



Wilmington Housing Authority
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Employee Handbook

Volume

1



Employee Handbook

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Chapter

1

Chapter 1

History and Culture

Welcome

We are very happy to welcome you to our team. Thank you for joining us! An exciting and challenging experience awaits you, as you become an integral part of our team. We hope your relationship with the organization will afford you a rewarding career. Together we will build on our strengths, and through our shared values, continue to grow a successful business.

Wilmington Housing Authority is committed to providing high-quality and professional services to the residents we support and our business associates. Establishing a strong and positive culture is key to the success of any organization. Management and staff must work together and be responsible and accountable for culture. Effective two way communication is how we maintain a positive and productive culture. We are all also responsible for positive and effective internal and external customer service for our customers and peers. We must hold each other accountable in our pursuit of positive organizational culture. Any conduct that does not meet culture expectations is unacceptable.

Wilmington Housing Authority (or “the organization”) is pleased to present this handbook. Any reference to Wilmington Housing Authority or the organization, applies to all employees unless otherwise stated. The policies, procedures and benefits described here are not to be considered as creating terms and conditions of an employment contract or as a promise of future employment. No representative of the organization has any authority to make any oral or written agreement to the contrary.

Wilmington Housing Authority reserves the right to, and may at any time, unilaterally change, modify, suspend, revoke or terminate any or all policies, procedures, and benefits and their application, in whole or in part, with or without notice. If at any time, the information in this copy of the handbook differs from a more current policy, procedure or benefit, the more current policy, procedure or benefit takes precedence. A ratified Collective Bargaining Agreement (CBA) will prevail when an article differs from a policy included in the employee handbook.

This handbook is intended to be a useful resource to help answer questions concerning general policies, procedures and benefits. Any questions about them should be directed to your manager, Human Resources or any member of the Executive Team of Wilmington Housing Authority.

Again, welcome! *Ray Fitzgerald and your colleagues of Wilmington Housing Authority*

Organization History

Wilmington Housing Authority was founded in 1938 to clear slums and build new homes for the poor. This neighborhood, first of its kind in Delaware, was hastily created to provide wartime housing, for whites only. It followed the standards of the Federal Public Housing Authority.

Under the leadership and guidance of our Board of Commissioners and the Executive Team, Wilmington Housing Authority has grown to be the largest provider of public housing in Delaware. It currently has over sixteen locations in addition to scattered sites to support our community. In addition to providing housing the authority provides numerous residents programs such as the WHA One Stop Shop EnVision Center which is designed as a centralized community services center. Services are provided to WHA residents as well as members of the community who are seeking self-sufficiency with an emphasis on job readiness and home ownership. The facility offers a job-resource library, hands-on instruction in using computers, financial literacy, homeownership counseling, and access to health and social service professionals. "More than Housing"- WHA Links residents with services that are vital for successful daily living and provides residents with resources and opportunities to reach their goals of a happier, healthier more productive life.

It is our goal as an organization to promote teamwork among all employees. We value each individual's contribution to the team as a whole. We feel as a team we are stronger working together than many other organizations who do not embrace the team approach. Wilmington Housing Authority wants to create an atmosphere of creativity, productivity, and shared comradery in which we all strive towards the common goals of the organization.

Business Ethics and Conduct

Wilmington Housing Authority expects its employees to be ethical in conduct. An employees' conduct affects the organization's reputation and success. Wilmington Housing Authority requires employees to carefully follow all laws and regulations and have the highest standards of conduct and personal integrity.

Continued success depends on the trust of Wilmington Housing Authority and the residents and clients it supports. Employees owe a duty to Wilmington Housing Authority and the residents and clients it supports to act in ways that will earn continued trust and confidence.

As an organization, Wilmington Housing Authority will comply with all applicable laws and regulations. All managers, supervisors and employees are expected to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to not do anything that is illegal, dishonest, or unethical.

Employees are expected to use good judgment and follow high ethical principles. If an employee is not sure if an action is ethical or proper, the matter should be discussed openly with the employee's manager, or the employee should seek advice and consultation from any member of the executive team of the organization.

It is the responsibility of every Wilmington Housing Authority employee to comply with the policy of business ethics and conduct. Employees who ignore or do not comply with this

standard of business ethics and conduct may be subject to disciplinary action, up to and including termination of employment.

Philosophy

Wilmington Housing Authority is a full service housing organization, committed to providing the highest quality homes and services with a comprehensive focus on improving lives in our community.

We are dedicated to providing the best possible climate for maximum development and achievement of the goals of all employees. Our practice has always been to treat each employee as an individual. We believe in developing a spirit of teamwork: ***Together, Everyone Accomplishes More.***

In order to maintain an atmosphere where these goals can be accomplished, we have provided a workplace that is comfortable and progressive. Most importantly, we have an environment with open communication and where challenges can be discussed freely and resolved in a mutually respectful atmosphere, taking into account circumstances and the individual employee.

We organizationally believe that by communicating with each other directly, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

Diversity and Inclusion

We all have different backgrounds, heritages, family dynamics, and ideas that collectively make our organization diverse. We believe that diversity and inclusion – the willingness and ability to embrace those differences in our backgrounds and ideas – is a key ingredient in the continued success of our organization.

In our multi-cultural markets, appreciating diversity and inclusion is a business imperative and we strongly encourage all of our employees to embrace diversity and inclusion and strive to make the most of the unique talents and ideas that it provides.

Licenses and Posters

Every year, the organization's Division of Revenue licenses are renewed. The current year license is displayed prominently in our office.

Posters explaining the following government regulations must be posted in a conspicuous place in our office and must be kept up to date:

- Families First Coronavirus Response Act
- The Davis-Bacon and Related Acts (DBRA)
- The Delaware Sexual Harassment Notice
- The Employee Polygraph Protection Act (EPPA)
- Executive Order 11246
- The Fair Labor Standards Act (FLSA)

- The Family and Medical Leave Act (FMLA)
- The Occupational Safety and Health (OSH) Act
- The Rehabilitation Act of 1973, Section 503
- Uniformed Services Employment and Reemployment Rights Act (USERRA)
- Whistleblower Protections
- Name, address and telephone number of our Workman's Compensation insurance carrier.

Chapter

2

Chapter 2

Employment

Definition of Employee Status

Introductory Employee

The first ninety calendar days following an employee's date of hire is an introductory period intended to give a new employee and the organization time to determine if the position is a match for each. It is an opportunity for new employees to demonstrate their abilities and ascertain whether the new position meets their expectations. Likewise, this period allows the organization to survey employee capabilities, work habits, and overall performance.

Either the employee or the organization may end the employment relationship at any time, for any lawful reason, during or after the introductory period with or without cause.

Full Time Employee

Employees, other than temporary and provisional, who consistently work thirty (30) hours or more per week or 130 hours per month, will be considered full time employees for the purpose of determining eligibility for benefits. Benefits become available on the first of the month following sixty (60) days of employment.

- **Exempt Employees:** Employees are exempt if their job duties are exempt from the overtime provisions of the Federal and State Wage and Hour Laws. Exempt employees are not eligible for overtime pay. Compensation is calculated on a salary basis. Improper deductions from the compensation of an exempt employee are not permitted. If improper deductions are inadvertently made, they will be reimbursed to the employee.
- **Non-Exempt Employees:** Employees that are non-exempt receive overtime pay in accordance with our overtime procedure. Their salaries are calculated on an hourly basis.

Part Time Employee

Part time employees are scheduled to work less than an average of 30 hours in a one-week pay period. Part time employees are not eligible for most benefits.

Provisional / Temporary / Seasonal Employee

A temporary employee is a person hired for a specific job or period of time. Temporary employees are not eligible for any benefits.

Volunteers / Student Interns

A volunteer is a person brought on board for a specific voluntary task or period of time to assist with a program. A student intern is a trainee who has signed on with the organization for a brief period to gain work experience, occasionally some university credit, and always an overall feel for the industry they're interning in. Internships may be paid, partially paid, or unpaid and student interns and volunteers are not eligible for any benefits.

Consultants or Contract Workers

Consultants or contract workers are not on payroll and are paid directly according to the contract negotiated. Consultants or contract workers are not eligible for benefits. Consultants or contract workers are not contracted for specific work hours. They are reimbursed for services provided and are only scheduled when their specific contracted services are required.

Employment Procedures

Internal Posting Process

It is the organization's policy to encourage promotions from within the organization without regard to age, race, color, sex, national origin, religion, disability, genetic information, sexual orientation, gender identity, or marital or veteran status. Qualifications, past performance, ability and seniority of all applicants will be considered in the selection process. When a job vacancy occurs, employees may use the job posting process to indicate their interest in being considered for the vacant position.

Recruitment for a position occurs internally and externally simultaneously. Positions which are part of recognized collective bargaining units will be posted in accordance with collective bargaining agreements. When an administrative vacancy occurs within a department and an employee of that department meets the minimum qualifications, the employee *may* be promoted and the job posting process may be waived with the approval of the Executive Director. It is intended that the job posting process will be used as often as practicable as a means of filling vacant positions.

Eligibility

Employees who have completed six months in their current positions are eligible to apply for a posted position under this procedure or at the discretion of the Executive Director or their designee.

An employee who has not completed six months of service in their current position may apply for a position in their own department provided they have completed the 90-day introductory

period. Applications submitted by temporary employees will be considered with the outside pool of applicants.

Procedures

Vacancies in all regular positions will be posted unless it is determined to be in the best interest of the organization to waive the posting process for that position. Examples, not exhaustive, of such waivers include vacancies for leadership positions, placement of displaced employees as in a layoff, departmental reorganizations, and vacancies within 90 days of filling a position when hiring managers want to consider original applicant pool candidates.

Qualified candidates within department

If the hiring department has a vacant position at the administrative level and has qualified candidate(s) within the department, the position *may* be excluded from the organization-wide posting requirement with the approval of the Executive Director. The position *may* then be posted with the notation “Intradepartmental Posting” indicating that only candidates from within the department will be considered.

Posting full-time and part-time, regular positions

If it is determined that a job vacancy is to be announced for posting, regular vacant positions (full-time or part-time) will be posted for a minimum of five business days, excluding weekends and holidays on WHA bulletin boards and communicated electronically.

To ensure fairness for all employees using the job posting process, no commitment can be made to a current employee or external applicant prior to the completion of the selection process.

Candidate application requirements

Employees desiring to apply for a vacant position may do so by submitting all required documents as stated in the vacancy announcement prior to the closing deadline identified in the vacancy announcement.

During the posting period, the organization will accept resumes and cover letters from internal and external candidates. Those candidates submitting resumes and cover letters after the posting period will not be considered unless the hiring manager has extended the posting period.

Evaluation of candidate qualifications

The application materials of each candidate will be evaluated to determine whether candidates meet the established qualification standards for each position. Applicants meeting the established qualification standards will have their application materials forwarded to the appropriate hiring manager and others for consideration.

Interview, selection and offer

After review of application materials, the hiring manager along with the interview panel members will interview those candidates whose qualifications most closely meet the needs and requirements of the position. The hiring manager and the interview panel members will make the recommendation on the candidate to be selected.

Upon concurrence of selected candidate and salary, the organization will extend an offer to the candidate.

Employee With Multiple Positions

WHA recognizes that some employees *may* hold multiple positions within WHA. When this happens, the following guidelines should be followed:

- An employee who has a multiple position will have a "primary" manager. The primary manager is the manager who recruited the employee into WHA and for whom the employee currently works. Where the employee no longer works for his or her initial hiring manager, the primary manager will be the next manager for whom the employee has been consistently working for the longest period of time. Any other manager will be considered "secondary".
- If an employee is seeking an additional position in another department, the employee should inform the next or new "secondary" manager of the following: where they currently work, average # of hours per week, pay rate, and name of "primary" (current manager).
- The next or new "secondary" manager should contact and gather input from the "primary" (existing) manager before hiring or granting an employee additional hours in the department.
- For Annual review purposes, the primary manager's input will have more weight. If this is not possible, the input of the manager for whom the employee worked the most hours will have more weight.
- Where an employee incurs overtime hours due to an additional position, the department of the "secondary" manager will be charged for the overtime rate and hours.
- When an employee who is working in a multiple position is placed on a performance document by any manager, that manager should inform the other manager(s).
- A performance document issued by one manager carries across to positions the employee holds in other departments. For example, if employee X works for managers A and B in different departments and is given a verbal warning by manager A, the next corrective action from either manager A or B will result in the next corrective action being applied (written warning).
- If an employee who is working in a multiple position is terminated from any position, the employee will be automatically terminated from all jobs. The terminating manager should inform the employee's other manager(s) of the termination.

NOTE: Any exception to this requirement should be approved by the Executive Director or their designee.

Anti-nepotism

It is WHA's goal that employment decisions be made on the basis of merit. As such, it is inappropriate to bar someone from employment, promotion, or transfer strictly because a close relative of the individual is a WHA employee. Similarly, it is contrary to policy that an individual be appointed because of a close family relationship with a WHA employee.

A member of an employee's immediate family will be considered for employment by WHA if the applicant possesses all the qualifications for employment. An immediate family member may not be hired, however, if employment would create a direct supervisor/subordinate relationship with a family member or create either an actual conflict of interest or the appearance of a conflict of interest.

The criteria listed above will also be considered when assigning, transferring, or promoting an employee.

For the purposes of this policy, “immediate family” includes: the employee’s spouse, siblings, parents, grandparents, children, stepchildren, grandchildren, in-laws, aunts, uncles, nieces, nephews, cousins or any other member of the employee’s household.

Employees who marry or become members of the same household may continue employment as long as there is not a direct supervisor/subordinate relationship between the employees or an actual conflict of interest or the appearance of a conflict of interest.

Should one of the above situations occur, WHA will attempt to find a suitable position within the organization to which one of the affected employees may transfer. If accommodations of this nature are not feasible, one of the employees may be asked to resign.

The Executive Director or their designee must approve any hires, transfers, assignments, or promotions of employees into a position where there is a direct supervisor/subordinate relationship with a family member or an actual conflict of interest or appearance of a conflict of interest exists.

The employment of immediate family members, as described above, of Board members or other public officials who exercise any function or responsibility regarding WHA during their tenure or one year thereafter will not be permitted. If such an employee is hired and it is later discovered that such an immediate family relationship was concealed, the employee will be terminated. For the purpose of this provision, immediate family shall include spouse, parents, children and siblings.

New Employee Orientation

Wilmington Housing Authority’s new employee orientation consists of the following components:

- Overview of the organization’s mission, vision and objectives.
- Organization philosophy and explanation of services provided.
- Inform the new employee of the expectations the organization has of them.
- Discuss the safety and confidentiality components of their job. Explain compliance with rules and reports of violations.
- Communicate attendance and punctuality expectations. Inform employee of exact work hours, what to do when late for work, absent, and the discipline process for absenteeism and lateness.
- Discuss overtime availability and the organization’s policy on overtime as well as its expectations for employee’s availability.
- Provide overview of business acumen and employee non-disclosure responsibilities, if applicable.
- Provide the employee with the benefits of working for the organization.
- Inform the employee of whom they may seek for help or information.
- Introduce the new employee to co-workers, management, and the workplace. Review location of meeting rooms and process for communication updates.
- Inform the employee of the work rules, ethics and personal conduct required while working and representing WHA.

Prior to or upon arriving to work on the first scheduled date of employment, the following forms will be completed in full by the new employee. (Any applicable benefit forms must be completed within 31 days of eligibility. It is the responsibility of the employee to follow up and confirm required documentation was received.)

- Emergency Contact Form
- W- 4 Form
- I - 9 Form (provide original forms of ID specified on form)
- Personal Information Form
- Direct deposit form
- Employee handbook acknowledgement
- Benefit and 401k Plan enrollments for eligible employees
- Provide employer with any outstanding requests for copies of certification specific to job

NOTE: WHA will provide a modified orientation for newly transferred employees based on the new position and previous experience with the organization.

Length of Service Date

Each employee’s employment record contains several key dates that are critical to their employment status. The most critical date is the **Length of Service Date**.

The length of service date is the hire date, adjusted for any breaks in service due to a separation, leave or disability. When an employee returns to active employment after a break in service, a length of service date is calculated to identify actual service time. For example:

Hire Date	January 1
Termination Date	March 31—employed ninety days
Rehire Date	May 1—inactive thirty days
Adjusted Service Date	January 31

In the above example, on May 1, this employee’s record contains both the original hire date, January 1, and the Length of Service Date, January 31. The employee’s service date was adjusted for the time that the employee was not working.

If an employee has a break in service of greater than 365 consecutive days, no credit for prior service is granted, and the rehire date becomes the length of service date. This date is used primarily for service as it relates to benefits, time off and pays increases.

Re-employment of Former Employees

Former employees of WHA may be considered eligible for reemployment provided:

- In their prior position the employee submitted the required resignation notice where applicable;
- In their prior position the employee was not listed as “not eligible for rehire” when they exited WHA;

- The employee's qualifications are suitable for a vacant position; and
- The employee was in good standing when they left WHA.

When an employee's relationship with WHA ends, an employee who is not eligible for rehire should be informed of this by the employee's manager. Prior to rehiring a former employee, the hiring manager should also contact the employee's former WHA manager (if possible) for a reference.

Reinstatement will occur if reemployment occurs within 12-months of the termination date. A re-hire will occur if reemployment occurs after 12-months from the date of termination.

A **reinstatement** means the employee will be eligible to enroll in the following benefits on the first day of the month following re-instatement:

- Medical/dental/vision plan, and
- Vacation entitlement will be established based on the reinstatement date, adjusted by the full months of the absence.

A **re-hire** means - the employee returns to work with a new date of hire and new effective dates for all Benefit Programs. All waiting periods may be satisfied for benefits and entitlements, except for the retirement plan as applicable.

Safe Harbor Policy

It is our policy and practice to accurately compensate employees and do so in compliance with all applicable state and federal laws. To ensure that you are paid properly for all time worked and that no improper deductions are made, you must correctly record all work time and review your paychecks promptly to identify and to report all errors. You also must not engage in off-the-clock or unrecorded work.

Review Your Pay Stub

We make every effort to ensure our employees are paid correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen, and are called to our attention, we promptly will make any correction that is necessary. Please review your pay stub when you receive it to make sure it is correct. If you believe a mistake has occurred or if you have any question, please use the reporting procedure outlined below.

Non-exempt Employees

If you are eligible for overtime pay or extra pay (including pay due under our policies), you must maintain a record of the total hours you work each day by clocking in and on the applicable timekeeping tool provided by management. Some employees may be specifically approved to use a mobile device to clock in and out and must be within a one-mile radius from the WHA location that they are assigned for that day. Submitting your hours electronically is considered that the reported hours worked is complete and accurate (and that there is not unrecorded or "off-the-clock" work). Your time submission must accurately reflect all regular and overtime hours worked, any absences, early or late arrivals and early or late departures. When you receive each paycheck, please verify immediately that you were paid correctly for all regular and overtime hours worked each workweek.

Exempt Employees

If you are classified as an exempt salaried employee, you will receive a salary, which is intended to compensate you for all hours that you may work for the organization. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

You will receive your full salary for any workweek in which work is performed. However, under federal law, your salary is subject to certain deductions. For example, absent contrary state law requirements, your salary can be reduced for the following reasons in a workweek in which work was performed:

- Full day absences for personal reasons, including Universal Leave.
- Full day absences for sickness or disability since we have Universal Leave and disability insurance plans.
- Full day disciplinary suspensions for infractions of safety rules of major significance (including those that could cause serious harm to others).
- To offset amounts received as payment for jury and witness fees or military pay.
- Unpaid disciplinary suspensions of one or more full days for significant infractions of major workplace conduct rules set forth in written policies.
- The first or last week of employment in the event you work less than a full week.

Your salary also may be reduced for certain types of deductions, such as: your portion of health, dental or any additional benefit premiums; state, federal or local taxes, social security; or voluntary contributions to a 401k plan. In any workweek in which you performed any work, your salary will not be reduced for any of the following reasons:

- Your absence because the facility is closed on a scheduled workday.
Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.

Please note: You will be required to use accrued Universal Leave for full or partial day absences for personal reasons, sickness or disability. As a result, your salary will be reduced for partial day absences if you do not have accrued Universal Leave.

To Report Violations of This Policy, Communicate Concerns, or Obtain More Information

It is a violation of the organization's policy for any employee to falsify time submission, or to alter another employee's time submission. It is also a serious violation of organization policy for any employee or manager to instruct another employee to incorrectly or falsely report hours worked or alter another employee's time submission to under-report or over-report your hours worked. If any manager or employee instructs you to (1) incorrectly or falsely under-report or over-report your hours worked, (2) alter another employee's time records to inaccurately or falsely report that employer's hours worked, or (3) conceal any falsification of time records or to

violate this policy, **do not do so**. Instead, report it immediately to a member of the Executive Team of Wilmington Housing Authority.

You should not work any hours outside of your scheduled workday unless your manager has authorized the unscheduled work in advance. Do not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless you are authorized to do so, **and** that time is recorded via the applicable timekeeping tool. Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but fail to report on your time submission. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including discharge.

If you have questions about deductions from your pay, please contact your manager immediately. If you believe your wages have been subject to any improper deductions or your pay does not accurately reflect all hours worked, you should report your concerns to your manager immediately. If your manager is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply within three business days), you should immediately contact the Human Resources Department/Payroll.

Every report will be fully investigated, and corrective action will be taken, up to and including discharge of any employee(s) who violates this policy.

In addition, the organization will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the organization's investigation of such reports. Retaliation is unacceptable and any form of retaliation in violation of this policy will result in disciplinary action, up to and including discharge.

Comp-time for Exempt Employees

Employees of WHA who are exempt under the Fair Labor Standards Act and comparable State Law are not entitled to pay for working beyond their scheduled hours per week. However, as a matter of operational procedure, some exempt employees at WHA may work beyond their normal hours only with *prior* approval. These employees, as a normal practice, are expected to work the number of hours necessary to ensure successful and efficient performance in their positions. For any required extra hours worked, WHA may grant equivalent compensatory time off, unless otherwise stipulated in a collective bargaining agreement, provided such assignments have received written approval of the Executive Director or their designee.

Tracking

- Hours in excess of the expected work hours of exempt salaried, supervisory and managerial employees will be recorded on a straight-time basis for hours actually worked in the office or attendance at meetings.
- Employees responding to emergency calls will be compensated as described for travel time to and from the job site in addition to the time spent on the job site.
- Every effort will be made to take compensatory time within a ninety (90) day period. In those special situations where conditions will not permit the use of compensatory time within the ninety (90) day period, the employee's manager will be permitted to grant the employee an extension of thirty (30) days in which the compensatory time may be utilized.

- If, due to the need of WHA work, the employee is not able to use all their accrued compensatory time as indicated above, any unused compensatory time at the end of the year will be converted to Universal Leave.

Scheduling

Scheduling of compensatory time will be arranged between the employee and their manager with the time being taken at the convenience of the employee subject to the operational needs of WHA. To request compensatory time off, employees must prepare a Request for Leave form and forward to their manager for approval.

Responsibility of Employee/Manager

- It is the responsibility of the employee to document authorized compensatory time on a Compensatory Time Log form showing the dates, description of activities performed, and time earned. This form must be signed by the manager and forwarded to Payroll every month to be added to the employee's compensatory time balance in the payroll system.
- It is the responsibility of the manager to make every attempt to ensure that employees are given an opportunity to use all compensatory leave. Use of compensatory time when requested should not be unreasonably denied.
- Requests for compensatory time not documented through the use of the Compensatory Time Log will not be honored.

Employee Schedule

The purpose of establishing normal working hours is to provide our clients and residents with predictable times that they can contact our employees and to improve the efficiency of our organization processes through better communication.

Regular working hours for the office employees will be from 8:00 am to 4:30 pm or 8:30 am 5:00 pm Monday through Friday with an unpaid hour allowed for lunch. The work hours are dependent on the department and/or position of the employee or dictated by a collective bargaining agreement. Our clients and residents should expect to receive full service from our employees during these hours when they contact the office.

Employees may request from their manager to work other than the standard scheduled working hours, but only when it is determined by the manager that the special schedule will not interfere with client or resident interaction or cause significant delays in interdepartmental communications.

If an employee wishes to regularly work other than the scheduled working hours, they must submit their request to their manager for approval. The starting time must be between 7:00 and 9:00AM and the leaving time must be between 4:00 and 6:00PM. The employee can choose a lunch period from thirty (30) to sixty (60) minutes. Alternate lunch schedules may be available with the prior approval of an individual's manager. The total hours worked, excluding the lunch period, must total 8 or 7.5 hours (based on employee department). All adjustments must meet the restrictions stated above.

As the business needs change, schedules may have to be modified to accommodate the ever-changing needs of the organization and the clients we support. Service at times, must be

rendered efficiently on a seven-day-a-week basis. Therefore, it is possible that shifts and hours of duty will vary during the course of employment.

Management is not obligated to honor schedule requests. Employees are expected to take care of personal needs on scheduled days off. For requests of more than five (5) consecutive days off, employees are asked to notify their manager at least 14 days prior. Management will try to honor those requests.

Telework Policy

Wilmington Housing Authority considers telework to be a viable alternative work arrangement in cases where individual, job and management characteristics are best suited to such an arrangement.

Telework allows an employee to work from home or in a satellite location for a partial workweek. Telework is a voluntary work alternative that may be appropriate for some employees and some jobs. It is not an entitlement; nor an organization-wide benefit; and is not intended to alter the terms and conditions of employment with Wilmington Housing Authority.

Telework is best suited for jobs that require independent work, little face-to-face interaction, concentration, a measurable work product, and output-based (instead of time-based) monitoring.

Procedures:

1. Either an employee or a manager can suggest telework as a possible work arrangement and it must be approved by the manager and the Executive Director or their designee.
2. Telework can be informal, such as working from home for a short-term project or formal, as will be described below. Other informal, short-term arrangements may be made for employees on family or medical leave, to the extent practical for the employee and the organization, and with the consent of the employee's health care provider, if appropriate. All informal telework arrangements are made on a case-by-case basis, focusing on the business needs of the organization first.
3. Individuals requesting formal telework arrangements must have been employed with Wilmington Housing Authority for a minimum of six (6) months of continuous, regular employment (*unless WHA posts the job as a telework position when hiring*) and must have exhibited above average performance.
4. Any telework arrangement made will be on a trial basis for the first month, and may be discontinued, at will, at any time at the request of either the telecommuter or the organization.

Wilmington Housing Authority will determine, with information supplied by the employee and the manager, the appropriate equipment needs (including hardware, software, phone and data lines, facsimile equipment or software, photocopiers, etc.) for each telework arrangement on a case-by-case basis. The manager and the IT support staff will serve as resources in this matter. Equipment supplied by the organization will be maintained by the organization. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. Wilmington Housing Authority accepts no responsibility for damage or repairs to employee-owned equipment. WHA reserves the right to make determinations as to appropriate

equipment, subject to change at any time. Equipment supplied by the organization is to be used for business purposes only. The telecommuter will sign an inventory form of all office property and agrees to take appropriate action to protect the items from damage or theft. Upon termination of employment all organization property will be returned to the organization.

Consistent with the organization's expectations of information asset security for employees working at the office full-time, telework employees will be expected to ensure the protection of proprietary organization and customer information accessible from their home office. Steps include, but are not limited to, use of locked file cabinets, desks, regular password maintenance, and any other steps appropriate for the job and the environment.

The employee will establish an appropriate work environment within their home. WHA will not be responsible for costs associated with initial setup of the employee's home office such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.

WHA will supply the employee with appropriate office supplies (pens, paper, etc.) for successful completion of job responsibilities. The organization will also reimburse the employee for all other business-related expenses such as long-distance telephone calls, mail/delivery charges, etc. that are reasonably incurred in accordance with job responsibilities.

The employee and manager will agree on the number of days of telework allowed each week, the work schedule the employee will customarily maintain, and the manner and frequency of communication. The employee agrees to be accessible by phone or data line within a reasonable time period during the agreed upon work schedule.

Telework employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to record all hours worked in a manner designated by the organization.

Telework employees will be held to a higher standard of compliance than office-based employees due to the nature of the work arrangement. Hours worked in excess of those specified per day and per work week, in accordance with state and federal requirements will require the advance approval of the manager. Failure to comply with this requirement can result in the immediate termination of the telework agreement.

Before entering into any telework agreement, the employee and manager, with the assistance of the Human Resources, will evaluate the suitability of such an arrangement with emphasis on the following areas:

1. Employee Suitability - the employee and manager will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful telecommuters.
2. Job Responsibilities - the employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telework arrangement.
3. Equipment needs, workspace considerations and scheduling issues.
4. Tax and other legal implications for the business use of the employee's home based on IRS and state and local government restrictions. Responsibility for fulfilling all obligations in this area rests solely with the employee.

Evaluation of telecommuter performance during the trial period will include daily interaction by phone and e-mail between the employee and the manager, and weekly face-to-face meetings to discuss work status. At the conclusion of the trial period both parties will complete an evaluation

of the arrangement and adjust accordingly. Evaluation of telecommuter performance beyond the trial period will be consistent with that received by employees working at the office.

Insurance and Liability

- WHA will provide self-insurance coverage for all WHA-owned property and information technology devices utilized by the employee and that are properly inventoried. Employees are required to return WHA property upon request.
- Employees should protect WHA-owned equipment from theft and damage. Employees who are provided laptop computers increase WHA's exposure to theft of expensive equipment and perhaps sensitive information, and employees should take every precaution to guard against theft of such equipment, particularly from cars, airports, hotels, and other public facilities.

Telework is NOT designed to be a replacement for appropriate childcare or eldercare. The focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telework with family members prior to entering into a trial period.

The availability of telework as a flexible work arrangement for employees of WHA can be discontinued at any time at the discretion of WHA. Every effort will be made to provide two weeks' notice of such a change to accommodate commuting, childcare and other problems that may arise from such a change. There may be instances, however, where no notice is possible.

Pay Periods and Payday

Payday for employees is normally every other Thursday. Paychecks and deposit advices will be distributed and include the hours worked during the two-week work period ending the previous Saturday at 11:59 PM.

Your paycheck and deposit advice are considered confidential by the organization and will be distributed to you in a sealed envelope or available electronically. When a payday falls on a bank holiday, employees will be paid the preceding workday. If a paycheck is lost or damaged, it is the employee's responsibility to inform and provide evidence to the office in a timely manner and to pay the fee for stopping payment of the check and re-issuing a new check in its place.

Direct Deposit

Wilmington Housing Authority employees are offered direct deposit for the convenience of receiving their pay deposited into their accounts. This allows a wire transfer into the bank account(s) employees designate to have their pay deposited into. Through direct deposit your pay is available, as cash in your account on the same day as your payday.

To activate direct deposit, the employee must complete a Direct Deposit Authorization form and return it together with a voided personal check or a voided savings deposit slip. It may require up to two payroll processing's to activate Direct Deposit.

On payday you will receive an electronic earnings statement which shows gross pay, taxes, other deductions and net pay for the earnings that are deposited in your account(s).

Payroll Deductions

Wilmington Housing Authority is required by law to make certain deductions from your paycheck each time one is prepared. Among these deductions, which are itemized on your pay stub, are your federal, state, and local income taxes, Social Security and Medicare. The amount of the deductions depends on your earnings and on the information, you furnish on your W-4 form regarding the number of dependents/exemptions you claim. The W-2 form you receive each year indicates how much of your earnings were deducted for these purposes. If you wish to change your deductions, complete and submit a new W-4 form.

Wage Garnishment / Assignment Policy

The organization is obligated to deduct court-ordered garnishments for personal debts such as child support. This can be done without the employee's prior authorization. The organization also can make deductions for federal, state, and city tax liens without prior employee authorization.

The organization's policy is to comply with all valid claims against the wages of employees. If the organization receives a wage garnishment, child support order, or some other legally valid claim against an employee's wages, the employee may be notified about the amount and details of the garnishment or wage order. While the employee may attempt to work out their financial difficulties with the creditor in such situations, the organization will be required to comply with the provisions of the garnishment notice or order, as soon as practicable after it is received, to ensure its compliance with applicable law.

The Consumer Credit Protection Act (CCPA) is the principal federal law governing wage garnishments. CCPA limits the amount that can be garnished from an employee's wages and restricts an employer's ability to involuntarily terminate employees because of court-ordered garnishments. CCPA sets a special limit for garnishments under family support orders and a general limit for all other garnishments, unless specifically excluded.

Although CCPA does not specify which garnishments must be given priority, other federal and state laws do specify certain priorities. As a general rule, existing garnishments have priority over new garnishments and family support orders have priority over other types of claims.

Types of Employment Changes

Types of employment changes include promotion, transfer, lateral movement and demotion. Employment changes occur as a result of the employee's performance in their current role. Occasionally employees will be reassigned to another position with different responsibilities and pay based on any of the following components:

- their previous work performance
- their current skills, knowledge and abilities
- to retain a qualified employee during a reduction in force
- for disciplinary reasons

- to meet the ever-changing needs of the business and expectations of the clients and residents we support and our business partners.

These changes are put into effect in writing and must be approved by Human Resources.

Promotions

Career advancement is rewarding for both our employees and our organization. Whenever possible, qualified employees will be promoted to new or vacated positions. Promotions typically coincide with our annual performance review process or following a vacancy of a position.

Personal Human Resource Record changes, such as changes in name, address, or federal withholding, should also be communicated and submitted for processing. Additionally, any changes in insurance selection/s (as the result of a qualifying life event) should be completed in the format requested by the provider within 30 days of the qualifying event.

Personnel Files Information

The task of handling personnel records and related personnel administration functions at Wilmington Housing Authority has been assigned to the Human Resource Department.

Keeping the personnel files of all employees up-to-date is important with regard to pay, deductions, benefits and other matters. If you have a change in any of the following items, please be sure to notify your manager and Human Resources as soon as possible and update your information in writing:

- | | |
|---------------------------------|------------------------|
| ▪ Legal name | ▪ Number of dependents |
| ▪ Home address and phone number | ▪ Marital status |
| ▪ Exemptions on W-4 form | ▪ Emergency contacts |

All employees actively employed by WHA may inspect their own personnel records. However, these records may only be reviewed in the presence of a designated official. Employees may not mark up, remove or photocopy any part of their own file, but they may add a comment to it. Employees can obtain an appointment to inspect their records by contacting the Human Resource Chief to request an appointment. Appointments will be scheduled at a mutually convenient time.

After an employee has terminated employment, WHA is not required to provide copies of the former employee's personnel file or provide access to the organization's records.

Performance Reviews

Management is continuously evaluating your job performance. Day-to-day interaction between you and your manager should give you a sense of how they perceive your performance.

The primary reason for performance reviews is to identify your strengths and weaknesses in order to reinforce your good habits and develop ways to improve in your weaker areas. Some of the areas that will be evaluated are:

- Ability to perform assigned duties satisfactorily and in a timely manner
- The amount and quality of work.

- Dependability, effort, loyalty and professionalism
- Attendance and punctuality
- Independent initiative and willingness to undertake new responsibilities
- Achieving goals and retention metrics
- Technical or substantive expertise or improvement in an area of technical or substantive expertise or specialization due to the employee's independent efforts
- Origination of new work or projects
- Contribution to and enthusiasm for the organization's goals and business purpose
- Recognition of expertise and customer excellence as evidenced by business partner's or resident's letters and communications while employed by the organization.

The review process also serves to make you aware of, and to document, your job performance compared to the goals and description of your job. You will formally have the opportunity to review your performance and career development with your manager or a member of management annually. At that time, they will help you set new job performance plans to help you to progress and develop to achieve personal, as well as work-related, goals. A review may also be conducted in the event of a promotion or change in duties and responsibilities, or at the discretion of management.

In addition to individual job performance reviews, WHA periodically conducts a review of job descriptions to ensure that we are fully aware of any changes in the duties and responsibilities of each position and those changes are recognized and adequately compensated. Reviews do not necessarily warrant an increase in compensation.

Performance Improvement Plans

Through the process of continuous performance feedback and improvement, the organization strives to make reasonable efforts to help employees be successful. Employees are responsible for giving their best efforts on assigned work, for conducting themselves in a manner that reflects well on themselves and the organization, and for adhering to the policies and procedures set in place by the organization. It is the organization's goal to give an employee advance notice of the need to improve performance and/or behaviors whenever possible, prior to resorting to the termination of employment. From time to time, it becomes apparent that an employee is not functioning up to WHA's standards. In those cases, it may be necessary for the manager to place an employee on a Performance Improvement Plan (PIP).

These disciplinary procedures do not relinquish or limit the organization's right to terminate an employee at any time with or without cause or notice or to skip steps in the procedure when appropriate.

All counseling documents should be signed by the employee and the manager and maintained in the employee's personnel file. If the employee refuses to sign, the manager will indicate on the form that the employee refused to sign and that a copy was given to the employee. The employee's signature indicates receipt of the document only, not necessarily acceptance or agreement with its contents. Employees should be encouraged to document their position if they disagree with the manager's assessment of the situation. The employee's statement will be attached to the counseling documentation and retained in the personnel file.

Employees who commit serious policy offenses as outlined in this Employee Handbook may not have the option of being placed on a PIP and may be subject to immediate termination.

Compensation reviews

Wage and salary increases are based on merit alone, not length-of-service or the cost-of-living. Having your compensation reviewed does not necessarily mean that you will be given an increase. WHA conducts compensation reviews regularly. Any wage or salary increases must be approved by the Wilmington Housing Authority Executive Director or their designee and will appear in the pay period ending after the dates they are granted.

Employees in positions covered by collective bargaining agreements shall be eligible to receive pay/rate increases in accordance with the applicable collective bargaining agreement subject to the availability of funds.

Non-retaliation

It is vital to the business interests and culture of the organization that employees conduct themselves in accordance with the policies set forth in this handbook. WHA recognizes that another employee will most likely uncover violation of certain policies by an employee. Therefore, (which, depending on the action or omission, could include termination of employment and/or have legal consequences to the employee) an employee will not suffer retaliation by the organization for coming forward to report a violation of any organization's policies. Although coming forward will not immunize an employee from the consequences of their misconduct, the employee's action of coming forward will be protected.

Termination

Wilmington Housing Authority works hard to treat employees fairly and provide an opportunity for development. Sometimes, despite our best efforts, employees leave because they wish to relocate their residence, find themselves in different circumstances, or simply want a change in employment. Likewise, the organization retains the right to make changes to or terminate employment. The organization, therefore, has always been considered to be an at-will-employer, permitting either the employee or the organization to end the relationship at the direction of either.

Involuntary Termination

If the organization decides to discharge an employee from their position; it will endeavor to provide the employee with advance notice of the decision. However, the organization reserves the right to terminate effective immediately, if warranted, and as an employment-at-will-employer, the organization reserves the right to discharge employees with or without cause. Any employee terminated for "cause" may forfeit any accrued and unused Universal Leave.

Arrangements may be made with Human Resources of WHA or their designee for:

- An exit interview
- The return of the organization's property

- Settlement of outstanding payroll deductions
- Settlement of Universal Leave hours.

A final paycheck will be issued on the regular payday following the termination. Eligible Universal Leave due will be made on the scheduled payday following the final paycheck.

Resignations

Wilmington Housing Authority requires employees who are resigning to provide a minimum two-week written notice. The purpose of giving the organization the required minimum notice of voluntary resignations to allow for a smooth transition period and to give the organization the opportunity to secure suitable replacement personnel or to arrange for reassignment of the employee's responsibilities. Therefore, the use of accrued but unused paid Universal Leave days is not acceptable as any part of the minimum notice period. Upon notice, any previously scheduled and approved Universal Leave will be rescinded so that the employee can be at work during the entire notice period to facilitate a smooth transition. Failure to provide the required written notice will result in forfeiture of any accrued and unused benefits including Universal Leave.

In the event an employee resigns, the organization may transfer the employee, for the balance of their employment, to another position within the organization to better meet the organizations business needs.

Arrangements may be made with Human Resources of WHA or their designee for:

- An exit interview
- The return of the organization's property
- Settlement of outstanding payroll deductions
- Settlement of Universal Leave hours for employees that provided the requested two-week resignation notice.

A resigned employee will receive the final paycheck on the regular payday following the last day of work. Eligible Universal Leave due will be made on the scheduled payday following the final paycheck.

Layoff Procedures

As with any business, Wilmington Housing Authority may experience a downturn in income due to many factors in addition to the economy. We make extensive efforts to balance our work force and divide the work available based on the needs or direction of our management team. We must at all times consider our clients, residents and the business partners we support as well as the quality of our services and facilities as our most important priorities. Management reserves the right to alter our work force in order to assure adequate output of our services. If at times, it becomes necessary to downsize our work force, we have established an organized and uniform "layoff" procedure for those individuals not covered by a collective bargaining agreement.

Sequence of Lay-off

- Any temporary and/or part-time employee may be laid off first.

- Full-time employees may be laid off based on our needs to properly balance our work force with personnel of demonstrated ability, according to job classification and skill level, and to meet the demands of our clients, residents and business partner needs.

Layoffs and call-backs are not based on seniority of time with the organization they are based on the skills needed to maintain an effective work force. **As an example**, it may be necessary to lay-off a lesser skilled employee that has 5 years of service with the organization and retain a more skilled or special trained employee, who only has 2 years of service with WHA.

From the organization's perspective, we must make a profit to stay in business, pay our creditors and employees. One way to accomplish this is through consolidation of job functions and services, thus enabling us to reduce the number of employees required to complete the day-to-day operations.

Furthermore, it is understood that due to the type of jobs available and the selection of the employees that are best suited to handle those jobs, it may be necessary to deviate from or modify this policy from time to time.

Job Abandonment

Any employee who misses three (3) consecutive days off from regular working hours without a valid reason, will be deemed to have voluntarily resigned. The organization's fringe benefits will cease at the time of termination.

Retirement

Employees who are considering retirement should notify their manager at least three months in advance of the effective date, so Wilmington Housing Authority can assist the employee in making the necessary arrangements for retirement.

Return of the Organization's Property

Any Wilmington Housing Authority property issued to you, such as handbooks, ID badges, proprietary forms, equipment, computers, cell phones, keys, etc. must be returned to the organization at the time of your dismissal or resignation, or whenever it is requested by your manager, or any member of management. The employee will be responsible for reimbursing the organization for any repair or replacement charges incurred due to lost equipment or property, as well as damages caused by employee misuse.

Note: *All property belongs to Wilmington Housing Authority and should not be destroyed or tampered with.*

Exit Interviews

In instances where an employee voluntarily leaves our employ, the organization's management may want to discuss your reasons for leaving and any other impressions that you may have about WHA. If you decide to leave, you may be asked to grant us the privilege of an exit interview. Prior to your interview, you are requested to complete an exit questionnaire and other documentation referencing your employment experience with the organization.

During your exit interview, you may express yourself freely. It is hoped that this exit interview will help us part respectfully, as well as provide insights into possible improvements that we can make. All information will be kept strictly confidential and will in no way affect any reference information that WHA management will provide to other employer(s) about you.

We will confirm only hire date, title of last held position, and termination date when contacted by other potential employers.

Chapter

3

Chapter 3

Organization Policies

Equal Employment Opportunity Policy

WHA is committed to equal employment opportunity for all employees and job applicants. WHA believes strongly in creating opportunities based solely on merit, qualifications, skill, potential and competence. We want the most qualified individuals in every job, regardless of race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, gender, sexual orientation, age, military status or any other characteristic protected by law. In addition to employment, all other terms will be administered without discrimination including recruiting, hiring, performance evaluation, compensation, promotion, training, benefit application, leave requests, non-job-related disability and termination of employment.

The successful achievement of a nondiscriminatory employment program requires cooperation between management and all employees.

The organization will designate the WHA Executive Director or their designee to monitor the implementation of personnel procedures to guide our programs. The Human Resources Chief of WHA is charged with designing and implementing audit and reporting systems that will keep management informed on the status of equal employment opportunity. Any job applicant or employee may appeal directly to the Human Resources Chief of WHA for review and correction of any action that they believe does not conform to these principles.

This statement is brought to the attention of all employees to make them aware of the organization's commitment to assure equal opportunity. The organization supports the letter and spirit of EEO laws. The organization's commitment applies to every employee and prohibits unlawful discrimination by anyone, including managers, co-workers, business partners and vendors. If at any time you observe any violation of these basic requirements, please inform your manager or the next higher-level of management, immediately. All incidents will be thoroughly investigated and appropriately responded to with consideration given to the specific factors of each situation. There will be no retaliation against individuals who in good faith raise issues surrounding equal employment. Managers have been made to understand that their work performance is being evaluated on the basis of their equal opportunity efforts and results as well as other criteria.

Employment at WHA is at will. This means that the organization reserves the right to terminate employment at any time and for any reason.

Genetic Information Nondiscrimination Act Policy

WHA respects all employees' privacy in their genetic information and enforces a strict policy of nondiscrimination on the basis of genetic information. The organization will never discriminate, harass, or retaliate on the basis of genetic information when it comes to any aspect of employment, including hiring, firing, pay, job assignments, promotions, layoffs, training, fringe benefits, or any other term or condition of employment. Additionally, the organization will never use genetic information to make an employment decision.

According to the Equal Employment Opportunity Commission, genetic information includes information about an individual's genetic tests and the genetic tests of an individual's family members, as well as information about any disease, disorder, or condition of an individual's family members (i.e., an individual's family medical history). Family medical history is included in the definition of genetic information because it is often used to determine whether someone has an increased risk of getting a disease, disorder, or condition in the future.

The organization also maintains compliance with the federal Genetic Information Nondiscrimination Act (GINA) which generally makes it illegal for health insurance companies, group health plans, and most employers to discriminate against employees based on employee's genetic information.

The organization will also maintain all genetic information in a confidential manner and in a separate medical file so as to prevent any unlawful disclosure.

Immigration Reform and Control Act

WHA complies with the Immigration Reform and Control Act (IRCA) and may utilize the E-Verify program to comply with regulations. The E-Verify program is jointly administered by the Department of Homeland Security (DHS) through United States Citizenship and Immigration Services (USCIS) and the Social Security Administration (SSA). E-Verify enables the organization to verify the employment eligibility of newly hired employees, by checking the information provided on their Form I - 9 against SSA and/or DHS databases.

The IRCA prohibits the employment of individuals who are not authorized to work in the United States or in an employment classification that they are not authorized to fill. The IRCA requires employers to certify (using the I - 9 form) within three days of employment the identity and eligibility to work of all employees hired. I - 9 forms are retained for three years following employment or one year following termination, whichever is longer.

The IRCA also prohibits discrimination in employment-related matters based on national origin or citizenship. Discriminatory actions include, but are not limited to, requesting additional documents beyond those required, refusing to accept valid documents or consider an applicant who is suspected of being an illegal alien or harassing or retaliating against employees for exercising their rights under the law.

Age Discrimination in Employment Act

WHA complies with the Age Discrimination Act of 1975 and the Age Discrimination in Employment Act of 1967. These acts prohibit discrimination based on age.

- The organization will not fail or refuse to hire or discharge any individual or otherwise discriminate against any individual with respect to their compensation, terms, conditions, or privileges of employment because of such individual's age.
- WHA will not limit, segregate, or classify its employees in any way, which would deprive or tend to deprive any individual of employment opportunities or otherwise adversely affect their status as an employee, because of such individual's age.
- The organization will not reduce the wage rate of any employee in order to comply with this Act.
- WHA does promote employment of older persons based on their ability rather than age.
- The organization helps its employees find ways of meeting problems arising from the impact of age on employment.

Criminal Background Checks

The organization's policy is to perform criminal background checks for all new applicants and rehires and may be required for specific promotions. All offers of employment shall be subject to the Executive Director or their designee's final approval after conducting a professional background, criminal and other required checks.

This information is collected as a means of promoting a safe work environment for current and future employees. These checks also help the organization obtain additional applicant related information that helps determine the applicant's overall employability, ensuring the protection of the current people, property, and information of the organization. A prior conviction may not necessarily disqualify an applicant.

If the background check--criminal or any other investigation--discloses any misrepresentation or discloses any information that the applicant is not suited for employment with the organization, an applicant will be refused employment.

Employees have a continuing duty to disclose criminal activity or conviction(s) to the organization. Failure to disclose such information shall be cause for disciplinary action up to and including termination.

Equal Pay Act

WHA complies with the Equal Pay Act, 29 U.S.C. The Equal Pay Act is related to the Title VII provisions that forbid sex discrimination. The EPA, which covers all employers with two or more employees, forbids discrimination in compensation (including all forms of benefits) based on sex, if the jobs are of equal skill, effort, and responsibility and performed under similar working conditions.

Americans with Disabilities Act and the Americans with Disabilities Amendments Act

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA) are federal laws that require employers with 15 or more employees to not discriminate against applicants and individuals with disabilities and, when needed, to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of WHA to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is the organization's policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

Procedures

When an individual with a disability requests accommodation and can be reasonably accommodated without creating an undue hardship or causing a direct threat to workplace safety, they will be given the same consideration for employment as any other applicant. Applicants who pose a direct threat to the health, safety and well-being of themselves or others in the workplace when the threat cannot be eliminated by reasonable accommodation will not be hired.

The organization will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the accommodation creates an undue hardship to the organization. Contact Human Resources with any questions or requests for accommodation.

All employees are required to comply with the organization's safety standards. Current employees who pose a direct threat to the health or safety of themselves or other individuals in the workplace will be placed on leave until an organizational decision has been made in regard to the employee's immediate employment situation.

Individuals who are currently using illegal drugs are excluded from coverage under the organization's ADA/ADAAA policy.

The Human Resources Chief of WHA is responsible for implementing this policy, including the resolution of reasonable accommodation, safety/direct threat and undue hardship issues.

Pregnancy Nondiscrimination

Pregnancy Nondiscrimination

In accordance with applicable law, WHA prohibits discrimination against any employee based on pregnancy, childbirth, or related condition, including, but not limited to, lactation. If you believe that you have been subject to pregnancy discrimination, you are required to inform the Human Resources immediately. The organization is committed to providing a workplace free of discrimination and harassment and will take prompt action to investigate and address any such allegations.

The law also entitles employees to reasonable accommodation of known limitations related to pregnancy, childbirth, and related conditions, provided that the accommodation does not impose an undue hardship on the organization. An employee need not be disabled to request a reasonable accommodation related to pregnancy, childbirth, or a related condition(s). If you suffer from a limitation that prevents you from performing the essential duties of your job, please inform your manager or the Human Resources Chief of WHA so that the organization can promptly begin the process of identifying a reasonable accommodation. Employees are encouraged to request a reasonable accommodation as soon as possible before performance problems arise.

Nursing Mothers

In accordance with the requirements of the Fair Labor Standards Act, the organization has access to a private room where nursing mothers may express breast milk. Only non-exempt employees are entitled to breaks under this policy. This policy applies to nursing mothers for one year following the birth of a child.

Breaks taken pursuant to this policy must be of a reasonable duration and may be taken as frequently as required by the mother. The organization understands that break time will vary and expects that employees subject to this policy will work with their manager to determine how best to accommodate the needs of the mother while still accomplishing the performance of their job.

Employees may use paid break time to express milk. To the extent that employees need additional time beyond paid breaks, employees will not be compensated for such time under this policy. If the employee is not completely removed from duty, breaks will be paid.

Employee Retirement Income Security Act of 1974

WHA's employees are entitled to certain rights and protections under ERISA (Employee Retirement Income Security Act of 1974). ERISA provides that all plan members shall be entitled to:

- Examine all plan documents at the plan administrator's office without charge, including insurance contracts and copies of all documents filed by the plan with the U.S. Department of Labor. Examples of this include detailed annual reports and plan descriptions.

- Obtain copies of all plan documents and other plan information upon written request to the plan administrator. The administrator may charge a reasonable fee for the copies.
- Receive a summary of the plan’s financial report. The plan administrator is required by law to furnish each member with a copy of this summary annual report.

In addition to creating rights for plan members, ERISA imposes duties upon the people who are responsible for the operation of the employee benefit plan. The people who operate the plan, called “fiduciaries” of the plan, have a duty to do so prudently and in the interest of the participants and other plan members and beneficiaries. No one, including the employer, may terminate a participant or otherwise discriminate against a participant in any way to prevent the employee from obtaining a welfare benefit or exercising the individual’s rights under ERISA. If a claim for a welfare benefit is denied in whole or in part, the individual must receive a written explanation of the reason for denial. The individual has a right to have the plan reviewed and the claim reconsidered.

Questions about the Plan should be directed to the Human Resources Chief of WHA or for questions regarding this statement or about individual rights under ERISA, contact the U.S. Department of Labor in Washington DC. Requests to the Department should be addressed to: Public Disclosure Room, Room N-1513, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Avenue, NW, Washington, DC 20210.

Security of Property

Maintaining the security of the Wilmington Housing Authority’s people, premises, property and equipment is every employee’s responsibility. Develop habits that ensure security as a matter of course. For example:

- Always keep records and documentation properly secured. If you are aware that these are insecurely stored, immediately inform the person responsible.
- When you leave the organization’s premises, make sure that all confidential information is securely stored, and entrances are properly locked and secured.
- Back entrance doors must always be kept closed and locked, at all times, unless temporarily in use by on-duty the organization’s employees or vendors.

Confidentiality

Confidential information shall neither be disclosed to, nor used by, persons to whom such disclosure, or whose use of such information, has not been authorized by this policy.

“Confidential information” means:

1. Confidential, proprietary, commercially-sensitive or otherwise secret information, knowledge, data, analyses or report concerning Wilmington Housing Authority business, legal affairs, residents, products, services, methods, business partners, business partner-related information, budgets, finance, financial reports and financial projections, data and program, computer software and management information systems, marketing strategies and forecasts, personnel, fees, costs, business plans, purchasing, research and development, data

processing, engineering, inventions, improvements, discoveries, innovations and ideas, whether patentable or not.

2. Non-public information about mergers, acquisitions, securities offerings, or other transactions involving the organization;
3. Information bearing the legend or conspicuously marked as "confidential" or "proprietary" or language of like import; and
4. All other information that a reasonable employee would regard as confidential, proprietary, commercially - sensitive or secret.

Confidential information may be in a tangible or intangible form, and communicated visually, orally, in writing, or electronically. Confidential information does not include information that is, or becomes, available to the public generally.

No employee of the organization shall disclose confidential information to anyone or use it for any purpose, either during their employment with the organization or thereafter, except as may be necessary to fulfill their assigned responsibilities. Persons to whom confidential information may be disclosed include other organization employees, contractors and consultants who are authorized to receive such information by virtue of their assigned responsibilities with the organization. Employees who are responsible for negotiating contracts with organization contractors or consultants shall ensure that such contracts contain appropriate restrictions on the use and disclosure of confidential information to which the contractor or consultant may have access. If an employee is unsure whether something is confidential information, to whom such information may be disclosed, or how it may be used, they should see direction from their manager.

Upon leaving the organization for any reason, no employee may take, without the organization's specific written consent, any information in any tangible or intangible form, including information in the form of a document, record, drawing, copy, computer disk, thumb drive or other printed, written or recorded matter that embodies, compiles, copies, conveys or transmits confidential information or the substance or portions thereof. Nothing in this policy shall prevent the retention of confidential corporate information by an employee, or disclosure of confidential information to another person, to the extent that such retention or disclosure is required by law or by an order of a court of governmental authority.

Certain employees may be required to sign nondisclosure agreements in order to have access to confidential information. These documents represent the separate and legally enforceable obligation of the employee not to disclose the information. Failure to abide by the terms of any such an agreement will subject the employee to discipline, as well as other potential legal sanctions. However, such separate agreements are supplemental to this policy, and the absence of a written confidentiality agreement is not to be understood as weakening or eliminating of the obligation of every employee to treat work-related information as proprietary.

General Guidelines

- Information that is designated as "confidential" or "sensitive" is only to be discussed with others inside the organization on a need-to-know basis.
- Inquiries from the media should be directed to the Executive Director or their designee.
- Inquiries about present and former employees, such as requests for recommendations or references, must be directed to the Human Resources Chief of WHA without further comment.

Resident and Public Relations

The organization's reputation is built on excellent facilities, services and quality work. To maintain this reputation requires the active participation of every employee.

- The opinions and attitudes that residents have toward the organization may be determined for a long period of time by the actions of one employee. It is our mission to exceed the expectations of the residents we support. If a resident is made to feel taken for granted, we run the risk of losing not only that resident's trust, but also their employees, friends or family who may also be residents. Each employee must consciously work toward the organization's mission and to provide the highest quality facilities, services and courteous treatment of all residents.
- Each of us must be sensitive to the importance of providing courteous treatment in all working relationships.
- An employee whose work behavior and / or work performance jeopardizes the organization's positive relationship with the residents we support may be subject to disciplinary action up to and including termination of employment.

Fraternization With Residents

Employees must not only avoid impropriety, but also the appearance of impropriety. The population it serves is vulnerable and subject to abuse from real and perceived threats of economic or other deprivation from those in a position of power. To avoid even the appearance of impropriety, employees are forbidden from engaging in romantic or sexual relationships with residents. Fraternization with residents before or after hours while in uniform is strictly prohibited. Employees may not become tenants or boarders in residents' homes. Residents are advised that the income of any person who resides with them, including employees, is considered in the determination of household income eligibility requirements.

Employees are also reminded to not enter into any dating, romantic or inappropriate relationship with any WHA resident unless the situation is first disclosed to the employees' manager in advance. Upon disclosure, the employee maybe reassigned to a different work location and/or building.

Pay Transparency Nondiscrimination

WHA will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the organization's legal duty to furnish information.

Conflict of Interest Policy

Employees are cautioned to guard against conflicts of interest. WHA employees are encouraged to continue their reputation for honesty and integrity in all business dealings and to adhere to the highest ethical standards. No employee of WHA shall act or appear to act in a way contrary to the best interests of the organization. The examples following are not intended to represent every possible case of conflict of interest, but they can serve as general guidelines.

Compliance

In most cases, a conflict of interest is clear. In those situations where it is unclear, employees are responsible for contacting the WHA Executive Director or their designee. Concerns brought to the Executive Director, or their designee shall be in writing, and the decision will be returned in writing. The Executive Director or their designee will keep a record of decisions to refer to as precedents for those with questions in the future and for the future reference of WHA. Decisions shall be rendered within ten (10) days of receipt of the written request.

Gifts

Advance approval from the Human Resources Chief of WHA is required before an employee may accept or solicit a gift (valued at \$25 or more) from a resident, client, business partner, supplier or vendor representative. Employees are not permitted to give gifts to residents, clients, business partners or suppliers, except for certain promotional "premiums" imprinted with the organization's logo or during WHA sponsored events.

Use of organization Assets

Employees are forbidden from using any property that belongs to the organization for personal gain. Using the WHA name or its buying position for a private purpose is forbidden. Using vendors, suppliers and contractors of the organization at less than the current rate is forbidden.

Use of Proprietary Information

WHA has a proprietary right in the way it does business, including methods of decision-making about establishing fees, record keeping and the accounting and data processing systems and procedures. Except as required to conduct business in the ordinary course, none of the organization's methods of doing business should be divulged to other parties. This obligation extends beyond the employee's termination of employment. Employees may be requested to enter into agreements with the organization concerning the use of proprietary information. The absence of any such agreement shall not diminish the obligations set forth in this section.

Exploitation of Tenants or Employees

No employee of WHA shall benefit financially as a result of any interaction with a WHA tenant or other WHA employee due to his/her position at WHA. No employee shall sell or recommend goods or services to any tenant as a representative for any individual or business entity, which provides such goods or services in exchange for any type of compensation. Additionally, employees shall not provide WHA services to residents after normal working hours, except when authorized by the Executive Director or their designee. WHA employees shall not accept any form of remuneration or gratuity from residents for performing services.

To avoid any appearance of impropriety and to avoid placing any undue pressure on tenants, WHA employees also are strictly prohibited from doing the following, even temporarily:

- Acting as financial managers of residents, including advising residents about their finances, managing residents' financial affairs, or holding residents' money, in any form, or property.
- Loaning money or property to residents or borrowing money or property from residents.
- Paying rent for residents or using their own funds, as a loan or a gift, to pay residents' rent.
- Accepting cash, money orders, checks or any other form of payment for rent. Rent is to be paid to the official bank utilized by WHA for rent collection only.

Outside Employment

We hire employees with a mutual understanding that their primary responsibility is with our organization. If you are planning to accept an outside position, we ask that you promptly notify the organization in writing so that we may review any potential conflicts.

Guidelines for outside employment:

- Outside employment must not present a conflict or the appearance of a conflict of interest
- Outside employment must not conflict with your responsibilities as an employee of WHA
- Outside employment must not interfere with your job performance
- Outside employment must not negatively affect the organization's business interest
- You may not work for a supplier, competitor, customer or contractor in any capacity.

If outside employment is determined to conflict with our policy, you may be asked to discontinue the outside employment, or you may be subject to disciplinary action, up to and including termination of employment with Wilmington Housing Authority.

Community Service

Community service such as serving on municipal committees; participating in public affairs or involvement in engineering and technical societies; is permitted, provided the employee discusses the matter with the Human Resources Chief prior to beginning the activity.

The organization may request an employee participate in the services noted above. Compliance with this request is voluntary on the part of the employee. Should the employee elect not to participate, such action shall not adversely affect the employee's status with the organization. The organization must be sure the selected activity does not result in a "conflict of interest" situation for the organization.

The organization will evaluate the proposed activity prior to the employee's participation beginning and make a determination whether it will reimburse the employee for their expenses. A written memorandum will be issued detailing what expenses if any will be reimbursed. This policy should not be construed to restrict or prohibit any religious, cultural or similar activities. Please direct any questions concerning community service activities to the Human Resource Chief of the organization.

Political Activity

No employee shall, in connection with any political activity or political views of any kind, purport to speak for WHA or identify himself or herself as a spokesperson for WHA at any time whether during working hours or otherwise.

Employees may not use WHA funds, property, including the internet and other WHA communication vehicles, or services to make individual political contributions to any political party or committee, domestic or foreign, or to any candidate or holder of office of any government, national, state, local, or foreign. WHA Employees are prohibited from:

- Using their positions, authority of influence for the purpose of interfering with or affecting the result of an election or nomination for office. The wearing of political buttons and passing out political literature during working hours is prohibited.
- Directly or indirectly coercing, attempting to coerce commanding or advising employees and residents to pay, lend or contribute anything of value to a party, committee, organization, agency or person for political purposes; or
- Being a candidate for an elective political office while still employed at WHA.

NOTE: This policy is not designed to discourage employees from making any personal donations with personal funds in situations in which their official role as a WHA employee is not compromised. This policy shall not be construed to deny any employee the rights of freedom of expression and participation in political activities. However, an employee is not permitted to use WHA resources or their position at WHA to support or further any political individual or cause.

Equipment Policy

All Wilmington Housing Authority employees are expected to show professionalism in the use of the organization's and business partners' equipment, telephones, grounds and buildings. These guidelines should be followed, both out of courtesy and as good business practice:

- All equipment should be handled carefully and responsibly. When equipment breaks down, it should be immediately reported to your manager.
- The property of our organization and that of our clients or residents should be appreciated, not abused. The speed limits on their sites should be observed and vehicles should be parked in the designated parking areas.
- Our office is maintained for the safety and security of Wilmington Housing Authority employees and our clients and residents.

Vehicle & Vehicle Maintenance

Condition of Employment

An employee's driving record and insurability may be a condition of employment determined by the employee's position. Post offer and annually thereafter the organization may conduct a

Department of Motor Vehicle check on all employees' records and the DMV report may be reviewed by the organization's insurance carrier. Any employee that has their driver's license revoked must report this information to the Human Resources Chief within three days of occurrence.

Poor driving records may be grounds for dismissal if the position requires driving.

Drivers with more than two minor violations must be approved to drive any vehicle. Some examples of minor violations are:

- Failure to stop
- Failure to yield
- Speeding (less than 25 mph over posted speed limit)
- Inattentive driving
- Driving too fast for road conditions

Drivers with one or more major violations may not be permitted to operate any vehicle without approval from the Human Resources Chief. Some examples of major violation examples are:

- Reckless or careless driving with an accident
- DUI
- Suspension of Driver's License
- Criminal Conviction
- Speeding more than 25 mph over the posted speed limit

Organization Owned Vehicles

- Wilmington Housing Authority owned vehicles are housed at one of the organization's locations when not in use. The vehicles are available to authorized employees to enable them to conduct their business assignments. The vehicle is not to be used for personal use.
- Keys and gas credit cards for the organization's vehicles are kept in the office and employees must sign out a vehicle before receiving the keys and gas card for that vehicle. The vehicle, keys and gas card must be returned to the office by the end of the workday with a full tank of gas.
- Seat belts must be worn by all employees and all passengers at all times while driving in organization owned vehicles. Passengers shall not ride in seats or areas of the vehicles where seat belts are not installed. Seat belts should be used only as specified by the manufacturer.
- Employees may be required to maintain mileage logs on a daily basis and monitor their vehicle mileage so routine service can be scheduled.
- Each employee who is assigned a vehicle is responsible for their assigned vehicle being properly equipped and being maintained in a safe driving condition, including standard maintenance and tires.
- Vehicle must be locked while unattended.
- The employee shall be financially responsible for all losses, damage, and liabilities incurred if the vehicle is used for purposes other than business.
- Only the employee assigned to the organization owned vehicle shall be allowed to drive the vehicle. Family members and friends are not allowed to drive or be transported in the vehicle.

- DWI (Driving While Intoxicated) and/or DUI (Driving Under the Influence) is absolutely forbidden under any circumstances and may result in dismissal. Any accident occurring under this condition shall be charged to the employee personally.
- All moving violations, tickets, and fines will be the personal responsibility of the employee. It is required that any violation, ticket or fine be reported to their manager immediately. The fine will be paid via a payroll deduction from the employee's paycheck.
- An employee's driving record and insurability may be a condition of employment determined by the employee's position. Poor driving records are grounds for dismissal. The employee's personal driving record is reviewed annually for acceptability by the organization's insurance agent.
- Employees are required to participate in the Delaware Safety Council's Defensive Driving Program, sponsored by WHA or other comparable programs.
- The organization will pay for all costs associated with the maintenance of organization owned vehicles. However, it is the responsibility of the employee to keep the vehicle neat, clean, and in good repair. As a guide, the vehicle should be maintained per the manufacturer's recommendations. The vehicle should always present a professional image. Any damage or required repair work should be brought to the attention of the employee's manager for immediate action.

Vehicle Maintenance

Each WHA vehicle will be maintained in optimum condition in order to reduce unanticipated maintenance cost as much as possible. All vehicle operators will adhere to the Vehicle Maintenance Procedures listed below.

1. Vehicle operators will be responsible for the weekly checking of gas, oil, transmission fluid, water, battery, lights and tire pressure. Oil and antifreeze may be obtained via work order from the warehouse.
2. All fuel purchases shall be made from the designated gasoline station unless otherwise notified. If a vehicle operator is unsure which gasoline station to use, the vehicle operator may contact the Warehouseman.
3. All vehicles will be washed at least once bi-weekly (weather permitting). Vehicle operators are not to collect personal items in vehicles. Vehicle interior shall be kept clean at all times.
4. It is the vehicle operator's responsibility to be sure that his/her assigned vehicle contains each of the following:
 - a. Insurance Card
 - b. Registration Card
 - c. Gas Card
 - d. Accident Information Form

If any of these items are missing from the vehicle, it must be reported to the Warehouseman immediately.

5. It is the vehicle operator's responsibility to immediately report in writing any vehicle problems and repairs that are needed. All requests for repairs shall be reported on the WHA Vehicle

Maintenance Request Form available at the warehouse. This form is to be filled out in as much detail as possible. The form should be turned in to the Warehouseman.

Once this form is received, the Warehouseman will schedule necessary repairs.

6. It shall be the supervisor's responsibility to periodically inspect all stocked vehicles under their supervision to determine that vehicle operators are adhering to the stocking of vehicles. The information should periodically be reported to the Maintenance Coordinator.

Preventive Maintenance Scheduling

A preventive maintenance scheduling program shall be instituted for all WHA vehicles. Each vehicle will be scheduled for preventive maintenance no less than once yearly.

1. The Warehouseman shall maintain a log showing the scheduled month for each vehicle's annual check.
2. Each vehicle will be scheduled by the Warehouseman for routine annual check. Service to be received at this time shall include but not limited to:
 - a. tune-up
 - b. oil change and lube
 - c. tire rotation
 - d. checking of all fluid levels
 - e. checking of brakes
 - f. checking of exhaust system
3. The Warehouseman shall notify the vehicle operator in writing that their vehicle is due for its annual check so that a mutual time can be arranged for an appointment to have the work done.
4. If an appointment for the annual check cannot be kept, it is the responsibility of the vehicle operator to immediately notify the Warehouseman so that a new appointment can be scheduled.

Riders

- Employees are not allowed pick up hitchhikers or give guests, family or friends a ride in any organization owned vehicle at any time. Employees are allowed to transport a client or resident in an organization vehicle. There is no longer a guest statute in Delaware, and anyone offered a ride can sue in the event of injury.

Personally Owned Vehicles

- Some employees are required to provide their own vehicle to perform their job. Employees must insure their vehicle and provide proof of coverage for the minimum insurance coverage required by the organization. The employee assumes liability and collision coverage for their vehicle and is the primary coverage on the vehicle in the case of an accident.
- The organization will not be responsible for any maintenance cost associated with personally owned vehicles. However, it is the responsibility of the employee to keep the vehicle neat, clean, and in good repair. The vehicle should always present a professional image. The

organization is not responsible for parking tickets (i.e., loading dock, handicap, no meter pay, etc.).

Vehicle Accident Reporting

In the event of an accident, the following guidelines shall be followed. This will expedite proper notification of all parties and may lessen the potential legal liability while assuring compliance with the law.

- Appropriate first aid should be rendered to all injured persons and "911" phoned to summon police and/or ambulance if necessary.
- If no police officer is present (as many law enforcement agencies do not investigate non-injury accidents), exchange driver, vehicle and insurance information. Document the accident by recording the date, time and location of the accident, a description of the driver and passengers, and an account of what happened. Take photos of the damage to the vehicles from different angles and of the scene around the incident to capture anything that could have contributed to the incident. This information can all be included in the accident report.
- When making statements, **NEVER** admit fault. Answer all questions from police officers truthfully and directly, otherwise refrain from casual comments of any kind.
- Advise the other party to contact the organization if further information is needed.
- All accidents should be reported to the Human Resources Chief as soon as possible, following completion of the procedures outlined above, but no later than twenty-four (24) hours following the accident.

Driver's License Requirements

This policy specifically addresses employees who occupy positions that require a valid driver's license as a condition of employment.

Loss or Suspension/Restriction of Driver's License

An employee who has been charged with a violation of statutes that affects their driver's license or who has their driving privileges rescinded, suspended, revoked, barred or otherwise impaired for violating such statutes shall not be permitted to operate a vehicle on behalf of the organization until after the Department of Transportation or the appropriate state licensing organization restores the employee's ability to drive and until after the Wilmington Housing Authority Executive Director or their designee has completed an independent review of the circumstances and approves in writing the restoration of the employee's driving privileges. The suspension of organization driving privileges shall take effect (a) upon the organization's notice to the employee OR (b) as soon as the employee's driver's license has been revoked or suspended, whichever occurs first.

Termination of Employment for Failure to Maintain a Driver's License

An employee whose job classification or position requires the possession and maintenance of a driver's license and/or any required special driving certification in order to perform the essential functions of the job and who subsequently has their license impaired in any manner may be

terminated from employment for failure to maintain the necessary qualification required for that position.

Appeal Process

If and when an employee successfully has their driving privileges reinstated, the employee must appeal to the organization's Executive Director or their designee to be reinstated to their position. The Executive Director of Wilmington Housing Authority or their designee will review appeals from employees on an individual basis to determine reinstatement eligibility. The Executive Director of Wilmington Housing Authority or their designees reserves the right, in accordance with organization policies, to determine whether the circumstances are such that the employee should not be allowed to operate a vehicle on behalf of the organization.

Telephones

Telephone communications are an important reflection of the organization's image to business partners and the community in which we operate. Employees are expected to always use proper telephone etiquette. The following are examples of good telephone etiquette: use the approved greeting, speak courteously and professionally, repeat information back to the caller, and only hang up after the caller hangs up. The organization may provide cellular telephones or other communication devices to employees if deemed necessary by the organization to enable the employee to effectively do their job.

Personal Cellular Devices: General Use at Work.

While at work, employees are expected to exercise discretion when using personal cell phones. Excessive personal calls during the workday, regardless of the phone used, can interfere with employee productivity, be distracting to others and may create an unsafe work environment.

- Employees should restrict personal calls during work time. Personal cell phones should only be used during scheduled breaks or lunch periods in non-working areas.
- 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. Flexibility will be provided in circumstances demanding immediate attention.
- Nonbusiness texting and social media activity are prohibited during working hours.
- The organization is not liable for the loss of personal cell phones, iPads, or any electronic devices, etc. brought into the workplace.
- The organization prohibits the use of cell phones in which the operation of such device would be a distraction to the user and/or could create an unsafe work environment.
- Employees that operate vehicles on behalf of the organization are prohibited from cellular phone usage while in operation without the use of a hands-free device.
- The organization prohibits employees from unauthorized use of cameras in the workplace, unless for business purposes, including camera phones, as a preventative step believed necessary to secure employee and resident privacy, trade secrets and other business information.

Computers / Laptops

Some employees' positions will require that they use laptops. The organization will provide those computers and maintain them. It will be the responsibility of the employee to whom the computer is assigned to properly handle it so as not to damage the computer, and to use reasonable precautions to secure it against theft. The computer should never be left unattended at a client, resident or business partner's site, or visible in an unoccupied vehicle, even if the vehicle is locked.

The computer may be used for personal use during non-business hours. However, no software or programs shall be downloaded or installed on the computer unless provided by the organization or approved by the organization. In no case shall unlicensed software be installed. When connecting to outside source such as the internet or loading data from a non-organization source, the employee should take the necessary steps to prevent computer viruses from being received and transmitted. Those procedures will be distributed by the organization's IT Team.

Electronic Communications Policy

Acceptable Uses of the Internet & Organization E-mail:

The organization provided internet and e-mail access is intended to be for business reasons only. The organization encourages the use of the internet and e-mail because they make communications more efficient and effective. However, internet services and e-mail are the organization's property, and their purpose is to facilitate the organization's business. Every employee has a responsibility to maintain and enhance the organization's public image and to use organization e-mail and access to the internet in a productive manner. To ensure that all employees are responsible, the following guidelines have been established for using e-mail and the internet. Any improper use of the internet and e-mail is not acceptable and will not be permitted.

Virtual Private Network (VPN)

Some employees may be given access to connect to their work computer desktop from their home computer via Virtual Private Network (VPN). Access will be granted on a case by case, as needed basis, for a specific time period. The following parameters must be followed:

- Approved WHA employees may utilize the benefits of VPNs, with prior authorization from project managers or operations. VPN is a "user managed" service which means that the employee is responsible for selecting their own High Speed Internet Service Provider (ISP), coordinating installation, installing any required software, and paying any associated fees.
- It is the responsibility of employees with VPN privileges to ensure that unauthorized users are not allowed access to the organization's internal networks/files
- VPN use is controlled using the employee log-in and password for authentication.
- Use only a desktop or laptop (Windows PC or Apple IOS) desktop computer which uses both keyboard and mouse.
- VPN gateways will be set up and managed by the organization's Network Administrator.

- All computers connected to the organization's internal network via VPN must use the most up-to-date anti-virus software.
- VPN users will be automatically disconnected from WHA's network after thirty (30) minutes of inactivity. The employee must then logon again to reconnect to the network. Pings or other artificial network processes are not to be used to keep the connection open.
- By using VPN technology with personal equipment, employees must understand that their machines are a de facto extension of the organization's network, and as such are subject to the same rules and regulations that apply to the organization's owned equipment, e.g., their machines must be configured to comply with the organization's policies.
- Personal home computers must be clean and clear of malware/viruses before establishing a Network connection; updated and patches with current updates is recommended.
- The Network Administrator reserves the right to disconnect any connection at any time.

Unacceptable Uses of the Internet and E-mail

The organization's e-mail and internet access may not be used for transmitting, retrieving, downloading, or storage of any communications of a discriminatory or harassing nature or materials that are obscene, X-rated, or pornographic. Harassment of any kind is prohibited. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes or sexual preference shall be transmitted. No abusive, profane or offensive language is to be transmitted through the organization's e-mail or internet system. Electronic media may also not be used for any purpose, which is illegal, or against organization's policy or contrary to the organization's best interest. Solicitation of non-organization business or any use of the organization's e-mail or internet for person gain is prohibited.

Communications

Each employee is responsible for the content of all text, audio or images that they place over the organization's e-mail/internet system. No e-mail or other electronic communications may be sent which hides the identity of the sender or represents the sender as someone else or someone from another organization. All messages communicated on the organization's e-mail/internet system should contain the employee's name.

Any messages or information sent by an employee to another individual outside the organization via an electronic network (e.g., bulletin boards, online service or internet) are statements that reflect on the organization. While some users include "disclaimers" in electronic messages, there is still a connection to the organization, and the statements may be tied to the organization.

All communications sent by employees via the organization's e-mail/internet system must comply with this and other organization policies and may not disclose any confidential or proprietary organization information.

Software

To prevent computer viruses from being transmitted through the organization's e-mail/internet system, there will be no unauthorized downloading of any unauthorized software or programs. All software downloaded must be registered to the organization.

Copyright Issues

Employees on the organization's e-mail/internet system may not transmit copyrighted materials belonging to entities other than this organization. All employees obtaining access to other organizations or individuals' materials must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with permission, or as a single copy reference only. Failure to observe copyright or license agreements may result in legal action against the organization and individual employee, as well as disciplinary action up to and including separation.

Security

The organization routinely monitors usage patterns for its e-mail/internet communications. The reasons for this monitoring are many, including cost analysis/allocation and the management of the organization's gateway to the internet. All messages created, sent, or retrieved over the organization's e-mail/internet are the property of the organization and should be considered public information. The organization reserves the right to access and monitor all messages and files on the organization's e-mail/internet system. Employees should not assume electronic communications are totally private and should transmit highly confidential data in other ways.

Workplace Monitoring

Wilmington Housing Authority may conduct workplace monitoring to help ensure quality controls, employee safety and security, and client satisfaction.

The telephone conversations of employees that communicate on a regular basis with clients may be monitored or recorded. Telephone monitoring helps the organization to identify training needs and performance problems.

Wilmington Housing Authority may perform video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent harassment and workplace violence.

Wilmington Housing Authority is sensitive to the legitimate privacy rights of its employees and will make every effort to guarantee that workplace monitoring is always done ethically and with respect.

Violations

Any employee who abuses the privilege of the organization's facilitated access to e-mail or the internet will be subject to corrective action up to and including separation. If necessary, the organization also reserves the right to advise appropriate legal officials of any illegal violations.

Social Media Policy

This policy is intended to provide employees with guidelines for appropriate online activity. Although this policy cannot address every instance of inappropriate social media use, it is intended to offer guidelines to employees, thereby helping employees to avoid potentially costly missteps online. The nature of the internet is such that what you "say" online will be captured

forever and can be transmitted endlessly without your consent or knowledge. Employees should remember that any information that is shared online instantly becomes permanent and public.

Scope

This policy applies to all employees’ use of the internet, including participation in and use of social media, regardless of whether such use occurs in the workplace and regardless of whether such use involves the organization’s electronic equipment or other property.

“Social Media” Defined

The rapid speed at which technology continuously evolves makes it difficult, if not impossible, to identify all types of social media. By way of example, social media includes:

- social-networking sites (i.e., Facebook, LinkedIn);
- blogs and micro-blogs (i.e., Twitter, Blogger);
- content-sharing sites (i.e., Scribd, SlideShare); and
- image-sharing sites (i.e., Flickr, YouTube).

This list is for illustrative purposes only, however, and all online activity is governed by this policy.

Application of Other Policies

All of the organization’s employment policies apply to conduct that occurs online in the same way that they apply to conduct that occurs in the workplace. For example, employees’ online conduct must comply with the organization’s Anti-Discrimination, Anti-Harassment, Confidentiality, and Conflicts of Interest policies.

Association with the Organization

Employees who identify themselves online as being associated with the organization must comply with the rules set forth in this section.

Federal law requires that, when endorsing or promoting his or her employer, an employee must disclose his or her affiliation with (i.e., employment by), the organization. Thus, although the organization appreciates the loyalty and enthusiasm of its employees, employees must disclose their employment if they endorse the organization online.

If you disclose your affiliation or relationship with the organization, for example in your online profile, you must use an appropriate disclaimer to make clear that you are speaking only on behalf of yourself and not on behalf of or as an agent of the organization. An example of an appropriate disclaimer follows:

“The opinions and viewpoints expressed are those of the author and do not necessarily represent the position or opinion of the author’s employer.”

To ensure continuity of the organization’s message, employees may not represent themselves to be speaking on behalf of the organization unless expressly authorized to do so.

Prohibited Conduct

Employees are prohibited from engaging in any of the following in their online activities and posts:

- Disparaging the organization's services, clients, residents, executive leadership, employees, or strategy;
- Making any false or misleading statements;
- Promoting or endorsing violence;
- Promoting illegal activity, including the use of illegal drugs;
- Directing any negative comment towards or about any individual or group based on race, religion, gender, disability, sexual orientation, national origin, citizenship, or other characteristic protected by law;
- Disclosing any confidential or proprietary information belonging to the organization or obtained by the employee as a result of his employment with the organization; and
- Posting, uploading, or sharing any recording or images (including audio, pictures, and videos), taken in the workplace or at any organization-sponsored event without express advance authorization.

Nothing in this policy is intended to or will be applied in a manner that limits employees' rights to engage in protected concerted activity as prescribed by the National Labor Relations Act.

Duty to Report

Employees have an ongoing duty to report any violations of this policy by any other employees. The organization considers the duty to report to be a critical component of its efforts to ensure the safety of its employees and to preserve the organization's reputation and goodwill in the community. Therefore, any employee who fails to report any conduct that reasonably appears to be in violation of this policy may be subject to discipline for such failure.

Questions About This Policy

Social media changes rapidly and there will likely be events or issues that are not addressed in this policy. If, at any time, you are uncertain about the application of this policy or if a question relating to the appropriate use of social media arises that is not fully addressed by this policy, you should seek the guidance of the appropriate person before posting or otherwise engaging online. When in doubt, employees always should ask for guidance first because, once the information is online, it can never be deleted.

Credit Card Policies and Procedures

The purpose of this policy is to communicate eligibility, usage and payment of expenditure requirements for the corporate credit card.

Policies

- Wilmington Housing Authority will issue a corporate credit card to eligible employees for job related expenses. Being a Wilmington Housing Authority cardholder is a special privilege.
- Employees shall use their corporate credit cards to charge business-related expenses. Expenses must be approved budget items only. Any items not budgeted must be authorized by management.
- Personal purchases of any type are strictly prohibited.
- Employees may NOT take cash advances on their credit cards.
- The employee is responsible for all charges made to the card. The employee will be held liable for any unauthorized items appearing on the credit card statement.
- Cardholders are required to sign the "cardholder agreement" indicating they accept these terms. Individuals who do not adhere to these policies and procedures risk revocation of their credit card privileges and/or disciplinary action, up to and including termination.

Procedures

- The Executive Director or their designee is responsible for authorizing the use of corporate credit cards and assigning the credit limit, if applicable.
- Upon receiving a corporate credit card, the employee should follow all applicable instructions to activate it and sign the back of the card.
- Before any purchase is made, the employee should verify that the funds are available in their budget to cover the expense.
- The employee must obtain a receipt for purchases and include a brief description of the business purpose or the budget account code on the receipt. In the case of meals, each receipt should include the names of all persons involved in the purchase, in accordance with Internal Revenue Service regulations. (detailed breakdown should be included if available from restaurant)
- The receipt is to be submitted as part of the reconciliation process each month.
- Upon receipt of the credit card statement, each staff member will match the receipts to the individual items and assign the appropriate accounting code. The statement along with a summary will be submitted to their manager for approval. Any items that do not have a receipt must be explained as part of the backup materials (after attempting to get a copy of the receipt).
- The employee must notify the credit card company, the Accounting Department and their manager immediately in the event a card is lost or stolen.
- The corporate credit card is the property of Wilmington Housing Authority. An employee leaving the organization must surrender the card to the Human Resources Chief as part of the

exit process and the Accounting Department will notify the issuing authority to cancel the account.

Expense Reporting

Reimbursements will be made to employees for properly completed Monthly Expense Report forms along with associated documentation submitted. All requested expense reimbursements will be provided at the discretion of the Accounting Department.

Miscellaneous Expenses

- Monthly Expense Reports are due by the Friday before the last Saturday of each month. Expense reports received after the due date will not be reimbursed until the following month.
- A description/reason for each expense is required on the form. When meals are purchased due to business discussion, marketing effort, recruiting, etc., provide names, activity, and reason for conference.
- Only original receipts (including printed online receipts and EZ Pass statements) will be accepted.
- An original itemized receipt is required for reimbursement for any meal expenses requested for reimbursement.
- Only current budgeted expenses will be reimbursed unless otherwise pre-approved by the Executive Director or their designee. A written pre-approval acknowledgement must be submitted with the expense report for reimbursement.
- Non-billable expenses greater than three (3) months old may not be reimbursed.
- All end-of-year expenses must be submitted no later than January of the following year.
- Client or resident expenses should not be paid by an employee and may not be reimbursed.

Mileage Expenses

- Mileage reimbursement requires the full address of the starting point and destination point unless the address is evident.
- A description stating the purpose of the trip is required.
- The number of miles should equal mileage of the most direct route unless otherwise stated under "purpose of trip".
- Mileage to or from the employee residence should be net of normal employee mileage.

Processing

- Expense reports require two (2) signatures. Expense reports should be signed and dated by the employee and the manager who authorized the expense. Expense reports without two (2) signatures will be returned to the employee and may delay processing.
- Submit completed expense reports to accounting for processing.

Travel Expenses

From time to time the organization will authorize employees to travel for the organization's business where it is impractical to travel daily to the job from home, to attend training classes or seminars, or other purpose as authorized by the organization.

The expenses for organization authorized travel will be reimbursed to the employee as follows :

- The standards for business trip lodging and dining expenses in the United States: follow the per diem rates listed at <http://www.gsa.gov/portal/content/104877> Enter your destination city to find lodging and meal per diem expenses. The organization is not responsible for any expenses beyond this amount.
- If an employee will be driving their own personal vehicle as transportation for the business trip, the organization will reimburse the employee for mileage determined by the current IRS standards. The employee should submit a print out from google maps of their travel route and accumulated miles.
- If an employee will be traveling by plane, they must purchase an economy ticket. No purchasing of business class tickets is permitted.
- If an employee will be traveling by train, they must purchase a coach (value) ticket. No purchasing of business class tickets is permitted.
- If an employee is traveling in any other form of transportation than what is listed above, they must purchase the most economical option available. They must also obtain a receipt. The receipt must be submitted within three business days of return from travel. If a reimbursement is required, the employee must complete a reimbursement request to submit with the receipt.
- If an employee is traveling for a business trip that requires over four (4) hours of driving, they have the option to choose to fly.
- If an employee is traveling to attend a conference, they should follow the lodging suggestions of the convention.

Personal Vehicle Reimbursement Guidelines

When an employee must use their personal vehicle for business purposes, employees will be reimbursed for mileage and expenses as follows:

- To be reimbursed you must complete the Expense Reimbursement Form.
- Odometer readings must be documented; otherwise the employee will not be reimbursed.
- All mileage and expense reimbursement reports must be completed and turned in within the month of occurrence.

Personal Property

Wilmington Housing Authority recognizes that employees will bring personal items to work. Most personal property, such as pictures and small personal items suitable for display on a desk or in a work area, pose no safety threat, nor are they disruptive to an employee's job performance or that of other employees. However, when items of personal property pose a health or safety

risk or are disruptive to the workplace, an employee may be required to remove, relocate or in some way limit the use of their personal property.

To maintain security and protect against theft, the organization reserves the right to inspect all personal property brought onto the premises, including vehicles, packages, briefcases, backpacks, purses, bags and wallets.

Employees are expected to use reasonable care to safeguard personal items brought to work. Wilmington Housing Authority are not responsible for any loss, damage or theft of personal property whether at the office or while representing the organization. Articles of personal property found on the premises should be taken to the HR Department or returned to the owner when known.

Workplace Investigation Policy

The purpose of this policy is to provide guidance for conducting internal investigations of alleged unlawful discrimination, harassment and other violations of Wilmington Housing Authority's policies, rules and standards of conduct. WHA is committed to ensuring that all company-initiated investigations are conducted in a fair, impartial, thorough, thoughtful manner and in compliance with all applicable laws within the United States.

Procedures

Whenever a member of management receives a complaint or other information indicating a possible violation of law or Wilmington Housing Authority policy, WHA will conduct an investigation.

Responsibility

Wilmington Housing Authority will promptly initiate an appropriate investigation into all possible violations of law and Wilmington Housing Authority policy. The Human Resources Chief or their designee will have primary responsibility for investigating complaints relating to employee misconduct. All employees are required to cooperate fully with any internal or external investigators during workplace investigations.

In certain situations, legal counsel or HR consultant may assume responsibility for certain investigations and instruct other WHA personnel to gather information for the investigation. In such cases, the assigned investigator(s) will follow counsel's instructions relating to communications and evidence to ensure that "attorney-client" and "attorney work product" privileges are preserved.

Confidentiality

Wilmington Housing Authority investigator(s) will inform the complainant(s) that the WHA-initiated investigation will be handled on a need-to-know basis; however, if information is learned that personnel action or legal action is required, there is a potential that disclosure of this information may occur in the process.

Retaliation

Wilmington Housing Authority prohibits retaliation including making threatening communication by verbal, written or electronic means against any individual who reports or

provides any information concerning unlawful discrimination, harassment or other violations of company policies, rules and standards of conduct. Any employee found to be engaging in retaliation will be subject to disciplinary action up to and including termination.

Administrative leave

Subjects of the investigation may be placed on paid administrative leave during the investigatory process as deemed appropriate by the Executive Director or their designee or of the Human Resources Chief and/or legal counsel or HR consultant.

Corrupt Practices Policy

The Corrupt Practices Policy requires that employees should not act, or appear to act, in a way contrary to Wilmington Housing Authority's best interests. Furthermore, Wilmington Housing Authority's employees should avoid corrupt practices and behavior in dealing with clients, business partners, suppliers, governmental bodies or other businesses. The employees of the organization are to act in accordance with the highest ethical standards when dealing with persons, businesses or governmental organizations. The following, while not exhaustive, are guidelines indicating how the organization expects this policy to be followed:

- **Community Support:** While the organization expects and encourages its employees to be active in supporting and assisting its community, no work other than that described in the job description can be conducted during scheduled work time. If an employee wants to provide services/volunteering in the community, it must be conducted during the employee's personal time not on organization time, unless authorized by management in advance.
- **Prohibited Payments:** No employee of Wilmington Housing Authority shall make any payment to a community member or employee for the purpose of (or give the appearance of) influencing that individual's decision on the performance of their duty in a matter relating to the organization. In addition, no one shall make any payment, which may appear to be related to the obtaining of business or other favorable treatment to a community member, client, resident, business partner or vendor or their employee.
- **Prohibited Bookkeeping Activities:** Everyone charged with accounting for the financial transactions of Wilmington Housing Authority must do so accurately, on time and the organization's records must reflect that accuracy. All receipts or disbursements must be properly recorded, and that record must disclose the nature and purpose of the transaction.
- **Administration:** If any question arises under this policy, guidance will be sought from the Human Resources chief of Wilmington Housing Authority. The Executive Director of Wilmington Housing Authority or their designee is charged with the enforcement of this policy.

Harassment

Wilmington Housing Authority will not tolerate the harassment of employees, applicants, interns (paid or unpaid), temporary employees, residents, contractors and vendors on work premises or who engaged to do business with the organization. Any form of harassment related to an employee's sex, race, color, religion, national origin, age, gender identity, sexual orientation or

disability, is in violation of this policy. Harassment of a victim of domestic violence, sexual offense or stalking is prohibited. Violations will result in disciplinary action.

Definition of Harassment

Slurs, jokes and other verbal, graphic or physical conduct relating to an individual's sex, race, color, religion, national origin, age, gender identity, sexual orientation or disability all constitute harassment. Harassment also includes unwelcome sexual advances, requests for sexual favors and other verbal, graphic or physical conduct of a sexual nature (See Sexual Harassment).

The Organization's Harassment Policy

An employee who violates this policy shall be subject to disciplinary action. Disciplinary actions can include discharge.

Any employee who feels that they are being harassed or witnessed harassment by any other employee based upon sex, race, color, religion, national origin, age, gender identity, sexual orientation or disability should inform their manager immediately. The manager will promptly see that the matter is investigated and, where appropriate, make sure disciplinary action is taken. If the employee who has complained does not feel that the matter can be discussed with their manager, they may contact the Human Resources Chief of Wilmington Housing Authority.

Sexual Harassment

The Policy

While all forms of harassment are prohibited, the organization's policy is to emphasize that sexual harassment is unlawful and subjects the organization to liability for harm to victims of sexual harassment. Individuals who engage in sexual harassment may also be subject to liability both criminally and civilly. Employees who have management or supervisory responsibilities are required to report any complaint that they receive, or any harassment that they observe to the Human Resources Chief of Wilmington Housing Authority. All employees are expected to report any harassment or behaviors that violate this policy.

Wilmington Housing Authority will not tolerate any form of verbal or physical conduct of a sexual nature that has the purpose or effect to harass, disrupt, offend, embarrass, oppress or intimidate another individual or which in any way interferes with an employee's work performance or creating an intimidating, hostile or offensive working environment. The organization will not tolerate any form of verbal or physical conduct of a sexual nature, which, either explicitly or implicitly, requires submission by another employee as a term or condition of that employee's employment. Nor will the organization tolerate a condition whereby submission to or rejection of such conduct is used as the basis for employment decisions affecting the employee. The organization will not tolerate any verbal or physical conduct that is directed at an individual or group of individuals because of their gender identity, sexual orientation or sexual preference, even when that verbal or physical conduct is not of a sexual nature. Nor will the organization allow conduct that has the purpose or effect of creating a hostile, intimidating or offensive work environment or that results in an individual or group of individuals receiving either preferential or less than favorable employment decisions based solely on gender identity, sexual orientation or sexual preference.

Some examples of the types of conduct prohibited under this policy: (This list is *not* all-inclusive. Other types of behavior not listed may be considered sexually harassing behavior and thus prohibited by the organization)

- Joking, teasing, conversations or similar behavior of a sexual or lewd nature
- Unwanted touching, brushing against or other physical contact with another individual
- Using sexual, vulgar or profane language in conversations with other employees, clients, business partners, vendors or citizens of the community
- Unwanted sexual advances or propositions for sexual acts and favors
- Making sexually degrading or humiliating remarks or gestures to another individual
- Displaying sexually suggestive objects or pictures including photographs
- Sending sexually oriented communications, propositions or requests
- Ogling, leering, or staring flirtatiously
- Stalking, pursuing, trapping someone or in any other way engaging in, or threatening to engage in, any other physically menacing or intimidating behavior
- Requests, demands, propositions, threats or suggestions that the submission to or the refusal of sexual advances or favors will affect an employee's or applicant's employment, wages, evaluation, career development, benefits, work schedule, continued employment or any other term or condition of their employment
- Making demeaning, insulting, degrading or derogatory remarks to or about an individual or group of individuals based on their gender, sexual orientation or sexual preference
- Hostile actions taken against an individual because of the individuals' sex, sexual orientation, gender identity and status of being transgender
- Making, threatening to make, or suggesting any unfavorable employment or membership action against an individual or group of individuals because of their gender, sexual orientation or sexual preference
- Using sex-specific derogatory terms to or about another individual or group of individuals based on their gender, sexual orientation or sexual preference

Who Can Be a Target of Sexual Harassment?

Sexual harassment can occur between any individuals, regardless of their sex or gender. Protections under the law are for employees, applicants, interns and non-employees who are on work premises or engaged to do business with the organization.

Where Can Sexual Harassment Occur

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur during business travel, or employer sponsored events. Calls, texts, emails and social media usage by employees can constitute unlawful sexual harassment, even if it occurs away from the workplace or outside of normal work hours.

What to Do after Experiencing or Witnessing Sexual Harassment

Wilmington Housing Authority cannot prevent or remedy sexual harassment if it is not reported. Any employee, applicant, intern or non-employee who has been subjected to behavior that may constitute sexual harassment is required to report such behavior to a manager or the Human Resources Chief of Wilmington Housing Authority. Anyone who witnesses or becomes aware of potential instances of sexual harassment should report such behavior to a manager or the Human Resources Chief of Wilmington Housing Authority immediately.

Reports of sexual harassment may be made verbally or in writing using a complaint form which can be obtained from the Human Resources Chief of Wilmington Housing Authority. In the event that the individual does not feel comfortable discussing the sexual harassment concern with a manager, they should contact the Human Resources Chief Wilmington Housing Authority.

The organization will inform the individual who made the complaint of their right to file a complaint or charge externally with DOL or the EEOC.

Supervisory Responsibilities and Investigation of Complaints

Wilmington Housing Authority takes all complaints of sexual harassment seriously and will investigate all complaints of sexual harassment in a prompt, thorough and appropriate manner. Any employee who is a manager who receive a complaint or information about sexual harassment, observes what may be sexually harassing behavior or for any reason suspects that sexual harassment is occurring, is required to report such instances to the Human Resources of Wilmington Housing Authority.

Investigations will be conducted in an impartial manner. The process will be as confidential as possible. All information revealed during an investigation of a claim of sexual harassment will be disclosed only on a need-to-know basis where necessary in order to resolve the matter. The investigation will require that the organization speak to persons with relevant information about the complaint. All employees are required to participate fully in any investigation into a claim of sexual harassment. At the conclusion of the investigation, the organization will inform the parties involved of its findings and take appropriate action.

To knowingly make false accusations of sexual harassment for malicious purposes can have serious effects on innocent persons; and therefore, may result in appropriate disciplinary action determined on a case-by-case basis and on the circumstances of each particular incident of false and malicious accusation. Any disciplinary action could include termination.

Sanctions for Sexual Harassment

After an investigation, anyone the organization finds to have sexually harassed another individual, or to have encouraged, condoned or acquiesced to the sexually harassing behavior of another individual, is subject to appropriate disciplinary action up to, and including, termination.

Non-retaliation

Retaliation against anyone reporting or thought to have reported sexual harassment is prohibited. Retaliation against anyone for participating in an investigation of sexual harassment or against anyone thought to have participated in such an investigation is prohibited. Discouraging anyone from reporting claims of harassment or from participating in investigations into claims of sexual

harassment is prohibited. Any such retaliation or discouragement of reporting of claims or participation in investigations shall result in immediate termination.

Legal Protections and External Remedies

Sexual harassment is not only prohibited by Wilmington Housing Authority but is prohibited by federal, state and, where applicable, local law. In addition to the organization's internal process for handling sexual harassment complaints, employees may choose to pursue legal remedies with the below listed government entities at any time.

Delaware Department of Labor, Office of Anti-Discrimination

The Delaware Discrimination in Employment Act protects individuals against harassment and discrimination in the workplace. Complaints must be made within 300 days from the date of the incident. There is no cost associated with filing a complaint. The Department will investigate the complaint and determine whether there is reasonable cause to believe that unlawful harassment or discrimination has occurred.

Complaints of sexual harassment may be made with the Delaware Department of Labor Office of Anti-Discrimination by calling (302) 761-8200 or <https://dia.delawareworks.com/discrimination/>

United States Equal Employment Opportunity Commission (EEOC)

The EEOC enforces federal anti-discrimination laws, including Title VII of the 1964 Federal Civil Rights Act. An individual can file a complaint with the EEOC anytime within 300 days from the incident of harassment. There is no cost to file a complaint. The EEOC will investigate the complaint and determine whether there is reasonable cause to believe that unlawful harassment or discrimination has occurred.

The EEOC has district, area and field offices where complaints can be filed. The EEOC can be reached at 1-800-669-4000 or www.eeoc.gov or via email at info@eeoc.gov.

Workplace Bullying

Wilmington Housing Authority will not tolerate any instance of bullying behavior. All employees will be treated with dignity and respect. All of the following listed below are considered inappropriate behavior:

Bullying is defined as repeated inappropriate behavior, either direct or indirect, whether verbal, physical, via electronic media or otherwise, conducted by one or more persons against another or others, at the place of work, electronically and/or in the course of employment.

Verbal Bullying: slandering, ridiculing or maligning a person or their family; persistent name calling, which is hurtful, insulting or humiliating; use of offensive nicknames; using a person as the butt of jokes; abusive and offensive remarks; shouting, raising voice at individuals in a public or private area.

Physical Bullying: pushing, shoving, kicking, poking, tripping, assaulting or threats of physical assault, damage to a person's work area or property.

Gesture Bullying: verbal or non-verbal threatening gestures or glances, which can convey threatening messages.

Exclusion: socially or physically excluding or disregarding a person in work-related activities; not allowing the person to speak or express him/herself (ignoring or interrupting).

Other examples that may constitute or contribute to evidence of bullying in the workplace:

- Persistent singling out of one person
- Public humiliation in any form
- Repeated or constant criticism on matters unrelated or minimally related to the person's job performance or description
- Texting, e-mailing or any form of electronic media that may include examples of verbal bullying above
- Public reprimands
- Repeatedly accusing someone of errors which cannot be documented
- Deliberately interfering with mail and other communications
- Spreading rumors and/or gossip regarding individuals
- Encouraging others to disregard a manager's instructions
- Manipulating the ability of someone to do their work (i.e., overloading, under loading, withholding information, setting unrealistic deadlines, providing ambiguous instructions)
- Taking credit for another person's ideas

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in harassment, it is the effect of the behavior upon the individual which is important.

Any observed possible bullying or any suspected bullying must be immediately reported to the Human Resources Chief.

If an employee perceives they are a victim of bullying, they should:

- a) make it clear to the bully that the conduct is offensive and unwelcome;
- b) state clearly that the offensive conduct must stop at once; and
- c) should it happen again, immediately report it to any manager or a member of management the employee believes is not involved in the alleged bullying.

The organization encourages employees to report perceived bullying and pledges to investigate promptly and thoroughly all such complaints.

Whistleblower Policy

A whistleblower as defined by this policy is an employee of the organization who reports an activity that they consider to be illegal or dishonest to one or more of the parties specified in this policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities. Examples of illegal or dishonest activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee is to contact their manager or Human Resources Chief of Wilmington Housing Authority. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a knowingly false report of wrongdoing will be subject to discipline up to and including termination. All reports of illegal and dishonest activities must be promptly submitted to the Human Resources Chief of Wilmington Housing Authority, who will be responsible for investigating and/or determining appropriate investigative measures and corrective action.

Whistleblower protections are provided in two important areas -- confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. The organization will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes they are being retaliated against must contact the Human Resources Chief of Wilmington Housing Authority immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

Employees with any questions regarding this policy should contact the Human Resources Chief of Wilmington Housing Authority.

Uniformed Services Employment and Re-Employment Rights Act

The intent of the Uniformed Services Employment and Re-Employment Rights Act (USERRA) is to encourage non-career service in the armed forces by prohibiting discrimination against individuals because of their service or application for service in the armed forces. It also provides for prompt re-employment of these individuals upon their honorable completion of service.

USERRA applies to the voluntary or involuntary performance of duty under competent authority in the armed forces. Such service includes active duty, active duty for training, initial active duty for training, inactive duty training, full time National Guard duty and any period for which an employee is absent from their position for an examination to determine their fitness for any duty listed above. An employee is entitled to up to five (5) years of absence from their job at Wilmington Housing Authority for military service while retaining re-employment rights. For specific questions regarding USERRA, contact the Human Resources Administrator.

Rules of Conduct

Wilmington Housing Authority's Conduct Code communicates the expectation that the organization's employees are expected to act in a professional manner while at work. Such attitudes and actions consist of, but are not limited to adequate performance, honesty, integrity, courtesy and respect for others-including clients, residents, fellow employees, business partners

and others who come in contact with Wilmington Housing Authority. This conduct code goes beyond the Conflicts of Interest and Corrupt Practices statements to the expectation of a positive and caring professional work-related demeanor.

If an employee violates a Wilmington Housing Authority policy or procedure, or if their work performance, attendance or conduct is considered unsatisfactory, or if an employee's manager determines that they have a problem that is adversely affecting an employee's job performance, the employee may be subject to counseling and/or disciplinary action. In its efforts to correct such situations, the organization may take various courses of action. In determining what course of action to take, the organization may consider such factors as the nature of the problem, the employee's past record and the circumstances

Occurrences of any of the following activities, as well as violations of any Wilmington Housing Authority policies or procedures, may be subject to disciplinary action, including possible immediate dismissal. This list is not all-inclusive, and, notwithstanding this list, all employees remain employed "at will."

- Willful violation of any organization policy; any deliberate action that is extreme in nature and is obviously detrimental to the organization efforts to operate effectively.
- Negligence or any careless action, which endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while at work; use, possession or sale of controlled substance drugs in any quantity while on the organization's premises, except medications prescribed by a physician which do not impair work performance.
- Engaging in criminal conduct or acts of violence, making threats of violence toward anyone on the organization's premises or when representing the organization, fighting, horseplay, provoking a fight on the organization's property, or negligent damage of property.
- Having possession of any weapon while on the organization's premises or representing the organization. Weapons may include but are not limited to all firearms, explosive devices, illegal knives, or other weapons covered by the law.
- Threatening, intimidating or coercing fellow employees, business partners or clients on or off the premises – at any time, for any purpose.
- Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; sleeping on the job; alteration of organization records or other organization documents; excessive, unnecessary, or unauthorized use of organization property or supplies, particularly for personal purposes; failing to maintain the confidentiality of residents or business partners' information.

Attendance and Tardiness Policy

Prompt and consistent attendance is expected of all who work at Wilmington Housing Authority. All employees are expected to arrive at work and be working by their start time on a regular basis according to the schedule developed by their manager. Failure to show up timely without notifying management may result in disciplinary action leading up to and including termination.

Management maintains a record of attendance and punctuality of each employee.

- Instances of unauthorized absenteeism, regardless of cause, which are continued at a rate, which would exceed two (2) in a one (1) month period, are to be considered excessive.
- Instances of unauthorized tardiness or early out, regardless of cause, which are continued at a rate, which would exceed four (4) in a three (3) month period, are to be considered excessive.
- Any combination of unauthorized absences, tardiness or leaving work early more than four (4) times in a three-month period would be considered excessive.

Excessive absenteeism, lateness or early outs may affect an employee's performance evaluation and could result in disciplinary action, up to and including termination of employment.

Note: Due to the needs of the clients and residents we support, often times normal starting and ending times are modified to be present at non-business hour events. Wilmington Housing Authority appreciates the adaptability we all provide to support these initiatives and will accordingly provide attendance flexibility.

If an employee is going to be absent, late or leaving work early, the employee must comply with the following reporting procedures:

- Employees are responsible for notifying their manager a minimum of thirty (30) minutes prior to the scheduled start time if they are unable to attend work or will be reporting late. Should the immediate manager not be available, notification must be made with the next level of management. Inform them of the expected time and day that you will be returning to work during this conversation.
- When possible, employees are expected to schedule routine medical and dental appointments, as well as treatments in clinics, outside of scheduled work hours. When this is not possible, employees should notify their manager.

Employees are expected to maintain regular contact (calling in each day) with their manager if absences amount to more than one day. Prolonged injury or illness that continues for three working days or three nonconsecutive days within seven days may require a doctor's certification before returning to work. Repeated abuse of time off without prior approval will result in disciplinary action. The manager will report their findings and action to the Human Resources Chief of Wilmington Housing Authority.

Absence from work, or lateness, without proper notification or satisfactory excuse may result in disciplinary action. If you are absent for three days without notifying your manager, Wilmington Housing Authority will accept this as job abandonment and a voluntary resignation from the organization.

Transfer Protocol – Safety Threat

It is the policy of WHA to ensure that staffs are able to work in an environment free from any real or perceived threats to safety. When faced with a real or perceived threat to their safety, staff is authorized and required to remove themselves immediately from the situation and then immediately notify their supervisor of the incident.

The employee is required to also complete a Serious Incident Report within 24 hours with complete details of - who, what, when, where, why and how and any action that was taken. The completed report should be forwarded by the employee to their department head for review. Upon completing

the review, the department head should forward the Serious Incident Report to Human Resources as soon as possible but no later than 24 hours. Human Resources will immediately inform the Executive Director or their designee of the incident upon receiving the report.

The department head will investigate the incident and make a decision as to whether a transfer is warranted and whether the employee is to be transferred to another site either temporarily or permanently. If it is an emergency situation, the transfer will be effective immediately and the union contract need not be followed in such situation. The department head will make a decision where the employee should be transferred to, and which staff will be affected. The department head will also meet with all employees who will be involved in the transfer to facilitate a smooth transition.

Human Resources will prepare a transfer memo to appropriate staff with a copy to the supervisor and copy to the personnel file. Status changes will be prepared to inform Finance that the reporting departments have changed for these employees. IT Helpdesk will be notified to make the necessary computer changes.

The Executive Director or their designee or the Department Manager will prepare an email informing the members of the Board of Commissioners about the incident and the actions that were taken.

"Security Alert" will be issued to all staff regarding the situation urging staff to leave in tandem and to report anything suspicious to Security immediately. If necessary, there may be an increase of security at the site for a short period of time such as four (4) weeks. This may mean reducing security at another site temporarily.

Contagious Illness Policy

Wilmington Housing Authority realizes that employees with contagious temporary illnesses, such as influenza, colds and other viruses, need to continue with normal life activities, including working. However, we also seek to maintain a healthy workplace for our employees, clients and residents.

In deciding whether an employee with an apparently short-term contagious illness may continue to work, the organization considers several factors. The employee must be able to perform normal job duties and meet regular performance standards.

In the judgment of the organization, the employee's continued presence must pose no risk to the health of the employee, other employees, residents or clients. If an employee disputes the organization's determination that a risk exists, the employee must submit a statement from their attending health care provider that the employee's continued employment poses no risk to the employee, other employees, residents or clients.

Managers are encouraged to remind employees that WHA provides paid leave to cover absences due to contagious temporary illness. If an employee has exhausted all of their paid leave, the employee may be eligible for an unpaid leave. All employees are urged to contact management with questions about the possible contagious nature of another employee's temporary illness.

Inclement Weather / Closing

Wilmington Housing Authority provides important and valuable services to their residents and clients during periods of inclement weather, a natural disaster, an interruption in power or water utilities, or some other event, which makes it difficult or impossible to function in our normal

capacity. Since operations provide essential support services to their residents and clients, we will make every effort to conduct business during these instances.

In the event of inclement weather, employees should exercise their own judgment regarding whether or not they should attempt to report to work or leave work early. In all cases your safety should be the first consideration. Other than in extreme instances which will be communicated through an emergency communication process and notification on WDEL (1150 on the AM dial) or WSTW (93.7 on the FM dial) or <https://snowatch.dbcmedia.com> by 6:30 am, the office will be considered open. It is up to each individual employee to determine whether they can make it into work safely. In situations where there is a forecast of inclement weather those who are able should take work home. Time missed can be made up later in the same week or through the use of Universal Leave.

Early Departure: Employees who need to leave work early for personal reasons (e.g., illness of a child, fear of driving in a storm) must inform their manager of their decision to leave and the reason for it. In such situations, they will be paid only for the hours actually worked unless Universal Leave is used and the organization will always comply with FLSA regulations.

Public Emergency

In case of a public emergency, the applicable government official has broad powers to issue an emergency order to protect the public. In accordance with applicable law or regulation, the applicable government official may close all non-essential locations and also order that no public events will be held where large numbers of people are gathered in one physical location. The applicable government official may also close all non-mandatory services and order mandatory services to remain operational.

In case of a public emergency, WHA will adhere to emergency orders of the State or local public agencies. While awaiting a decision by the Governor or State or Local agency, WHA Executive Director or their designee has the authority to make emergency closing decisions they deem appropriate for the agency. If circumstances permit, the Executive Director or their designee will confer with local/State public officials to determine the severity of the individual situation and to determine what actions will be taken (including closure of WHA locations).

Management will inform employees, and employees will inform management, of any evidence of a public emergency that could seriously endanger others in the workplace.

Possible Actions During a Public Emergency

During a public emergency, any of the following may occur (as examples):

- Closing of one or more parts of WHA location(s);
- WHA Executive Director or their designee, may decide that employee(s) should be excluded from the workplace;
- Isolation of an ill or symptomatic employee(s) by Public Health officials; or Quarantine of an exposed or potentially ill employee(s) by Public Health officials.

Social Distancing

In order to minimize communicable disease transmission from person to person, WHA Executive Director or their designee may immediately implement social distancing based on guidance from Delaware State Governor, and/or Public Health officials.

Social distancing is designed to limit the spread of a disease by reducing the opportunities for close contact between people. Typically, this can be accomplished by administrative controls in the workplace. Social distancing examples include **(but not limited to)**:

- reinforcing hand washing and requiring the use of protective equipment such as hand sanitizers and masks (provided by WHA);
- as applicable/necessary - requiring employees to work from home to reduce exposure in the workplace;
- as applicable/necessary - establishing flexible working hours;
- Where possible - installing protective barriers between workstations or increasing space between workers;
- as applicable/necessary - scheduling employees in shifts;
- controlling access to buildings;
- canceling in-person meetings, workshops, training sessions, and scheduled events;
- reducing face-to-face exposure by using conference calls and video conferencing; and
- avoiding unnecessary travel.

Employees required to work under social distancing provisions will receive regular pay.

Public Emergency Mandatory Employees (PEMEs)

Mandatory employees are those employees who are directed by their supervisor to report to work according to their regular schedule or at specific dates/times. **Mandatory employee designations may be changed by management at any time due to the operational needs of WHA.**

Each department must predetermine and designate mandatory operations in case of a public emergency or communicable disease outbreak, designate the employees to staff these operations, and develop an alternative plan for staffing in case the designated staff is (are) are quarantined or ill. Alternative workers may include current employees who are not designated as mandatory but who possess the skills to fill in for mandatory employees, contract workers, or other temporary employees. This will be especially important in an event that may last for several weeks or months.

WHA will maintain a list of PEMEs by position, including current employee name and contact information. Department management will notify employees of their mandatory personnel designation and the requirement to report for or remain at work in emergency situations, or to work from home or other alternative location as deemed appropriate. Employees will receive appropriate information and training as needed.

Individuals designated as mandatory employees may be subject to disciplinary action, up to and including termination of employment, for willful failure to report for work. Each situation will be reviewed on a case-by-case basis to determine appropriate action.

Compensation for PEMEs

Subject to the approval by the Executive Director or their designee, WHA may grant additional pay for all hours worked by staffs that are required to report to work at a WHA location. This compensation provision applies to employees who are exempt and non-exempt under the Fair Labor Standards Act (FLSA).

Only employees designated as PEMEs who are required to report to work at a designated WHA location, during WHA closure will be eligible for time and one-half compensation. It does not include temporary employees under any circumstances.

Communication of WHA Operations Status

WHA will monitor public emergency events and indicate the general operations level of the agency:

- **Public Emergency Condition I:** WHA offices are open for business. All employees are expected to report to work as usual. Social distancing practices may be employed as deemed appropriate. Applicable government official may issue isolations or quarantines of small populations as deemed appropriate.
- **Public Emergency Condition II:** WHA offices are open for business. Employees are expected to work and are encouraged to work remotely if possible. Social distancing practices must be used. Applicable government official may issue isolations or quarantines of small populations as deemed appropriate.
- **Public Emergency Condition III:** WHA offices are closed. Non-mandatory employees may be placed on paid leave if flexible work arrangements are not possible. Only PEMEs must report to work as directed by their management.
- **Public Emergency Condition IV:** Emergency furlough (unpaid leave) of non-mandatory employees; PEMEs report to work or perform their duties from alternate work locations as directed. The total number of PEMEs actively working and the duties they perform in any areas deemed critical may vary over the course of the Condition IV period.
- **Public Emergency Condition V:** Continued emergency furlough (unpaid leave) of non-mandatory employees and emergency furlough for all PEME employees except for those PEMEs whose duties may be critical to continuing essential WHA operations. The latter PEMEs deemed essential to the continuity of WHA operations may be directed to report by management dependent upon current conditions.

Leave

Permanent employees will not be penalized for using leave in order to encourage those with symptoms associated with a communicable disease to stay home so that they do not infect other employees and to allow employees with ill family members to stay home to care for them.

Quarantined Employees

When a WHA employee is quarantined, the employee *may* be granted paid administrative leave not to exceed a certain amount in one year or placed on leave as directed by applicable government law/regulation that may be in force at that time

Employees are permitted to work while on quarantine provided, they are healthy and are just quarantining as a precaution. Employees who develop indicated health symptoms may no longer feel well enough to work, in which case they should not. If an employee works while quarantining, he or she should be paid as usual, and the time should not be counted as leave under WHA's personnel policies or under the applicable public emergency law/regulation that may be in force at that time.

If WHA is closed (Condition III)

Although all efforts should be made to allow non-mandatory employees to work from an alternative location, it may not always be possible. When WHA is closed or when WHA management determines that only mandatory employees are required to report to work, the non-mandatory employees who are not required to work may be granted paid administrative leave for a period of time to be determined by management. Non-mandatory employees, at the discretion of WHA Executive Director or their designee, may be granted paid administrative leave for a period of time to be determined by management. Employees who are on prearranged universal leave must charge leave to the appropriate account until the end of the scheduled days off. Also, employees on leave without pay must continue on leave without pay until the scheduled leave without pay period ends.

If an employee becomes ill

If the employee becomes ill and it is determined to be work related in accordance with the Workers' Compensation Act, the WHA Workers' Compensation Policy applies.

If the employee is isolated or becomes ill as a result of off-the-job exposure, the employee will be able to use universal leave to cover the absence. The provisions of the Family and Medical Leave Policy may also apply in this situation if the employee qualifies.

Should an employee not have sufficient universal leave available, WHA *may* work with the employee to advance a reasonable amount of leave or make arrangements for the employee to make up the time within 24 months.

Verification

Employees who have symptoms of a communicable disease and are required to stay home or who are ill with the communicable disease must not return to work until they are sure they are fully recovered. WHA may require certification of fitness to work from a health care provider. If quarantined, it is the employee's responsibility to provide WHA with a written verification of his or her status from a health care provider.

Day Care and School Closings

When WHA is open but an employee who is a parent (or guardian) is required to stay home with a child (as defined in the FMLA) because of the closure of a day care facility or a public or private school, the employee may, with approval of the supervisor in partnership with Human Resources, be allowed to:

- take leave pursuant the applicable public emergency law/regulation that may be in force at that time;
- use universal leave;
- use compensatory leave (where applicable and available); or

- take leave without pay.

WHA has the right to request appropriate documentation to substantiate need.

Emergency Furlough

WHA Executive Director or their designee may declare an emergency furlough (**Conditions IV-V**) if WHA remains totally closed or partially closed for an extended period of time. A furlough is a temporary layoff from which employees are expected to be recalled.

Permanent employees who are on an emergency furlough will:

- continue participation in WHA Medical/Dental Insurance. WHA will continue to maintain payment for medical/dental insurance as is currently in force prior to the furlough.
- continue to accrue universal leave as applicable. However, employees will not be allowed to use the leave during the furlough period.
- continue to accrue years of service.

An employee may be eligible to apply for unemployment benefits while on emergency furlough. Employees should contact the applicable state unemployment office for further details. If, at the end of the emergency furlough period, it is determined that WHA no longer requires the services of an employee, the employee will be laid off or terminated as applicable.

Special Hiring Provisions

During a public emergency, if new hires are needed to cover emergency operations, the Executive Director or their designee may execute the immediate hiring of an individual who is determined to be qualified and able to do the work by:

- waiving the vacancy **posting requirement**;
- waiving the **minimum qualifications requirement**; and
- authorizing WHA to offer competitive salaries for the duration of the emergency.

Employees hired under these conditions should be given a temporary or time-limited permanent appointment.

Definitions

- **Administrative Leave:** Paid leave during which the employee is not required to charge Universal leave.
- **Public Emergency Mandatory Employees (PEMEs):** Employees who are required to work during a public emergency because their positions have been designated by WHA as mandatory to operations during the emergency.
- **Furlough:** A furlough is a temporary layoff from which employees are expected to be recalled.
- **Isolation:** Restriction of movement and/or action of individuals infected with or exposed to a communicable disease to reduce the chance of spreading the disease.
- **Pandemic:** The major outbreak of a serious communicable disease in numbers clearly in excess of normal.
-

- **Quarantine:** Restriction of movement and/or action of individuals who are known to have been exposed to or may reasonably be suspected to have been exposed to a communicable disease and who do not yet show signs or symptoms of infection.
- **Social Distancing:** Actions taken to reduce the opportunities for close contact between people in order to limit the spread of a disease.

Corrective Coaching Process

Wilmington Housing Authority wants each employee to succeed and excel in their position. The organization expects each employee to perform their assigned duties and responsibilities at or above satisfactory levels. When unacceptable behavior and/or poor performance occur, the employee is expected to improve their behavior and/or performance to an acceptable level. The organization will make every effort to work with the employee to equip them to be successful in their position.

The corrective coaching process, which will occur to address unacceptable behavior and/or poor performance, may include any one or more of the steps, outlined below. The corrective coaching process is not intended to alter the Employment-At-Will Statement. The corrective coaching process may not necessarily follow the progression as outlined below, depending on the severity of the unacceptable behavior and/or poor performance.

- **Verbal Warning** - If the behavior and/or performance concerns do not improve after advisement, or if more serious unacceptable behavior and/or poor performance issues occur, a verbal warning will occur. The individual's manager will counsel the employee and issue a verbal warning notice explaining the nature of the unacceptable behavior and/or poor performance and the improvements the employee must make to continue employment. The employee may be given a specific timetable for improvement. The warning will include the consequence of further disciplinary action up to and including termination that may occur if the behavior and/or performance issue is not resolved. The verbal warning will be placed in the employee's personnel file.
- **Written Warning** - If the unacceptable behavior and/or poor performance issues do not improve after the verbal warning, or if more serious unacceptable behavior and/or poor performance issues occur, a written warning will occur. A member of management or the individual's manager will counsel the employee and issue a written warning notice explaining the nature of the unacceptable behavior and/or poor performance and the improvements the employee must make to continue employment. The employee may be given a specific timetable for improvement. The warning will include the consequence of further disciplinary action up to and including termination that may occur if the behavior and/or performance issue is not resolved. The written warning will be signed by both the employee and the member of management or the individual's manager and placed in the employee's personnel file.

- **Suspension** - An employee who fails to respond to the aforementioned steps of the corrective coaching process, or whose unacceptable behavior and/or poor performance are of a more severe nature, may receive a suspension of from one (1) to five (5) days determined by the seriousness of the offense.
- **Termination** - An employee who fails to respond to the aforementioned steps of the corrective coaching process, or whose unacceptable behavior and/or poor performance are of a more severe nature, may be terminated.

Enforcing work rules is necessary to maintain order, promote safety, and ensure quality work. Termination is a last resort that will be exercised when an employee demonstrates willful disregard of the employer's interest, deliberate violation of the employer's rules, disregard of the standards of behavior which the employer has a right to expect, or gross negligence in the performance of duties. The employee who does not correct problems identified in this corrective coaching process, or whose conduct is so egregious that the only option is to terminate that employee, is indicating an inability or unwillingness to change their behavior.

It is the organization's goal to see all of our employees succeed and the organization is committed to making every effort to assist in that process.

Problem Resolution Procedure

All employees, that are not covered by a CBA, are encouraged to use the organization's Problem Resolution Procedure to ensure that the policies of the organization are applied to all employees in a fair, reasonable and non-discriminatory way. In the course of employment with the organization, a situation may develop which causes an employee to feel as though they have been treated unfairly and which may be the basis of a problem resolution. Following the procedure stated below is the proper way of resolving complaints or problems. The organization's Problem Resolution Procedure is not designed to provide a way of challenging the content or the advisability of a given policy, but rather the way that policy has been applied to an employee.

Non-retaliation

Under the provisions of this procedure, every Wilmington Housing Authority employee has the right to present their complaints free from the fear of interference, restraint, coercion, discrimination, retaliation or reprisal. Any violations of this policy will be subject to disciplinary action and must be reported to the Human Resources Chief of Wilmington Housing Authority.

Eligibility

Any full-time or regular part-time employee, not covered by a CBA, (including those whose employment has been terminated within the past fifteen days) can use this procedure.

Your Rights as an Employee

If an employee presents a problem or an issue, their employment within the organization is not jeopardized in any way. Settling all problems or issues in a prompt and equitable way is in the best interest of both Wilmington Housing Authority and the employee. To ensure employees the

opportunity to present their complaints to a higher authority without fear of reprisal or retribution, an employee should follow the problem resolution procedure as it is outlined.

Problem Resolution Procedure

- A problem or issue should be made in writing and turned over to your manager. It must be presented within ten workdays of the original cause or the date that the employee first learns of a decision, which is the cause of the problem or issue.
- The manager will present the problem or issue to management who will review the situation and establish whether additional information is needed or proceed forward in the direction of resolution. Management will respond to the employee, in writing, within five (5) business days. If the manager was involved or is the focus of the problem or issue, then the Human Resources Chief of Wilmington Housing Authority or their designee will handle the situation.
- Findings and actions will be reported to the Wilmington Housing Authority Executive Director or their designee.

Collection / Solicitation Policy

Ongoing or routine donations toward charities are usually reviewed by Wilmington Housing Authority's Human Resources Chief. However, in-house collections are occasionally taken for unique and unusual situations, such as a crisis in an employee's private life (their house burning, etc.) or the sale of minimal monetary value items as fund raisers for our employee's family members for schools, sports teams, clubs, etc. (such as cookies, candy, wrapping paper, etc.) is allowed provided there is no direct pressure to purchase.

The organization's communications systems, such as memos, mail and bulletin boards may not be used for solicitation or the distribution of literature unless approved in advance by the Human Resources Chief of Wilmington Housing Authority.

Solicitation by those not employed by Wilmington Housing Authority and the distribution of non-Wilmington Housing Authority materials such as political organizations or religious information on the premises of the organization is strictly prohibited.

Dress Code / Image

Employees contribute to the feeling and reputation of Wilmington Housing Authority in the way they present themselves. A professional appearance is essential to a favorable impression and the confidence of the residents and clients we support. The organization wants to provide a comfortable working atmosphere for everyone, but also assure that we maintain a professional business image. In all cases employees shall present a neat, clean and well-groomed appearance.

The organization has adopted the following policy to help employees define this standard:

Office Dress

While the organization observes a business appropriate dress environment, there may be situations requiring more formal attire. If you are conducting or attending meetings, seminars,

roundtables, etc. or visiting a client's office, or where you come in contact with other business professionals, you are expected to represent the organization in a professional manner and dress appropriately for conducting such business. Know your audience, remember what you represent and dress accordingly.

The dress code will be "business casual." Our not exhaustive examples of "business casual" for men is collared shirts, turtlenecks, or sweaters worn with slacks and shoes. Our not exhaustive examples for women would be dresses, skirts, or slacks worn with sweaters, turtlenecks, blouses, or tops other than T-shirts. In warm weather, women may also wear Bermuda length shorts.

Not permitted are worn jeans, T-shirts, athletic wear, leggings, yoga pants, shorts, flip flops, tight, revealing or otherwise inappropriate clothing which are considered unacceptable attire on any day in the office except for special circumstances or client/resident and employee events.

Note: Dress Down Days (casual clothing on Fridays) are acceptable unless Wilmington Housing Authority is hosting visitors.

Note 2: Management reserves the right to determine whether clothing meets agency policy.

Tattoos and Piercings Policy

All employees should exercise sound business judgment with regard to personal appearance, dress, and grooming to enable them to be most effective in the performance of their duties. The organization recognizes, however, that personal appearance is an important element of self-expression. As a result, the organization wishes to make no effort to control or dictate employee appearance, specifically with regard to jewelry or tattoos, unless it conflicts with an employee's ability to perform effectively in the position they hold or the specific work environment they are in.

Factors used to determine whether jewelry and tattoos pose a conflict with the job or work environment will include, but are not limited to:

- Safety of self or others
- Productivity or performance of tasks
- Perceived offense on the basis of race, sex, religion, etc.

If a potential conflict is identified, the employee will be requested to identify appropriate solutions such as removal of excess jewelry, covering of tattoos, transfer to alternative positions, etc.

Managers will be responsible for answering questions and resolving issues related to this policy on a case-by-case basis to ensure unique circumstances are appropriately considered. An environment of mutual cooperation is the organization's goal.

Family, Visitors & Guests in Workplace

Wilmington Housing Authority values your family and work/life balance. Our employment policies and benefits are indicative of our beliefs. Wilmington Housing Authority believes in a professional environment that is conducive to work; therefore, it is inappropriate for employees to have family, visitors or guests in the workplace, although there may be occasions where

children may accompany the employee to the workplace. Children are not to be brought to work in lieu of childcare.

Under no circumstances shall an employee have family, visitors or guests accompany them to a resident or client's location.

This policy is not intended to prohibit family, visitors or guests from being in the workplace during organization sponsored events or visiting at appropriate times.

Purchasing

If an employee has a need to purchase work related items for a job, you must receive approval prior to making the purchase.

Employees are not authorized to make vendor purchases other than those from the approved vendor / products list. In the event you feel that a purchase outside of the approved list is necessary, you must seek prior approval first from your manager and procurement. Those purchases made without prior approval will be the financial responsibility of the individual responsible for the purchase.

Chapter**4**

Chapter 4

Organization Benefits

Universal Leave

Wilmington Housing Authority's practice is to provide employees with an annual paid period for rest and relaxation in addition to paid time off for sickness, injury and doctor's appointments or family needs. The objective of the Universal Leave Policy is the maintenance of employee health and morale. Universal Leave eligibility is based on the employee's status and cumulative service with the organization. The established Universal Leave year is the first of the month following hire date through the end of the calendar year for the first year of employment, and calendar year for each year thereafter.

Employees earn a Universal Leave allowance based on their employment status, personnel status and length of service. Universal Leave is accrued per pay period, based on the average number of hours worked during the calendar year. Employees on leave of absence or disability do not accrue Universal Leave time during their leave.

An employee's service date with the organization is used to determine Universal Leave eligibility. Employees will earn Universal Leave according to the following schedule, based on the average number of hours worked during the calendar year (annual totals should be rounded to the nearest whole day):

Years of Service	Eligible Days/ Year
0 to 5 th Calendar Year	Accrue 1.75 per month / 21 days annually
6 th to 10 th Calendar Year	Accrue 2.08 per month / 25 days annually
11 th to 15 th Calendar Year	Accrue 2.5 per month / 30 days annually
16 th to 19 th Calendar Year	Accrue 2.75 per month / 33 days annually
20 th Calendar Year and longer	Accrue 3.08 per month / 37 days annually

Universal Leave Scheduling

Employees shall complete a Universal Leave Request Form to request Universal Leave time. Universal Leave can be taken in increments of two (2) hours. The employee shall give at least a three (3) day notice when requesting time off. Requests for more than two days off should be made at least two weeks in advance. Universal Leave is at the organization's discretion and will be accommodated as staffing needs allow, and thus employees should not finalize plans for time away from work until such requested time has been approved.

Sick Time Procedure

The employee shall notify their manager by phone call, or text, thirty minutes before the beginning of the workday if they are unable to report to work due to illness. If unable to reach their manager, then contact their manager. Repeated abuse of time off without prior approval will result in disciplinary action.

Universal Leave Pay

Pay Rate for Universal Leave: Each Universal Leave hour will be paid at a rate equal to the employee's regular hourly rate, excluding overtime, bonus or any other type of extra compensation.

Introductory Employee: Employees that are within their introductory period are ineligible to take Universal Leave, although they will accrue Universal Leave during this time.

Time of Payment: Employees will normally receive Universal Leave pay on the regular payroll schedule.

Separation/Resignation: The organization requires employees who are resigning to provide a minimum two-week notice for non-exempt status and requests four weeks' notice for exempt status in writing to their manager. Failure to provide the required written notice will result in forfeiture of any accrued unused benefits including Universal Leave. If an employee terminates employment with a negative leave balance, the organization reserves the right to withhold payment equal to the negative balance

Pay in Lieu of Universal Leave: Employees are permitted to receive up to two weeks' pay per year in lieu of taking accrued Universal Leave. Exceptions for extenuating circumstances may be made by the Executive Director or their designee.

Carry over: If an employee does not use their earned Universal Leave during the calendar year, they may carry unused Universal Leave into the following calendar year.

Holiday within a Universal Leave Period: If the organization's holiday is celebrated during an employee's Universal Leave, the employee is not required to use a Universal Leave day for the holiday.

NOTE: *Universal Leave is not included as time worked for the purpose of calculating overtime pay.*

Leave Request Form

Instructions:
The Employee:

- Completes the top section of this form
- Submits to Manager at earliest possible date (form may be submitted by others at the request of the employee)

The Manager:

- Verifies that the employee is eligible for the time off
- Completes the bottom section of this form

Use this form to request any time off. All time off requests must comply with the policies in the Employee Handbook.

Name: _____ Department: _____

Check Reason	REASON	DATE(S)	# OF DAYS	# OF HOURS
_____	Scheduled Universal Leave	_____	_____	_____
_____	Unscheduled Universal Leave	_____	_____	_____
_____	Annual Military Duty	_____	_____	_____
_____	Jury Duty	_____	_____	_____
_____	Death In Family (specify relationship below)	_____	_____	_____
_____	Leave Without Pay	_____	_____	_____
_____	Medical Leave	_____	_____	_____
_____	Other (explain below)	_____	_____	_____

FURTHER EXPLANATION (when required)

Employee submitting request when submitting for others

Date

Employee Signature

Date

MANAGER'S RECOMMENDATION:
COMMENTS:

- _____ Approved
- _____ Approved with following modification:
- _____ Unapproved for following reason:

Manager's signature

Date

Holiday Policy

Wilmington Housing Authority's practice is to recognize fourteen (14) holidays annually. All full-time employees that have completed their introductory period and working at least thirty hours per week will be paid at their base hourly rate for the holidays. To be eligible for holiday pay, employees must have worked the scheduled workday before and after the holiday.

When a holiday falls on a Saturday or a Sunday, management will designate either the preceding Friday or the following Monday, as the holiday.

Employees will receive time and a half for all hours worked on holidays in addition to holiday pay.

A schedule of these holidays will be circulated prior to January of each calendar year. Below you will find the holidays that are normally observed by WHA:

- | | |
|--------------------------------------|--------------------------|
| ▪ New Year's Day | ▪ Labor Day |
| ▪ Martin Luther King, Jr.'s Birthday | ▪ Columbus Day |
| ▪ Lincoln's Birthday | ▪ Election Day |
| ▪ Washington's Birthday | ▪ Veteran's Day |
| ▪ Good Friday | ▪ Thanksgiving Day |
| ▪ Memorial Day | ▪ Day After Thanksgiving |
| ▪ Independence Day | ▪ Christmas Day |

NOTE: *Holidays are not included as time worked for the purpose of calculating overtime pay.*

Religious Holidays

The organization will attempt to make reasonable accommodations for employees who observe religious holidays which do not coincide with a Saturday, Sunday or a regular paid holiday of the organization. An employee observing a religious holiday which occurs during the regular workweek (Monday through Friday) may use Universal Leave if the employee has accrued but unused Universal Leave available for such purpose.

An employee desiring time off to observe a religious holiday during regularly scheduled workdays must request it in advance from their manager.

The manager should attempt to arrange work schedules so that work can continue at a satisfactory rate without the employee during such excused absence. However, if the employee's absence would cause undue hardship to the organization, the request for time off may be denied. The manager should discuss denial of a request for a religious holiday with the Human Resources Chief or the Executive Director or their designee prior to such denial to ensure consistent application of the policy under this section.

Bereavement Policy

In accordance with the following requirements, full time employees that have completed their introductory period are entitled to a paid leave of absence for bereavement leave.

Bereavement Leave is granted for the death of a member of the immediate family to full-time personnel. Bereavement leave may last up to a maximum of five (5) working days, one of which should be used to attend the funeral. The actual time permitted for the absence shall be determined by the Wilmington Housing Authority Executive Director or their designee as circumstances warrant.

Definitions: Immediate family will be defined as the following relatives of the employee: spouse, domestic partner, parent, stepparent, children, stepchildren, brothers, sisters, parents-in-law and immediate grandparents. Two-day absences will be permitted for brothers-in-law or sisters-in-law, aunts, uncles, nieces and nephews.

How to Request Bereavement Leave: The employee must notify their manager about the death in the family immediately, along with the relationship of the deceased and the funeral arrangements. If, at the time of a family death, an employee is absent from work because of Universal Leave, sickness, injury, a recognized holiday or any other reason, the employee should notify their manager immediately.

NOTE: Employees covered by a CBA are granted bereavement in accordance with the applicable agreements.

Jury and Witness Duty Policy

Employees will be excused from work for required jury or witness duty according to the following terms:

Full time employees, that have completed their introductory period and are summoned for Jury Duty or Witness Duty are paid their normal rate of pay for up to two (2) weeks. Thereafter, employees summoned for jury or witness duty are granted an unpaid leave of absence in order to serve. Employees are eligible for this compensation benefit once every three years. Part time (less than 30 hours per week), temporary or special assignment employees will be provided time off to serve and will be handled as a leave of absence without pay. The employee must notify their manager as soon as they receive the notice. This type of absence will not be charged against the allowances for absence on the employee's record. The employee should follow these procedures:

- Notify their manager in advance and provide a copy of the official notice of jury or witness duty.
- An employee must report to work on any day or part of a day when they have been excused from work and then excused from jury or witness duty.

Military Leave Policy

In accordance with the following requirements, employees are entitled to absence for military reserve training:

Military Reserve Training is also an authorized absence under certain conditions. Up to two paid weeks will be granted to full time employees who are members of the National Guard or any other branch of the Armed Services of the United States and who are required to attend training camp annually. Any additional time served will be unpaid.

Reserve training absence is authorized in addition to the employee's regular Universal Leave and any other applicable absence allowances. This type of absence is considered to be active service where Wilmington Housing Authority's benefits are concerned but will not accrue credit for time worked during their absence. The employee must follow this procedure:

- Notify their manager in advance, providing a copy of the official orders showing name, rank, serial number and period of active duty at camp.
- Upon return from camp, give their manager a statement from the commanding officer showing military attendance at camp.
- Within one (1) month of completion of military duty, the employee shall present evidence of the amount of compensation received for military duty.

The manager will forward the documents to be retained in the employee's personnel file.

Continuation of Health Benefits during Military Leave

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 you are otherwise eligible.

During a military leave of less than 31 days, an employee is entitled to continue group health plan coverage under the same conditions as if the employee had continued to work. For military leaves of more than 30 days, an employee may elect to continue their health coverage for up to 18 months of uniformed service but may be required to pay all or part of the premium for the continuation coverage. [Note: Employees and /or dependents who elect to continue their coverage may not be required to pay more than 102% of the full premium for the coverage elected. The premium is to be calculated in the same manner as that required by COBRA.]

If you are on military leave for up to 30 days, you must return to work on the first regularly scheduled work period after your service ends (allowing for reasonable travel time). If you are on military leave for more than 30 days, you must apply for reinstatement in accordance with USERRA and applicable state laws.

When you return from military leave (depending on the length of your military service in accordance with USERRA), you will be placed either in the position you would have attained if you had stayed continuously employed or in a comparable position. For the purpose of determining benefits that are based on length of service, you will be treated as if you had been continuously employed. If you have questions about military leave, contact the Human Resources Chief of Wilmington Housing Authority for more information.

Federal Insurance Contributions Act

The United States Government operates a system of contributory insurance known as Social Security. As a wage earner, you are required by law to contribute a set amount of your wages to the trust fund from which benefits are paid. As your employer, Wilmington Housing Authority is required to deduct this amount from each paycheck you receive. In addition, Wilmington Housing Authority matches your contribution dollar for dollar, thereby paying one-half of the cost of your Social Security benefits.

Training

Training Philosophy

Wilmington Housing Authority is committed to the continued career development of all employees. In-house training programs are available to aid the employee in performing duties more effectively. Training needs assessments are conducted by the management to plan and develop appropriate programs. The organization will schedule formal training sessions in-house, on-the-job, and occasionally at remote locations. Every effort will be made to provide each employee with the opportunity to learn all-important aspects of their discipline. The employee, in turn, must contribute their interest, commitment, and best effort.

When required training or meetings are held outside the normal business hours or at a remote location, the employees will be compensated for their time. The employee will not be compensated for travel time or training time in excess of an eight (8) hour day.

Conferences and Seminars

Payment for conferences and seminars is handled as follows:

- The session must relate to the employee's job duties with Wilmington Housing Authority
- The session must not impinge on duties required by the organization.
- The employee must request permission to attend; and must have written approval from their manager.
- After attending the session, the employee must complete an Expense Report and provide the appropriate receipts.
- After attending the session, the employee may be required to prepare and submit to his or her manager a written report containing:
 - A summary of the highlights of the seminar or workshop.
 - An evaluation of the value of the workshop or seminar and its applicability to Wilmington Housing Authority

Certifications / Renewals

The organization will pay for all costs associated with application and annual renewal fees for those professional registrations or certifications (Tax Credit Property Manager, Engineer, Land Surveyor, HVC, HQS, Public Housing Manager, etc.) which the organization requests the employee to obtain.

The organization will pay the annual renewal fees for those employees who have existing professional registrations or certifications at the time of hire, if approved by the organization.

Professional Societies

The organization will provide payment on behalf of its full-time employees for approved societies and annual memberships.

Educational Assistance

Educational assistance is offered to full-time professional employees to encourage them to pursue personal and professional development. Wilmington Housing Authority will evaluate eligibility based on the employee's position within the organization, the relevance of the program to the employee's job responsibilities and to determine if it is within the budgetary feasibility providing the following requirements are met.

POLICY

Eligibility

- All full-time employees in good standing after 365 days of continuous, sequential employment are eligible to apply for courses, up to \$3,500 per year, subject to funding availability with the approval of their manager and the Human Resources Chief of Wilmington Housing Authority. The application for tuition assistance must be made (and approval received) prior to registration for the course(s).
- No payment will be made if the employee resigns or is terminated from the organization before completing the course(s). Employment must continue throughout the duration of the approved semester(s) to receive reimbursement.
- No payment will be made if, for any reason, including working for Wilmington Housing Authority, if a course is not completed.

Please Note: The costs of tuition and required lab fees are reimbursed after completion of the course. The cost of books, supplies, travel and parking are not reimbursed and are the responsibility of the employee.

Requirements

- The educational institution may be any accredited college, university, business or technical school.
- An accredited correspondence school may be approved provided the course has a proctor requirement.
- The course must be job related.
- Course completion can occur on campus or through distance learning programs.

Process

- The employee's manager must approve the application and send it to their manager for final approval prior to registering for the course.
- The Human Resources Chief has the discretion to inquire into the course and the justification before approval.

- Students registered in a course must complete with a minimum grade of "C" to qualify for reimbursement.
- Upon completion of the course(s), submit the following to their manager.
 - An official written record of satisfactory completion of the course(s) in accordance with satisfactory grade requirement stated above
 - An itemized bill marked "Paid"
 - Any record of financial assistance received from other sources (includes Federal aid grants, student loans, etc.)

Tuition Repayment

In exchange for Wilmington Housing Authority financial assistance, the employee agrees as follows:

- Notwithstanding "employment-at-will" policies, to work off such tuition assistance payments by remaining an employee of the organization for a minimum period of two (2) year following the most recent tuition assistance payment, or
- To repay all tuition assistance monies paid to the employee during the period starting two (2) year prior to the end of employment. In the absence of any other mechanism, the employee specifically agrees to repayment of this tuition assistance as a deduction from his or her final paycheck(s).

Work Obligation / Education Coordination

Education and professional development are encouraged for all employees with the understanding that it should not affect the quality of the employee's work at the organization. Work takes precedence over school in all cases. Any time an employee considers it necessary to be absent from work for school related activity it must be previously approved by their manager and comply with our Attendance Policy.

Paid Parental Leave

Parental leave under this policy is a paid leave associated with the birth of an employee's own child or the placement of a child with the employee in connection with adoption. Parental leave is not charged against the employee's other paid time off. The amount of time received for parental leave is two weeks.

Eligibility

Eligible employees must meet the following criteria:

- Have been employed with the organization for at least 12 months (the 12 months do not need to be consecutive).
- Have worked at least 1,250 hours during the 12 consecutive months immediately preceding the date the leave would begin.

In addition, employees must meet one of the following criteria:

- Be a spouse or committed partner of someone who has given birth to a child.

- Have adopted a 17-year-old or younger child. The adoption of a child by a new spouse is excluded from this policy.

NOTE: Parental leave will expire 3 months after the birth or adoption of the child.

Temporary or part-time employees are not eligible for paid parental leave under this policy.

Continuation of Benefits

Health insurance benefits will continue to be provided during the paid parental leave under this policy at the same rate as in effect before the leave was taken, provided the employee has at least one full year of service. Paid leave benefits will continue to accrue.

Requirements for Obtaining Paid Leave

The employee must provide in writing to the Human Resources Chief 30 days' notice of the requested leave (or as much notice as practicable if the leave is not foreseeable).

After the parental leave has been exhausted, subsequent leave will be covered under appropriate policies. Employees should refer to the Medical Leave Policy after the paid parental leave and any other paid leave has been exhausted regarding continuation of insurance coverage for employees on unpaid leave of absence.

Family and Medical Leave Act (FMLA)

Wilmington Housing Authority will comply with the Family and Medical Leave Act implementing Regulations as revised effective January 16, 2009. The company posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Act in Delaware.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

If you have any questions, concerns, or disputes with this policy, you must contact your manager or the Human Resources Department.

General Provisions

Under this policy, WHA will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered servicemember with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

- 1) The employee must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve

military service obligations or when there is a written agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.

2) The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

3) The employee must work in a worksite where 50 or more employees are employed by the company within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.

Type of Leave Covered

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- 1) *The birth of a child and in order to care for that child.*
- 2) *The placement of a child for adoption or foster care and to care for the newly placed child.*
- 3) *To care for a spouse, child or parent with a serious health condition (described below).*
- 4) *The serious health condition (described below) of the employee.*

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

Employees with questions about what illnesses are covered under this FMLA policy are encouraged to consult with Human Resources.

If an employee takes time off for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

- 5) *Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.*

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- 1) short-notice deployment
- 2) military events and activities
- 3) childcare and school activities
- 4) financial and legal arrangements
- 5) counseling
- 6) rest and recuperation
- 7) post-deployment activities and
- 8) additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

"Covered active duty" means:

- a) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and
- b) in the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code.

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.) This type of leave would be counted toward the employee's 12-week maximum of FMLA leave in a 12-month period.

- 6) *Military caregiver leave (also known as covered servicemember leave) to care for an injured or ill servicemember or veteran.*

An employee whose son, daughter, parent or next of kin is a covered servicemember may take up to 26 weeks in a single 12-month period to take care of leave to care for that servicemember.

Next of kin is defined as the closest blood relative of the injured or recovering servicemember.

The term "covered servicemember" means:

- a) a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
- b) a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

The term "serious injury or illness":

- a) in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; and
- b) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered servicemember, means a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in line of duty on an active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran.

Amount of Leave

An eligible employee can take up to 12 weeks for the FMLA circumstances (1) through (5) above under this policy during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If a husband and wife both work for WHA and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for WHA and each wishes to take leave to care for a covered injured or ill servicemember, the husband and wife may only take a combined total of 26 weeks of leave.

Employee Status and Benefits During Leave

While an employee is on leave, the company will continue the employee's benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the company will require the employee to reimburse the company the amount it paid for the employee's insurance premium during the leave period.

Employee Status After Leave

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one which is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

Use of Paid and Unpaid Leave

Employees must use any earned Universal Leave time to the extent available during FMLA leave unless such leave is covered under workers' compensation, in which case the employee may use their Universal Leave time only for the purpose of satisfying any waiting period. Absences in excess of these accumulated days will be treated as FMLA leave without pay. WHA's FMLA policy is concurrent; an eligible employee will be required to use his or her accrued Universal Leave concurrently for all or part of the unpaid FMLA leave.

Intermittent Leave or a Reduced Work Schedule

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced-hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill servicemember over a 12-month period).

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced-hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child. Employees taking leave to care for a newly born or newly placed child do not have a legal right to take intermittent leave and can do so only with WHA's consent.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with WHA before taking intermittent leave or working a reduced-hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

Certification for the Employee's Serious Health Condition

WHA will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-E.pdf>).

WHA may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct manager for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, WHA will obtain the employee's permission for clarification of individually identifiable health information.

WHA has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Certification for the Family Member's Serious Health Condition

WHA will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-F.pdf>).

WHA may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. WHA will not use the employee's direct manager for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's family member's permission for clarification of individually identifiable health information.

WHA has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee's family member to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Certification of Qualifying Exigency for Military Family Leave

WHA will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of

leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave (<http://www.dol.gov/esa/whd/forms/WH-384.pdf>).

Certification for Serious Injury or Illness of Covered Servicemember for Military Family Leave

WHA will require certification for the serious injury or illness of the covered servicemember. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Servicemember (<http://www.dol.gov/esa/whd/forms/WH-385.pdf>).

Recertification

WHA may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days and only when circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, WHA may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

Procedure for Requesting FMLA Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to their manager. Within five business days after the employee has provided this notice, the Human Resources Department will complete and provide the employee with the DOL Notice of Eligibility and Rights (<http://www.dol.gov/esa/whd/fmla/finalrule/WH381.pdf>).

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

Designation of FMLA Leave

Within five business days after the employee has submitted the appropriate certification form, the HR Department will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice (<http://www.dol.gov/esa/whd/forms/WH-382.pdf>).

Intent to Return to Work from FMLA Leave

On a basis that does not discriminate against employees on FMLA leave; WHA may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

Benefit Plan Overview

Wilmington Housing Authority provides comprehensive benefit packages to employees that regularly work a minimum of thirty (30) hours per work week or 130 hours per month. Benefits become available on a variety of dates depending on the benefit.

The organization currently offers the following benefits, details of which are available in the specific plan summaries: Medical, Dental, Vision, Short Term Disability, Long Term Disability, Group Life Insurance, Voluntary Benefits, EAP and a 401k Plan. Detailed information on benefit options, providers, costs, eligibility and enrollment requirements are provided at hire and annually during open enrollment.

Contact the HR Department for benefit enrollment, benefit changes due to qualifying life events, updating beneficiary information, changes to address, and to view current benefit information.

These policies provide an overview of the features of Wilmington Housing Authority benefits plan provisions. Legal documents and contracts govern the plans described herein. Should any questions arise; the documents and contracts will govern.

Medical Insurance

Full time employees that work thirty or more hours per week or 130 hours per month are eligible for health insurance. Contractors, who work for the Wilmington Housing Authority over several months/on an ongoing basis are not eligible for benefits.

Employees are eligible to begin coverage the first of the month following sixty (60) days of employment.

Wilmington Housing Authority currently offers two medical plans to choose from. By offering two plans enables our employees to choose benefits based on their medical needs and those of any dependents they choose to cover.

Both plans offer a wide network of quality, patient-focused doctors, hospitals and specialists. Members are covered for a broad range of care, including:

- Preventive Care
- Physician Services
- Diagnostic Procedures
- Emergency Medical Care
- Hospital Care
- Mental Health Services
- Alcohol/Drug Abuse Services
- Other Services
- Family Planning
- Pharmacy

Some of these benefits have a copay associated with them. Please refer to the Plan Summary Description to determine the costs associated with your treatment or feel free to contact member services or log onto the provider’s website for additional information.

Health insurance election is optional. Should the employee elect not to participate in the plan, a form must be signed stating the employee was offered the coverage but declined in addition to proof of coverage. WHA will pay a discretionary percentage to an employee who waives health and dental insurance for the applicable plan year.

Dental Insurance

Full time employees that work thirty or more hours per week or 130 hours per month are eligible for dental insurance. Contractors, who work for the Wilmington Housing Authority over several months/on an ongoing basis are not eligible for benefits.

Employees are eligible to begin coverage the first of the month following sixty (60) days of employment.

Please refer to the Plan Summary Description to determine the costs associated with your treatment or feel free to contact the provider's member services for additional information.

Dental insurance election is optional. Should the employee elect not to participate in the plan, a form must be signed stating the employee was offered the coverage but declined in addition to proof of coverage. WHA will pay a discretionary percentage to an employee who waives health and dental insurance for the applicable plan year.

Domestic Partner Coverage

WHA seeks to promote acceptance of diversity in all its dimensions, and therefore allows employees to obtain benefits for themselves and their domestic partners. In light of this goal, the health, dental and other applicable benefits provided to a domestic partner are the same benefits as provided to spouses of legally married employees of WHA.

An eligible employee of WHA may elect coverage for a domestic partner and his/her eligible dependent children for medical, dental, vision and/or life insurance coverage, ***provided they meet all eligibility provisions and also complete WHA's Declaration of Domestic Partnership form.***

Medical, dental, vision and life insurance premiums for the domestic partner and his/her eligible dependent children will be deducted on an ***after-tax*** basis, due to IRS regulations (see below). The employer's share of the cost of covering the domestic partner and his/her child(ren) may be reported as additional taxable income to the employee (imputed income).

Definition of Eligible Domestic Partner: A domestic partnership consists of an employee and one other person. The one other person is the domestic partner. A domestic partner of an insured employee is eligible for coverage if the domestic partnership meets all of the following requirements:

- Both persons share the same regular and permanent residence;
- Both persons are at least 18 years of age;
- Neither person is married to someone else or related by blood in a way that would prohibit marriage in the State of Delaware;
- Both persons share an exclusive mutual commitment, similar to that of marriage;
- Both persons are competent to consent to the domestic partnership at the time the domestic partnership statement is completed;
- Both persons share joint responsibility for each other's common welfare and financial obligations; and
- Both persons are jointly responsible for "basic living expenses." (Basic living expenses means the cost of basic food, shelter, and any other expenses of a Domestic Partner, which are paid at least in part by a program or benefit for which the partner qualified because of the

Domestic Partnership. The individuals need not contribute equally or jointly to the cost of these expenses as long as they agree that both are responsible for the cost.)

Eligibility for Children of Domestic Partners: Domestic partners of current employees, including same sex and opposite sex partners, and children of a current domestic partner, are eligible for medical, dental, and vision benefits. The children of covered domestic partners are eligible if they meet the following criteria:

1. The parent qualifies as an eligible domestic partner;
2. The child(ren) are unmarried;
3. The child(ren) meet the age requirement set out in the insurance contracts; and
4. The child(ren) are primarily dependent on the employee and/or partner for support.

Election: To enroll a domestic partner in WHA benefit programs, the employee should complete an Affidavit of Domestic Partnership. In addition, domestic partners should have at least three of the following:

1. Joint lease, mortgage or deed;
2. Joint ownership of vehicle;
3. Driver's license listing a common address;
4. Joint ownership of a checking account or credit account;
5. Designation of the domestic partner as beneficiary for the employee's life insurance or retirement benefits, or primary beneficiary designation under a partner's will;
6. Shared household expenses; or
7. Assignment of a durable property power of attorney or health care power of attorney.

The employee should enroll his/her domestic partner and the partner's dependent children for coverage within thirty (30) days from the date the relationship requirements were fulfilled. If the request for coverage is not received within 30 days, enrollment will be deferred until the next open enrollment period.

Changes in Benefit Elections: After enrolling, the employee may not change benefit plans until the beginning of the next plan year, unless one of the following events occur:

- The domestic partnership is dissolved;
- There is a change in family status; or
- The employee's employment status changes.

Termination of a Domestic Partner Relationship: If there is a change in status of the domestic partnership, the employee should notify the Human Resources Department in writing that the relationship has ended and provide the date that the partnership ended. Notice should be received within 30 days of the change of status. Coverage for the domestic partner and his/her dependent children will end on the last day of the month in which the domestic partner relationship ended, or the date notice is received, whichever is later.

Domestic Partnership Coverage is Terminated When:

1. The enrolled employee is no longer eligible for coverage (i.e., termination, reduction in hours or death); or

2. There is a change in one or more of the qualifying conditions in the “Eligibility for Domestic Partners” section.

Coverage for Children of Domestic Partners will Terminate When:

1. The enrolled employee is no longer eligible for coverage (i.e., termination, reduction in hours, or death);
2. There is a change in one or more of the qualifying conditions as noted in the “Definition of Domestic Partners” section; or
3. The child no longer meets the age requirement contained in the insurance contracts.

COBRA (Continuation of Coverage): Upon termination of employment, the employee, domestic partner and children will have the option to continue health coverage through COBRA. If the domestic partnership terminates, the domestic partner and children are eligible to elect COBRA.

Tax Implications: Under the Internal Revenue Code, an employee is not taxed on the value of benefits provided by an employer to an employee’s spouse or dependent. However, the IRS has ruled that a domestic partner does not qualify as a spouse.

Unless a domestic partner qualifies as the employee’s tax dependent, the value of any domestic partner benefit may be taxable compensation for the employee. The tax consequences of a domestic partnership are the responsibility of the employee, not WHA.

The value of benefits provided to an employee’s domestic partner (and the domestic partner’s eligible children, if any) is considered part of the employee’s taxable income, unless the employee’s domestic partner qualifies as a dependent under the Internal Revenue Code. WHA will treat the value of the benefits provided to the employee’s domestic partner (and the domestic partner’s eligible children, if any) as part of the employee’s income (imputed income) and will withhold the taxes on the value of those benefits from the employee’s paychecks. If the employee’s domestic partner qualifies as a dependent under the Internal Revenue Code, the employee may file the proper documentation with the IRS and seek a refund for taxes withheld.

Flexible Spending Account

WHA offers all regular full-time employees, a Flexible Spending Account plan (FSA). The FSA plan allows employees to set aside tax-free money for eligible expenses. WHA *may* offer two (2) accounts in which employees may participate: the Health Care Reimbursement Account and the Dependent Care Reimbursement Account.

Healthcare Reimbursement Account: The Health Care Reimbursement Account is specifically designed to help pay for medical, dental, vision and other expenses that are not covered by employee’s basic plans. Items that can be covered include (but are not limited to): Medical Plan Deductible/Coinsurance; Physical Exams; Vision Exams; Prescription Drug Co-pays; Contact Lenses/Eyeglasses; Hearing Aids; Orthodontic (Braces) Fees; Select Over-the-Counter Medications, and others.

Dependent Care Reimbursement Account: The Dependent Care Reimbursement Account is specifically designed to help pay for childcare or the care of an elderly adult so that employee can maintain employment. Items that may be covered include (but are not limited to): Licensed Child Day Care or Adult Care; Nursery Schools; Private Home Care and others.

For both accounts, a comprehensive list of covered items may be obtained by logging on to www.irs.gov.

NOTE: Participation in the FSA plans carries certain IRS restrictions including the requirement that the employee maintains their contribution elections for a full benefit year at a time. However, there are certain changes in family circumstances that the IRS will consider as valid reasons to make mid-year plan changes.

Short Term Disability Insurance

WHA provides protection for all our regular full-time benefit eligible employees who are temporarily or partially disabled from accident, sickness, or other applicable medical condition through a short-term disability plan.

All full-time benefit employees are eligible on the first of the month after 60 days of employment at no cost to the employee. The following guidelines apply to this benefit:

- The plan benefits begin after the waiting period is satisfied
- A medical statement from the attending health provider is required to support and apply for short-term disability;
- Approved leave due to short-term disability runs concurrent with Family Medical Leave (if employee is eligible);
- While on short-term disability, employee is required to update manager or HR monthly;
- Payments received under approved short-term disability is reduced by payments received from other sources such as employee's Social Security or Workers' Compensation;
- Short-term disability pays a prorated percentage of employee's weekly wages. However, employees can utilize accrued and available universal leave to supplement short-term disability payment up to 100% of their pay;
- While out on disability, accrued and available universal leave time must be used, as applicable, before employee can take unpaid time; and
- After being out on applicable disability, a letter from the physician is required to return to work.

Long Term Disability Insurance

WHA provides protection for all our regular full-time employees who are temporarily or partially disabled from accident, sickness, or other applicable medical condition through a long-term disability plan.

All full-time benefit employees are eligible on the first of the month after 60 days of employment at no cost to the employee. The following guidelines apply to this benefit:

- The plan benefits begin after the employee has been on approved short-term disability for 180 days;
- A medical statement from the attending health provider is required to support and apply for long-term disability;
- Approved leave due to long-term disability runs concurrent with Family Medical Leave (if available and employee is eligible);
- While on long-term disability, employee is required to update manager or HR monthly;
- Payments received under approved long-term disability is reduced by payments received from other sources such as the employee's Social Security or Workers' Compensation;

- Long-term disability pays up to age 65 or recovery (whichever comes first);
- Long-term disability pays a prorated percentage of employee's weekly wages. However, employees can utilize accrued and available universal leave to supplement long-term disability payment up to 100% of their pay;
- While out on disability, accrued and available universal leave time must be used, as applicable, before employee can take unpaid time; and
- After being out on applicable disability, a letter from the physician is required to return to work.

Employee Assistance Program

The Employee Assistance Program (EAP) sponsored by WHA offers confidential counseling and informational referrals to all employees. The plan also covers the employee's: spouse, children and adopted children. Typically, the plan offers unlimited telephone consultation supplemented with a limited amount of in-person consultation.

For more details about the plan and the applicable benefits, please refer to the plan document or contact Human Resources.

Group Term Life and AD&D Insurance

The organization provides its full-time employees with life insurance and accidental death and dismemberment policies. The insurance becomes effective on the first of the month following the completion of the first sixty (60) days of employment. These benefit plan premiums are paid in full by the organization and require no payroll deduction for the benefit. Please see the Benefit Summary, provided by the HR Department for specifics on these benefits.

Voluntary Life and AD&D Insurance

The organization offers its full-time employees with the option of purchasing voluntary life insurance and accidental death and dismemberment policies. The insurance becomes effective on the first of the month following the completion of the first sixty (60) days of employment. These benefit plan premiums are paid 100% by the employee through payroll deduction. Please see the Benefit Summary, provided by the HR Department for specifics on these benefits.

Supplemental Life Insurance

The organization offers its full-time employees with the option of purchasing supplemental life insurance benefits for themselves, their spouse and dependents. The insurance becomes effective on the first of the month following the completion of the first sixty (60) days of employment. These benefit plan premiums are paid 100% by the employee through payroll deduction.

Credit Union

WHA facilitates the provision of credit union membership for all employees. Employees are not required to participate in this optional benefit. For more information about this, please contact Human Resources.

AFLAC

As an added benefit, WHA facilitates AFLAC as an optional benefit for all employees. Employees are not required to participate in this optional benefit. For more information about this, please contact Human Resources.

Pension Plan

The Wilmington Housing provides a pension plan for the benefit of eligible employees. WHA’s pension program is a defined contribution program with Empower Retirement. Employees are covered after 90-days of employment. Five percent of the employee’s salary will be deducted and deposited into a pension account in his/her name with Empower Retirement. WHA will match the employee’s contribution. Once eligible and participating, the employee will be immediately fully vested. The employee selects how pension monies are to be invested through the investment options offered by Empower Retirement. Employee contributions are after-tax.

457 Plan

WHA offers its employees a way to save for retirement through tax-deferred contributions. WHA’s deferred compensation program is a “457 Plan – Deferred Compensation Program” and it is managed by Empower Retirement. A “457 Plan – Deferred Compensation Program” is similar to a 401(k) plan. Any WHA employee may participate in the 457 Plan – Deferred Compensation Program provided they are at least 18 years of age.

If interested and enrolled in the program –

1. A minimum of \$10 per pay can be deducted from your pay and put into an account with MassMutual.
2. Federal and state income taxes are not deducted from these contributions.
3. The employee’s gross taxable income is reduced by the contribution made.
4. The maximum annual amount of the allowable contribution is determined by the IRS annually.
5. From the time of enrollment in the 457 Plan – Deferred Compensation Program, participants are fully vested.

COBRA Policy

COBRA (Consolidated Omnibus Budget Reconciliation Act of 1986) provides employees and their families who lose their health benefits, the right to choose to continue group health benefits

provided by their group health plan for limited periods of time under certain circumstances. These circumstances include voluntary or involuntary job loss, reduction in the hours worked, transition between jobs, death, divorce and other life events. Qualified individuals will be required to pay the entire premium for coverage up to 102 percent of the cost of the plan.

Qualified Beneficiaries

A qualified beneficiary generally is an individual covered by a group health plan on the day before a qualifying event who is either, an employee, the employee's spouse, or an employee's dependent child. In certain cases, a retired employee, the retired employee's spouse, and the retired employee's dependent children may be qualified beneficiaries. In addition, any child born to or placed for adoption with a covered employee during the period of COBRA coverage is considered a qualified beneficiary. Agents, independent contractors, and directors who participate in the group health plan may also be qualified beneficiaries.

Qualifying Events

Qualifying events are certain events that would cause an individual to lose health coverage. The type of qualifying event will determine who the qualified beneficiaries are and the amount of time that the organization's plan must offer the health coverage to them under COBRA.

- Qualifying Events for Employees
 - Voluntary or involuntary termination of employment for reasons other than gross misconduct
 - Reduction in the number of hours of employment
- Qualifying Events for Spouses
 - Voluntary or involuntary termination of the covered employee's employment for any reason other than gross misconduct
 - Reduction in the hours worked by the covered employee
 - Divorce or legal separation of the covered employee
 - Death of the covered employee
- Qualifying Events for Dependent Children
- Voluntary or involuntary termination of the covered employee's employment for any reason other than gross misconduct
- Reduction in the hours worked by the covered employee
- Divorce or legal separation of the covered employee
- Death of the covered employee
- Loss of dependent child status under the plan rules

COBRA Process

- To be eligible for COBRA coverage, you must have been enrolled in the organization's health plan during your employment and the health plan must continue to be in effect for active employees.
- The organization must notify the plan administrators of a qualifying event within 30 days after an employee's death, termination, reduced hours of employment or entitlement to Medicare.
- A qualified beneficiary must notify the plan administrator of a qualifying event within 60 days after divorce or legal separation or a child's ceasing to be covered as a dependent under plan rules.
- Plan participants and beneficiaries will be sent an election notice not later than 14 days after the plan administrator receives notice that a qualifying event has occurred.

- The individual then has 60 days to decide whether to elect COBRA continuation coverage. Each qualified beneficiary may independently elect COBRA coverage. A covered employee or the covered employee's spouse may elect COBRA coverage on behalf of all other qualified beneficiaries. A parent or legal guardian may elect on behalf of a minor child. Qualified beneficiaries must be given at least 60 days for the election. The election notice must be provided in person or by first class mail.
- The person has 45 days after electing coverage to pay the initial premium.

COBRA Coverage Duration

COBRA beneficiaries are eligible for group coverage during a maximum of 18 months for qualifying events due to employment termination, or reduction of hours of work. Certain qualifying events, or a second qualifying event during the initial period of coverage, may permit a beneficiary to receive a maximum of 36 months of coverage.

Coverage begins on the date that coverage would otherwise have been lost by reason of a qualifying event and will end at the end of the maximum period. It may end earlier if:

- Premiums are not paid on a timely basis
- The organization ceases to maintain any group health plan
- After the COBRA election, coverage is obtained with another employer group health plan that does not contain any exclusion or limitation with respect to any pre-existing condition of such beneficiary. However, if other group health coverage is obtained prior to the COBRA election, COBRA coverage may not be discontinued, even if the other coverage continues after the COBRA election.
- After the COBRA election, a beneficiary becomes entitled to Medicare benefits. However, if Medicare is obtained prior to COBRA election, COBRA coverage may not be discontinued, even if the other coverage continues after the COBRA election.

Payment of COBRA Coverage

Beneficiaries will be required to pay for COBRA coverage. The premium will not exceed 102 percent of the cost to the plan for similarly situated individuals who have not incurred a qualifying event. This includes both the portion paid by the employee and any portion paid by the organization before the qualifying event, plus 2 percent for administrative costs.

For qualified beneficiaries receiving the 11-month disability extension of coverage, the premium for those additional months may be increased to 150 percent of the plan's total cost of coverage.

COBRA premiums may be increased if the costs to the plan increase. The plan will allow you to pay premiums on a monthly, weekly or quarterly basis.

The initial premium payment must be made within 45 days after the date of the COBRA election by the qualified beneficiary. Payment must cover the period of coverage from the date of COBRA election retroactive to the date of the loss of coverage due to the qualifying event. Premiums from successive periods of coverage are due on the date stated in the plan with a minimum 30-day grace period for payments. Payment is considered to be made on the date it is sent to the plan.

Workers' Compensation

Wilmington Housing Authority continuously strives for an injury-free environment. However, the organization provides its employees with insurance for losses resulting from an on-the-job injury or job-related illnesses at no cost to the employees. The workers' compensation insurance carrier makes the final decision as to whether a case is compensable, and treatment related to the claim is necessary. Such information is obtained through the cooperation of each employee involved in an on-duty illness or injury.

The employee is required to immediately report any accident to their manager. Each employee, with the manager, shall be responsible for preparing a report describing the incident. The report shall contain the information required by the insurance company. Failure to follow these procedures may result in delay of compensation benefits and disciplinary action up to and including discharge. Health care benefits continue according to the individual's plan coverage.

Injury Reporting Procedure

- All employee injuries, even minor ones, need to be communicated to your manager immediately. The manager will document the details of the injury and incident on the Workers' Compensation Form, First Report of Injury. Copies of these forms are kept in the HR office. The manager must complete an accident report whether or not medical treatment is required or requested by the employee.
- In the event medical treatment is required, the manager should contact the Human Resources Chief of Wilmington Housing Authority immediately for notification to the local occupational health center. If emergency medical treatment is necessary, the manager can authorize the employee to receive treatment at any facility closest to the injured employee. If the injured employee needs medical assistance, the hospital or emergency room must be notified that the injury is a job-related injury and therefore falls under Workers Compensation regulations.
- The completed forms should be forwarded to the Human Resources Chief within twenty-four (24) hours of the incident. The Human Resources Chief or their designee, using the information on these forms will file any Workers' Compensation insurance claims.
- The employee will be contacted, interviewed and a full report will be published by the Human Resources Chief or their designee.

Compensation

- If an employee is required by the attending physician to refrain from working while undergoing treatment, the compensation, once approved by worker's compensation carrier, will be paid by the carrier. The worker's compensation benefits become payable starting with the seventh day of lost wages.
- Employees with a workers' compensation injury must submit all paperwork provided to them by the medical provider including doctor's notes, doctor's excuses and work release, etc. to the Human Resources Chief.

Wilmington Housing Authority expects that its workers will give their best efforts to the prevention of industrial accidents and diseases. The organization will provide the necessary direction and aid to accomplish this goal and will also reward or discipline employees according to their actions on behalf of safety or health concerns.

Employees are responsible for working as they are instructed to safely conduct their responsibilities. Employees are also responsible to themselves and to the organization for reporting unsafe conditions or practices to management. It is then management's responsibility to act as conditions warrant. No employee should ever perform a task or work with equipment that they consider unsafe or has not been properly trained. If you have any concerns or questions regarding the aforementioned, please contact your manager or Human Resources Chief of Wilmington Housing Authority, prior to commencing the activity.

Restricted Duty Policy

Wilmington Housing Authority values its employees and the full range in which they can contribute to the success of our organization. We know that employees who sustain work related illness or injury can, in most cases, continue to be productive and add value to our businesses throughout the recovery period. Continually utilizing employee's skills and abilities throughout recovery enhances employee self-esteem, improves productivity, returns employees to their regular jobs sooner, and reduces costs. It is therefore the policy of Wilmington Housing Authority to make every effort to return to full time temporary alternative work any employee who has suffered a work-related illness or injury.

As soon as is feasible and consistent with applicable federal and state laws and the health of the employee, the organization will make every effort to return to full time temporary alternative work, at the employee's normal wage rate, any employee who has suffered a work-related injury or illness and is fit for alternative work. Alternative work consists of assignments to be performed at the organization's workplace and may include reassignment to certain duties of the employee's usual job, separate light duty tasks consisting of any constructive work available at the organization's workplace, a work hardening program, community service activities that can be performed at work, or a combination of these assignments. An employee whose physical or mental condition precludes him or her from performing alternative work immediately will be returned to alternative work as soon as the condition permits a return.

The success of the alternative work policy depends heavily on the commitment and participation of all employees. To this end, each employee has a responsibility to notify immediately their manager or the Human Resources Chief of Wilmington Housing Authority of any work-related accident or injury, any condition at work that may contribute to an accident or injury, or any condition or symptom that may materially affect their ability to perform the job safely. Any employee who sustains a work-related accident or injury is expected to obtain medical care promptly and follow the prescribed treatment program, cooperate fully with the efforts of the organization management in returning him or her to alternative work, submit to the fitness examination required under this policy and any other fitness examinations scheduled by the medical staff, and comply with organization management's requests to follow rehabilitation programs and thereby expedite return to their original job.

Return to Work Policy

To protect the employee following an injury or illness, Wilmington Housing Authority has implemented a Return-to-work program. This commitment to employees includes aggressive injury management of all injuries or illnesses and modified work assignments where needed. We commit to making every effort in keeping the injured employee working within their position

and work modifications suggested by the treating physician. If this is not possible, we will find meaningful work within their work modification in another area of the organization. Modified work assignments are considered temporary and not retraining in a new occupation.

We ask that the employee complete the Wilmington Housing Authority Authorization to Release Medical Information Form and provide written work guidelines or necessary restrictions from the medical provider. We will review these guidelines or restrictions with the employee and manager, ensuring mutual understanding and agreement of them. No changes will be made to the work modifications and assignment unless made by the physician. The employee will return to the workplace as soon as a partial work release is granted.

The Return-to-work program is a benefit to the employee. It helps them remain a productive wage earner throughout the healing process. The employee's physician is invited to view the work environment, ensuring the workplace and modifications enable resolution of the injury in a productive setting.

In accordance with Wilmington Housing Authority return to work procedures, the following will be adhered to.

- Any injury resulting in lost work time requires Wilmington Housing Authority's designated Occupational Health Center authorization to return to work.
- Any illness extending more than five consecutive working days requires Wilmington Housing Authority's designated Occupational Health Center authorization to return to work.
- The organization may require medical authorization for illnesses of shorter duration and reserves the right to require appropriate documentation of injuries or illnesses.
- In the event the lost work time is a result of an employee participating in an Employee Assistance Program, the employee will provide documentation from the program provider upon completion of their treatment program. This documentation will state that the treatment plan has been successfully completed and the employee can return to work without restrictions. The employee will provide this written documentation to the organization's designated Occupational Health Center to receive authorization to return to work.
- It is the employee's responsibility to arrange an appointment with the organization's designated Occupational Health Center and obtain medical approval prior to returning to work.
- All medical records are confidential and can be accessed by organization's designated Occupational Health Center Staff.

Chapter

5

Chapter 5

Safety, Health and Environmental

Safety, Health and Environmental

Responsibilities & Purpose

The safety of employees, residents, clients, business partners, suppliers and the general public is of vital concern. Wilmington Housing Authority's policy is to conduct its operations without endangering the health and safety of its most valued resources. The goal is to provide a safe and accident-free environment and to perform all work in the safest possible manner. It is our intent to comply with all applicable federal, state and municipal safety and health statutes, regulations and codes. Wilmington Housing Authority's Safety Program contains four basic program elements:

- Management and Employee Involvement;
- Worksite Analysis;
- Hazard Prevention and Control;
- Training.

Management commits the necessary resources of staff, money, and time to ensure that all employees are protected from injury and illness hazards. In addition, management visibly leads in the design, implementation, and continuous improvement of the organization's safety and health activities. Management establishes and reviews annually the organization's safety and health policy and ensures that all employees know, understand, and support that policy.

There shall not be under any circumstance any Wilmington Housing Authority's employee expected to or required to knowingly engage in unsanitary, hazardous or dangerous work act in which violates any provision of the organization's Safety Program. Furthermore, each employee has the right to refuse to perform any job that they feel is unsafe.

The Philosophy of Wilmington Housing Authority's Safety Policy

- Safety must be considered first and always take precedence over expediency and productivity.
- All accidents and injuries are preventable and are the result of unsafe acts or unsafe conditions.

- A commitment to safety is a commitment to doing it once and doing it right. This commitment ultimately results in the elimination of most accidents and injuries.
- Safety is everyone's responsibility. A good safety record is evidence of a good organization.
- Each individual shares the responsibility for their own safety, as well as the safety of others with whom they have contact. Safe practices are a condition of employment for all Wilmington Housing Authority's employees.
- Every task and service Wilmington Housing Authority's employees perform must be done with a concern for safety - for employees, residents, business partners, suppliers, the public and the organization itself.

Safety Responsibility

The organization is responsible and accepts the responsibility for leadership in safety programs, their effectiveness and improvement, and for providing a safe working environment and safe conditions in which to conduct its business. Management provides personal leadership in developing proper attitudes towards safety and accident prevention and is accountable for achieving a satisfactory accident prevention performance. The organization will ensure that:

- We identify and control any health, safety or environmental hazards related to its operations and services.
- We safeguard employees, residents, business partners and the public from injuries or health hazards, protect the organization's assets and continuity or operations, and protect the environment by conducting programs for safety and loss prevention, service safety and integrity, occupational health, and by formally reviewing the effectiveness of such programs.
- The equipment, materials and protective devices required by law are provided and that they are maintained in good condition and used as prescribed.

Housekeeping

We all are expected to share housekeeping duties to keep our office and work areas neat and clean. We do allow food and beverages at your desk and working area. Please be sure to properly dispose of any food and wrappers and wash your dishes as you use them. It is important that we all work together to keep our work areas presentable for each other, our residents, clients and guests.

Drug-Free Workplace Policy

Introduction:

Wilmington Housing Authority has established an organized program to control substance abuse problems on the job. The employees of the organization work in an environment where performance, reputation and safety must be the concern of everyone. Wilmington Housing Authority is particularly interested in the safety, health and on-the-job performance of its employees and in the reputation of the organization and its employees.

This program is much more than a "drug-testing" program. It is designed to help our employees avoid the abuse of alcohol, illegal drugs, prescription drugs and the misuse of non-prescription drugs.

Besides the obvious benefits to employees and their families, the organization believes that this program will lead to few accidents, decreased cost for workers compensation, a more capable work force and a better quality of service to the clients we support. The organization has a Medical Review Officer (MRO) and NIDA/SAMSHA approved medical laboratory/ testing facility.

The organization believes that the problem of substance abuse cannot be ignored. We are concerned about the substance abuse problem, the effect it has on our employees and their families and the safety and efficiency of our operations. A testing program has been established for applicants and employees.

Policy Definitions:

The following definitions will apply under this policy:

The term "substance" includes the ten most common drugs of abuse, alcohol and other drugs or substances of abuse. The most common drugs of abuse are:

1. Cannabinoids (Marijuana – THC metabolite)
2. Amphetamines
3. Cocaine
4. Opiates (including heroin)
5. Phencyclidine (PCP)
6. Benzodiazepines
7. Barbiturates
8. Methadone
9. Propoxyphene

These substances and other drugs or substances of abuse, plus alcohol, may be the subject of testing for applicants/employees. The testing is a two-stage process. First, a screening test is performed. If it is positive for one or more of the drugs, then a confirmation test is performed for each identified drug using state-of-the-art gas chromatography/mass spectrometry (GC/MS) analysis. GC/MS confirmation ensures that over-the-counter medications or preparations are not reported as positive results.

Illegal drugs and substances of abuse include those which cannot be legally obtained, such as controlled dangerous substances and controlled substance analogs, as well as, those drugs which although legal, have been illegally obtained or are not being used as directed (i.e., prescribed drugs not being used for prescribed purposes, including amphetamines and barbiturates).

MRO – "Medical Review Officer" – means a licensed doctor of medicine of osteopathy with knowledge of drug abuse disorders who conducts drug testing in accordance with Federal laws.

"Unfitness for Duty" – in the case of substances other than alcohol will be established where an employee's urine specimen yields a positive test result at levels above established cut-off points and use of the substance is not authorized by prescription of a licensed physician. No test will be considered positive unless the preliminary screen has been confirmed by an alternate testing method, such as gas chromatography mass spectrometry.

"Under the Influence" – for purposes of this policy means that the employee is affected by alcohol or drugs or the combination of both in any detectable manner. This may be established by professional opinion, a scientifically valid test, or, in some cases, by observation of impairment of physical or mental ability, such as slurring of speech, difficulty in maintaining balance, etc.

An employee with a blood alcohol content of 0.04% or higher will be conclusively considered to be under the influence of alcohol. Any level of alcohol in the blood may result in a conclusion that the employee is under the influence if performance impairment has also been noted.

"Related paraphernalia"- includes objects used to manufacture, compound, convert, produce, process, prepare, test, analyze, pack, repack, store, contain, conceal, inject, ingest, inhale or otherwise introduce a drug into the human body.

Statement of Policy:

All employees are expected to report to work in a fit condition ready to perform safely productively in their position. Employees must remain fit and able throughout their workday. Employees who fail to report and remain in a fit condition and who are reasonably suspected to be unfit for duty by reason of substance abuse will be immediately removed from or be disallowed on the worksite. Refusing to cooperate with medical evaluation (including not providing a specimen or the tampering with or substitution of specimens) will be considered a serious breach of organization rules, and subject the employee to discipline, including termination.

If a substance screen determines that the employee is under the influence of alcohol or drugs, the employee will be disciplined up to and including termination.

All final candidates for employment will be given a drug test, and candidates with confirmed positive test, results will not be hired.

Illegal Drugs and Substances of Abuse:

The possession, distribution, dispensation, use, purchase, manufacture, sale or transfer of any amount of an illegal drug, related paraphernalia or substance on organization/business partners property (including organization parking lots), in organization vehicles as previously outlined, or while on organization business is prohibited.

Employees may not use or consume illegal drugs or substances of abuse on or off organization/business partners property during working hours, lunch periods or break or relief periods.

Employees may not report to work "under the influence" of illegal substances. "Under the influence" is defined as above, and may be established through professional opinion, a scientifically valid test, or, in some cases, by observation of impairment of physical or mental ability, such as slurring of speech, difficulty in maintaining balance, etc.

Alcohol:

The possession, use, purchase, sale or transfer of alcohol on organization/business partners property (including parking lots), or in organization vehicles (either owned by or leased to the organization) or while organization business, is strictly prohibited. Employees may not consume alcohol on or off organization property during work hours, lunch periods, or break or relief periods. Employees may not report to work under the influence of alcohol.

Prescription Medication and Legal Drugs:

WHA recognizes that on occasion, employees must use prescription or over-the-counter drugs for medical purposes. Any employee taking such medication or drug, if it is known or advertised as possibly affecting or impairing judgment, coordination or other senses (including dizziness or drowsiness), or which may adversely affect the employee's ability to perform work in a safe and productive manner, must obtain documented approval from their physician certifying that they are able to perform their job duties, and must notify and provide such documentation to their manager or

management prior to starting work or entering the organization's property, facilities or worksites. WHA reserves the right to have its MRO determine whether the employee can remain at work or on the premises and what work restrictions, if any, are deemed necessary.

Discharge:

Violation of any the above rules is grounds for immediate discharge.

Testing of Employees:

Reasonable Suspicion:

WHA has reasonable suspicion that the employee is under the influence of alcohol or drugs.

Post-Accident:

The employee is involved in a work-related accident where human error may have been a cause or factor; the organization retains the right to drug screen employees.

Return to Duty and Follow-up:

Any employee who leaves the organization's employ, either through a layoff, resignation, leave of absence, termination or disability for a period exceeding six (6) months, will be required to submit to a drug and alcohol test upon re-employment or re-entry into the work force, following the procedure described for applicants. Positive test results will be treated in the same manner, as are those for applicants.

Any employee returning from an approved leave of absence for the sole purpose of rehabilitation for drug and alcohol dependency as voluntarily sought through the organization's benefit offerings, will be subject to random screening to ensure that they remain "drug and alcohol free." If the screening results in a confirmed, positive test result, the employee will be terminated. All drug and alcohol test results which are positive (i.e., both employees and applicants), will be followed by a confirmation test of the same blood and/or urine sample by an alternative method.

Inspection of Desks, Possessions, Vehicles, Etc.

- Where the organization's management has reason to believe that an employee in violation of the organization's alcohol and substance abuse policies, the employee may be asked to submit immediately to a search of her/his person, property used by that employee and employee property on the organization's worksite.
- Entry onto the WHA's worksite (including parking lots) constitutes consent to search and inspection. "Work Site" means any office, building or property owned by the organization or operated by the employee, may be disciplined up to and including discharge.
- Employees must give consent before being searched. Refusal to consent could result in discipline depending upon the facts and circumstances. Such searches will be carried out in privacy, but with an organization's representative witness.
- WHA reserves the right to search desks, lunch boxes, briefcases, purses, packages, personal belongings, vehicles, or any other receptacle that an employee uses or has access to. The organization may, but is not required to, obtain the employees consent when property used by or belonging to an employee is to be searched. Where possible, the employee should be notified of the search and should be present. Such search or inspection should be carried out privacy but shall always be conducted in the presence of at least one witness other than the organization staff representative performing the search or inspection, and the contents resulting from such search or inspection shall be inventoried.

- WHA will place any contraband found into properly marked containers and transport it by police or other authorized personnel to be in possession of the substance during the transport. Testing of the contraband will be by a recognized laboratory. Law enforcement agencies will be notified as appropriate.

Penalties:

- If an employee fails to comply with a decision to screen and/or search, the employee will be subject to discharge.
- If the results of a search show illegal possession, the employee will be subject to discharge.
- If an employee is removed from the worksite because the organization has reasonable suspicion that the individual is under the influence of alcohol or drugs, she/he will promptly be required to accompany an authorized organization representative to the approved medical facility where her/his condition will be evaluated by the organization's MRO. The evaluation may include testing to confirm suspected alcohol or substance abuse. Refusal by the employee to submit or to cooperate with this medical evaluation (including not providing a sample or the tampering with or substitution of specimens) will be considered a serious breach of organization rules and the employee will be terminated.
- If the results of the screening confirm that the employee was under the influence of drugs or alcohol as determined by a licensed testing laboratory in accordance with current medical standards, they will be subjected to discipline up to and including discharge. A determination that an employee was under the influence of drugs will be made based on the levels of drugs in the employee's system indicated by confirmed, positive test results from a licensed testing laboratory.
- If the results of the screening show the presence of drugs or alcohol in the employee's system as determined by a licensed testing laboratory in accordance with current medical standards, the individual will be referred to a SAP (Substance Abuse Professional). A determination that drugs or alcohol were present in the employee's system will be made based on the levels of drugs or alcohol in the employee's system indicated by confirmed, positive test results from a licensed testing laboratory.
- The individual will be subject to and must sign the Continued Employment Agreement Involuntary Participation. If, after receiving a confirmed, positive test result for the presence of drugs in the employee's system, the employee declines the Substance Abuse Professional Evaluation the employee will be subject to discharge.

Progressive Discipline Not Applicable

The discipline to be imposed for violations of the organization's Policies on Alcohol, Drugs and Controlled Substances shall be governed solely by the provision of the policy, notwithstanding any disciplinary steps as set for the in the WHA's Employee Handbook.

Limitation:

To the extent any federal, state or local law, rule or regulation limits or prohibits the application of any provision of this policy, then to the minimum extent necessary and only for that geographical area, this policy is deemed to be amended to be in compliance.

Occupational Health and Safety Administration

Wilmington Housing Authority is in compliance with the Occupational Health and Safety Administration (OSHA) regulations. OSHA requires employers to comply with safety and health standards covering operations in the workplace and to maintain it free from recognized hazards. It also requires employers to record occupational injuries and illnesses that result in death, loss of consciousness, transfer to another job, restriction of work or motion, or medical treatment beyond first aid. Wilmington Housing Authority maintains its required record keeping in the OSHA Form 300 log and retains this information on file for five years. Annually the organization summarizes the injuries and illnesses and reports the information to OSHA in addition to posting the information on the bulletin board from February 1 through April 30.

Security Policy

Wilmington Housing Authority's policy is to make every reasonable effort to provide for the security of its property, its employees, and authorized visitors to its premises. The Human Resources Chief of Wilmington Housing Authority will oversee the security procedures and practices shown below. Any questions regarding security should be directed to the Human Resources Chief of Wilmington Housing Authority.

- Recommending, enforcing and auditing all security procedures
- Evaluating and recommending security devices and systems
- Communicating with and maintaining relationships with law enforcement agencies
- Developing systems to issue and control employee identification devices and keys, as well as to identify and control Wilmington Housing Authority and its employees' physical assets
- Safeguarding confidential information and the release of sensitive information
- Investigating theft and vandalism occurring on the organization's premises or involving its property

Safety Procedures

- Visitors, suppliers and guests to Wilmington Housing Authority must identify themselves. A Wilmington Housing Authority employee while on the premises in specific areas may escort visitors, depending on the situation. If an unauthorized individual is observed on the organization's premises, you should immediately notify your manager or, if necessary, direct the individual to the reception area.
- Employees, suppliers and guests are prohibited from possessing firearms or other weapons on the organization's property and at events sponsored by Wilmington Housing Authority.
- Employees who want or need to take Wilmington Housing Authority property or equipment off the premises must have their manager's prior authorization. Removing property or equipment without authorization will result in disciplinary action. Employees are responsible for the proper care and return of any of the organization's property and equipment assigned to their possession.

- Wilmington Housing Authority reserves the right to inspect the contents of briefcases, packages, bags, desks, file cabinets, storage areas and workstations at any time and may remove all items that are in violation of the organization's rules and policies.
- Employees are expected to know and comply with Wilmington Housing Authority security procedures and should report any violations or potential problems to their manager or the Human Resources Chief of Wilmington Housing Authority. Violations of the organization's security rules or procedures will result in disciplinary action up to, and including, termination.

Smoking in the Workplace

To maintain a safe and comfortable working environment and to ensure compliance with applicable laws, smoking in organization vehicles and in our facilities is strictly prohibited. A smoke-free facility protects our residents, clients, visitors, and employees from tobacco smoke and its health hazards, and, conveys our commitment to the promotion of health and quality of life. The organization offers a number of smoking cessation services through our benefit providers and interested employees may contact the office for further information.

Smoking means inhaling, exhaling, burning, or carrying any lighted cigar, cigarette, pipe, or other lighted smoking device for burning tobacco or any other plant or the use of e-cigarettes or vapor devices. Accordingly, smoking is prohibited on our properties, except for approved designated areas, and employees have an obligation to keep areas clean and free of litter.

This policy has been established as a result of the organization's dedication to quality of life for our employees. In addition, the organization may be subject to criminal and civil penalties for violations of applicable smoking laws, and as such, we must insist on strict adherence to this policy.

Employees are expected to exercise common courtesy and to respect the needs and sensitivities of coworkers with regard to the smoking policy. If you must smoke during work hours, please do so only during meal or other authorized breaks.

Workplace Violence Policy

Wilmington Housing Authority provides a safe workplace for all employees. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this workplace violence policy.

Prohibited Conduct

We do not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities.

This list of behaviors, while not inclusive, provides examples of conduct that is prohibited.

- Causing physical injury to another person;
- Making threatening remarks;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;
- Intentionally damaging employer property or property of another employee or resident;

- Possession of a weapon while on organization property or while on organization business;
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

Reporting Procedures

Any potentially dangerous situations must be reported immediately to a manager or the Human Resources Chief of Wilmington Housing Authority. Reports can be made anonymously, and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled and the results of investigations will be discussed with them. The organization will actively intervene at any indication of a possibly hostile or violent situation.

Risk Reduction Measures

Safety: The organization conducts annual inspections of the premises to evaluate and determine any vulnerability to workplace violence or hazards. Any necessary corrective action will be taken to reduce all risks.

Individual Situations: While we do not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform the Human Resources Chief of Wilmington Housing Authority if any employee exhibits behavior which could be a sign of a potentially dangerous situation. Such behavior includes:

- Discussing weapons or bringing them to the workplace or storing in a vehicle on organization's property;
- Displaying overt signs of extreme stress, resentment, hostility, or anger;
- Making threatening remarks;
- Sudden or significant deterioration of performance;
- Displaying irrational or inappropriate behavior.

Employees at Risk: The Human Resources Chief of Wilmington Housing Authority will identify and maintain a list of employees who have been determined to be at risk for becoming victims of violence because of the nature of their job or because they are subject to harassment, violence, or threats from a non-employee. Management will design a plan with at-risk employees to prepare for any possible emergency situations.

Dangerous/Emergency Situations

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact and talk to the individual. Contact **911**, if you safely can. If a manager can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice should be given. Otherwise, cooperate and follow the instructions given.

Enforcement

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination. Non-employees engaged in violent acts on the employer's premises will be reported to the proper authorities and fully prosecuted.

Evacuation Plan

All employees should familiarize themselves with the location of the emergency exits within the building. In addition, they should learn the locations of the fire extinguishers in the building where they work and learn how to operate these extinguishers. Below are the standard procedures all employees should follow in case of a fire emergency.

Procedures

- If the fire alarm sounds, please evacuate the building to the designated gathering site. Do not leave the designated site or the parking lot unless you have been instructed to do so by the Human Resources Chief or their designee.
- If you discover a fire in a building, activate the nearest fire alarm pull station. If you cannot reach or locate the nearest fire alarm, immediately notify occupants of the building to evacuate the building.
- Telephone 911 as soon as you are safely outside of the building, if 911 has not already been called. Tell the dispatcher the location and nature of the fire and they will dispatch the Fire Department
- If the fire has not spread from its point of origin, attempt to extinguish the fire using fire extinguishers. However, "Safety of Life" is the prime concern.
- Do not attempt to extinguish a fire in storage closets or the warehouse areas unless you know what chemicals are involved and have been trained in the correct procedures and types of extinguishers to be used for fighting such fires. The GHS are available and should be referred to for proper safety precautions. "Safety of Life" remains the prime concern.
- Do not reenter an evacuated building until you have been advised by Human Resources Chief or their designee that it is safe to do so.

Receipt of Employee Handbook

I have received my copy of Wilmington Housing Authority's *Employee Handbook* that outlines the policies, practices, and benefit guidelines of the organization, and I have read, and I understand the information contained in the handbook.

Since the information in this handbook is necessarily subject to change as situations warrant, it is understood that changes in the handbook may supersede, revise, or eliminate one or more of the policies in this handbook. These changes will be communicated to me by the Human Resources Chief of WHA or my manager. I accept responsibility for keeping informed of these changes.

I understand that this handbook is the property of WHA. During and after my employment, I agree to hold all the organization's information confidential. Employees, upon leaving the organization, must return this handbook along with all property of Wilmington Housing Authority.

I further acknowledge my understanding that my employment with Wilmington Housing Authority may be terminated at any time with or without cause.

Included in the handbook are as shown below:

History and Culture / Philosophy / Business Ethics & Conduct	Diversity and Inclusion / Licenses and Posters	Employment Status / Procedures / Orientation
Length of Service	Schedules / Telework	Safe Harbor / Pay Practices
HR Administration	Non-retaliation	Termination
EEO Policy	Age Discrimination Policy	Equal Pay Policy
GINA / IRCA Policies	Pregnancy Non-Discrimination	Background Checks / ERISA
Confidentiality Policy / Resident and Public Relations	Pay Transparency Nondiscrimination	Conflict of Interest
Equipment / Vehicles / Driving Requirements	Telephones	Computers / Laptops
Credit Card Policies Procedures	Travel Expenses / Reporting	Personal Property
Corrupt Practices Policy	Harassment/Sexual Harassment	Workplace Bullying
Whistleblower Policy	USERRA	Rules of Conduct
Attendance & Tardiness	Contagious Illness / Inclement Weather / Emergency Closing	Corrective Coaching
Problem Resolution	Collection/Solicitation	Dress Code/Image/Tattoos/ Piercing
Family, Visitors & Guests in Workplace	Purchasing	Benefits / COBRA
Paid & Unpaid Leave	Training	Worker's Comp / Work Return
Safety / Health / OSHA	Drug-Free Policy	Workplace Violence
Security	Smoking	Evacuation

Employee's Signature

Date

Name [Please Print]