



**Lyndale Neighborhood Association  
Human Resource Policy  
&  
Reference Guide**

**Adopted on: 8/13/2007  
Last Updated on: 4/14/2008**

## TABLE OF CONTENTS

THE PURPOSE OF THIS REFERENCE GUIDE .....	3
<b>I. GENERAL POLICIES</b> .....	<b>4</b>
PERSONNEL COMMITTEE.....	4
OPEN DOOR POLICY .....	4
NONDISCRIMINATION POLICY.....	4
CONFLICT OF INTEREST AND OUTSIDE EMPLOYMENT .....	4
SPEAKING TO THE MEDIA.....	5
CONFIDENTIALITY .....	5
<b>II. PERSONNEL ISSUES</b> .....	<b>5</b>
INDEPENDENT CONTRACTORS .....	5
EQUAL EMPLOYMENT OPPORTUNITY.....	5
HARASSMENT .....	5
REPORTS OF DISCRIMINATION OR HARRASSMENT .....	6
GRIEVANCE POLICY .....	6
RETALIATION .....	6
DISABILITY MANAGEMENT .....	7
PERFORMANCE AND DEVELOPMENT .....	7
CORRECTIVE / DISCIPLINARY ACTION.....	7
EMPLOYMENT AT-WILL .....	7
NOTICE OF TERMINATION .....	7
DRUG AND ALCHOL POLICY.....	8
PERSONAL RECORDS.....	8
<b>III. WAGE AND HOURS</b> .....	<b>8</b>
OVERTIME .....	8
TIME RECORDS.....	9
ABSENTEEISM AND TARDINESS.....	9
<b>IV. TIME OFF AND BENEFITS</b> .....	<b>9</b>
STATUS FOR TIME OFF AND BENEFITS .....	9
PAID TIME-OFF (PTO) .....	10
HOLIDAYS.....	10
PARENTAL LEAVE.....	10
SCHOOL ACTIVITES LEAVE .....	11
JURY DUTY LEAVE .....	11
MILITARY LEAVE.....	11
VOTING LEAVE.....	11
BEREAVEMENT LEAVE.....	11
OTHER LEAVES OF ABSENCE.....	11
INSURANCE.....	11
<b>V. OPERATIONS</b> .....	<b>12</b>
PHONE POLICY .....	12
SOTFWARE.....	12
OFFICE EQUIPMENT.....	12
COMPUTER CONDUCT .....	12
POSTAGE.....	12
SMOKING.....	12
<b>GRIEVANCE PROCEDURE</b> .....	<b>13</b>

## **THE PURPOSE OF THE HUMAN RESOURCE POLICY AND REFERENCE GUIDE**

The reference guide is designed to provide the employees of the Lyndale Neighborhood Association (LNA or Lyndale) with useful information. Please spend some time reading and becoming familiar with the information in this guide. We ask that you use the References Guide as your first resource to answer question you may have regarding LNA's personnel practices.

This Reference Guide is not intended to create a contract of employment between you and LNA or to create legally binding obligations on the part of LNA. All employees of LNA are employees "at will". This means LNA and its employees can terminate the employment relationship at will, at any time, with or without cause. No employment agreement or contract can be entered into without the written approval of LNA's Executive Director.

This reference guide supersedes and revokes all verbal and written policies and procedures previously discussed or distributed. These guidelines may be revised or modified from time to time.

Your ideas and opinions are valuable to us and the question you may have are of concern to us. You should address any questions you have regarding the application of these guidelines, your work, or our practices to the Executive Director or LNA's Personnel Committee.

## **I. GENERAL POLICIES**

### **PERSONNEL COMMITTEE**

For LNA the Executive Committee serves as the Personnel Committee. When sitting as the Personnel Committee the Executive Committee may add additional people to assist them with prior approval by the board. The Personnel Committee conducts the performance evaluation of the Executive Director, develops and evaluates personnel policies, and also handles other personnel issues from time to time. In normal circumstances, if you have a personnel concern, you should raise it with your supervisor or with the Executive Director. If, however, you have questions or concerns about personnel issues, which you do not feel comfortable raising with the Executive Director, you should feel free to contact a member of the Personnel Committee to discuss it. The names and phone numbers of the Personnel Committee will be posted in the LNA office.

### **OPEN DOOR POLICY**

At LNA we believe that effective communication is essential to maintain productive relationships.

We welcome and solicit your ideas and observations for improving the way we operate. Suggestions concerning improvements should be made to your supervisor, the Executive Director or the Personnel Committee.

### **NONDISCRIMINATION POLICY**

Lyndale expects its employees, volunteers, independent contractors, and everyone who works with us to refrain from discrimination or harassment based on race, color, creed, national origin, age, sex, sexual orientation, marital status, disability or other classes protected by applicable law. Employees violating this policy are subject to disciplinary action, up to and including termination.

### **CONFLICT OF INTEREST AND OUTSIDE EMPLOYMENT**

Lyndale encourages you to engage in social, political or community activities outside of work. However, Lyndale expects that such activities will not influence or interfere with the performance of your job duties.

Lyndale also expects that you will avoid any conflict of interest between your self-interest and the interest of the organization. No member of our organization should benefit personally from any purchase of goods or services by Lyndale, nor derive personal gain from action taken as a representative of Lyndale.

It is your responsibility to refrain from engaging in activities that pose a conflict of interest, or interfere with your job at Lyndale. Review with your supervisor any personal or outside business activities that might result in a conflict of interest. Employees may have outside business interests or employment so long as these do not interfere with job performance. Employees may not earn profit from their affiliation with Lyndale.

## SPEAKING TO THE MEDIA

Employees and volunteers may not speak to the news media as an official or unofficial representative of the Lyndale Neighborhood Association without prior approval from the Executive Director. All requests for information from the news media should be referred to the Executive Director.

## CONFIDENTIALITY

As an employee, you have an obligation to ensure the confidentiality of the individuals we serve. Employees should not disclose any information to anyone about individuals served by this organization without prior approval.

## **II. PERSONNEL ISSUES**

### INDEPENDENT CONTRACTORS

Independent contractors are not employees of Lyndale. If you are an independent contractor, the terms of your business relationship with Lyndale are established by your contract. Independent contractors are expected to abide by Lyndale's nondiscrimination, equal opportunity, anti-harassment and drug and alcohol policies.

### EQUAL EMPLOYMENT OPPORTUNITY

Lyndale will provide equal opportunity to all employee and applicants for employment in accordance with all applicable laws.

Lyndale will not discriminate against or harass an employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, marital status, disability, status with regard to public assistance, age, or any other classes protected under applicable law.

Lyndale will take action to ensure that all employment practices are free of such discrimination. Such employment practices include, but are not limited to, hiring, promotion, demotion, training, transfer, recruitment, selection, layoff, disciplinary action, termination, and compensation.

### HARASSMENT

Lyndale expects that its employees will treat each other and everyone dealing with our organization with respect and courtesy. Lyndale does not tolerate harassment based on race, color, creed, religion, national origin, sex, sexual orientation, marital status, disability, status with regard to public assistance, age, or any other classes protected under applicable law.

Sexual harassment is unlawful discrimination and is totally unacceptable. Sexual harassment is any unwelcome sexual advance, request for sexual favor or other verbal or physical conduct of a sexual nature when:

1. Submission to conduct is made, explicitly or implicitly, a term or condition of employment;
2. Submission to or objection to such conduct is used as a factor in an employment decision affecting an individual; or
3. Such conduct has the purpose or effect of unreasonable interference with an employee's work performance or creates an intimidating, hostile, or offensive working environment.

We will take all reasonable steps to ensure that our policy prohibiting harassment is followed by all employees, independent contractors and anyone else who has contact with our employees.

#### REPORTS OF DISCRIMINATION OR HARRASSMENT

Violation of the equal employment opportunity or harassment policies will result in corrective action or discipline, up to and including termination of employment.

If you believe that you have not been provided equal opportunity in any manner, or if you become aware of discrimination or harassment, you should immediately report that conduct to your supervisor, or the Executive Director.

We will promptly investigate and attempt to resolve your concerns. Your concerns will be kept confidential to the extent possible.

If you do not believe reporting the matter to the Executive Director is satisfactory, please refer the problem in writing to the Personnel Committee.

#### GRIEVANCE POLICY

1. Any complaint must be filed as soon as possible after the incident.
2. You must be directly involved. You cannot file for others unless those others are under your legal guardianship.
3. The complaint must be filed with the Executive Director or LNA President.
4. If you feel that the resulting action of your complaint has not been handled properly, you may file an appeal using this same grievance to full LNA Board.
5. If the staff person against whom the complaint is being filed is the Executive Director of the organization, you may then file the complaint with the LNA President or other LNA Board Member.
6. The LNA Executive Committee will review and respond to each grievance within sixty days of receiving the complaint.

#### RETALIATION

We will not tolerate any retaliation against anyone who reports discrimination or harassment. If you bring a good faith claim of discrimination or harassment, you will not be adversely affected

in the terms and conditions of your employment, based on the fact that you brought such a claim.

### DISABILITY MANAGEMENT

Lyndale is committed to providing equal employment opportunities to qualified individuals with disabilities. If you have a disability and need an accommodation to do your job, it is your responsibility to notify the Executive Director. They will then consult with you concerning the type of accommodation you require. To determine the appropriate accommodation, Lyndale may need to obtain additional information from your physician or other medical professionals. It is your obligation to cooperate with Lyndale in its efforts to determine what accommodations are appropriate and reasonable.

### PERFORMANCE AND DEVELOPMENT

At Lyndale, we believe that performance is enhanced when expectations are openly communicated. We strongly support ongoing discussions between you and your supervisor to:

1. Translate organizational goals into individual job objectives.
2. Communicate expectations regarding performance.
3. Provide feedback about performance.
4. Provide coaching on how to achieve objectives.
5. Diagnose individual strengths and development needs.
6. Determine what kinds of activities and experience might improve performance.

Lyndale will strive to schedule performance evaluation/developmental meeting at least annually. You and your supervisor are encouraged to meet to discuss these evaluations and your goals for the coming year.

### CORRECTIVE / DISCIPLINARY ACTION

At Lyndale, we want to create an environment where you can perform your job to the best of your ability. If your performance and/or behavior is not acceptable, we want to provide you with the opportunity to resolve your performance problems.

Corrective or disciplinary action for unacceptable performance or behavior may include, but is not limited to, verbal warning, written warnings, suspension without pay, demotion, and termination. Lyndale reserves the right to take whatever action it deems appropriate in each circumstance. All employees must understand that feedback, written or verbal, relating to unacceptable performance or behavior is serious and that termination may be the result if behavior is not corrected and improvement sustained.

### EMPLOYMENT AT-WILL

At Lyndale, employment is at will. This means you can end the employment relationship at any time, for any reason, or for no reason. Likewise, Lyndale has the right to terminate the employment relationship at any time, for any reason, or for no reason, subject only to applicable laws.

### NOTICE OF TERMINATION

If you decide to terminate your employment, please give Lyndale two (2) weeks written notice. At the discretion of Lyndale, we may ask you to leave before the expiration of the notice. In the event you will be paid as if you had worked during the notice period.

### DRUG AND ALCHOL POLICY

Lyndale prohibits and will not tolerate the use, possession, sale or transfer of any illegal drug while conducting business for Lyndale or on Lyndale's premises. Employees who consume alcohol during the course of their work should do so in moderation. Excessive use of alcohol during the course of an employee's work may result in disciplinary action, up to and including termination.

You must notify your supervisor of the use of prescribed medications or over-the-counter medications which may affect your ability to work with or operate motor vehicles, machinery or equipment, or in any other way affect your ability to function while on the job.

Violation of any of these rules may result in discipline, including, at the discretion of the management, immediate termination of employment.

### PERSONAL RECORDS

It is very important that personal data, some of which provides input for the payroll system, be completely accurate and up-to-date. If it is not, the processing and handling of your compensation may be delayed. If any of the following information changes for you, notify your supervisor immediately.

- Name
- Number of Withholding Exemptions
- Home Address (File a new W-4 Form)
- Home Telephone Number
- Emergency Contact (Name and Telephone Number)

## **III. WAGE AND HOURS**

### OVERTIME

Payment for overtime depends on whether you are classified as an "exempt" or "non-exempt" employee under the Fair Labor Standard Act. Your job classification depends upon the duties of your job. Your supervisor will inform you whether your job is classified as "exempt" or "non-exempt".

Non-exempt employees are entitled to overtime pay for hours worked in excess of forty (40) hour her work week. Lyndale's workweek begins at 12:00 a.m. Sunday morning and ends at 11:59 p.m. Saturday evening. Overtime pay is calculated at one and one-half (1 ½) times the employee's regular rate of pay. **When an employee is paid for time off due to vacation, sick leave, or holidays, the time paid is not considered as time worked for computing overtime pay.**

**Non-exempt employees may not work overtime unless specifically authorized in advance by their supervisor.** Employees who work overtime without prior approval may be subject to corrective or disciplinary action, including termination of employment.

Exempt employees are not eligible to receive overtime pay and are expected to work at least 40 hours per week. Lyndale expects exempt employees to dedicate sufficient time to complete their job duties, which may require them to work in excess of 40 hours per week. If your job duties regularly require you to work in excess of 40 hours per week, contact your supervisor to discuss whether you need assistance.

### TIME RECORDS

Generally, non-exempt or “hourly” employees will be required to maintain a written record of all hours worked. Employees are responsible for completing and signing an accurate record of hours each day. Under no circumstance may an employee record another employee’s time or alter a time card.

Exempt employees are also required to track their hours on a monthly basis, for internal record keeping purposes.

### ABSENTEEISM AND TARDINESS

When an emergency or illness prevents you from coming into the office, please notify your supervisor as soon as possible.

If you are absent for more than five (5) consecutive workdays because of illness or injury, a statement from a physician may be required before you will be permitted to return to work.

Repeated absenteeism or tardiness that is unexcused or excessive in the judgment of Lyndale may be subject to corrective or disciplinary action, up to and including termination of employment. Unexcused absences of three (3) consecutive days or more will be considered a voluntary resignation.

## **IV. TIME OFF AND BENEFITS**

### STATUS FOR TIME OFF AND BENEFITS

Time-off benefits will vary depending on whether you are a regular or temporary full or part-time employee.

#### Regular Employee

You are a regular full-time employee if you are hired to work forty (40) hours per week and maintain continuous regular employment status.

You are a regular part-time employee if you are hired to work less than thirty-two (32) hours per week and maintain continuous regular employment status.

#### Temporary Employee

You are a temporary employee if you are hired for specific period of time or for a specific job. Temporary status will be identified for you upon hire or when your status changes. Generally temporary employees are not eligible for benefits or paid time off.

### PAID TIME-OFF (PTO)

Regular full-time employees accrue 192 hours of paid time off (PTO) annually (16 hours per month), which may be used for any personal leave, including vacation and sick leave. Part time employees who are regularly scheduled to work at least 20 hours per week receive paid vacation on a pro-rata basis.

Please schedule all PTO as far in advance as possible. Scheduling for vacation and discretionary time off must be approved in advance by your supervisor. While Lyndale will make every effort to allow the use of PTO at the employee's request, permission for discretionary use of PTO will be based on Lyndale's business needs.

A total of 96 hours of PTO may be carried over from one year to the next year. Employees may accumulate up to a total of 200 hours of PTO. Any additional PTO that is accrued but not used will be forfeited.

Employees may take up to 40 hours of unaccrued PTO time with the permission of the Executive Director. Employees are responsible for paying back any PTO time that has been prior to accrual prior to ending their employment with Lyndale.

PTO must be taken in hourly increments.

Employees who provide proper notice will be paid for unused accrued PTO time upon termination of employment.

### HOLIDAYS

In addition to PTO, as a regular full-time employee, you will receive holiday pay for holidays when the office is closed. A list of office holidays will be distributed at the beginning of each calendar year.

Generally, holidays falling on a Saturday will be observed on the preceding Friday and holidays falling on a Sunday will be observed in the following Monday.

In order to be eligible to receive holiday pay, you are required to work your regularly scheduled hours the workday preceding and the day following the holiday. An approved day of PTO is considered a day worked for purposes of holiday pay eligibility.

Regular part-time employees who are regularly scheduled to work at least 20 hours per week will receive holiday pay on a pro rate basis.

### PARENTAL LEAVE

Employees who work one-half (1/2) the full-time hours or more per week for their position and have been employed for twelve (12) consecutive month prior to the leave, are eligible for six (6)

weeks of unpaid leave for the birth or adoption of a child. This leave must begin within six (6) weeks of the birth or adoption.

### SCHOOL ACTIVITIES LEAVE

Lyndale will provide up to sixteen (16) hours per year of unpaid time off for school conferences and activities related to your children's preschool or school activities that cannot be scheduled for non-work hours. This leave applies to attendance for activities related to children who are under the age of eighteen (18) years old or under the age of twenty (20) years old and attending secondary schools.

### JURY DUTY LEAVE

You are allowed the necessary time off if you are selected for jury duty. Non-exempt employees will receive the difference between their regular compensation and the sum received for jury duty. Exempt employees will receive their normal compensation, and must turn over to Lyndale any compensation they receive for jury duty. If you are excused from jury duty, you are expected to report back to work.

### MILITARY LEAVE

If you go on active military duty for two weeks or less per year, you will be paid the difference between your military pay and your normal pay. If you are on military duty for more than two weeks per year, you are considered to be on a military leave of absence. To determine the status of your pay and benefits during military leave of absence, please contact your supervisor.

### VOTING LEAVE

Lyndale encourages you to participate in elections. Therefore, if you will otherwise be unable to vote, adequate paid time off is allowed from the beginning or end of the workday to exercise this right.

### BEREAVEMENT LEAVE

Regular full-time employees will be given up to three days time off, without loss of pay, in the event of a death in such employee's immediate family. For purposes of this policy, your immediate family includes your spouse or partner, children, siblings, parents, parents-in-law, grandparents, or grandchildren. Depending on the circumstances, Lyndale may, at its discretion, provide bereavement leave for the death of an individual not in your immediate family. If such leave is needed, contact your supervisor.

### OTHER LEAVES OF ABSENCE

If you need time off from your job, you may request a leave of absence from the Executive Director. The terms and conditions of this leave will be determined in accordance with Lyndale's business needs and applicable laws.

### INSURANCE

Regular full-time employees are eligible to purchase group health and dental insurance for themselves and their dependents.

## **V. OPERATIONS**

### **PHONE POLICY**

Making and receiving personal phone calls is permitted during office hours, but you should attempt to limit such calls. Personal phone calls must not disrupt your work or the work of others. If it is necessary to make a long-distance phone call from a Lyndale office telephone, either charge the call to your personal calling card or make arrangements to reimburse Lyndale for the charges.

### **SOFTWARE**

In order to avoid the introduction of computer viruses on to our system, and in order to avoid legal problems with copyrighted software, any software installed on the computer system must be approved in advance by your supervisor.

### **OFFICE EQUIPMENT**

Office equipment, including computers, typewriters and copying machines are intended for business purposes only. Excessive use of office equipment may be grounds for disciplinary action.

### **COMPUTER CONDUCT**

As an employee or associate of Lyndale, you are required to comply with the strictest ethical and legal standards in your use of our information resource and company-provided equipment.

Computer resources are intended to be used only for authorized business. This includes the use of information systems such as the Internet and E-mail. The Internet is intended to be used for business purposes. This also means that our Internet access cannot be used at any time to access pornography, sexually orientated materials, communications regarding drug use or distribution, or communications regarding any other unlawful activities. By using Lyndale's computer to access the Internet, you agree to abide by our restrictions on the type of activities you engage in while on the Internet.

Any violation of these policies will result in disciplinary action, up to including termination.

### **POSTAGE**

Personal use of the postage meter is prohibited unless you make prior arrangements to reimburse Lyndale.

### **SMOKING**

Lyndale maintains a smoke-free workplace. Employees are not permitted to smoke inside Lyndale's offices.

## **GRIEVANCE PROCEDURE**

Use the following procedure to file a complaint against any LNA staff member or volunteer.

Note the following:

1. Any complaint must be filed as soon as possible after the incident.
2. You must be directly involved. You cannot file for others unless those others are under your legal guardianship.
3. The complaint must be filed with the Executive Director or LNA President.
4. If you feel that the resulting action of your complaint has not been handled properly, you may file an appeal using this same grievance to full LNA Board.
5. If the staff person against whom the complaint is being filed is the Executive Director of the organization, you may then file the complaint with the LNA President or other LNA Board Member.
6. The LNA Executive Committee will review and respond to each grievance within sixty days of receiving the complaint.

Complete the following to file your complaint:

**Name of the staff person:**

**Date of the Incident:**

**Description of the incident:**

***Please include any supporting documentation***

**Your name:**

**Your address:**

**Your phone:**