Blind, Deaf Services Commission of Iowa, Relay Iowa and others as needed to assist when an accommodation is requested and no immediate means to meet request is available. Accommodations will be made if reasonable, appropriate for the situation and not an undue hardship on the conduct of business.

2. Reasonable accommodation is available to all disabled employees, where the disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

3. Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists.

111.3 DISCRIMINATION IS PROHIBITED: Northeast Iowa Area Agency on Aging is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. Northeast Iowa Area Agency on Aging will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. The Agency is committed to taking all reasonable actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

112.0 Employment Separation

Effective Date: 2/1/2006
Revision Date: 1/12/2006

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

- * Resignation - voluntary employment termination initiated by an employee.
- * Discharge - involuntary employment termination initiated by the organization.
- * Layoff - involuntary employment termination initiated by the organization for non disciplinary reasons.
- * Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement.

112.2 RESIGNATION PROCEDURE:

1. In order for a voluntary terminating employee to be eligible for re-hire, to resign, employees shall submit a written notice to their immediate supervisor at least two (2) weeks prior to their date of termination. The immediate supervisor shall notify the Chief Executive Officer or his/her designee before the end of the next working day.

2. The written notice of termination shall be forwarded to the Employee Service Office by the immediate supervisor within three (3) days of its completion.

3. Northeast Iowa Area Agency on Aging will schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits and/or return of Northeast Iowa Area Agency on Aging-owned property. Suggestions, complaints, and questions can also be voiced. A written notice shall be given to the employee containing the benefit information.

Policy 115 Current/ Former Employee Employment References

Effective Date: 7/1/2013

Revision Date: 4/12/2013

115.1 Northeast Iowa Area Agency on Aging policy on providing employment references is that all references for employment must be directed to Director of Employee Services. The reason for this is the liability that we as an employer have if an inaccurate reference, either positive or negative, is given. To limit our liability, the agency will disclose a current or former employee's

- Dates of hire/ termination,
- Current/ last position held, and
- Last wage / salary of the employee.

For former employees we will disclose if eligible for rehire with the agency.

In all cases NEI3A requires that a release signed by the current/ former employee seeking employment is provided by the entity seeking a reference.

115.2 Employment References for Non-NEI3A Employees NEI3A does not give employment references for CDAC providers or employees of contracted service providers because they are not employees of NEI3A.

115.3 Providing Non-Employment or Personal or Professional References

Individuals that do provide personal or professional references must indicate that the reference they are providing is not an employment reference and should not be construed as such. Employees should be aware of potential personal liability risk of defamation for a poor reference or negligent reference if providing a positive reference for an employee that may harm others.

180 Whistleblower

Effective Date: 11/1/2008

Revision Date: 9/24/2008

180.1 POLICY: Northeast Iowa Area Agency on Aging's Business Ethics and Conduct Policy requires its directors, managers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Any employee who in good faith reports a violation of the Agency's policy on ethics and conduct shall not suffer in any way harassment, retaliation, or adverse employment consequence.

180.2 RETALIATION IS PROHIBITED: Any employee who retaliates against someone who has reported a violation in good faith is subject to disciplinary action up to and including termination of employment. Northeast Iowa Area Agency on Aging encourages and protects employees and others who in good faith report serious concerns within the Agency prior to seeking resolution outside the Agency.

180.3 ENCOURAGING THE REPORTING OF VIOLATIONS: Northeast Iowa Area Agency on Aging encourages employees to share their questions, concerns, suggestions or complaints arising out of their employment with their immediate supervisors. All such discussions are welcome and shall be handled in a confidential manner.

1. However, if an employee is not comfortable speaking with his/her immediate supervisor, the employee is then encouraged to meet with the Chief Executive Officer or his/her designee.

2. Managers shall report any alleged violation of the Agency's policy on ethics and conduct to Northeast Iowa Area Agency on Aging's Compliance Officer, who shall be the Chief Executive Officer or the Chief Executive Officer's designee. If the alleged violation involves the Chief Executive Officer, the alleged violation may be reported directly to the chair of the Board of Directors. The Compliance Officer specifically and exclusively responsible for the prompt and immediate investigation of all reported allegations of violations of the Agency's policy on ethics and conduct.

3. For suspected fraud, or when an employee is uncomfortable reporting an alleged violation of the Agency's policy on ethics and conduct, the employee should report the allegations directly to Northeast Iowa Area Agency on Aging's Compliance Officer.

180.4 COMPLIANCE OFFICER: Northeast Iowa Area Agency on Aging's Compliance Officer shall be responsible for the investigation and the resolution of all reported complaints and allegations concerning the Agency's policy on ethics and conduct.

1. The Compliance Officer at his/her discretion shall advise the Chief Executive Officer and/or the finance committee concerning allegations, resolutions, and other concerns regarding the Agency's policy on ethics and conduct.

2. The Compliance Officer shall have direct access to the finance committee of the Board of Directors and shall be required to report in writing to the finance committee at least annually on all compliance activity.

3. Northeast Iowa Area Agency on Aging's Compliance Officer shall be the chair of the finance committee.

180.5 ACCOUNTING AND AUDITING MATTERS: The finance committee of Northeast Iowa Area Agency on Aging's Board of Directors shall address all reported concerns or complaints regarding Agency accounting practices, internal controls or auditing. The Compliance Officer shall immediately notify the finance committee of any such complaint and work with the committee until the matter is resolved.

180.6 ACTING IN GOOD FAITH: Anyone filing a complaint concerning a violation or suspected violation of the Agency's Code of Ethics must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be grounds for disciplinary action up to and including termination.

180.7 CONFIDENTIALITY: Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

180.8 PROCESSING REPORTED VIOLATIONS: The Compliance Officer, within five (5) working days of receiving the reported violation or suspected violation, will notify the complainant and acknowledge receipt of the complaint.

All reported allegations will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

180.9 Right to Disclose Suspected Violations

Employees have the right to disclose to Iowa Department on Aging, the office of citizens' aide, the auditor of state, or the office of the attorney general matters that may violate this policy. To report a disclosure or violation contact:

Iowa Department on Aging
Jessie M. Parker Building
510 E 12th Street, Suite 2
Des Moines, IA 50319-9025

Phone Number: (515) 725-3333

Office of Citizens' Aide/Ombudsman
Ola Babcock Miller Building
1112 East Grand
Des Moines, Iowa 50319

Phone Number: 1-888-426-6283

Office of the Auditor
State Capital Building, Room 111
1007 East Grand Avenue
Des Moines, IA 50319

Phone Number: 515-281-5834

Iowa Attorney General
1305 E. Walnut Street
Des Moines Iowa 50319

Phone Number 515-281-5164

190 CONFIDENTIALITY OF PERSONAL HEALTH INFORMATION

Effective Date 4/08/13

Revision Date 4/08/13

190.1 POLICY: It is the policy of the Northeast Iowa Area Agency on Aging to respect and acknowledge the privacy and confidentiality of its consumers and its employees.

All consumer health information is confidential and will not be released or communicated by any employee to anyone other, without valid written permission or as specified in the Privacy Notice and Northeast Iowa Area Agency on Aging HIPAA policy. All requests for release of protected health information (PHI) outside of these parameters will be routed to the Privacy Officer, or designee. The Privacy Officer or designee is authorized to release information and/or make decisions about access to PHI. No individually identifying information will be transmitted to any individual or outside agency that is not a business associate without an authorized release of information signed by the client or the client's legal guardian.

190.2 SANCTIONS Violation of this policy may result disciplinary action as defined by NEI3A HIPAA sanction policy up to and including termination of employment.

201 Employment Categories

Effective Date: 11/1/2008

Revision Date: 9/24/2008

201.1 POLICY: It is the intent of Northeast Iowa Area Agency on Aging to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and Northeast Iowa Area Agency on Aging.

201.2 OVERTIME PAY STATUS: Each position is designated as either NONEXEMPT or EXEMPT in compliance with federal and state wage and hour laws. Employees in NONEXEMPT positions are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT positions are excluded from specific provisions of federal and state wage and hour laws.

An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by Northeast Iowa Area Agency on Aging management.

201.3 EMPLOYMENT CATEGORIES: In addition to the above categories, each employee will belong to one other employment category:

1. REGULAR FULL-TIME Employees are those who are not in a temporary employment status who regularly are scheduled to work a minimum of thirty (30) hours per week. Generally, they are eligible for Northeast Iowa Area Agency on Aging's benefit package, subject to the terms, conditions, and limitations of each benefit program.

2. REGULAR PART-TIME Employees who are not hired as temporary who are regularly scheduled to work less than thirty (30) hours per week, but at least twenty (20) hours per week or more. Generally, they are not eligible for Northeast Iowa Area Agency on Aging's health benefit programs or other insurance plans. Regular Part-Time employees are eligible for IPERS, Holidays, Paid Time Off, and Sick Leave on a pro-rated basis based on their regularly scheduled hours; if their hours vary they will be pro-rated based on the average number of hours worked over the prior six months.

3. CASUAL PART-TIME Employees who work less than nineteen (19) hours per week or less are hired as casual status receive legally mandated benefits (such as Social Security, and Workers' Compensation Insurance), they are ineligible for all of Northeast Iowa Area Agency on Aging's other benefit programs including IPERS*, Holidays, Paid Time Off, and Sick Leave, Health Benefits.

* Casual Part-time employees may be eligible for IPERS based on the number of hours worked.

4. TEMPORARY Employees hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change.

While temporary employees receive all legally mandated benefits (such as Workers' Compensation Insurance and Social Security), they are ineligible for all of Northeast Iowa Area Agency on Aging's other benefit programs.

202 Introductory Review Period

Effective Date: 11/1/2008

Revision Date: 9/24/2008

202.1 POLICY: The introductory review period is intended to give new employees to NEI3A and employees new to a position either by transfer or promotion the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Northeast Iowa Area Agency on Aging uses this period to evaluate employee capabilities, work habits, and overall performance.

Either the employee or Northeast Iowa Area Agency on Aging may end the employment relationship at will at any time during or after the review period, with or without cause or advance notice. While it is encouraged that employees and supervisors discuss performance on a regular basis throughout the review period, employees will receive a formal performance evaluation at the end of the review period.

202.2 LENGTH OF REVIEW PERIOD: All new, rehired, transferred or promoted employees work on a review period basis during a forty (40) working day period to assess the person's ability to meet expectations of NEI3A and the position. The review period may be extended if the employee has a prolonged length of absence equal to the amount of time of the absence. At the discretion of the supervisor the review period may be extended an additional twenty (20) working days if the supervisor provides written statement to the Chief Executive Officer as to why an extension is required. The employee must be notified of this in advance prior to his / her completion of the introductory forty (40) working day review period

202.3 BENEFITS: All employees are eligible for those benefits that are required by law, such as Workers' Compensation Insurance, Social Security, and IPERS (minimum of 10 hours of work per week). After the review period, new employees may also be eligible for other Northeast Iowa Area Agency on Aging provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

203 Access to Personnel Files

Effective Date: 2/1/2006

Revision Date: 1/12/2006

203.1 POLICY: Northeast Iowa Area Agency on Aging maintains a confidential personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

203.2 ACCESS TO AN EMPLOYEE'S PERSONNEL FILE: Personnel files are the property of Northeast Iowa Area Agency on Aging, and access to the information they contain is restricted. Generally, only the employee, his/her immediate supervisor, Director of Employee Services and the Chief Executive Officer are allowed access to an employee's personnel file.

203.3 ACCESS PROCEDURE:

1. Employees who wish to review their own file must contact the Director Employee Service CEO in writing at least ten (10) days prior to viewing their file.

2. With the ten (10) day advance notice, employees may review their own personnel files in Northeast Iowa Area Agency on Aging's Central Office and in the presence of the Chief Executive Officer or his/her designee.

3. No documents will be removed from the employee's personnel file while under review. However, the employee may have the file photocopied on a limited basis so long as the employee pays the actual cost of photocopying.

4. Employees are required to report all address and other personnel data changes that affect their employment records to Employee Services immediately upon the occurrence of the changed data. See Personnel Policy 204.2 (Reporting Personnel Data Changes) for a list of personal data changes that employees are responsible for reporting.

204 Personnel Data Changes

Effective Date: 2/1/2006

Revision Date: 1/12/2006

204.1 POLICY: It is the responsibility of each employee to promptly notify Northeast Iowa Area Agency on Aging of any changes in personnel data.

204.2 REPORTING PERSONNEL DATA CHANGES: Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, immediately notify the Central Office.

208 Employment Applications

Effective Date: 2/1/2006

Revision Date: 1/12/2006

208.1 POLICY: Northeast Iowa Area Agency on Aging relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment.

208.2 CONSEQUENCES OF FALSIFYING EMPLOYMENT APPLICATIONS: Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

209 Performance Evaluation

Effective Date: 2/1/2006

Revision Date: 1/12/2006

209.1 POLICY: Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additionally, all employees will receive formal job performance evaluations which will be considered in decisions affecting promotions, compensation, training, and dismissals.

209.2 EVALUATION PROCEDURE:

1. Performance evaluations shall be conducted by the employee's immediate supervisor.

2. A formal written performance evaluation will be conducted at the end of an employee's initial period of hire, known as the Introductory Review Period, which is generally the first 40 working days following an employee's starting in a new position.

3. Thereafter a periodic, formal performance evaluation, will be conducted to provide both the supervisor and the employee the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. This discussion shall take place at the employee's annual evaluation conference, which generally occurs on the employees' date of hire, date of promotion or transfer.

4. Performance evaluations are scheduled approximately every twelve (12) months, coinciding generally with the anniversary of the employee's original date of hire. However, a formal evaluation may be conducted at any time if a significant change has occurred in the employee's job performance.

5. Completed job performance evaluation forms will be placed in the employee's personnel file in the Central Office and a copy of the form will be given to the employee.

6. The Director of Employee Services is responsible for day-to-day administration of the job evaluation process. The Chief Executive Officer is responsible for the overall oversight of the employee evaluation process.

7. The Board of Directors is responsible for the job performance evaluation of the Chief Executive Officer.

210 Job Descriptions

Effective Date: 2/1/2006

Revision Date: 1/12/2006

210.1 POLICY: Northeast Iowa Area Agency on Aging makes every effort to create and maintain accurate job descriptions that accurately and clearly describes the job related qualifications for all positions within the organization.

301 Employee Benefits

Effective Date: 2/1/2006

Revision Date: 1/12/2006

301.1 POLICY: Eligible employees at Northeast Iowa Area Agency on Aging are provided a wide range of benefits, which are part of an employees' total compensation package. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee policy manual.

301.2 BENEFITS: The following benefit programs are available to eligible employees:

- * Bereavement Leave
- * Dental Insurance
- * Direct Deposit
- * Employee Assistance Program (EAP)
- * Employee Disaster Recovery Assistance
- * Employment Development Programs (Educational Seminars)
- * Family Medical Leave
- * Holidays
- * Iowa Public Employee Retirement System (IPERS)
- * Jury Duty Leave
- * Leave Without Pay
- * Life Insurance
- * Voluntary Long-Term Disability
- * Health Insurance
- * Military Leave
- * Paid Time Off (PTO)
- * Prescription Drug Insurance
- * Sick Leave
- * Voluntary Vision Insurance

Some benefit programs require contributions from the employee.

303 Employee Wellness

303.1 POLICY Northeast Iowa Area Agency on Aging supports and is committed to the overall health and well-being of our employees. A workforce that makes healthy choices demonstrates the values of our agency: Promoting healthy lifestyles and modeling for those we serve. When employees make healthy choices they feel better, are more productive and are better able to serve our consumers.

The designated wellness committee is charged with developing and sustaining a wellness program utilizing employee input. The NEI3A employee wellness program will encompass the six domains of wellness:

- o Social
- o Emotional
- o Environmental
- o Occupational
- o Intellectual
- o Physical

The wellness program will strive to be an employee satisfaction and retention tool and make a positive impact on the NEI3A health care costs.

303.21 WELLNESS COMMITTEE will be comprised of a 5-7 person committee that seeks new members on an annual basis.

305 Holidays

Effective Date: 2/1/2006

Revision Date: 7/15/2006

305.1 POLICY: Northeast Iowa Area Agency on Aging will grant nine (9) paid holidays off to eligible employees on the holidays listed below:

- * New Year's Day (January 1)
- * Good Friday (Friday before Easter)
- * Memorial Day (last Monday in May)
- * Independence Day (July 4)
- * Labor Day (first Monday in September)
- * Thanksgiving (fourth Thursday in November)
- * Day after Thanksgiving
- * Christmas Eve (December 24)
- * Christmas (December 25)

305.2 ELIGIBILITY AND PAY CALCULATION:

1. Northeast Iowa Area Agency on Aging will grant paid holiday time off to eligible employees who are normally scheduled to work twenty (20) or more hours per week. Temporary employees are not eligible for holidays.

2. Holiday pay will be calculated on a prorated basis according to the average hours an employee is scheduled to work per week divided by the number of days scheduled to work.

Example 1: An eligible employee that is regularly scheduled to work 40 hours during a 5-day week. If a holiday falls on a regularly scheduled workday, the employee will receive the day off from work and earn 8 hours of holiday pay.

Example 2: An eligible employee that is regularly scheduled to work 32 hours during a 4 day week. If a holiday falls on a regularly scheduled workday, the employee will receive the day off from work and earn 8 hours of holiday pay.

Example 3: An eligible employee that is regularly scheduled to work 30 hours during a 5 day workweek. If a holiday falls on a regularly scheduled workday, the employee the employee will receive the day off and earn 6 hours of holiday pay.

3. A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

4. An eligible employee who is not scheduled to work a holiday that is observed by the agency will be able to take another day off, with approval of the employee's supervisor.

5. If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

6. Holidays will not be counted as hours worked for the purposes of determining overtime.

7. The Central Office, all Senior Centers and Satellites Offices will be closed and employees will be off work on the above holidays.

306 Workers' Compensation Insurance

Effective Date: 11/1/2008

Revision Date: 9/24/2008

306.1 POLICY: Northeast Iowa Area Agency on Aging provides a comprehensive workers' compensation insurance program as required by law at no cost to employees.

306.2 PROCEDURE: Employees who sustain work-related injuries or illnesses shall inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately and information provided to the employee's supervisor about treatment, if required, should be obtained.

1. All injuries involving employees while on duty must be reported immediately to their supervisor.
2. The supervisor will document the incident on a First Report of Injury form. Information must be complete & descriptive of what happened.
3. The First Report of Injury must be forwarded to the Director of Employee Services promptly following the injury so it may be filed. The supervisor, Chief Executive Officer or the Director of Employee Services will determine if medical care is needed.
4. If medical care is needed, and the employee wishes for "***Workers' Compensation Insurance***" to be filed for this "work related injury", the employee must be seen, treated, and followed by a recommended/approved physician. If the injury is during business hours, the clinic will be called by the employee's Supervisor or Director of Employee Services and indicate that an employee has been injured on the job, state the extent of the injury and schedule an appointment for the employee.
5. All referrals for specialists must be made by the recommended/approved physician and approved by the third party worker compensation administrator.
6. Each time the employee is seen by the recommended/approved medical provider, the employee must submit a copy of a release to the supervisor and the Director of Employee Services Coordinator. The release is to include: 1) Diagnosis of the injury, 2) The Plan of Care for the injury

It is the employee's responsibility to notify the Supervisor and Director of Employee Services when the next medical appointment is.

7. Northeast Iowa Area Agency on Aging is interested in returning employees back to work at the earliest possible time that is medically advisable following a work related injury. Employees may be allowed to return to a "modified job" with a physician's release and the approval of the Employee Services CEO. The release **must specify** in as exact terms as possible what the restrictions are, and how long the restrictions are expected to last.
8. If it is determined by the Supervisor and/or Director of Employee Services Coordinator that the employee is unable to perform his/her original job safely (and without undue burden on the other staff), the employee may be offered a "**modified staff assignment**" at a **lower wage job** until able to return to his/her original job. Each situation is considered individually. *All employees with lost time off work must see the Director of Employee Services.*
9. Failure to comply with the above guidelines could mean a denial of "Workers' Compensation Benefits."

307 Sick Leave and Paid Time Off Benefits

Effective Date: 7/01/2013

Revision Date: 6/20/2013

Northeast Iowa Area Agency on Aging offers a generous time off benefit package to employees to help aid the employee balance work and personal life. Employees should keep in mind that the use of leave is granted as part of Northeast Iowa Area Agency on Aging's employee benefit package. It should also be clearly understood that leave is granted to employees at such times as they can be spared from work obligations. Leave may be denied due to the requirements of the workload.

Sick Leave/ Short Term Disability

307A.1 POLICY: Northeast Iowa Area Agency on Aging provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses, or injuries or for longer term periods where an employee is unable to perform their duties in conjunction with FMLA leave.

307A.2 ELIGIBILITY: To be eligible for sick leave, the employee must have successfully completed his/her forty (40) working day Introductory Review Period and the employee must be normally scheduled to work at least twenty (20) hours per week. A medical release form may be requested at any time to verify sick leave.

307A.3 ACCRUAL: Eligible employees will accrue sick leave benefits at the rate of 10 days per year. Sick leave benefits are calculated on the basis of a "benefit year," the 12-month period that begins when the employee starts to earn sick leave benefits. Sick leave is accrued based on the employees prorated daily average hours scheduled to work during the benefit year multiplied by 10, divided by the number of pay periods in the year (26).

Sick Leave Accrual Example:

An employee is scheduled to work an average of 8 hours per day multiplied by 10 sick days available= 80 hours sick leave available. There are by 26 pay periods during the year. Therefore, the employee will earn **3.08** hours per pay period. ($8 \times 10 / 26 = 3.08$)

307A.4 Sick Leave Usage

1. Employees are able to use Sick Leave for personal illness, injury or to attend doctor appointments and to care for an ill or injured dependent child.
2. Employees who have been hired as Regular Employee employment status begin accrual upon their first day of hire. Employees may request use of paid sick leave after successfully completing their forty (40) working day Introductory Review period.
3. Sick leave may be used unless the employee, with the approval of his/her supervisor, elects to have the absence unpaid.
4. Paid sick leave can only be used in minimum increments of one half-hour.
5. Eligible employees may use accrued sick leave to care for a family member with a serious illness or injury that extends 3 or more days or otherwise requires care as described by NEI3A Family Medical Leave policy. (See policy 310)
6. Employees who are unable to report to work due to illness or injury, or to care for a dependent child, shall notify their direct supervisor before the scheduled start of their workday if possible, but no later than within thirty (30) minutes of their scheduled work time. The direct supervisor must also be contacted before the scheduled start of their workday if possible, but no later than within thirty (30) minutes of their scheduled work time on each additional day of absence unless a written doctor's excuse has been provided in advance of the missed day of work with a specific return to work date.
7. Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence.
8. Unused sick leave benefits will be allowed to accumulate until the employee has accrued a total of 480 hour's worth of sick leave benefits. If the employee's benefits reach this maximum, further accrual of sick leave benefits will be suspended until the employee has reduced the balance below the limit.
9. Sick leave benefits are intended solely to provide income protection in the event an employee's illness or injury or to care for a dependent child, and may not be used for any other absence, unless leave is approved under the Agency's Family Medical Leave Policy.
10. Unused sick leave benefits will not be paid to employees while they are employed or upon termination of employment.

11. To schedule planned Sick Leave, employees should request advance approval from their supervisors by submitting a completed Leave Request form. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

12. If leave is unplanned, a completed Leave Request must be submitted to and signed by the employee's immediate supervisor or designee for approval in order for the leave to be approved as Sick Leave.

Paid Time Off (PTO)

Paid Time Off (PTO)

307B.1 POLICY: Paid Time Off (PTO) is an all-purpose time-off policy for eligible employees to use for vacation and personal business.

307B.2 ELIGIBLE EMPLOYEES: Regular full and part time employees are eligible to earn and use PTO as described in this policy provided they work more than twenty (20) hours per week. However, new employees must successfully complete the Introductory Review Period (see policy 202). Employees may request use of earned PTO including that accrued during the waiting period. Temporary employees are not eligible for PTO.

307B.3 ANNUAL ACCRUAL RATES: Paid Time Off is calculated on a prorated basis according to the average daily hours scheduled work.

The amount of PTO employees receive each year increases with the length of their employment as shown in the following schedule:

*Upon initial eligibility through the completion of 6 years of eligible service, the employee is entitled to 18 PTO days.

*Beginning the 7th year of eligible service through the 13th year of eligible service, the employee is entitled to 22 PTO days.

*Beginning the 14th year of eligible service through all subsequent years of eligible service, the employee is entitled to 26 PTO days.

An employee hired as a Director, Coordinator or Facilitator prior to July 1, 2003 as an employee of the former Hawkeye Valley Area Agency may accrue up to a maximum of 30 days PTO per year beginning the 14th year of service.

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn PTO. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation.

PTO Accrual Example:

Regular Employee employed for less than 6 years:

8 average daily hours scheduled to work X 18 days PTO = 144 hours / 26 pay periods = 5.54 PTO accrued per pay period.

307B.4. USAGE PROCEDURES: PTO can be used in minimum increments of one-half hour.

1. Employees who have an unexpected need to be absent from work should notify their immediate supervisor before the scheduled start of their workday, if possible. The immediate supervisor must also be contacted on each additional day of unexpected absence.

2. Paid Time Off may be used for vacation, personal time or illness.

3. To schedule planned PTO, employees should request advance approval from their supervisors by submitting a completed Leave Request form. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

4. If the need for PTO is unplanned, a completed Leave Request must be submitted to and signed by the employee's immediate supervisor or designee for approval in order to be eligible for the usage of PTO.

5. Paid Time Off that has not been pre-approved (unscheduled time off) may be considered to be absenteeism.

6. PTO is paid at the employee's base pay rate at the time of absence. It does not include overtime or any other form of compensation.

7. PTO can accrue up to the maximum annual accrual based on an employee's years of service.

8. Paid Time Off cannot be taken before it has been earned.

9. Upon termination of employment, employees will be paid for unused PTO. However, if Northeast Iowa Area Agency on Aging, in its sole discretion, terminates employment for cause, forfeiture of unused PTO may result.

308 Leave Without Pay

Effective Date: 2/1/2006

Revision Date: 1/12/2006

308.1 POLICY: Northeast Iowa Area Agency on Aging may provide leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations.

308.2 REQUEST PROCEDURES:

1. Employees may request personal leave without pay only after having completed forty (40) working days of service.

2. As soon as eligible employees become aware of the need for a personal leave of absence without pay, they should complete a Leave Request which must be submitted to their immediate supervisor or the Chief Executive Officer.

3. Personal leave without pay may be granted by the employee's immediate supervisor for a period of up to five (5) working days.

4. If five (5) workdays proves insufficient, consideration will be given to a written request for an extension. All leaves without pay exceeding five (5) workdays must be approved by the Chief Executive Officer.

5. Requests for personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

6. If eligible and subject to the terms, conditions, and limitations of the applicable plans, employees on approved leave without pay may continue at their own expense medical and/or dental insurance.

7. Benefit accruals, such as paid time off, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

308.3 RETURN FROM LEAVE WITHOUT PAY: When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, Northeast Iowa Area Agency on Aging cannot guarantee reinstatement in all cases. If an employee fails to report to work promptly at the expiration of the approved leave period, Northeast Iowa Area Agency on Aging will assume the employee has resigned.

309 Bereavement Leave

Effective Date: 2/1/2006

Revision Date: 4/02/2013

309.1 POLICY: It is the policy of Northeast Iowa Area Agency on Aging to grant eligible employees paid leave during periods of absence to a death of the employee's immediate family. To be eligible for Bereavement Leave all new employees must have successfully completed the Introductory Review Period.

309.2 DEFINITION OF IMMEDIATE FAMILY: For the purposes of this policy, immediate family is defined as the employee's spouse, parent, child, sibling, grandparent, grandchild, parent-in-laws, stepfamily, foster family, and significant other. Other Family member is defined as biological aunt, uncle, cousin, niece, brother-in-law, sister-in-law.

309.3 SCHEDULING BEREAVEMENT LEAVE:

1. Employees who wish to take paid time off due to the death of an immediate family member or other family member or request unpaid time off due to the death of someone who is not a member of their family should notify their supervisor or the Chief Executive Officer immediately.

2. A Leave Request must be completed as soon as possible upon the employee's return from bereavement leave.

3. Employees are entitled to three (3) days of paid bereavement leave for the death an Immediate Family member and one (1) day of paid bereavement leave for the death of Other Family members. Unpaid leave to attend the funeral of a person who does not qualify as Immediate Family member or Other Family member may be granted in advance at the discretion of the Chief Executive Officer. Attendance at the funeral is required to qualify for bereavement leave.

4. The Chief Executive Officer may grant employees the use of any additional available paid leave if more time off is necessary.

5. The Chief Executive Officer may grant time off without pay or use of PTO for any employee to attend the funeral of a coworker, volunteer, or patron.

310 FAMILY MEDICAL LEAVE

Effective 4/28/2011

Revision Date 5/10/2011

310.1POLICY It is the policy of Northeast Iowa Area Agency on Aging to provide the benefits required under the Federal Family and Medical Leave Act of 1993 (FMLA), and as expanded by these policies, to all eligible employees. Employees who are eligible may receive up to twelve weeks of leave for certain family and personal medical reasons. FMLA leave will be designated the first day leave is taken for an FMLA-qualifying reason and will be concurrent with any leave approved by the agency.

NEI3A understands the importance of family issues to its employees. The FMLA allows employees to balance their work and family life by taking reasonable leave for certain family and medical reasons. The FMLA provides certain employees with up to 12 weeks of job-protected leave per rolling calendar year and requires group health benefits to be maintained during the leave. The NEI3A FMLA policy seeks to accomplish these purposes in a manner that accommodates the legitimate interests of employers, and minimizes the potential for employment discrimination on the basis of gender, while promoting equal opportunity for men and women.

The purpose of this policy is to inform eligible employees of FMLA provisions and their rights under the Act, and to provide guidance to both employees and their supervisors for standardized application of the provisions of the act.

Nothing in this policy guarantees approval of the granting of such leave in any instance. Each absence will be judged by the agency in accordance with this policy and the relevant federal and state laws.

310.2 DEFINITIONS For the purposes of this policy, the following definitions apply:
“Child” means a son or daughter who is a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing *in loco parentis*, who is either under age 18, or age 18 or older and "incapable of self-care because of a mental or physical disability."
“Employee” means regular full-time, part-time and temporary status.

“Health Care Provider “means:

(a) Doctors of medicine or osteopathy authorized to practice medicine or surgery by the state in which the doctor practices;

(b) Podiatrists, dentists, clinical psychologists, optometrists, and chiropractors authorized to practice in the state and performing within the scope of their practice under state law;

(c) Advanced practice registered nurses, nurse-midwives, and clinical social workers authorized to practice under state law and performing within the scope of their practice as defined under state law;

(e) Any health care provider recognized by the employer or the employer's group health plan's benefits manager; and,

"In a pay status" means the hours an employee is paid. This includes hours an employee is paid for PTO leave and sick leave. It also includes paid time off on a holiday and time worked on a holiday. For the purposes of this policy, the term does include hours worked that exceed 40 hours in a workweek, which are paid as overtime hours. In pay status does not include anytime taken without pay.

“Incapable of self-care” means the individual requires active assistance or supervision to provide daily self-care in three or more of the activities of daily living (caring appropriate for one's grooming and hygiene, bathing, dressing and eating) or instrumental activities of daily living (cooking, cleaning, shopping, taking public transportation, paying bills, maintaining a residence, using telephones and directories, using a post office, etc.)

“Parent” means a biological parent or an individual who stands or stood *in loco parentis* to an employee when the employee was a son or daughter as defined in law. The term does not include parents "in law."

“Period of incapacity” means the time when an employee is unable to work, attend school or perform other regular daily activities due to the serious health condition, treatment therefore, or recovery there from.

A “regimen of continuing treatment” includes a course of prescription medication, such as antibiotics, or therapy requiring special equipment to resolve or alleviate a health condition, such as oxygen therapy. A regimen of continuing treatment that includes the taking of over-the-counter medications, bed rest, drinking fluids, exercise or other similar activities, is not, by itself, sufficient to qualify an employee for FMLA leave.

A "serious health condition" is defined as an illness, injury, impairment, or physical or mental condition that involves a period of incapacity or treatment following inpatient care in a hospital, hospice or residential medical care facility; a period of incapacity requiring more than three days absence from work and continuing treatment by a health care provider; or continuing treatment by a health care provider for a chronic or long-term health condition that is so serious that, if not treated, would likely result in incapacity of more than three days; or continuing treatment by or under the supervision of a health care provider for a chronic or long-term condition or disability that is incurable; or certain prenatal care. Or requires intermittent leave of absence for his or her own serious health condition or to care for a spouse, parent, or child need not take such leave continuously and may take it on an intermittent basis or by reducing their scheduled work hours if the employee provides certification from the health care provider that leave must be taken in that manner.

310.3 PURPOSE OF LEAVE

An eligible employee will be granted up to twelve weeks of FMLA leave in a 12 month period if the procedures in this policy are followed and leave is for any of the following reasons:

- (a) the birth of a child and to care for the newborn child.
- (b) the placement of a child with the employee for adoption or foster care.
- (c) the care for a spouse, child or parent with a serious health condition.
- (d) a serious health condition that renders the employee unable to perform the functions of his or her job.

Employees are limited to a maximum of 12 weeks of FMLA leave per rolling calendar year for any of these purposes.

“Spouse” means a husband or wife as defined or recognized under state law for purposes of marriage in the state where the employee resides, including common law marriage.

“Continuing treatment by a health care provider” includes any time when requested leave is:

- (a) Associated with the same condition that involves treatment two or more times by a health care provider.
- (b) Treatment by a health care provider on at least one occasion that results in a regimen of continuing treatment under supervision of a health care provider.
- (c) Required due to pregnancy or for prenatal care.
- (d) Needed for any period of incapacity or for treatment due to a chronic serious health condition.
- (e) For periodic visits for treatment by a health care provider.
- (f) Continuing over an extended period of time (including recurrences).
- (g) Intermittent periods of incapacity that are due to a serious health condition.
- (h) A period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective, such as Alzheimer’s Disease or stroke.
- (i) Any period of absence to receive multiple treatments (including a recovery period) by a health care provider, such as chemotherapy or dialysis.

310.4 ELIGIBILITY

All employee requests for leave due to an FMLA-qualifying reason are contingent upon a determination by the agency that the employee is eligible for FMLA leave. This includes a determination of eligibility and may include a requirement for medical certification. NEI3A may also require and pay for a second or third medical opinion, as allowed by federal regulations, before approving the leave.

To be eligible for FMLA leave, the employee must have: worked for NEI3A a minimum of twelve months, which need not be continuous or served just prior to taking leave, and been in a pay status for at least 1,250 hours during the twelve month period immediately preceding the leave.

Eligible part time employees will receive pro-rated leave based on the average weekly hours in a pay status.

Employees who give unequivocal notice that they do not intend to return to work lose their entitlement to FMLA leave.

Employees who are unable to return to work and have exhausted their 12 weeks of FMLA leave no longer have FMLA protections.

An employee who fails to meet the requirement of being in a pay status for at least 1,250 hours in the prior 12-month period because he or she is a military reservist called to duty is still eligible for FMLA leave. The hours that the reservists spent in service will be counted toward FMLA eligibility.

310.5 Service Member Leave

An eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered service Member who is recovering from a serious illness or injury sustained in the line of duty on active duty is entitled to up to 26 weeks of leave in a single 12-month period to care for the service member. This provision became effective immediately upon enactment. This military caregiver leave is available during “a single 12-month period” during which an eligible employee is entitled to a combined total of 26 weeks of all types of FMLA leave.

310.6 DESIGNATION OF LEAVE

- (1) In all circumstances, it is the agency's responsibility to designate leave, paid or unpaid, as FMLA-qualifying, and to give notice of the designation to the employee.
- (2) The designation decision must be based on information received from the employee or a person contacting the agency on behalf of the employee.
- (3) The agency may conditionally designate leave with the requirement that employee or a person contacting the agency on the employee behalf provide information. Failure to comply may result in denial of FMLA leave and loss of FMLA protection.
- (4) The agency's initial notice to the employee may be made orally or in writing. If the notice is oral, it must be confirmed in writing.
- (5) Employees will not be denied benefits of FMLA because they are “key employees,” as that term is defined in federal regulations.
- (6) A husband and wife who are both employed by NEI3A will not be limited to a combined total of 12 weeks FMLA leave for the birth, adoption or placement of a foster child. Each employee will be entitled to receive the entire 12 weeks.

310.7 USE OF SICK LEAVE and PTO

- (1) Employees taking FMLA leave for purposes that qualify will be required to use accrued Sick Leave. If all accrued Sick Leave is used, then employees will use accrued PTO. If FMLA leave extends beyond accrued paid leave, employees will be granted leave without pay up to the twelve week FLMA maximum.

(2) When an employee requires leave due to a job-related injury or illness covered by the state's workers' compensation insurance, use of paid leave will not be required.

310.9 FMLA LEAVE ON HOLIDAYS

While on FMLA leave, holidays will not reduce the amount of FMLA benefit.

310.10 DURATION OF LEAVE

(1) Eligible employees may take up to a maximum of twelve (12) weeks of FMLA leave within a rolling calendar year period.

(2) At the time an employee requests leave, the agency will determine whether the employee is eligible for the leave and whether the leave will be designated FMLA leave.

(3) NEI3A has chosen the rolling 12-month period measured forward from the date an employee's first FMLA leave begins as the method for determining the period of FMLA protection.

(4) FMLA taken for the birth or placement of a child must be taken within one year (12 months) of the birth or placement.

310.11 INTERMITTENT LEAVE Intermittent or reduced leave schedules are subject to supervisor approval. Employees requiring intermittent leave or a reduced leave schedule will notify their supervisors as soon as the need for the leave is known and schedule necessary absences from work to minimize disruption of work.

In all cases of intermittent and reduced schedule leaves, the agency reserves the right to transfer an employee to another position that better accommodates the employee's need for leave and the agency's operations. This decision is at the discretion of the employee's supervisor. The position must be similar in nature of work to that which the employee is currently occupy.

310.12 EMPLOYEE NOTICE OF LEAVE REQUIREMENTS

Eligible employees seeking to use FMLA leave shall be required to provide:

(a) A 30-day advance notice of the need to take FMLA leave when the need is foreseeable;

(b) Notice as soon as feasible, usually within one or two business days of learning of the need to take FMLA leave when it is not foreseeable;

(d) Sufficient information for the employer to understand that the employee needs leave for FMLA-qualifying reasons. Generally this is provided through completion of FLA leave request forms;

(e) Timely notice, generally within two business days of returning to work, that leave was taken for an FMLA-qualifying reason.

Employees requiring intermittent leave or a reduced leave schedule shall notify their supervisors as soon as the need for the leave is known and schedule necessary absences from work to minimize disruption of work. The employee and supervisor shall attempt to work out a schedule which meets the employee's needs without unduly disrupting the employer's operations, subject to the approval of the health care provider.

310.13 MEDICAL CERTIFICATION NEI3A may request the employee to provide medical certification to verify the employee's need to take FMLA leave from work due to a serious health condition of the employee or the employee's spouse, parent or child. The initial request for certification must be written, but a verbal request for subsequent certification is sufficient. At the time the NEI3A requests certification, NEI3A must also advise the employee of the anticipated consequences of an employee's failure to provide adequate certification.

NEI3A will allow the employee 15 working days to obtain the medical certification.

If the certification is not returned, unless there is a credible reason for the delay communicated by the employee or employee's spokesperson, the leave may be designated unapproved leave. Further action may be taken by the agency to return the employee to work or to administer discipline, if warranted.

If the leave is foreseeable, the employee must notify the employer at least 30 days in advance and may be asked to provide medical certification before approval is granted.

Follow-up medical certification may only be requested at a minimum of every 30 days.

NEI3A may require the employee to provide periodic reports during the period of leave of the employee's status and intent to return to work, as well as "fitness-for-duty" certification upon return to work. NEI3A may seek verbal reports from the employee, with follow up written statement.

If an agency has reason to doubt the validity of a medical certification, it may, at its own expense, require the employee to obtain a second opinion from a health care provider.

If the opinions of the employee's and NEI3A designated health care providers differ, the NEI3A may require the employee to obtain certification from a third health care provider, again at the agency's expense. This third opinion shall be final and binding. The third health care provider must be approved jointly by the agency and the employee.

The agency must provide the employee with a copy of the second and third medical opinions upon request by the employee within two business days, unless extenuating circumstances prevent such action.

310.14 ABUSE OF FMLA FMLA leave abuse occurs when an employee uses leave for unauthorized purposes or misrepresents the actual reason for charging an absence to FMLA leave. Abuse is cause for discipline, up to and including dismissal.

310.15 EMPLOYEE INSURANCE BENEFITS Healthcare benefits will continue during your leave so long as your portion of the premiums is paid. Your portion of the premium will be deducted from your check as long as you remain under paid leave status. **If leave extends to an unpaid status, arrangements must be made to pre-pay your portion of the health insurance premiums. Failure to do so will result in termination of agency medical insurance coverage.**

The employee is required to continue to pay his or her portion of any insurance premiums normally deducted from the employee's paycheck and shall pay such amounts on or before the first day of each month when the employee is no longer in a pay status.

NEI3A may recover the cost of any insurance benefits provided during the leave if the employee fails to return to after the leave entitlement has been exhausted. No such amount shall be owed if there is a recurrence or onset of a serious health condition or, in the opinion of the agency, there is a change of circumstances beyond the employee's control.

310.16 REINSTATEMENT An employee taking leave under this policy will be returned to the employee's same position or to an equivalent position, at the election of the agency, unless the employee would have been terminated in the absence of any leave.

Taking leave under this policy will not result in any loss of benefits or conditions of employment accrued prior to the beginning of the leave period, unless the benefit or condition of employment has been discontinued for other agency employees during the FMLA leave.

311 Jury Duty

Effective Date: 2/1/2006

Revision Date: 1/12/2006

311.1 POLICY: Northeast Iowa Area Agency on Aging encourages employees to fulfill their civic responsibilities by serving jury duty when required.

311.2 ELIGIBILITY REQUIREMENTS: In accordance with the Code of Iowa Chapter 607A, each employee shall be entitled to a paid leave of absence for the time spent serving on a jury during the employee's regular work schedule.

1. To receive payment for jury duty absence, the employee must complete a Leave Request which is submitted to the Employee's immediate supervisor or the Chief Executive Officer prior to the date of jury duty.

2. Employees will be paid their regular pay for Jury Duty Leave less any reimbursements received for jury duty.

3. Northeast Iowa Area Agency on Aging will continue to provide the Employee's normal benefits for the full term of the jury duty absence.

312 Witness Duty

Effective Date: 2/1/2006

Revision Date: 1/12/2006

312.1 POLICY: Northeast Iowa Area Agency on Aging allows employees to appear in court for witness duty when subpoenaed to do so.

312.2 WITNESS FOR NORTHEAST IOWA AREA AGENCY ON AGING: If employees have been subpoenaed or otherwise requested to testify as witnesses by Northeast Iowa Area Agency on Aging, they will receive paid time off for the entire period of witness duty.

312.3 WITNESS FOR OTHERS THAN NEI3A: Employees will be granted unpaid time off to appear in court as a witness when subpoenaed by a party other than Northeast Iowa Area Agency on Aging. If approved by their supervisors, employees may use accrued paid time off to receive compensation for the period of this absence.

312.4 REQUEST PROCEDURE FOR WITNESS DUTY: The subpoena shall be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. If the employee wants to use accrued paid time off to be paid for the absence, the employee must also submit a completed Leave Request to the employee's immediate supervisor when the employee shows the subpoena to his/her immediate supervisor. The employee is expected to report for work whenever the court schedule permits.

313 Military Leave

Effective Date: 2/1/2006
Revision Date: 1/12/2006

313.1 POLICY: A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

313.2 PROCEDURES:

1. The leave will be unpaid. However, employees may use any available paid time off for the absence.
2. Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.
3. Benefit accruals, such as paid time off, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.
4. Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled work day after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

5. Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA.

6. Employees will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Central Office for more information or questions about military leave.

314 Benefits Continuation (COBRA)

Effective Date: 2/1/2006

Revision Date: 1/12/2006

314.1 POLICY: The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under Northeast Iowa Area Agency on Aging's health plan when a "qualifying event" would normally result in the loss of eligibility.

314.2 EXAMPLES OF QUALIFYING EVENT FOR CONTINUATION OF HEALTH INSURANCE: Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

314.3 EMPLOYEE'S OR BENEFICIARY'S COST OF COVERAGE UNDER COBRA BENEFITS: Under COBRA, the employee or beneficiary pays the full cost of coverage at Northeast Iowa Area Agency on Aging's group rates plus an administration fee. Northeast Iowa Area Agency on Aging provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under Northeast Iowa Area Agency on Aging's health insurance plan. The notice contains important information about the employee's rights and obligations.

315 PAID TIME OFF DONATION

Effective Date: 7/1/2014

Revision Date: 6/10/14

315.1 POLICY: Employees may donate accumulated PTO hours to a bank for distribution to aid employees who are unable to work due to a serious personal illness or injury or a qualifying family member under the agency's FMLA policy (see FMLA policy # 310).

315.2 ELIGIBILITY: Northeast Area Agency on Aging employee who has completed 1,040 hours is eligible to request Paid Time Off (PTO) from an employee donation bank when absences from work are required for qualifying FMLA reason and the employee has/ will exhaust all their accrued Sick Time and PTO.

Employees eligible for workers compensation are not eligible for the PTO Donation Program. Eligibility will be effective only after the applicant has used all accrued Sick Leave and PTO. Nothing in this policy will be construed to limit or extend the maximum allowable absence under the Family Medical Leave Act (FMLA).

315.3 PROCEDURE

(A) Making A Donation:

An employee who wishes to make a donation must complete "Donation of Paid Time Off" form indicating the number of earned vacation hours the employee wishes to donate to the bank and submits to Employee Services with supervisor's authorization. The donations must be in full hour increments. The signed donation form will be forwarded to Payroll and will be retained in the donating employee Human Resources file for record keeping purposes.

- Employees may not solicit or distribute lists for vacation donation.
- Employees wishing to donate vacation hours to the vacation bank must do so on a strictly volunteer basis.
- Donating employees must retain at least 80 hours of PTO.
- Once PTO is donated the time may not be revoked.

(B) Receiving A Donation:

To receive a donation from the bank, the recipient must have exhausted all of his or her own Sick Time and PTO. The recipient must submit a request, for a specified number of hours. The forms must be submitted to the employee's supervisor, and forwarded to Employee Services to be reviewed. Employees and the employee's supervisors will be notified of the decision.

- Based on the request, donated time off will be provided to the recipient up to a maximum of (4) weeks for any approved request.
- Once the need for leave is no longer necessary, the employee must notify Employee Services. Any remaining donated time must be returned to the donation bank.
- Abuse of the PTO Donation Program is subject disciplinary action up to and including termination of employment.

316 Group Insurance

Effective Date: 7/1/2013

Revision Date: 6/04/2013

316.1 POLICY: Northeast Iowa Area Agency on Aging provides medical, dental, life, and long-term disability insurance for regular employees working at least thirty (30) hours per week who have successfully completed their forty (40) working day introduction period.

316.2 ENROLLMENT: Eligible employees who plan to enroll in the medical and/or dental insurance program shall complete and submit all necessary application forms to the Central Office no later than their forty-first (41st) day of employment.

1. For those eligible employees who successfully complete their Introduction Review Period and who elect to enroll in medical and/or dental insurance may have coverage beginning on the first (1st) day of the next month following their first (1st) forty (40) working days of employment. For example, the employee's fortieth (40) day of

employment is August 15th. Therefore, the employee's medical and/or dental insurance coverage starts September 1st.

2. Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between Northeast Iowa Area Agency on Aging and the insurance carrier.

3. Single or family coverage plans are available to eligible employees.

4. Medical and dental coverage is summarized in insurance booklets that are provided by the insurance company.

5. Employees will contribute toward coverage rates (single or family) established by the Board of Directors. This amount will be deducted from each paycheck (with the exception of a three (3) paycheck month).

6. A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) Policy for more information.

7. All eligible employees are required to enroll in group life insurance which shall be provided at no cost to the employee.

8. Long-term disability insurance is available on a voluntary basis.

401 Time Sheets, Leave Requests, and Paydays

Effective Date: 2/1/2006

Revision Date: 1/12/2006

401.1 POLICY: Accurately recording time worked is the responsibility of all employees. Federal and state laws require Northeast Iowa Area Agency on Aging to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. Payroll is on a bi-weekly cycle.

401.2 RECORD KEEPING REQUIREMENTS:

1. The Time Sheet and the Leave Request must be filled out by exempt and nonexempt employee (hourly paid employees who are eligible for overtime pay) signed and verified by the employee's immediate supervisor.

2. The employee will write in the applicable pay period and dates for each week.

3. The employee will put the number of hours per day in the appropriate box for each day worked, for Paid Time Off, holiday, sick, or bereavement or other leave. All overtime hours must be approved by the employees supervisor in advance.

4. Hours other than normally scheduled hours of work must be noted in the comment section. Hours other than regularly scheduled work hours must always be approved before performed whether or not the hours may result in overtime work.

5. Hours other than the normally scheduled hours of work may be requested and must be pre-approved for special events and meetings. The request for such hours must be made to the employee's immediate supervisor at least two (2) days in advance except in the case of an urgent situation. If the request is authorized, the employee shall note the extra hours in the comment section of the Time Sheet. Payment for the extra hours will be in accordance with state and federal regulations.

6. Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

7. Time Sheets are to be sent to their supervisor the day the pay period ends (every other Friday). It is the employee's responsibility to sign their time records to certify the accuracy of all time recorded. The employee's supervisor will review and then sign the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by signing their initials to the changes.

8. A Leave Request must be filled out and sent to the employee's supervisor per the requirements of the type of leave requested. (See appropriate leave **policies** in the Personnel Policy manual.)

9. Paychecks or paystubs are distributed or mailed on the Friday that occurs two (2) weeks after the end of the pay period.

501 Standard Workweek

Effective 11/1/2008

Revision 9/24/2008

Northeast Iowa Area Agency on Aging's standard workweek begins 12:01 AM on Sunday and ends 11:59 PM on Saturday.

502 Work Schedules

Effective Date: 2/1/2006

Revision Date: 1/12/2006

502.1 POLICY: Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

503 Flexible Schedules

Effective Date: 11/1/2008

Revision Date: 9/24/2008

503.1 POLICY: To help balance work and personal life Northeast Iowa Area Agency on Aging offers flexible work scheduling options that are mutually agreed upon by both NEI3A and the employee. All flexible scheduling arrangements must be cost effective for the agency, not impair customer service, productivity, or employee morale. Flexible schedules may include variations in daily beginning and ending work time periods, or a compressed workweek providing those schedules comply with state and federal wage and hour laws.

503.2 FLEXIBLE SCHEDULE REQUEST Employees desiring flexibility in their schedule should give to their immediate supervisor a written proposal detailing how the adjusted schedule meets the requirements of their position, and the goals and purpose of this policy. If the employee is seeking to reduce the number of hours worked on a regular and on-going basis, the employee must also complete an Hours Reduction Form. The agreement to flex a schedule may be withdrawn at any time if, in the supervisor's view, it is no longer in the best interest of NEI3A to continue the arrangement.

504 MUTING

Effective Date: 11/1/2008

Revision Date: 9/24/2008

Telecommuting is the practice of working at home or a site other than physically traveling to the central work site. Northeast Iowa Area Agency on Aging employees may be considered for telecommuting work arrangements in accordance with specific work agreements.

504.1 POLICY: Telecommuting assignments are at the discretion of Northeast Iowa Area Agency on Aging Chief Executive Officer. Assignments are based on the nature of the work, the work site, the individual performing the assignment and mutually agreed upon terms between the Agency and the employee.

The following types of positions *may be* appropriate for telecommuting:

- Require independent work
- Require little face to face interaction with internal staff, clients/ consumers, contractors or vendors
- Results are specific measurable work products
- Can be monitored by output, not time spent doing the job
- Do not involve confidential consumer files

Telecommuting is not intended to serve as a substitute for child or adult care. If children or adults in need of primary care are in the alternate work location during the employees' work hours, some other individual must be present to provide care.

Telecommuting is not intended to be used in place of sick leave (policy # 307A), FLMA Leave (policy# 310), Worker Compensation leave policy (policy 306) or other types of leave.

However, Northeast Iowa Area Agency on Aging may determine whether it is appropriate to offer telecommuting as an opportunity for partial or full return to work based on agency policy and criteria normally applied to decisions regarding the approval of telecommuting.

504.2 Process: Employees who wish to be considered for telecommuting assignments must submit their request to their direct supervisor. The supervisor will consider the nature of the position and the appropriateness of the request. The supervisor may request the employee to provide a proposal in support of how the employee will meet position accountabilities.

If a telecommuting assignment is approved, Northeast Iowa Area Agency on Aging management will develop with the employee a telecommuting agreement that specifies the terms and conditions of the assignment.

504.3 Work Agreements: Northeast Iowa Area Agency on Aging and the employee considered for telecommuting assignments must agree on the work arrangement to include but not limited to the following terms:

- Employee agrees to all applicable policies and procedures of Northeast Iowa Area Agency on Aging;
- Northeast Iowa Area Agency on Aging must be able to inspect with or without advance notice after initial visit to approve telecommuting site to assess work conditions, employee safety, data security, ability for technology access and support, and confidentiality of Agency information;
- compliance with local zoning regulations;
- work schedule;
- how work schedule may be changed;
- attendance at required training and meetings;
- how leave is requested and approved by the supervisor;
- status of employees during agency emergency or weather related closings affecting the central office;
- how routine communication between employee, supervisor, co-employees, and customers will be handled;

- employee performance expectations;
- responsibility for providing equipment (including technology and data transmission) and/or supplies that will be used, and who is responsible for maintaining them;
- data security requirements and procedures;
- safety requirements;
- employees permit the supervisor access to the alternate work location during the defined normal work hours.

504.4 Termination of Work Telecommuting Work Agreements: Northeast Iowa Area Agency on Aging may terminate the telecommuting arrangement at its discretion. Notice to terminate a telecommuting agreement will be provided when possible; however, advance notice is not required.

505 Rest and Meal Periods

Effective Date: 2/1/2006

Revision Date: 1/12/2006

505.1 POLICY: Each workday, full-time nonexempt employees are provided with two (2) rest periods. Supervisors will advise employees of the regular rest period length and schedule. To the extent possible, rest periods will be provided in the middle of work periods. Since this time is counted and paid as time worked, employees must not be absent from their worksites beyond the allotted rest period time.

All full-time employees are provided with one meal period each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

Rest periods may be used back-to-back with meal periods if approved in advance.

506 Overtime

Effective Date: 2/1/2006

Revision Date: 1/12/2006

506.1 POLICY: When operating requirements or other needs cannot be met during regular working hours, nonexempt employees (hourly employees) may be given the opportunity to work extra hours that could result in overtime pay. All extra work that could potentially result in overtime must receive the supervisor's prior authorization.

506.2 OVERTIME PAY: Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay, is based on actual hours worked over 40 hours in a standard workweek. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

507 Agency Required Travel

Effective 11/15/2008

Revision 12/8/2008

507.1 POLICY Northeast Iowa Area Agency on Aging complies with FLSA as it applies to compensating employees for hours worked for required agency related business travel. Only employees classified as non-exempt are covered under this policy.

507.2 HOME to WORK TRAVEL: An employee who travels from home to work before the regular workday and returns to his/her home at the end of the workday is engaged in ordinary home to work travel, which is not work time and is not paid.

507.3 ATTENDANCE AT LECTURES, MEETINGS AND TRAINING PROGRAMS: Attendance at a training or conference will be recorded as a normal workday. Overnight travel will be stays will not be considered hours worked. Travel to and from the training event will be considered work time. The employee's immediate supervisor must approve the scheduled work time including travel.

507.4 HOME TO WORK ON AN ASSIGNMENT: An employee who regularly works at a location in one city is given a assignment in another city and returns home the same day. The time spent in traveling to and returning from the other city is work time, with the exception that NEI3A may deduct/not count that time the employee would normally spend commuting to the regular work site.

507.5 TRAVEL THAT IS ALL IN A DAY'S WORK: Time spent by the employee in travel as part of their principal activity, such as travel from job site to job site during the workday, is work time and is counted as hours worked.

508 Hazard Communication and Safety

Effective Date: 2/1/2006

Revision Date: 1/12/2006

508.1 POLICY: To assist in providing a safe and healthful work environment for employees, patrons, and visitors, Northeast Iowa Area Agency on Aging has established a workplace safety program. This program is a top priority for Northeast Iowa Area Agency on Aging. Its success depends on the alertness and personal commitment of all.

508.2 SAFETY PROGRAM: Northeast Iowa Area Agency on Aging provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications. Where applicable, the safety

program includes inspections, reporting and providing information about chemical and other safety hazards, other hazardous substances and the control of hazards, the control of chemical hazards through container labeling and Material Safety Data Sheets (MSDS), and other potentially unsafe conditions.

508.3 SAFETY PROCEDURES: Each employee is expected to obey safety rules and to exercise caution in all work activities.

1. REPORTING:

- A. Employees must immediately report any unsafe condition, accident or incident to the appropriate supervisor and to the Central Office. The employee must complete a written Accident Report or an Incident Report which will be submitted to the Central Office.
- B. An accident is defined as any on-the-job event resulting in a personal injury. In the case of accidents, regardless of how insignificant the injury may appear, employees should immediately notify the appropriate supervisor and complete the Accident Report. (See **Worker's Compensation Policy # 306**)
- C. An incident is defined as any event that does not result in an injury but is unsafe or hazardous and could have resulted in an injury or hazardous condition. Sometimes such events are called "near misses" or "accidents waiting to happen."

2. CONTAINER LABELING:

- A. All containers will be clearly labeled as to the containers' current contents.
- B. All appropriate hazard warnings will be posted.
- C. The name and address of the manufacturer or distributor will be available.

3. MATERIAL SAFETY DATA SHEETS:

- A. Copies of MSDS for all hazardous substances will be kept on file at each worksite.
- B. The Center Coordinator will be responsible for obtaining and maintaining the MSDS.

508.4 VIOLATION OF SAFETY STANDARDS: Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

510 Inclement Weather

Effective 2/03/2014

Revision 01/27/2014

510.1 POLICY It is the policy of NEI3A to remain open, except in the most extreme weather, to serve the consumers that rely on NEI3A for service and support. However, severe weather does occur that puts the safety of employees at risk. If in the event of such severe weather, the Chief Executive Office or their designee will make the decision to close the agency. When an agency wide closing is announced, employees will not be

required to use their PTO and will be paid their regular wage for the time the agency is closed. This time will not be counted as hours worked for determination of overtime.

If the decision to close the entire agency due to inclement weather is made prior to the start of the business day, a message will be posted on the agency web site and a message will be left on the Waterloo office main number. Employees are to be responsible for checking the web site or calling to learn if the agency will be closing. If closing after the start of the business day, an “All Staff” email will be sent announcing the closing and the notice will be posted on the agency web site. Staff without internet or email access will receive notice by phone by their supervisor or their designee.

If employees in specific locations of the agency are unable to report to work as scheduled due to inclement weather, and an agency wide closing has not been declared by the Chief Executive Officer or their designee, employees will be required to use accrued PTO, if no PTO is available, then the employee will use unpaid time off. Employees unable to report to work must notify their direct supervisor or their designee.

In some circumstances due to weather NEI3A may cancel meal service or delivery in specific locations. In the event this occurs, employees in these locations will be expected to report to work as scheduled. Employees that do not report will be required to use accrued PTO or unpaid time off if PTO is not available.

Employees are encouraged to use their own best judgment regarding their ability to report to work based on local weather and road reports when making this determination.

511 Use of Telephones and Technology in the Work Place

Effective Date: 4/8/2013

Revision Date: 4/8/2013

511.1 POLICY This policy sets forth Northeast Iowa Area Agency on Aging policies about cell phone usage. For purposes of this policy, the term “cell phone” is defined as any handheld electronic device with the ability to receive and/or transmit voice, text, or data messages without a cable connection (including, but not limited to, cellular telephones, digital wireless phones, radio-phones/walkie-talkies, telephone pagers, PDAs (personal digital assistants with wireless communications capabilities), or RIM (“research in motion”) wireless devices). The Agency reserves the right to modify or update these policies at any time.

1. Use of Cell Phones or Similar Devices.

(a) **General Use at Work.** While at work, employees are expected to exercise the same discretion in using personal cell phones as they use with Agency phones. Excessive personal calls during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others. Employees should restrict personal calls during work time, and should use personal cell phones only during scheduled breaks or lunch periods in non-working areas. Other personal calls should be made during non-work time whenever possible, and employees should ensure that their friends and family members are instructed of this policy. The Agency is not liable for the loss of personal cell phones brought into the workplace.

To ensure the effectiveness of meetings, employees are asked to leave all cell phones at their desk. On the unusual occasion of an emergency or anticipated emergency that requires immediate attention, the cell phone may be carried to the meeting on vibrate mode.

(b) **Unsafe Work Situations.** The Agency prohibits the use of cell phones or similar devices while at any work site at which the operation of such device would be a distraction to the user and/or could create an unsafe work environment. Such work sites must be secured or the device used only by an employee who is out of harm's way at such work environments.

(c) **Use While Driving.** The Agency prohibits employee use of cell phones or similar devices for Agency-related purposes while driving. This prohibition includes receiving or placing calls, text messaging, surfing the Internet, receiving or responding to e-mail, checking for phone messages, or any other purpose related to Agency employment, the Agency, its customers, vendors, volunteer activities, meetings, or civic responsibilities performed for or attended in the name of the Agency, or any other Agency-related activities not named herein. Employees may not use cell phones or similar devices to receive or place calls, text message, surf the Internet, check phone messages, or receive or respond to e-mail while driving if they are in any way performing activities related to their employment. Employees must stop their vehicles in safe locations in order to use cell phones or similar devices.

512 Mobile Computing Standards Policy

Effective Date 01/11/13

Revision Date 04/2/2013

512.1 POLICY: This standard sets minimum security and encryption requirements for laptop and tablet computers that owned by Northeast Iowa Area Agency on Aging or connect to state-owned or managed networks. Laptops of contractors, state business partners and individuals connecting to state networks or storing state data are covered by this standard.

For the purpose of this standard, security is defined as the ability to protect the integrity, confidentiality and availability of information processed, stored and transmitted by an agency.

512.2 PURPOSE: This standard establishes the minimum security requirements for laptop computers and the data stored on, processed by, or transmitted via laptops.

512.3 OVERVIEW: Laptop computers provide users with the benefits of portability, flexibility, and increased productivity. Laptop computers allow users to take computers and data with them wherever they go. Laptop computers are an important tool for personnel that work at remote customer locations or are required to travel.

The benefits of laptop computers, however, come with potential risks. Devices due to their portability, are also at risk of theft and exposure of information stored on those devices. Also due to their mobile nature, these devices may connect to potentially hostile environments that lack adequate protections, subjecting the devices to attacks or potential infections, which may in turn be brought back to NEI3A.

512.4 DEFINITIONS: Laptop Computer: Laptop computers are lightweight, portable devices designed to operate for extended periods of time with a self-contained power source. For the purpose of this standard, a laptop computer includes devices classified as tablet computers.

512.5 ENCRYPTON: The process of making information indecipherable to protect it from unauthorized viewing or use, especially during transmission or storage. Encryption is based on an algorithm and at least one key. Even if the algorithm is known, the information cannot be decrypted without the key(s).

512.6 LAPTOP STANDARD: Improperly configured laptop computers can expose sensitive or confidential data to unauthorized access and are vulnerable to malicious software. To ensure that data is protected, the following minimum standards must be met for all laptop computers:

1. Laptop Inventory. Agencies will maintain an inventory of all laptop computers and their assigned user.
2. Data Encryption and Authentication. All laptop computers must be encrypted. The encryption software must meet the following criteria:
 - a. Pre-boot: Pre-boot user authentication must be used by the encryption software.
 - b. Whole-disk: The entire hard drive shall be encrypted.
 - c. Encryption Strength: 256-bit Advanced Encryption Standard (AES) or stronger encryption must be used.
 - d. Audit Trail: An audit trail shall be maintained to demonstrate that a device was encrypted and the type of encryption software used.
 - e. Central Management: The encryption process and procedures shall be centrally managed at the agency and/or enterprise level.
 - f. Hibernation: Laptop encrypts upon hibernation requiring the user to re-authenticate.
3. Loss/Theft Procedures. Loss or theft of any laptop computer shall be reported to the employee's supervisor and to associate CEO of the agency responsible for technology within 24 hours. The notification shall include:
 - a. Name.
 - b. Date of theft/loss.
 - c. Description of the theft/loss.
 - d. Whether confidential/sensitive information was stored on the device.
 - e. Whether the laptop was encrypted.

Procedures should also be in place to change authentication credentials to any systems the device may have accessed; including non-state-owned as well as state-owned devices which store sensitive or confidential data.

4. Physical Protection. Users of laptop computers are responsible for their physical protection.

- a. Use of cable locks and other physical security devices are encouraged where appropriate.
- b. Laptops shall not be left unattended in unlocked vehicles.

5. Passwords: Strong passwords must be used with laptops. Written passwords, smart cards, or tokens shall not be stored with the laptop.

6. Primary Storage/Data Backups. To ensure data availability in the event of device loss or theft, a laptop computer should not be the only or primary storage device for State of Iowa data. Frequent and regular backups of data stored on laptops must be made.

7. Client security maintained. All laptop computers must have:

- a. A properly-configured host-based firewall;
- b. Up-to-date antivirus software; and
- c. The latest software patches.

512.7 TRAINING: Laptop computer users shall be provided with mobile security awareness training. At a minimum, users shall be provided with documentation describing mobile computing risks.

514 Visitors in the Workplace

Effective Date: 2/1/2006

Revision Date: 1/12/2006

514.1 POLICY: To provide for the safety and security of employees and the facilities at Northeast Iowa Area Agency on Aging, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

514.2 FAMILY AND FRIENDS ARE DISCOURAGED TO VISIT: Because of safety and security reasons, family and friends of employees are discouraged from visiting and are prohibited from being at the worksite without prior approval from their immediate supervisor. Employees are responsible for the conduct and safety of their visitors and are responsible for obtaining prior approval for the presence of their visitors.

514.3 REPORTING UNAUTHORIZED VISITORS: If an unauthorized individual is observed on Northeast Iowa Area Agency on Aging's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

515 Social Media Policy

Effective Date 2/7/2013

Revision date 4/2/2013

515.1 POLICY It is the policy of the Agency that unless given consent by the Chief Executive Officer that individuals do not represent the agency in social media. Employees can be disciplined up to and including termination and are solely responsible for commentary, content, videos, or images that are defamatory pornographic, proprietary, harassing, libelous, or can create a hostile work environment. Northeast Iowa Area Agency on Aging Social Media Policy provides employee guidelines on how to present themselves on social media.

Overview

1. The same principles and guidelines that apply to employees in general, apply to activities online. However, due to the nature of the Internet, more accountability is to be expected.
2. Social media is largely about connecting, helping others, and having fun.
3. Social media is also a valuable resource to learn and to contribute.
4. Social media is more than just Facebook and Twitter. It includes blogs, online networks, and any other Internet-based tools for sharing and discussing information.

515.2 Expectations

1. Be helpful and supportive, even while not at work.
2. Be respectful to of NEI3A, coworkers (This includes past, present, and potential coworkers.), and providers of services and their employees.
3. Each individual is responsible for what they post online, even while not at work.
4. Make it clear that the words and thoughts you write online are your own and not NEI3A's.
5. Speak in the first person (I not we) when referring to your work.
6. Each individual should choose for themselves if they will use social media.
7. You are legally liable for anything you write or present online.
8. Be respectful and kind
9. You are encouraged to share your insights, express your opinion, and share information as appropriate, especially when it is helpful to others.
10. Try to add value to what others are doing and saying.
11. Please post knowledgeably, accurate information, and use appropriate professionalism.
12. Be quick to correct your own mistakes and admit when you are wrong.
13. Do not use ethnic slurs, insults, obscenities, etc.
14. Do not engage in conduct that would not be acceptable behavior.
15. Be considerate of others' privacy and topics that could be considered personal, such as religion or politics.
16. Do not pick fights.

515.3 Identity

1. Please be smart about protecting yourself and your privacy online.
2. Your online presence reflects NEI3A. Be aware that your actions captured via images, videos, posts, or comments can reflect on the agency.

3. Unless given permission by your supervisor or Chief Executive Officer, you are not authorized to speak on behalf of the Agency, nor to represent that you do so.
4. We discourage the use of posting online anonymously, using pseudonyms, or false screen names. We believe in honesty and appropriate transparency.
5. When appropriate, please direct others to the official NEI3A website and social media accounts of the Agency.

515.4 Protect Confidential & Proprietary Info

1. Do not post NEI3A consumer information without the approval of the consumer and NEI3A Chief Executive Officer or your supervisor. This includes posting names, dates of birth, images, phone numbers, address or other numbers or symbols associated with the individual.
2. We believe in good communication between employees, consumers, and the general public.
3. Never reveal any confidential consumer and/or Agency proprietary or consumer personal private information.
4. Never identify providers or suppliers by name without permission.
5. Do not cite or reference clients, partners, or suppliers without their approval. If you do make a reference, link back to the source if possible.
6. Always respect copyright and trademark laws, including logos.
7. Do not plagiarize others.
8. If you have any question on what has been released to the public, speak with your manager and/or to the communications department or the Chief Executive Officer. Do so before releasing information that could potentially harm the Agency, our current or potential or past consumers, employees, providers, and others associated with the Agency.

516 Computer and Email Usage

Effective Date: 2/1/2006

Revision Date: 1/12/2006

516.1 POLICY: Computers, computer files, the email system, PDA's and software furnished to employees are Northeast Iowa Area Agency on Aging property intended for business use. Employees should not use equipment for personal use. Employees are not to download unauthorized files, share, password, access unauthorized files, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

516.2 PROHIBITED USE: Northeast Iowa Area Agency on Aging strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, Northeast Iowa Area Agency on Aging prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

516.3 REPORTING MISUSE: Employees should notify their immediate supervisor, the Chief Executive Officer or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

517 Internet Usage

Effective Date: 2/1/2006

Revision Date: 1/12/2006

517.1 POLICY: Internet access to global electronic information resources on the World Wide Web is provided by Northeast Iowa Area Agency on Aging to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. All Internet usage is limited to job-related activities. Personal use of the Internet is not permitted.

517.2 INTERNET INFORMATION IS PROPERTY OF AGENCY:

1. All Internet data that is composed, transmitted, or received via internet is considered to be part of the official records of Northeast Iowa Area Agency on Aging and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.
2. The equipment, services, and technology provided to access the Internet remain at all times the property of Northeast Iowa Area Agency on Aging. As such, Northeast Iowa Area Agency on Aging reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

517.3 PROHIBITED USE OF INTERNET: Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

To ensure a virus-free environment, no files may be downloaded from the Internet without prior authorization by the Chief Executive Officer or the Chief Executive Officer's designee.

517.4 DISCIPLINARY ACTION FOR MISUSE OF INTERNET: Abuse of the Internet access provided by Northeast Iowa Area Agency on Aging in violation of law or Northeast Iowa Area Agency on Aging policies will result in disciplinary action, up to

and including termination of employment. Employees may also be held personally liable for any violations of this policy. Employees shall notify their immediate supervisor or the Chief Executive Officer or his/her designee upon learning of violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- * Stealing, using, or disclosing someone else's code or password without authorization
- * Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- * Sending or posting messages or material that could damage the organization's image or reputation
- * Participating in the viewing or exchange of pornography or obscene materials
- * Sending or posting messages that defame or slander other individuals
- * Attempting to break into the computer system of another organization or person
- * Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- * Using the Internet for political causes or activities, religious activities, or any sort of gambling
- * Passing off personal views as representing those of the organization
- * Sending anonymous email messages
- * Engaging in any other illegal activities

518 Smoking

Effective Date: 2/1/2006

Revision Date: 1/12/2006

518.1 POLICY: In compliance with Iowa law, Northeast Iowa Area Agency on Aging prohibits smoking throughout the workplace and outside any building occupied by the Agency unless there is a designated smoking area outside of the building.

This policy applies equally to all employees, contractors, patrons, volunteers, and visitors.

519 Use of Agency Credit Card

Effective Date: 2/1/2006

Revision Date: 1/12/2006

519.1 Policy: It is the policy of Northeast Iowa Area Agency on Aging to provide the Agency's credit card to its employees for approved travel expenses and authorized purchases for Agency equipment and supplies.

519.2 PROCEDURES: Credit cards are the property of the Agency and they shall be kept under the care of the Chief Executive Officer or his/her designee. Employees approved to use an Agency credit card may request the credit card for authorized use no earlier than the work day prior to usage.

1. When the credit card is issued to an employee, the date issued and the date required for the credit card to be returned will be documented in writing and kept on file in the Central Office.

2. The employee shall be required to provide receipts and appropriate documentation for all expenditures. Therefore, when the credit card is issued, the employee shall be given a colored expenditure report sheet with an attached envelope in which to keep documentation and receipts.

3. The card, completed expenditure report sheet, and all receipts must be returned to the Chief Executive Officer or his/her designee no later than the immediate work day after credit card usage. The card must be returned to the person who issued the credit card and the date of the return shall be documented and kept on file.

4. Employees issued credit cards shall not give the card to anyone else for usage including fellow employees. Unauthorized use by anyone shall be the responsibility of the employee to whom the credit card was issued.

5. Documentation is required for all authorized expenditures. Documentation must include a detailed receipt of the expense. For example, to be reimbursed for a meal expense the receipt must indicate each item purchased such as tossed salad, hamburger, and coffee. A summarized receipt will not be eligible for reimbursement. In no case will alcohol be eligible for reimbursement and reasonable tips will be allowed. See the Travel Policy for details.

6. Pre-approval by the Chief Executive Officer or his/her designee is required for the purchase of office equipment, supplies, or internet-based purchases such as educational materials.

519.3 VIOLATION FOR IMPROPER CREDIT CARD USAGE: The improper usage of the Agency's credit card may result in disciplinary action, up to and including termination of employment.

520 Business Travel Expenses

Effective Date: 2/1/2006

Revision Date: 1/12/2006

520.1 POLICY: Northeast Iowa Area Agency on Aging may require employees to travel outside their designated work area. The Agency will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the Chief Executive Officer, or designee.

520.2 REIMBURSABLE EXPENSES: When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by Northeast Iowa Area Agency on Aging. Employees are expected to limit expenses to reasonable amounts.

520.3 REIMBURSEMENT PROCEDURES:

1. The employee must compete and submit, with all receipts and/or odometer readings, to the Central Office a Mileage/Miscellaneous Expenses Report.

2. Reimbursement checks will be issued on a bi-weekly payment cycle.

3. Cash advances to cover reasonable anticipated expenses may be made under limited circumstances to employees, after travel has been approved. Employees must submit a written request to the Chief Executive Officer when travel advances are needed. Advances will only be paid when pre-authorized by the Chief Executive Officer or his/her designee.

4. Mileage and other eligible travel expenses will be reimbursed at the current rate which is established by the Board of Directors.

5. Northeast Iowa Area Agency on Aging does not pay for guest travel costs. Personal guests may only accompany employees on business travel with prior approval and when the presence of the guest will not interfere with the employee's business objectives. Additional expenses arising from any non-business travel costs are the responsibility of the employee.

6. Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor, and if appropriate complete an Accident Report form.

7. Other examples of travel expenses which are not reimbursed include: coat check, collision damage waiver on rental car, commuting expenses between employee residence and work, non-business related entertainment, keys locked in personal automobile, late check-out and room guaranteed charges, non-agency related expenses, parking tickets and traffic fines, personal automobile insurance.

520.4 ABUSE OF TRAVEL EXPENSES: Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

522 Workplace Violence Prevention

Effective Date: 2/1/2006

Revision Date: 1/12/2006

522.1 POLICY: Northeast Iowa Area Agency on Aging is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Northeast Iowa Area Agency on Aging has adopted the

following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

522.2 GUIDELINES: All employees, including supervisors, volunteers, and temporary employees, should be treated with courtesy and respect at all times.

1. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

2. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of Northeast Iowa Area Agency on Aging.

3. Conduct that threatens, intimidates, or coerces another employee, patrons, or members of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

522.3 REPORTING PROCEDURES: All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by patrons, vendors, solicitors, volunteers, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion, do not try to intercede or see what is happening.

522.4 INVESTIGATION OF REPORTED INCIDENTS: Northeast Iowa Area Agency on Aging will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

522.5 RESOLUTION OF DISPUTES OR DIFFERENCES: Northeast Iowa Area Agency on Aging encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Chief Executive Officer or his/her designee before the situation escalates into potential violence. Northeast Iowa Area Agency on Aging is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

525 Responding to Callers / Crisis Calls

Effective Date: 4/8/13

Revision Date 4/8/13

525.1 POLICY: Northeast Iowa Area Agency on Aging will treat all callers with professionalism, dignity, respect and concern for the needs of the caller. All efforts will

be made to give people helpful information, respond to questions in a timely, manner and limit caller hold time. Employees are to handle calls efficiently directing them to the person who can assist them without excessive transferring of calls.

525.2 PROCEDURE:

1. Each position designated with responsibility for answering the phone, or having back up responsibility to answer the phone will follow the Caller Crisis Tree.
2. Callers are to be treated with dignity, respect, and concern for the needs of the caller.
3. If a call would ever deteriorate to the point where staff felt they could not get through to the individual or if the caller is yelling or abusive, politely put the caller on hold and refer the call immediately to a member of the management team.
4. It is not acceptable for a staff person to be abused or mistreated, however, if the staff person feels they are in this situation, it is the management team member's responsibility to take the call and determine the appropriate action in regards to the caller.
5. If such a situation occurs, it should be reported to the a member of management as possible via phone call or email, whatever is most appropriate.
6. Each location of NEI3A must have the phone numbers of emergency contacts available to include 911 and or local emergency responders such as law enforcement, fire and ambulance.

525.3 WORK RULE: All staff that have responsibility for answering the phone must be instructed on the crisis flow chart and have training on how to appropriately handle phone calls.

701 Employee Conduct and Work Rules

Effective Date: 2/1/2006

Revision Date: 1/12/2006

701.1 POLICY: To ensure orderly operations and provide the best possible work environment, Northeast Iowa Area Agency on Aging expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

701.2 WORK RULES: It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- * Theft or inappropriate removal or possession of Agency or consumer property
- * On or off the job behavior which may adversely affect the Agency, its employees, or patrons
- * Speaking to news media as an official or unofficial spokesperson without prior approval of the Chief Executive Officer
- * Engaging in partisan political activity (employees are covered by the Federal Hatch Act which limits political activity by employees of agencies or programs supported by federal funds) or unapproved soliciting during working hours or on Agency premises or the use of a position for personal use or to coerce others.
- * Misuse of Agency property, records, or other material in the employee's care, custody, or control. Agency property shall not be removed from Agency premises without the permission of the employee's supervisor or the Chief Executive Officer.

- * Falsification of records (including timekeeping records), reports, or claims of illness or injury
- * Rude or unprofessional interaction with patrons, fellow employees, or the public
- * Accepting gifts, gratuities, or other items of value in accordance with state, federal or local gift laws (currently not to exceed \$3.50 in value) from an outside person or organization
- * Accepting gifts, gratuities, or other items regardless of value from a patron
- * Conducting business transactions with patrons, including, but not limited to, making purchases from patrons
- * Working under the influence of alcohol or illegal drugs
- * Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- * Fighting or threatening violence in the workplace
- * Boisterous or disruptive activity in the workplace
- * Negligence or improper conduct leading to damage of employer-owned or patron-owned property
- * Insubordination (refusing to perform safe, lawful directives or work rules issued by management and/or the Board of Directors) or other disrespectful conduct
- * Violation of safety or health rules
- * All tobacco use in any Agency-operated facility
- * Sexual or other unlawful or unwelcome harassment
- * Failure to report suspected adult abuse per the Code of Iowa
- * Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- * Excessive absenteeism, lateness, or any absence without notice. Employees are expected to be at their designated work areas on time and ready to work.
- * Unauthorized use of telephones, mail system, or other employer-owned equipment
- * Violation of personnel policies

701.3 EMPLOYMENT AT WILL: Employment with Northeast Iowa Area Agency on Aging is at the mutual consent of Northeast Iowa Area Agency on Aging and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

702 Drug Free Workplace

Effective Date: 2/1/2006
Revision Date: 1/12/2006

702.1 POLICY: It is Northeast Iowa Area Agency on Aging's policy to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

702.2 PROHIBITIONS: While on Northeast Iowa Area Agency on Aging premises and while conducting business-related activities off Northeast Iowa Area Agency on Aging premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job

effectively and in a safe manner that does not endanger other individuals in the workplace.

702.3 PROBABLE CAUSE DRUG/ALCOHOL TESTING: Northeast Iowa Area Agency on Aging may require an employee to submit to a probable cause drug or alcohol test when there is reason to believe that possible drug or alcohol misuse or abuse is adversely affecting job performance or endangering the safety of the employee, co-workers, the general public, or Agency property. A probable cause referral for testing may be made by the Chief Executive Officer or his/her designee on the basis of specific describable observations concerning the employee's work performance, appearance, behavior, or speech (e.g. unsteady balance, slurred speech, scent of alcohol, inability to maintain concentration, dilated pupils, erratic behavior, etc.) or other specific observations that would lead a reasonable person to conclude that the employee's performance is impaired or that the employee is under the influence of drugs or alcohol. The selection of the test administrator and the expense of the test shall be paid for by Northeast Iowa Area Agency on Aging. An employee who refuses to submit to a drug or alcohol test based upon probable cause shall be subject to disciplinary action up to and including termination of employment.

702.4 POLICY VIOLATIONS: Violations of this policy include, but are not limited to, possessing illegal or controlled substances while working, using them while working, or dispensing, distributing, or illegally manufacturing, selling, or attempting to sell them, or being under the influence, while on Agency premises and/or work sites or while using any Agency equipment. Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program at the employee's expense.

702.5 CONVICTIONS: Under the Drug-Free Workplace Act, an employee who is convicted of a violation of any criminal drug statute where such violation occurred on the job or on Agency premises, must notify the Chief Executive Officer or his/her designee within five (5) days of such conviction. The agency must notify any federal contracting agency, if applicable, within ten (10) days of notification by the employee and also take appropriate disciplinary action (for example, termination or requiring completion of an approved rehabilitation program) against the employee within thirty (30) days.

702.6 OFF THE JOB USE: Off the job use of alcohol or drugs that adversely affects an employee's job performance or jeopardizes the employee's safety, the safety of other employees, the general public, or Agency equipment, or where such usage adversely affects the public trust in the ability of the Northeast Iowa Area Agency on Aging to carry out its responsibilities, may also be cause for disciplinary action, up to including termination of employment.

702.7 MEDICAL DRUG USAGE: If employees are undergoing prescribed medical treatment with a drug or controlled substance that may have a negative impact upon their ability to carry out their duties, they will be required to advise the Chief Executive Officer or his/her designee of such treatment before or at the time the treatment begins.

702.8 UNPAID LEAVE: Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all Northeast Iowa Area Agency on Aging policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause Northeast Iowa Area Agency on Aging any undue hardship.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisors or the Chief Executive Officer or his/her designee without fear of reprisal.

703 Discrimination, Harassment, and Retaliation

Effective Date: 2/1/2006

Revision Date: 1/12/2006

703.1 POLICY: Northeast Iowa Area Agency on Aging is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. All employees are to be treated with courtesy and respect.

All relationships between individuals in the Agency's workplace shall be business-like, and free of any actions, words, jokes, or comments based on an individual's sex, race, creed, color, sexual orientation, gender identification, national origin, age, citizenship status, religion, pregnancy, mental or physical disability, military or veteran status or any other legally protected characteristic will not be tolerated.

Therefore, employees are prohibited from discriminating against or harassing any other employee, applicant, consumer, client, volunteer, vendor or visitor. Allegations of such behavior will be investigated and actions resulting from the findings of an investigation will be administered in a timely and fair manner. Employees found to be engaging in any form of harassment, discrimination, or retaliation will be disciplined up to and including termination of employment.

703.2 DEFINITIONS:

1. **DISCRIMINATION:** Discrimination, a violation of this policy, is providing or denying employment opportunities, benefits, or privileges, creating discriminatory working conditions, or using discriminatory evaluation standards, promotion, demotion or termination if the basis of the practice is based whole or in part on the person's race, creed, color, age, sexual orientation, national origin, citizenship status, religion, sex, pregnancy, mental or physical disability, military or veteran status, or any other characteristic protected by law.

2. **HARASSMENT:** Harassment, a violation of this policy, includes, but is not limited to conduct such as making unwelcome comments or other conduct that unreasonably interferes with an individual's work or creates an intimidating, hostile, or offensive working environment. The forms of harassment expressly prohibited by this policy are:

A. Sexual Harassment: This is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- * Unwanted sexual advances.
- * Offering employment benefits in exchange for sexual favors.
- * Making or threatening reprisals after a negative response to sexual advances.
- * Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- * Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- * Verbal sexual advances or propositions.
- * Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- * Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- (2) submission or rejection of the conduct is used as a basis for making employment decisions; or,
- (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

B. Harassment Based On Other Protected Characteristics: Harassment that is verbal or physical conduct which defames or is hostile toward an individual because of his/her race, creed, color, age, sexual orientation, national origin, citizenship status, religion, sex, pregnancy, mental or physical disability, military or veteran status, or any other characteristics. Conduct of this type of harassment include, but is not limited to, epithets, slurs or negative stereotyping, threatening, intimidating or hostile acts; denigrating jokes and/or display or circulation in the workplace of written or graphic material (including e-mail) that denigrates or shows hostility or aversion toward an individual or group.

C. Retaliation: Retaliation against an individual for reporting harassment or discrimination, or for participating in an investigation is a serious violation of this policy. Anyone found to have engaged in retaliation shall be subject to disciplinary action up to and including termination.

703.3 RESPONSIBILITIES:

1. Employees: All employees are responsible for considering the potential impact of their actions and they will be held accountable for their behavior. Any employee witnessing or experiencing harassment should point out the unwelcome behavior to the harasser and ask that the behavior stop (failure to do this; however, does not prevent an employee from filing a complaint). Anyone witnessing harassment should also report the harassment to his/her supervisor or the Chief Executive Officer.

2. Supervisors: Witnessing or having knowledge of harassment shall immediately report it to the Chief Executive Officer or the Chair of the Board of Directors if the alleged harassment involves the Chief Executive Officer. A supervisor who fails to appropriately address allegations of harassment shall be subject to disciplinary action up to and including termination.

3. Chief Executive Officer: The Chief Executive Officer is responsible for the investigation of harassment allegations.

703.4 REPORTING AND COMPLAINT PROCEDURES: The Agency strongly encourages the prompt reporting of complaints so that every effort can be made to stop harassment, discrimination, or retaliation. Although employees who believe they are being harassed as defined by this policy should use the following complaint procedure, they should also promptly advise the offender of his/her unwelcome behavior and request the behavior to stop. The person told that his/her behavior is unwelcome or in violation of this policy, should immediately stop the behavior. Employees who believe they are being harassed, discriminated against, or being retaliated against shall use the following procedure:

1. Complaint and Resolution Procedure: The Chief Executive Officer or his/her designee will impartially, promptly, and thoroughly investigate all reported allegations of harassment, discrimination, or retaliation. If the alleged violator of this policy is the Chief Executive Officer, the Board Chair or his/her designee shall conduct the investigation.

The investigation of the complaint may include individual interviews with all parties involved, and where necessary, with witnesses and others who may have relevant knowledge of the allegations. The Chief Executive Officer or his/her designee shall document the investigation in writing. Complaint records shall be kept in a confidential complaint file. Disciplinary action may be taken as a result of the investigation. However, if the investigation is inconclusive or it is determined that there has been no violation of this policy, but some potentially problematic conduct is revealed, preventative action, other than discipline, may be taken.

Upon completion of the investigation, the Chief Executive Officer shall meet with the alleged offender and the complainant separately to notify them in person of the findings of the investigation. The Executor CEO shall complete his/her investigation within ten working days of receipt of the written complaint.

2. External Complaint Procedure: Employees who believe they have encountered discrimination, harassment, or retaliation may file a complaint with the Iowa Civil Rights Commission or the Equal Employment Opportunity Commission

703.5 CONFIDENTIALITY: Investigations and their recommendations are confidential. To conduct an effective investigation, however, it may be necessary to reveal information regarding the complaint to the alleged offender and potential witnesses. During this process, any notes or documents written or received by the investigator will be kept confidential to the extent that there is no violation of any existing laws.

Disclosure of information without permission of the Chief Executive Officer or his/her designee shall be subject to disciplinary action.

703.6 RETALIATION AND FALSE ACCUSATIONS: Retaliation against any person filing a complaint and/or any witness is prohibited. Employees can make complaints or raise issues regarding harassment, discrimination, or any other allegedly unlawful act without fear of retaliation. Employees or supervisors found to have engaged in such acts will be subject to disciplinary action up to and including termination.

Northeast Iowa Area Agency on Aging considers harassment and discrimination to be very serious offenses. The Agency recognizes the significant impact of a complaint and its investigation. Therefore, filing a false accusation is subject to disciplinary action up to and including termination.

704 Attendance and Punctuality

Effective Date: 2/1/2006

Revision Date: 1/12/2006

704.1 POLICY: To maintain a safe and productive work environment, Northeast Iowa Area Agency on Aging expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and lateness place a burden on other employees and on Northeast Iowa Area Agency on Aging. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance and no later than thirty minutes after their scheduled start time.

A priority of Northeast Iowa Area Agency on Aging is to provide quality service to its patrons. Poor attendance and excessive lateness are disruptive and can have a negative impact on the Agency's ability to provide quality service. Either may lead to disciplinary action, up to and including termination of employment.

704.2 ABSENCE OR LATENESS DEFINITIONS:

1. Absenteeism is considered any absence **excluding** pre-approved Paid Time Off, Holidays, Bereavement Leave, Jury Duty, and Military Leave or other leaves proscribed by federal, state, or local laws.
2. Non-pre-approved Paid Time Off and Sick Leave shall be considered absenteeism.
3. Attendance is being present and ready to work as scheduled at the assigned workplace.
4. An occurrence of absenteeism may include one (1) or more consecutive days (e.g. an absence of three (3) consecutive days is one (1) occurrence. However, an absence on two Mondays in two consecutive weeks will be considered two (2) occurrences.).
5. An occurrence of lateness is defined as late arrival at the assigned workplace. Late arrival from lunch or other approved absences from the workplace shall also be considered an occurrence of lateness.

704.3 ABSENCE AND/OR LATENESS RULES: Attendance records will be kept under the administration of the Chief Executive Officer or his/her designee. These records will become part of the employee's personnel file. Lateness and absenteeism shall be factors used to evaluate an employee's work performance.

Absenteeism or lateness may result in disciplinary action up to and including termination of employment.

705 Personal Appearance

Effective Date: 2/1/2006
Revision Date: 8/23/2013

705.1 POLICY: Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the image Northeast Iowa Area Agency on Aging presents to patrons and visitors.

During working hours or when representing Northeast Iowa Area Agency on Aging, employees are expected to present a clean, neat, and tasteful appearance. Employees should dress and groom themselves according to the requirements of their positions and accepted social standards. This is particularly true if their job involves dealing with patrons or visitors in person.

705.2 RULES: Supervisors or department heads are responsible for establishing a reasonable dress code appropriate to the jobs their employees perform. If a supervisor feels an employee's appearance or personal hygiene is inappropriate, the employee may be asked to leave the workplace and to return properly dressed or groomed. Under such circumstance, employees will not be compensated for the time away from work, and the time away from work will be considered an occurrence of absenteeism. Consult your supervisor if you have questions as to what constitutes appropriate appearance.

No dress code or guideline can cover all contingencies so employees must use judgment in their choice of clothing to wear to work. If you experience uncertainty about acceptable, professional business casual attire for work, please ask your supervisor. In many cases, however, if you are uncertain it does not fit these guidelines, then it is likely not acceptable.

Guidelines

Clothing that reveals too much cleavage, your back, your chest, your feet, your stomach, midriff or your underwear is not appropriate for a place of business, even in a business casual setting.

Clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable. All seams must be finished. Any clothing that has words, terms, or pictures is unacceptable.

Slacks, Pants, and Suit Pants

Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, and nice looking dress synthetic pants are acceptable. Inappropriate slacks or pants include jeans, capris, sweatpants, exercise pants, Bermuda shorts, short shorts, shorts, bib overalls, leggings, and any spandex or other excessively tight or form-fitting pants.

Skirts, Dresses, and Skirted Suits

Casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Dress and skirt length should be at a length at which you can sit comfortably in public. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office.

Shirts, Tops, Blouses, and Jackets

Casual shirts, dress shirts, sweaters, tops, golf-type shirts, and turtlenecks are acceptable attire for work. Most suit jackets or sport jackets are also acceptable attire for the office, if they violate none of the listed guidelines. Inappropriate attire for work includes tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders; sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket, or dress.

Shoes and Footwear

Loafers, clogs, flats, dress heels, and leather deck-type shoes and sandals are acceptable for work. Wearing no stockings is acceptable in warm weather. Flashy athletic shoes, thongs, flip-flops, slippers, are not acceptable footwear in a professional environment.

Jewelry

Jewelry should not be functionally restrictive, dangerous to job performance or excessive. Facial jewelry such as eyebrows rings, nose rings, lip rings, tongue studs, are not professional and must not be worn during business hours. Torso body piercing with visible jewelry or jewelry that can be seen through or under clothing must not be worn during work hours.

Cologne, Perfume, Makeup

Remember, that some employees are allergic to the chemicals in perfumes and make-up, so wear these substances with restraint.

Hats and Head Covering

Hats are not appropriate in the office. Head Covers that are required for religious purposes or to honor cultural tradition are allowed.

706 Employer Property

Effective Date: 2/1/2006

Revision Date: 1/12/2006

706.1 POLICY: Employees are responsible for all Northeast Iowa Area Agency on Aging property, materials, or written information issued to them or in their possession or control. Misuses or dishonesty concerning income, reimbursements or employer property is strictly prohibited. This includes use of patron lists, internal forms, and similar proprietary or confidential information.

706.2 MISUSE: Examples of misuse or dishonesty include but are not limited to the following:

- * Improper use or dishonest concerning official travel.
- * Improper use or dishonest completion of documents on which reimbursements are based.
- * Taking or failing to account for property, funds, records, or other material under an employee's care, custody, or control.
- * Removing Employer property, records, or other material from employer's premises.
- * Improper use or the allowance of improper use of property, records, funds, or other material under the employee's care, custody or control.
- * Theft of employer property, records, funds or other material.
- * Use of patron lists or agency for personal business purposes during or after employment.

Misuse or dishonesty concerning property, funds, records, or other material under an employee's care, custody or control shall result in disciplinary action up to and including termination of employment. The Agency may also take all appropriate legal action concerning misuse of employer property, records, funds or material.

706.3 RETURNING PROPERTY: Employees must return all Agency property immediately upon request or upon termination of employment. Where permitted by applicable laws, the Agency may withhold from the employee's paycheck the cost of any items that are not returned when required. The Agency may also take all action deemed appropriate to recover or protect its property.

710 CONDUCTING PERSONAL BUSSINESS WITHIN THE AGENCY

710.1 POLICY NEI3A realizes that employees often have the opportunity to assist children/grandchildren with school events; choose to host a “sales event”, ie Pampered Chef; or to sell items for personal profit as additional income. To ensure this practice stays within limits and does not impede anyone’s ability to work, the following procedures must be followed:

- 1) Any booklet or announcement of opportunity to participate in purchasing goods, may be placed within the common, non-work related area where employees may gather.
- 2) Any transactions connected with this opportunity to purchase goods (ordering, receiving, paying) must be conducted before any employee’s scheduled work hours or more clearly, not while an employee is being paid by NEI3A.
- 3) Agency email nor telephones should be utilized to transact personal business as referenced in the Personnel policies handbook and thus applies to these situations as well.
- 4) If a “sales opportunity” is held to benefit the organization, an announcement will be made by the Chief Executive Officer or his/her designee to clarify the difference and how that function will be held.

NOTE: At no time should the older persons we serve be approached to participate in any “sales event” unless allowed by #4 above.

716 Discipline

Effective Date: 2/1/2006

Revision Date: 1/12/2006

716.1 EMPLOYMENT AT WILL: Although employment with Northeast Iowa Area Agency on Aging is based on mutual consent and both the employee and Northeast Iowa Area Agency on Aging have the right to terminate employment at will, with or without cause or advance notice, Northeast Iowa Area Agency on Aging may use progressive discipline at its discretion.

716.2 EXAMPLES OF CAUSE FOR DISCIPLINE: While it is impossible to list every type of behavior that may be considered a cause for discipline, the Employee Conduct and Work Rules policy includes numerous examples of problems that may result in disciplinary action up to and including suspension or termination of employment. The following list also describes, but is not limited to, types of behavior that may result in disciplinary action including, and not limited to oral reprimand, written warning, or termination:

- * Disobedience or insubordination;
- * Unsatisfactory performance including incompetence, inefficiency, or negligence;
- * Dishonesty or theft of Agency property, the property of other employees, or the property of patrons or volunteers;
- * Excessive occurrences of absence or lateness;
- * Falsification, alteration, deletion of required information or failure to include material information on any application for employment or Agency record;
- * Interference with another employee's work;
- * Leaving the workplace without permission;
- * Violence in the workplace;
- * Disclosure of confidential information concerning a client, co-worker, or information contained in confidential records of the agency;
- * Violation of Northeast Iowa Area Agency on Aging Personnel Policies such as those listed above or in Personnel Policy # 701 "Employee Conduct and Work Rules."

718 Problem Resolution

Effective Date: 2/1/2006

Revision Date: 1/12/2006

718.1 POLICY: Northeast Iowa Area Agency on Aging is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Northeast Iowa Area Agency on Aging supervisors and management.

Northeast Iowa Area Agency on Aging strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through this problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with Northeast Iowa Area Agency on Aging in a reasonable, business-like manner, or for using the problem resolution procedure.

718.2 PROCEDURE: If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps in the applicable procedure. The employee may

discontinue the procedure at any step, at any point during the complaint procedure, the employee and/or the employer may have a representative to assist them.

PROBLEM RESOLUTION PROCEDURE A:

1. Employee presents problem to immediate supervisor within five (5) working days, after incident occurs. If the immediate supervisor is the Chief Executive Officer, the employee shall use PROCEDURE B.

2. The supervisor shall meet with and respond to the employee in writing within five (5) working days of the supervisor's receipt of the complaint. Every attempt should be made by the immediate supervisor to resolve the problem at this step by meeting and discussing the problem with the employee. The supervisor's written response and a copy of the complaint shall be sent to the Chief Executive Officer.

3. The employee shall present the problem in writing to the Chief Executive Officer within three (3) working days of the employee receiving the immediate supervisor's written decision, if the problem is unresolved.

4. The Chief Executive Officer will meet and discuss the problem with the employee and the immediate supervisor, and any other person the Chief Executive Officer deems appropriate in this matter. The Chief Executive Officer will render a written decision within five (5) working days of the employee's request for review.

5. If the Chief Executive Officer's response fails to resolve the problem, the employee shall request the Chief Executive Officer to submit the problem to the Board of Directors. To do so, the employee must make this request in writing within five (5) working days of receipt of the Chief Executive Officer's decision. The employee's written request, which will be submitted to the President of the Board of Directors, must explain fully the problem and name all those employees having direct knowledge of the situation.

6. The Executive Committee of the Board of Directors shall meet and discuss the problem with the employee, the immediate supervisor and the Chief Executive Officer within ten (10) working days of the request. The Executive Committee will make such inquiry and review all evidence the Executive Committee believes to be appropriate.

7. The Executive Committee shall issue a written decision to the employee within five (5) working days after its last fact-finding meeting. The Executive Committee shall also forward a copy of the written response (along with all written material and pertinent information) to the Chief Executive Officer to be placed into the employee's personnel file. The Executive Committee has full authority to make any adjustment deemed appropriate to resolve the problem and the Executive Committee's decision is final and binding.

PROBLEM RESOLUTION PROCEDURE B:

1. If the immediate supervisor is the Chief Executive Officer, the employee will present his/her problem to the Chief Executive Officer within five (5) working days of the incident.

2. The Chief Executive Officer shall meet with and respond to the employee in writing within five (5) working days of receipt of the complaint.

3. If the response fails to resolve the problem, the employee will, within three (3) working days of receipt of the Chief Executive Officer's response, submit the problem in writing to the President of the Board of Directors to review the decision.

4. The President will meet with the employee, the Chief Executive Officer, and any other person the President deems appropriate in the matter. The President will respond in writing within seven (7) working days of his/her receipt of the request for review.

5. If the President's response fails to resolve the problem, the employee will within five (5) working days of receipt of the response, submit a written request explaining the problem to the Executive Committee of the Board of Directors.

6. The Executive Committee will meet and discuss the problem with the employee and the Chief Executive Officer within ten (10) working days of receipt of the request. The Executive Committee will make such inquiry and review all evidence it believes to be appropriate.

7. The Executive Committee shall issue a written response within five (5) working days after its last fact-finding meeting concerning the problem. The Executive Committee has full authority to make any adjustment deemed appropriate to resolve the problem and its decision shall be final and binding.

720 INDIVIDUAL/ ORGANIZATION GRIEVANCE POLICY AND PROCEDURE

720.1 POLICY: Northeast Iowa Area Agency on Aging has in place a procedure that consumers who believe they have not been provided services they are eligible for, have been denied funding and/or services, or have concerns about conflict of interest may follow to address their complaint. The following grievance procedure is also available to organizations that have been denied funding or have not been afforded the same opportunity to provide services as other participating agencies.

NEI3A strives to promote an environment that is open and encourages problem resolution in a timely process. Utilization of the grievance procedure will not directly impact services or participation eligibility. Individuals and organizations may use this process without concern of retribution.

720.2 PROCEDURE: Northeast Iowa Area Agency on Aging encourages resolving complaints at the lowest level possible. Therefore, the complaint will be forwarded to the appropriate level unless specially requested by the complainant. The complainant has the right to withdraw at any time during the grievance procedure.

Primary Contact Person Responsibilities

a. We encourage persons or organizations that have a grievance to resolve it with the person the complainant is directly working with to solve the problem. This activity is documented as necessary by Northeast Iowa Area Agency on Aging staff in consumer Case Notes for Case Managers, Incident Reports for Healthy Lifestyles Coordinator or other staff.

b. If the complainant does not feel that the complaint or problem has been resolved, and the complainant wishes to have the complaint reviewed by a supervisor, the Case Manager, Center Coordinator, or staff employee provides the consumer or organization with contact information for their supervisor. The complainant must submit a written complaint to the supervisor within 15 days of the incident of concern.

Supervisor Responsibilities

a. Upon receipt of an unresolved written complaint, the supervisor has 15 working days upon receipt of the complaint to attempt to resolve the issue. If the problem is resolved the supervisor documents the outcome in consumer file, Incident Report, Case Notes or other appropriate organization file and notifies the complainant in writing.

b. If resolution is not reached, the supervisor documents the outcome in consumer Case Notes, Incident Report, or consumer file. If the complainant does not feel that the complaint or problem has been resolved, and the complainant wishes to have the complaint reviewed by the Director of Employee Services. The supervisor informs the complainant of the contact information for the Director of Employee Services.

Director of Employee Services Level

a. Upon receipt of the complaint the Director of Employee Services has 15 working days to resolve the complaint.

b. If the complaint is resolved the complainant will be notified in writing and will be documented in the consumer file, Incident Report, or other appropriate file.

c. If the Director of Employee Services is unable to resolve the issue, the complainant is given the contact information of the Chief Executive Officer.

Chief Executive Officer Level

a. Upon receipt of an unresolved complaint the Chief Executive Officer has 15 working days to investigate and attempt to resolve the issue.

b. If resolution is achieved, Chief Executive Officer will notify the complainant of the resolution by letter and document in the consumer file, Incident Report, or other appropriate file.

c. If the matter is not resolved, and the complainant wishes to have the complaint reviewed by the NEI3A Executive Committee of the Board of Directors, the Chief Executive Officer provides the complainant the contact information for the President of the Board of Directors.

Executive Committee

a. Upon receipt of an unresolved complaint the Executive Committee has 15 working days to investigate and attempt to resolve the issue.

b. If resolution is achieved, Board President will notify the complainant of the resolution by letter and document in consumer file.

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c. If the matter is not resolved, and the complainant wishes to have the complaint reviewed by the Iowa Department on Aging, the President of the Board of Directors

provides the complainant with contact at the contact information for the Iowa Department on Aging: Iowa Department on Aging, Jessie M. Parker Building, 510 E 12th Street, Suite 2, Des Moines, IA 50319-9025.

Note: Northeast Iowa Area Agency on Aging, as a HIPAA covered entity, may require authorization from the consumer or personal representative to share personal health information outside NEI3A.

Concerns regarding consumer's Civil Rights may be forwarded directly to the Director of Employee Services at 2101 Kimball Avenue, Suite 320, Waterloo, IA 50702.
Phone 319-272-2244 or 800-779-8707

Or to mail to:

The Iowa Civil Rights Commission
Grimes State Office Building
400 E. 14th Street Des Moines, IA 50319
Phone: 515-281-4121 or 1-800-457-4416

722 Workplace Etiquette

Effective Date: 2/1/2006
Revision Date: 1/12/2006

722.1 POLICY: Northeast Iowa Area Agency on Aging strives to maintain a positive Work place for all employees and patrons. Issues may arise when employees are unaware that their behavior in the workplace may be disruptive or annoying. Such issues can often be addressed by politely talking with the co-worker. In most cases, common sense will dictate a solution. The Agency encourages all employees to keep an open mind and graciously accept constructive feedback.

722.2 ETIQUETTE GUIDELINES: The following workplace etiquette guidelines are not necessarily intended to be work rules with disciplinary consequences. They are simply guidelines for appropriate workplace behavior to maintain a good work environment. Please contact the Chief Executive Officer if you have comments or questions regarding these workplace etiquette guidelines.

- * Return office machine settings to their default settings after changing them.
- * Replace paper in copiers and printers when they are empty.
- * Keep the area around the copy machine and printers orderly and picked up.
- * Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or with your supervisor.
- * Try to minimize unscheduled interruptions of other employees while they are working.
- * Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- * Refrain from using inappropriate language (swearing) that others may overhear.
- * Avoid discussions of your personal life/issues in public conversations that can be easily overheard.

* Clean up after yourself and do not leave behind waste or discarded papers.

801 Life-Threatening Illnesses in the Workplace

Effective Date: 2/1/2006

Revision Date: 1/12/2006

801.1 POLICY: Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. Northeast Iowa Area Agency on Aging supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, Northeast Iowa Area Agency on Aging will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

801.2 CONFIDENTIALITY: Medical information on individual employees is treated confidentially. Northeast Iowa Area Agency on Aging will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of all medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

802 Personal Automobile Insurance & Valid License

Effective Date: 2/1/2006

Revision Date: 1/12/2006

802.1 POLICY: Northeast Iowa Area Agency on Aging requires that employees, volunteers, committee and board members who drive their personal vehicles in order to conduct NEI3A business have the minimum required state of Iowa automobile insurance, and a valid driver's license must also be maintained.

802.2 PROCEDURES:

1. Employees and volunteers who drive their personal vehicles on NEI3A business will provide copies of the declaration page(s) of their automobile insurance policies, showing bodily injury and property damage limits, and additional pages to show the effective dates of the policies to NEI3A whenever the policy is renewed.

2. If no current copies of an employee's policy declaration pages and policy effective dates are on file, the employee must provide such copies before being authorized to drive a personal vehicle on NEI3A business and in order to receive mileage reimbursement.

3. A copy of the employee and volunteer driver's license will be maintained in order to drive vehicles to conduct agency business. The Chief Executive Officer shall be contacted immediately should driving privileges be removed.

901 DISASTER/ EMERGENCY PLAN

Effective 11/1/2008

Revision Date 9/24/2008

901.1 Policy: The primary mission of Northeast Iowa Area Agency on Aging (NEI3A) is to plan, advocate, and coordinate programs and services available to seniors in Allamakee, Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Grundy, Hardin, Howard, Jackson, Marshall, Poweshiek, Tama, and Winneshiek counties.

NEI3A Role: During a disaster/emergency, NEI3A will reorganize and regroup as quickly as possible to evaluate the most appropriate use of available resources to address the mission of the agency. NEI3A role is not that of a first responder, but to offer assistance to emergency professionals to help educate them on the needs of older persons and to help in the creation of plans as invited. And if a disaster/emergency occurs, NEI3A role will be to advocate for the older person to assist as able and invited to bring living conditions back to normal or as close to normal as soon as possible after the initial danger is under control.

901.2 Plan Development: NEI3A staff will coordinate planning with other agencies for ensuring the safety of elders in a natural disaster or other safety-threatening situation as stated in (321)6.9(231). This will be done by participating in emergency drills, community planning groups, and requiring subcontractors to have procedures to respond to disasters. Basic planning assistance is offered to subcontractors by NEI3A staff.

901.3 Key Partners: Local/county/state emergency management offices, Civil Defense Directors, FEMA, Homeland Security, local public health entities and a variety of community groups, both volunteer and professional.

901.4 Types of Emergencies/Disasters: The NEI3A Disaster/Emergency Plan is purposefully flexible to allow for this plan to be appropriate and meaningful for all situations: natural, nuclear, economic, health and/or of terrorist in nature.

902 DISASTER /EMERGENCY PLAN CHRONOLOGY

Disaster/Emergency Plan Contents:

- I. Chronology of Response
- II. Disaster Response
- III. Agency Personnel Considerations
- IV. Emergency/Disaster Drills
- V. Emergency Management Contacts by County

I. Chronology of Response

1. Disaster is declared by local, state, or federal official.
2. NEI3A Disaster Preparedness Coordinator contacts Emergency Management Coordinator in affected counties and gives reminder of the NEI3A resources (both

financial and capital) that are available to assist elderly citizens affected by the disaster.

3. If the Emergency Management Coordinator requests NEI3A assistance, the NEI3A Emergency Preparedness Coordinator notifies the NEI3A CEO of the potential need for freeing up NEI3A resources.
4. The NEI3A Emergency Preparedness Coordinator informs its Team Leaders of the NEI3A role in disaster response.
5. Disaster response headquarters are established in conjunction with the County Emergency Management Coordinator.

II. Disaster Response

1. ALERT & NOTIFICATION

A. Working Hours -- Notification

Upon notification, by radio, phone call, or by any other reliable means that a disaster has struck, or is about to strike, whoever has been so notified is responsible for immediately informing the Disaster Preparedness Coordinator first. The Disaster Preparedness Coordinator will notify the CEO of NEI3A and Team Leaders.

This step of notifying the Disaster Preparedness Coordinator and CEO has priority over any other agency business. Regardless of where they are or what activity they are engaged in, the Disaster Preparedness Coordinator and CEO are to be notified immediately and without hesitation.

In the event the CEO cannot be reached, any of the Directors are to be notified of the situation, and will assume the duties of the CEO until he/she can be notified and is able to assume direct control.

The following succession order shall be followed until a staff member is capable of assuming control of the agency:

Chief Executive Officer
Director of Care Management
Director of Community Services
Director of Employee Services
Director of Finance

All staff members included in this emergency succession plan shall have a copy of this plan and appropriate contact information. It is the staff's responsibility to maintain and be able to locate this information immediately during an emergency.

B. After Hours - - Notification

Upon notification by any reliable means of a disaster within the agency service areas, any employee of the NEI3A shall alert the CEO and the Disaster Preparedness Coordinator of the situation by calling him/her at home regardless of the hour.

At this point, the CEO and the Disaster Preparedness Coordinator will determine whether or not immediate response is required by contacting the Emergency Management Coordinator in the affected county(ies).

He/she may elect to notify appropriate staff, or may elect to wait until normal working hours.

The above procedure applies during weekends, holidays, and after 4:30 PM on weekdays.

C. Additional Staff & Alert Notification

The Disaster Preparedness Coordinator will assess as best he/she can the extent of the area involved in the response, and shall implement staff notification procedures based on his/her decision.

D. Staff Meeting

Staff shall be called together at the discretion of the Disaster Preparedness Coordinator to determine appropriate actions.

At this time, if known, the Disaster Preparedness Coordinator will inform the Team Leaders of the location of the Disaster Support Center, and will establish the appropriate staffing for the NEI3A program resources to meet special disaster needs of the elderly will be formulated.

2. ASSESSMENT OF NEED

A. The Disaster Preparedness Coordinator, at the direction of the NEI3A CEO and the County Emergency Management Coordinator and/or other appropriate emergency officials (EMA, FEMA, Homeland Security), will assess the impact of the disaster upon elderly persons within the affected area and will instruct appropriate staff and volunteers to determine:

1. Numbers and general location of senior citizens.
2. Urgent and special needs of the elderly. Needs such as shelters (meal sites, churches, senior centers, volunteers' homes...), food, transportation, and legal assistance with private and governmental agencies (utilities, welfare services, disaster relief service...).

3. Availability and accessibility of services.
Are roads clear? Traffic permitted? Is it safe to use private cars of volunteers? Is any public transportation in operation?
 4. Geographic scope of disaster: Disaster Preparedness Coordinator with the help of the Team Leaders will need to establish amount of damage to seniors, type of elderly victimized (frail, low-income, rural).
- B. The next step will be to weigh the needs of elderly in disaster area against agency resources.
- Issues to consider:
- What urgent needs are not being met?
 - What needs can NEI3A address immediately?
 - Do resources need to be redirected?
 - What barriers exist and how can they be removed to get services to seniors as soon as possible?
- C. Disaster Preparedness Coordinator will maintain periodic communication with authorities to offer assistance until the emergency resolves and/or all agency resources are depleted or inaccessible

III. Agency Personnel Considerations

1. In the event of a disaster, the Chief Executive Officer will coordinate the agency's response to disaster.
2. Employees of NEI3A are expected to assist in relief efforts under the supervision of the CEO, the Disaster Preparedness Coordinator, and the Team Leaders regardless of normal working hours.

Any time spent on disaster related activities should be noted separately on their time sheet.

- A. Salaried personnel will not be compensated beyond their normal salary for additional hours of work in the course of relief efforts.
 - B. Non Exempt employees will be compensated for scheduled additional work hours as appropriate.
3. Refusal by a full-time or part-time employee to comply with instructions from the CEO will constitute grounds for disciplinary action, including termination of employment.

IV. Emergency/Disaster Drills

Policy: NEI3A will participate in emergency/disaster drills when notified by the Iowa Department on Aging (IDA) or any city or county official, implement our plan, and report our action back to IDA or any city or county official.

Procedures:

1. NEI3A receives a phone call from the Iowa Department on Aging or any city or county official informing of the drill. The phone call is forwarded to the Disaster Preparedness Coordinator first who will notify the CEO and on as listed in ALERT & NOTIFICATION staff succession procedure should the CEO not be available.
2. The NEI3A staff takes careful notes from IDA or city or county official to clearly understand the details of the drill so as to be able to determine what action steps to take if it were real.
3. NEI3A will use its disaster plan to determine how to proceed.
4. The Goal: To communicate the drill to NEI3A staff and any subcontractors that would be impacted, asking subcontractors to communicate as they would do given the chosen scenario.

Everyone provides a written summary of their response to the Disaster Preparedness Coordinator, who compiles them into a summary report and forwards it to the appropriate person(s).

- a. NEI3A must first consider which staff and/or subcontractors would be impacted directly or indirectly by the disaster. These are put on a list that can be divided between staff for contacting. These calls should be divided amongst team members other than the front office personnel because in a real emergency they would most likely be fielding many incoming calls and taking appropriate action as instructed by the appropriate authorities.
 - b. A clear and concise message is crafted/typed to share with staff and subcontractors that tells them exactly what they are being asked to do.
 - c. Depending on the number of phone calls needed, staff set aside their work as necessary to assist with phone calls.
Staff who do not assist in contacting local agencies will be told what they would do in the event that this event were real.
 - d. Everyone involved documents their activity related to the drill on a form provided and forwards the documentation it to the Disaster Preparedness Coordinator, who prepares a report for the appropriate person(s).
 - e. The purpose of the drill is to be a learning activity. NEI3A should use this opportunity to coach staff and subcontractors who are not prepared to respond to develop a plan for future use.
5. NEI3A will use the drill experience to evaluate its disaster/emergency plan and make revisions as desirable.

V. Emergency Management Agencies Coordinators By County

In case of disasters such as severe weather, tornadoes, chemical spills etc., please contact them immediately at any time day or night. If for some reason there is no answer (telephone lines are inoperable due to weather) contact the

State Emergency Management Office at (515) 281-3231. This number is answered 24 hours a day.

Allamakee – Chris Dahlstrom, Coordinator

Bus: (563) 568-4233
110 Allamakee Street
Waukon, IA 52172

Fax: (563) 568-4233
Email: cdahlstrom@co.allamakee.ia.us

Black Hawk – Lorie Glover, Coordinator

Bus: (319) 291-4373
1925 Newell Street
Waterloo, IA 50707

Fax: (319) 291-6104
E-mail: loriglover@bhciaema.com

Bremer – Kip Ladage, Coordinator

Bus: (319) 352-0133
415 E. Bremer Ave-Courthouse
Waverly, IA 50677

Fax: none
E-mail: kladage@co.bremer.ia.us

Buchanan - Rick Wulfekuhle, Coordinator

Bus: (319) 334-6411
Courthouse-210 5th Ave NE
Independence, IA 50644

Fax: (319) 334-7498
E-Mail: bcem@indytel.com

Butler – Mitch Nordmeyer, Coordinator

Bus: (319) 267-9968
428 6th Street-Box 325
Allison, IA 50602

Fax: (319) 267-2113
E-mail: EMS@butlercoiowa.org

Chickasaw – Ken Rasing, Coordinator

Bus: (641) 394-2406
Box 214 – 116 N Chestnut Street
New Hampton, IA 50659-0214

Fax: (641) 394-4173
E-Mail: chiras@iowatelecom.net

Clayton – Joel Biggs, Coordinator

Bus: (563) 542-3004
100 Sandpit Road
PO Box 464
Elkader, IA 52043

Fax: (563) 245-3065
E-Mail: jbiggs@claytoncountya.gov

Delaware – Mike Ryan, Coordinator

Bus: (563) 927-3723
301 East Main Street
Manchester, IA 52057

Fax: (563) 927-5008
E-Mail: ?

Dubuque – Thomas Berger, Coordinator

Bus: (563) 589-4170
14928 Public Safety Way
Dubuque, IA 52002-8216

Fax: (563)589-4208
E-Mail: dbqema@yousq.net

Fayette – Randy Frank, Coordinator

Bus: (319) 440-3351
114 North Vine Street
PO Box 267
West Union, IA 52175

Fax: (563) 422-3552
E-Mail: rfrank@co.fayette.ia.us

Grundy – Chris Heerkes, Coordinator

Bus: (319) 824-6933
705 8th Street
Grundy Center, IA 50638-1344

Fax: (319) 824-5826
E-mail: cheerkes@grundysheriff.org

Hardin – Roxanne Warnell, Coordinator

Bus: (641) 939-8132
Box 173 – 1201 14th Ave
Eldora, IA 50627

Fax: (641) 939-8137
E-Mail: rwarnell@co.hardin.ia.us

Howard – Darrell Knecht, Coordinator

Bus: (563) 547-1165
124 S. Park Place
Cresco, IA 52136

Fax: (563) 547-1165
E-Mail: ?

Jackson – Lyn Medinger, Coordinator

Bus: (563) 672-3333
18720 250th Ave.
Bellevue, IA 52031

Fax: (563) 672-3333
E-Mail: ?

Marshall – Kimberly Elder, Coordinator

Bus: (641) 754-6385
City Hall – 24 N. Center Street
Marshalltown, IA 50158

Fax: (641) 754-6389
E-Mail: kelder@co.marshall.ia.us

Poweshiek – Trisha Rooda, Coordinator

Bus: (641) 623-4357
609 4th Avenue
Grinnell, IA 50112

Fax: (641) 623-4358
Email: ema@poweshiekcosherriff.com

Tama– Ryan Currens, Coordinator

Bus: (641) 484-6261
Box 61 – 100 N. Main Street
Toledo, IA 52342

Fax: (641) 484-2198
E-Mail: rcurrens@tamacounty.org

Winneshiek – Bruce Goetsch, Coordinator

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400 Claiborne Drive
Decorah, IA 52101-1466

Fax: (563) 382-6099
E-Mail: ema96ia@netel.net

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