



**AKRON METROPOLITAN HOUSING
AUTHORITY**

EMPLOYEE HANDBOOK

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WELCOME

As you begin your employment with the AMHA, I would like to welcome you to our organization and invite you to read and become familiar with the contents of this employee handbook. I hope that you find it full of helpful and valuable information about the policies, benefits, procedures, and opportunities available to guide and assist you in performing to the best of your abilities and developing and realizing your potential as one of our valued employees.

The AMHA has been a national pacesetter among housing providers. With your help, we are looking forward to continuing growth and prosperity as we find new and better ways to serve the needs of our residents and the community.

The policies, procedures, and programs outlined in this handbook are designed to serve as guidelines to keep you informed of relevant facts about your employment. They are not intended to create any kind of contractual relationship and are subject to change at the AMHA's discretion, with or without notice. While the policies and procedures outlined in this manual should give you answers to most of the general questions you might have about your job or the AMHA's programs and procedures, it cannot cover every situation that might arise. If you have questions about these guidelines or need further information about any subject, please consult with your supervisor or the Human Resource Department.

We also welcome your suggestions for improvements either to policies or procedures covered in this handbook or in other job-related areas or subjects. Your ideas on ways to improve our operations and procedures are important to us, and, along with your effort and performance, are an ideal way to contribute to the AMHA's future growth and your own development.

Please read this handbook carefully and retain it for future use. Try to familiarize yourself with its contents as soon as possible, as it should answer many of your initial and ongoing questions about your employment with the AMHA. We want you to be fully informed and understand our policies and procedures completely.

Once again, I welcome you and wish you success as we face the numerous challenges, opportunities, and potential rewards ahead.

Sincerely,

Anthony W. O'Leary, Executive Director

EMPLOYEE HANDBOOK POLICY

The full content of this Employee Handbook is presented only as a matter of information. The language used in this material is not intended to create, nor is it to be construed as, an express or implied contract between the AMHA and any one or all of its employees. AMHA reserves the right to change, suspend, or terminate, without notice, any of its plans, policies, or procedures whether they are contained in this handbook or in other agency documents. These policies supersede any and all prior policies previously issued by AMHA (except as specifically referenced within this manual). This policy manual also supersedes any prior oral and written understandings and practices and all previous versions of employment handbooks and/or employment policies issued by the AMHA.

The provisions outlined in this handbook are applicable to all regular full-time AMHA employees. Temporary, contract, seasonal, casual and part-time employees are expected to abide by the rules and policies of the agency, but do not have the same rights and benefits as regular full-time staff.

In the event of a conflict between the provisions outlined in this manual and the terms of an applicable collective bargaining agreement, the collective bargaining agreement shall prevail.

Except where provided otherwise in any individual written contract or collective bargaining agreement, all employment with the AMHA is for no definite period of time and may be terminated at will at any time, without prior notice, by either the AMHA or the employee. No employee has the authority to enter into employment contracts or make promises which are in conflict with the agency's right to terminate the employment relationship at any time within its discretion, other than the executive director, and then only in writing. Any such promises made by supervisors or management other than the executive director in writing should not be relied upon.

This booklet is meant as a guide for information purposes only, and is not a complete statement of policy and procedure. For additional information on specific procedures and practices regarding implementation of these policies, please contact the Human Resource Department.

ABOUT AMHA

EMPLOYER-HUMAN RESOURCES

We believe that each one of our employees is an important part of the AMHA team. As such, we will strive to provide you with the tools, training, and commitment and support that you need to be successful and productive. If you have suggestions for how we can provide better service to the public, please let us know. If you have issues and concerns at any time, please feel free to discuss them with your supervisor or any other member of our management staff.

MISSION STATEMENT

The Akron Metropolitan Housing Authority is a developer of people, property, and community, providing quality housing options and investing in partnerships to enhance opportunities for eligible individuals and families.

SHARED PRINCIPLES & VALUES

About the AMHA:

The Akron Metropolitan Housing Authority is a public agency chartered by the State of Ohio, funded in part through the United States Department of Housing and Urban Development to provide subsidized housing for eligible citizens of Summit County.

The AMHA's Commitment:

We, as a public agency, with the support of our Board of Trustees and a commitment from all staff, have a shared responsibility to provide results-oriented quality work and services for our eligible residents.

Building Stronger Neighborhoods through Community Partnerships:

The AMHA, together with our residents, local government, community agencies, and the citizens of Summit County, is committed to developing community partnerships to maintain and improve neighborhood standards.

Quality Housing Options:

The AMHA is committed to and responsible for providing attractive, safe, and affordable housing options/services for all eligible families, elderly, and individuals with special needs, in a professional and caring manner.

Professional Services:

- We recognize that we exist to provide housing and supportive services for our program applicants/participants.
- We recognize and accept that a public sector service as basic as housing requires a special degree of accountability given the trust placed in us.
- We are committed to the principles of fair housing and equal opportunity for all.
- Respect for the dignity of our program applicants/participants is the foundation for all that we do.
- We will seek to offer relevant, cost-effective, courteous and helpful services.
- Other community agencies and contractors are essential partners with AMHA staff in assisting residents to achieve self-sufficiency.
- The loyalty of our clients and public support for our organization will only be earned and maintained if we provide quality professional services.
- The AMHA is an organization in which leadership, teamwork and respect for the individual are valued, and employees take pride in what they do.
- We will maintain the highest ethical standards in conducting our business.

Residents:

- We are chartered to serve residents of Summit County who meet established eligibility guidelines.
- Our primary purpose is to be a responsive provider of housing services while always recognizing the dignity of our clients. We recognize that families and individuals, whether elderly, young or disabled, need our housing services due to limited resources.
- We believe that residents deserve no less than our best efforts given the public trust placed in the AMHA.
- We are in a people business and understand the public nature of our business.
- We are dedicated to helping our residents to help themselves – providing assistance while encouraging responsibility, self-sufficiency and good citizenship.

National Pacesetter Among Housing Providers:

We will, through a commitment to excellence, innovative leadership and partnership, serve as a model for other housing providers.

CHARACTER COUNTS!®

AMHA embraces the principles of CHARACTER COUNTS!® and the Six Pillars of Character®, which are as follows:

TRUSTWORTHINESS

All employees are to be honest, reliable and give their best effort to the AMHA at all times.

RESPECT

All employees are to treat others with respect, to be tolerant of differences and to be considerate of the feelings of others.

RESPONSIBILITY

All employees are to be accountable for their own choices and actions and to assume their share of responsibility for the work of the agency.

FAIRNESS

All employees are to obey the rules and regulations.

CARING

All employees are to be kind and willing to help program applicants/participants, co-workers, and the public in the process of fulfilling the mission of this agency.

CITIZENSHIP

All employees are encouraged to do their share to make the community a better place.

The Six Pillars of Character® are to be incorporated in the way business is conducted at AMHA. This applies to individual performance as well as interactions with internal and external customers. There are certain expectations including but not limited to giving a productive day's work to the best of one's skill and ability; being at work as required; interacting with program applicants/participants, the general public, and fellow employees in a courteous and professional manner; and adhering to the policies and procedures established by the agency.

*CHARACTER COUNTS!® and the Six Pillars of Character® are registered trademarks of the CHARACTER COUNTS!® Coalition, a project of the Josephson Institute of Ethics, www.charactercounts.org

AGENCY AND MANAGEMENT RIGHTS

The AMHA has the right to exercise regular and customary management functions including, but not limited to, the right to:

- Dismiss, assign, transfer, supervise, and discipline employees;
- Determine and change starting times, quitting times, and shifts;
- Determine and change the size of and qualifications of the work force;

- Establish, change, and abolish its policies, practices, rules, and regulations;
- Determine and change methods by which its operations are to be carried out; and
- Assign duties to employees in accordance with the AMHA's needs and requirements.

HIRING PRACTICES

REASONABLE ACCOMMODATIONS

Qualified individuals with disabilities might require accommodations at work. In such circumstances, the AMHA handles workers' requests for accommodations in accordance with applicable federal, state, and local laws.

Any applicant or employee who requires an accommodation in order to apply for the position or to perform the essential functions of the job should contact the Human Resource Department and request such an accommodation. AMHA will engage in a timely, good faith interactive process with the applicant or employee to identify possible accommodations, if any, that will enable the applicant or employee to perform the essential functions of the job without creating an undue hardship on AMHA or creating a safety threat. So that AMHA may best understand an individual's disability and the accommodation he or she may need, AMHA may request that the individual provide medical documentation explaining the medical need for the accommodation(s) and/or input on the precise, job-related limitations caused by the disability. The determination of whether an accommodation will be provided is made on a case-by-case basis.

POLICY ON HARASSMENT

The AMHA's general anti-discrimination policy applies equally to sexual harassment and all other forms of harassment based upon a protected characteristic, including race, color, religion, sex, age, marital status, national origin, ancestry, disability, genetic information, military status, veteran status, or any other characteristic covered by federal, state or local law. Sexual harassment includes unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature which:

1. Is made either explicitly or implicitly as a term or condition of an individual's employment;
2. Is used as the basis for employment decisions affecting such individuals; or
3. Has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Some examples of conduct that may be sexual harassment, include but are not limited to, those listed below.

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

This conduct will not be tolerated at any level of the AMHA, as well as vendors, customers, contractors of the AMHA, and will result in severe discipline against the offending persons, up to and including discharge, or removal from AMHA premises.

It is extremely important that everyone review their attitudes and conduct toward fellow employees to ensure that what might be intended as a harmless joke or comment is not interpreted by another employee as a form of harassment.

Any employee who believes he/she has been the target of unlawful harassment or has witnessed conduct that he/she believes violates this policy, must immediately report the incident to the human resources and legal services director (ext. 9915) or the employee and labor relations manager (ext. 9879). If both of these parties are alleged to be involved in the harassment, the employee should report the matter directly to the executive director.

Any supervisor or manager who becomes aware of possible violations of this policy must immediately advise a human resources representative. All allegations of sexual or other harassment based on a protected characteristic described above will be promptly and thoroughly investigated. To the extent possible, consistent with a full and thorough investigation, the confidentiality of all parties will be protected against unnecessary disclosure. The AMHA will take steps it deems appropriate to remedy the situation and stop any harassing or discriminatory conduct that violates this policy and/or is a violation of law.

Retaliation against any employee for bringing forward in good faith a concern about harassment or discrimination, filing a complaint or participating in an investigation is strictly prohibited.

However, any employee that knowingly makes a false claim of harassment and/or discrimination will be subject to disciplinary action up to and including termination.

The full copy of the AMHA's Anti-Harassment Policy is provided to each employee, and each employee is required to sign a form acknowledging receipt of the policy and that he/she agrees to abide by the policy in each and every respect. (see Attachment #1)

EMPLOYMENT OF RELATIVES

It is the AMHA's policy to avoid employing members of the same family whenever possible. However, this policy does not apply retroactively to existing employees. Under certain circumstances, more than one family member may work for the AMHA. The following guidelines will govern these situations. For purposes of this policy, related individuals include individuals who are romantically involved. All individuals who are romantically involved with a co-worker must disclose the relationship to the Human Resource Department.

When related persons work for the AMHA, one relative may not supervise another. Related persons will not be involved in evaluating each other's job performance or in making recommendations for salary adjustment, promotions, or other budget decisions. The AMHA may have relaxed standards regarding this policy for temporary, seasonal or part-time employment. All such instances will be reviewed by the executive director and reported to the Human Resource Department.

For purposes of this policy, relatives shall include: grandparents, parents (including legal guardians or individuals standing in loco parentis), spouses, siblings, children, grandchildren, in-laws (mother-in-law, father-in-law, sister-in-law, brother-in-law, daughter-in-law, and son-in-law), step relatives or persons not related by blood or marriage but living within the same house for an extended period of time. Employees in the same family usually will not be permitted to work at the same work-site or within the same department.

EQUAL OPPORTUNITY

The AMHA is committed to providing equal employment opportunity for all persons regardless of race, color, religion, sex, age, marital status, national origin, ancestry, disability, genetic information, military status, veteran status, or any other characteristic covered by federal, Ohio or local law. Equal opportunity extends to all aspects of the employment relationship, including hiring, transfers, promotions, training, terminations, working conditions, compensation, and benefits. The AMHA complies with federal and Ohio equal employment opportunity laws and

strives to keep the workplace free from all forms of unlawful harassment, including sexual harassment. The AMHA considers harassment in all forms to be a serious offense.

Employees who have been subject to prohibited discrimination or harassment must immediately report the incident to the human resources and legal services director (ext. 9915), or, if he or she is not available to the employee and labor relations manager (ext. 9879). If both of these parties are alleged to be involved in the discrimination or harassment, report the incident to the executive director. Complaints are investigated immediately and handled as confidentially as possible in keeping with a thorough investigation. The AMHA will ensure that employees following this complaint procedure are protected against illegal retaliation for making good faith complaints about unlawful harassment in the workplace.

Any reported violations of Equal Employment Opportunity law or this policy will be promptly investigated. Supervisors or employees found to have engaged in unlawfully discriminatory conduct or harassment are subject to immediate disciplinary action, up to and including possible termination of employment.

GENETIC INFORMATION

Federal law prohibits employers from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by the law. We respect your medical privacy and take our responsibility seriously. The AMHA will not request or require you to provide genetic information except in those limited circumstances allowed by law. If you have any questions about this policy, please contact the Human Resource Department. If you believe there has been a violation of this policy, please follow the procedure set forth in the Agency's Equal Opportunity policy and policy on harassment.

HIRING AND RECRUITING

Job openings for positions may be filled by promoting from within the AMHA whenever the AMHA deems such personnel to be the best qualified. When the AMHA deems it necessary to recruit applicants for employment outside the AMHA, available sources of qualified personnel shall be utilized. Notices of job openings are posted on the AMHA agency website, distributed to departments and posted on the employee bulletin board. The decision to accept an applicant for employment or promotion shall be made by the executive director.

YOUR JOB

EMPLOYMENT CLASSIFICATIONS

Each employee will belong to one of the following employment categories:

- **REGULAR FULL-TIME** employees are those who are classified as having regular full-time status and who are regularly scheduled to work at least thirty (30) hours (not including unpaid meal time) per week.
- **REGULAR PART-TIME** employees are those who are classified as having regular part-time status and who are regularly scheduled to work less than thirty (30) hours (not including unpaid meal time) per week.
- **TEMPORARY OR SEASONAL** employees, whether full-time or part-time, are those who are hired as interim replacements, to temporarily supplement the workforce, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change to regular status. While temporary employees receive all legally mandated benefits (such as worker's compensation insurance and Ohio Public Employees Retirement System ("OPERS") contributions), they are ineligible for all of AMHA's other benefit programs.

COACHING

Your immediate supervisor will provide you with one-on-one coaching on a periodic basis. This coaching provides a vehicle for open communication and supports your individual development.

In any such coaching meeting, you may: 1) review and be provided with feedback regarding your performance, 2) review action steps/goals for you and your supervisor from the previous coaching session(s), 3) explore development areas you want to talk about, 4) explore development areas your coach wants to talk about, and 5) establish action steps you and/or your coach commit to undertake.

Coaching facilitates three of our core beliefs. First, every employee deserves the opportunity to achieve his/her goals and potential. Second, open and honest communication is an important element of our continued success. Third, teamwork requires that each individual team member understands his/her contribution to the overall goals of the organization.

HOURS OF WORK

Normal business hours at the AMHA are Monday through Friday, 8:00 a.m. until 4:30 p.m. While most employees work during those hours, you may, depending upon your classification and the needs of the agency, be assigned to work an alternate work shift. The AMHA reserves the right to establish alternate work shifts to the extent business conditions require.

The normal work week is forty (40) hours. The work week, for payroll purposes, begins on Saturday at 12:01 a.m. and ends Friday at midnight.

To accommodate the needs of diverse programs and participants, work schedules may vary among the AMHA's programs and differ during various times of the year. To accommodate these varying needs, the AMHA staff must be willing to alter their work schedules.

Normally work schedules within a department or division are planned in advance and approved by the supervisor. It is important that office coverage is arranged to meet visitors and respond to telephone calls during normal business hours. The office staff must know the planned work schedule of each employee to conduct business.

Overtime work may be necessary from time to time as determined by the department director. To the extent possible, the decision to work overtime, as requested, will be made by the employee. However, in certain situations, depending upon the job involved, overtime work may be required. Non-exempt employees shall not be permitted to work overtime without the prior authorization of their supervisor. For information regarding compensation for overtime, please see "Overtime Compensation for Non-Exempt Employees". (Exempt employees are not entitled to overtime compensation.)

JOB DESCRIPTIONS/GOALS

Upon hire, transfer, promotion, or re-classification, you will receive a copy of your job description, which provides a general outline of the duties and responsibilities of your position. (Please note that duties may vary somewhat between individuals within the same classification.)

Periodically, these job descriptions are reviewed to ensure that they accurately reflect the duties and responsibilities of each classification. If at any time you believe that your job description has become outdated or no longer adequately reflects the nature of your job, please advise the Human Resource Department so that steps may be taken to conduct a review and make any necessary changes and/or address issues with work assigned.

Non-bargaining unit employees review their job descriptions with their supervisor from time to time to ensure that they accurately reflect the duties and responsibilities of each classification. Non-bargaining exempt employees also review and reestablish their goals periodically.

As a member of the AMHA team, on occasion you may be asked to assist in areas other than your regularly assigned duties. Your willingness to work as part of the team is critical to our mission. Keep in mind that you are employed to work for the agency, not just to do a specific job. We are all working together toward a common goal.

LICENSE & CERTIFICATION REQUIREMENTS

Driver's Licenses:

Employees may be required to have a valid Ohio Driver's License and/or a Commercial Driver's License (CDL). Any employee who drives a vehicle of the AMHA, or drives a personal vehicle on business of the AMHA, is responsible for maintaining a valid Ohio Driver's License and/or Commercial Driver's License (CDL). The AMHA reserves the right to periodically check driving records and insurability of employees. An employee who fails to maintain a valid driver's license or becomes uninsurable by the AMHA's insurance carrier when a license or insurability is a job requirement may be subject to termination.

Professional/Technical Licenses:

If a license or certification is a requirement for placement in a job (e.g., a licensed electrician), the employee will pay for the procurement of said license. An exception to this will be licensed Pest Control Technician position for which the license is issued to the agency.

If a license or certification is a requirement of the job subsequent to the employee obtaining the position (e.g., Commercial Driver's License, or Public Housing Manager Certification), the AMHA will pay for the employee to be licensed/certified in the required area. If after two attempts, the employee fails to obtain the required license/certification, the employee will be responsible for additional costs. Any employee who fails to obtain the required license/certification within the time requirement will be removed from the position.

If a license or certification is a subsequent or add-on license that enhances the position, but is not a requirement of the position, the AMHA may pay the license/certification fee, if the license or certification is determined to be beneficial to the AMHA.

Any employer-requested licensing/certification shall be made solely at the discretion of the executive director or designee and shall be mutually agreed upon between the AMHA and the affected employee. In such cases the agency will pay for the securing and/or renewal of the license. If at some subsequent future date, the AMHA deems the renewal of a license/certification not in its best interest, the agency may at its discretion choose not to renew a license secured under the specific section.

For employees who wish to become licensed or certified in areas which are not a requirement of their position or which there is no current need, the employee should complete a request for consideration to the tuition reimbursement program via the Human Resources office.

An employee who fails to maintain or obtain professional licensing/certification required for performance of his/her job duties will be subject to termination.

PROBATIONARY PERIOD

The first 120 calendar days of employment for non-bargaining unit employees is considered a probationary period. During this period of time, new employees will learn not only about their specific job responsibilities, but also the overall mission of the AMHA and the responsibilities of the rest of the staff. The probationary period provides new employees with the opportunity to determine whether or not the AMHA is right for them, and it also gives the AMHA a chance to observe the work habits and performance of new employees. New employees will be evaluated during their probationary period.

An employee may be terminated at any time during the probationary period, with or without cause.

If an extended absence occurs during an employee's probationary period, or his or her performance is unsatisfactory, the AMHA retains the right within its discretion to extend the length of the probationary period by the number of days absent, or for a period deemed appropriate to allow the employee reasonable time to improve their performance. Newly promoted and/or transferred employees also serve probationary periods in their new positions. This period is 120 calendar days for non-bargaining employees. During the course of the probationary period, and again at the end of the probationary period, the employee's performance records will be evaluated. The probationary period does not change the at-will nature of the employment relationship with the AMHA.

Existing employees may be placed on probation for an indeterminate period of time not to exceed six (6) months, when their performance has deteriorated and the supervisor deems it necessary to monitor the situation.

Employees hired into executive level positions (directors) are not required to serve a probationary period but serve at the pleasure of the executive director.

PROMOTIONS AND TRANSFERS

Job openings for positions will be filled from within the AMHA whenever the AMHA deems internal personnel to be the best qualified. Current employees may apply for promotion or transfer by following the requirements of “open position” postings, as they occur. In the case of an employee-requested transfer or promotion, an employee must have been performing in a satisfactory manner in his/her current job for a period of twelve (12) months immediately prior to the request for transfer or promotion. .

If an employee has been in his/her current job for a period of less than twelve (12) months, the employee must have written consent from the Director of Legal and Human Resources prior to applying for a promotion or transfer. Approval to apply will only be granted if the employee has special qualifications, skills and/or training needed for the position not possessed by any applicant who meets the twelve-month requirement. The Director of Legal and Human Resources will also obtain input from the applicable supervisor/department head regarding any hardship or other special considerations a possible resulting promotion or transfer would raise. The determination is solely a management decision to be made in the best interest of the agency.

All requests for promotion or transfer shall be made to the Human Resources Department. The final decision to accept an applicant for promotion or transfer shall be made by the executive director.

An employee may be transferred to another position or department as needed due to fluctuations in department workloads, organizational changes, more efficient utilization of personnel, as part of a reasonable accommodation, or for other reasons. Transfers may be temporary or permanent.

When an employee is temporarily transferred to a position with a higher salary grade, the employee’s current salary will remain unchanged unless an adjustment is warranted as determined by the executive director.

When an employee is transferred to a position with a lower salary grade, the employee’s salary will be adjusted in accordance with the policies governing demotions or re-classifications, as outlined in the Salary Administration Manual.

Bargaining unit employees have specific procedures regarding promotions and transfers described in their collective bargaining agreements.

See the Probationary Period section for information on probationary periods for new hires, promotions, and transfers.

TRAINING

The AMHA is committed to providing the training necessary to help our employees succeed in their jobs. From time to time, supervisors may notify the Human Resource Department of training that may be needed. In addition, employees may request additional training that may assist them in the performance of their duties. Such requests should be submitted to the Human Resource Department. Approval of training requests is within the discretion of the executive director or his designee.

In addition, training is available to all employees through the HTVN network. Employees are encouraged to take advantage of these opportunities whenever programs are offered that are relevant to their job duties. Schedules of HTVN training opportunities are periodically distributed within the departments. Employees must obtain supervisor approval before scheduling any training through HTVN.

Employees are also encouraged to utilize the AMHA's tuition reimbursement program. (See "Tuition Reimbursement").

WORK LOCATION

The AMHA provides services throughout Summit County and hence has several work locations.

Employees are generally assigned to one primary work location, but may be asked to work at other sites as needed. It is through this type of cooperation and teamwork that we can better serve our clients.

COMPENSATION

BUSINESS TRAVEL & MEAL REIMBURSEMENT

Activities which justify reimbursement of travel expenses include attendance at business meetings, conventions, and seminars or other education incurred by employees related to their jobs. Prior approval of such travel, however, must be obtained from the executive director or designee. For the purposes of this policy, employees participating in the tuition reimbursement program are not deemed to be conducting AMHA business.

If circumstances require an employee to use his/her own car while traveling on AMHA business, the employee shall have valid and current automobile liability insurance and shall receive the current mileage allowance as established by AMHA.

Expenses for entertainment during business trips will not be reimbursed to the employee, and the AMHA will not reimburse an employee for the travel expenses of the employee's spouse or other parties. Time spent by an employee in traveling away from home on AMHA business during normal working hours shall be considered hours worked for pay purposes. Employees may not be compensated for business travel as a passenger outside their regular working hours unless otherwise provided by applicable law.

When job related travel is required outside the territorial jurisdiction of the AMHA (Summit County), the employee shall obtain approval in advance for such travel from the executive director's office or designee.

AMHA will reimburse employees for meal expenses when they are: a) out of town on approved agency business; or b) where authorized in advance in writing by the executive director or designee. "Out of town" means outside the territorial jurisdiction of the Akron Metropolitan Housing Authority (Summit County). Alcoholic beverages and tips are not allowable expenses. Meal allowances will be established and approved by the Board of Trustees. Please see the included "AMHA Procedures for Submission of Employees Travel Expenses for mileage, meal reimbursement rates (see Attachment # 2) and expense reporting procedures."

Employees shall be reimbursed for meals in accordance with the guidelines in the Meal Reimbursement policy attached (see Attachment #2). The executive director or designee may authorize an employee to be reimbursed by the Agency for the actual cost of a meal provided that: (a) the employee is required to attend the function to which the meal is a part; (b) the meal is part of a function of the AMHA; or (c) the meal is necessary for the furtherance of business of the AMHA. In such case, the employee must obtain written pre-approval for the meal, and must document, with a receipt, the actual cost of the meal. The cost of tips and alcoholic beverages will not be reimbursed.

EXEMPT AND NON-EXEMPT EMPLOYEES

All employees are classified as either "exempt" or "non-exempt", as specified by the Fair Labor Standards Act and Ohio law. "Exempt" employees are typically administrative, executive, and professional personnel who are not eligible for overtime compensation pursuant to applicable

law. “Non-exempt” employees are those who are eligible for overtime compensation in accordance with applicable law or as otherwise outlined in this Handbook. As a general rule, bargaining unit positions are non-exempt employees; provisions for overtime work and compensation for these bargaining unit employees are outlined in the collective bargaining agreements.

GARNISHMENTS, ATTACHMENTS AND JUDGMENTS

Normally, the AMHA will not help creditors in the collection of personal debts from its employees. However, under certain legal procedures known as garnishments, levies, judgments, etc., the AMHA is compelled by law to take action. The AMHA expects its employees to discharge their financial obligations promptly so that creditors will not have to ask for the agency’s assistance in collecting amounts owed to them. If your wages are attached, we are required by law to withhold from your earnings and pay to your creditor a specified amount each payday until the debt is settled. Processing fees may also be deducted. If you have any creditor problems or anticipate legal action resulting from an indebtedness, it is a good idea to talk it over with the human resource department without delay.

OVERTIME/COMPENSATORY TIME FOR NON-EXEMPT EMPLOYEES

Non-exempt employees may only work overtime hours with the express approval of their supervisor. For employees not covered by a collective bargaining agreement, overtime compensation is paid at the rate of 1½ times the employee’s regular hourly rate for all hours actually worked in excess of 40 in a work week. Sick time and other non-working time such as vacations and holidays will not be counted as hours worked for calculation of overtime pay. The normal work week is currently from 12:01 a.m. Saturday to midnight Friday. Exempt employees are not entitled to overtime compensation for hours worked in excess of 40 in a work week. With the approval of his/her supervisor, a non-exempt employee can elect to receive compensatory time in lieu of overtime payment which shall be compensated at the same rate as the rate of the overtime payment to a maximum of 120 hours at any one time. AMHA, at its discretion, may pay employees for their unused compensatory time in the last full pay period at the end of each fiscal year.

Overtime worked on Sundays and holidays is paid at two (2) times the employee’s base rate for non-exempt employees. Exempt employees who work on a holiday are not entitled to overtime pay, but may be given a “floating holiday” with the prior approval of the executive director.

Overtime rules for bargaining unit employees are provided in accordance with the collective bargaining agreements.

PAY PERIOD AND PAYCHECKS

For payroll purposes, the work week at the AMHA is Saturday through Friday. Pay shall be bi-weekly. Payroll checks are paid by direct deposit into each employee's personal account at a financial institution. Pay is based on the hours worked by employees, as reconciled with the employee's time card or electronic time sheet. Employees are responsible for ensuring that their time is recorded accurately and submitted in a timely manner, including all time off requests.

The normal workday begins at 8:00 a.m. and ends at 4:30 p.m. (though some employees may work alternate shifts). Bargaining unit employees receive meal periods and breaks in accordance with the applicable collective bargaining agreements. Non-bargaining employees receive a one (1) hour meal period during which time they will be relieved of their job duties. For compensation purposes, the second one-half (1/2) hour of the lunch period shall be considered a paid benefit. Non-bargaining exempt employees may choose to work through their lunch or breaks, but will not receive additional compensation for this time period. Non-exempt non-bargaining employees may not perform any work during their lunch period unless approved in advance by their supervisor.

Rest breaks are considered as time worked and will be compensated. The schedule of hours for employees shall be determined by the department or office to which they are assigned.

Employees shall be informed of their daily schedule of hours of work, including meal periods and rest or coffee breaks, and of any changes deemed necessary by the AMHA.

COMPENSATION ADMINISTRATION

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. You must record correctly all work time and review your paychecks promptly to identify and to report all errors to ensure that you are paid properly for all time worked and that no improper deductions are made.

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 will promptly make any corrections 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 questions, please use the reporting procedure outlined below.

Non-exempt Employees

If you are classified as a non-exempt employee, you must maintain a record of the total hours you work each day. These hours must be accurately recorded on a time card that will be provided to you by your supervisor for maintenance bargaining unit employees, and on an electronic time sheet for clerical bargaining and non-bargaining employees. Your time card/time sheet must accurately reflect all regular and overtime hours worked, any absences, late arrivals, early departures and meal breaks. If your time card/time sheet is not accurate, notify your supervisor immediately. When you receive each pay check, please verify immediately that you were paid correctly for all regular and overtime hours worked each work week, as well as any paid leave taken.

Unless you are authorized by your supervisor, you should not work any hours that are not authorized. 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 on your time card. 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 card. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including discharge.

It is a violation of the AMHA's policy for any employee to falsify a time card, or to alter another employee's time card. It is also a serious violation of AMHA policy for any employee or manager to instruct another employee to incorrectly or falsely report hours worked or alter another employee's time card to under- or over-report hours worked. If any manager or employee instructs you to (1) incorrectly or falsely under- or over-report your hours worked, or (2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, you should report it immediately to the Human Resource Department.

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 you may work for the AMHA. 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.

Under federal and state law, your salary is subject to certain deductions. For example, absent contrary state law requirements, your salary can be reduced for the following reasons [if authorized by state law and any applicable contract]:

- Full day absences for personal reasons.
- Full day absences for sickness or disability.
- Full day disciplinary suspensions for infractions of our written policies and procedures.
- Family and Medical Leave absences (either full or partial day absences).
- To offset amounts received as payment for jury and witness fees or military pay.
- The first or last week of employment in the event you work less than a full week.
- Any full work week in which you do not perform any work.

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

- Your absence on a day because your employer has decided to close a facility on a scheduled work day.
- 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: it is not an improper deduction to reduce an employee's accrued vacation, personal or other forms of paid time off for full or partial day absences for personal reasons, sickness or disability. If an exempt employee does not have any accrued vacation, personal or other form of paid time off, his or her salary shall be reduced to correspond with the any full or partial day absence.

To Report Concerns or Obtain More Information

If you have questions about deductions from your pay, please immediately contact Human Resources. If you believe you have been subject to any improper deductions or your pay does not accurately reflect your hours worked, you should immediately report the matter to your supervisor. If the supervisor 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), you should immediately contact Human Resources. If you are unsure of whom to contact if you have not received a satisfactory response within five business days after reporting the incident, please immediately contact the executive director.

Every report will be fully investigated and corrective action will be taken where appropriate, up to and including discharge for any employee(s) who violate(s) this policy. In addition, the AMHA will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the AMHA'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.

SALARY ADJUSTMENTS

The AMHA strives to ensure that employees are paid a fair rate of pay for the work that they perform. Adjustments to non-bargaining employee salaries or salary ranges may be made by the executive director pursuant to the provisions of our Salary Administration Plan. Information about this plan is available from the Human Resource Department.

Compensation for bargaining unit employees is governed by the provisions of their applicable collective bargaining agreements.

BENEFITS

Benefits for employees vary depending on the employee's job and coverage by a collective bargaining agreement. The following is a brief summary of the benefits, which you may enjoy as an employee of the AMHA. All of these programs are designed for your personal benefit as an employee, so it is to your advantage to become familiar with each of the plans. You will receive plan booklets for some of the benefits outlined here, and you are always welcome to discuss your individual questions with the Human Resource Department.

BEREAVEMENT LEAVE

Up to five (5) days of earned but unused sick leave may be taken for the death in the immediate family of a full time regular employee. For the purposes of this section, the term "immediate family" includes the following: mother, father, aunt, uncle, grandparents, brother, sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, father-in-law, mother-in-law, grandparents-in-law, spouse, child, grandchild, legal guardian, or such other person who stands in the place of the parent. Employees who have exhausted their sick leave due entirely to FMLA covered absences may take up to three (3) paid days off for funeral leave in the event of the death of an immediate family member.

In the event of a death of a co-worker, attendance at calling hours or services during non-working hours is encouraged and preferred. However, there may be times when this option is not available. Employees may be allowed up to 2 hours during paid work time to attend funeral or calling hours. Arrangements must be made with the employee's immediate supervisor to ensure adequate coverage at the worksite. Any additional time needed can be taken as paid vacation or sick time or unpaid leave, or the employee may re-arrange his/her work schedule for that day with his/her supervisor's prior consent. The number of employees that will be allowed off at any given time shall be dictated by the operational needs of the agency.

Employees may, with the prior consent of their supervisor, re-arrange their work schedule, and/or take paid or unpaid leave in order to attend the calling hours or funeral of a co-worker's parent, spouse or child. If more time off is desired, paid leave such as emergency, vacation or unrestricted leave, compensatory time or unpaid leave may be taken with the supervisor's approval. The number of employees that will be allowed off at any given time shall be dictated by the operational needs of the agency.

Bereaved employees must notify their supervisors before taking leave. Employees requesting bereavement leave must provide proof of the death in the form of a newspaper obituary notice, funeral home notice, etc. to be submitted with their leave slip.

COURT APPEARANCES

The AMHA recognizes and respects its employees' civic obligation to make themselves available for jury service. The AMHA honors them for meeting this public service commitment.

Employees called for jury duty or to testify as a subpoenaed witness must provide a copy of the notice or subpoena to their immediate supervisor as soon as possible and forward same to the Human Resource Department. While serving on jury duty, or testifying as a subpoenaed witness in a non-personal case, the employee shall be considered to be working continuously in the employ of the agency and will, therefore, be paid for such jury or witness time, minus any compensation provided by the court.

Upon completion of jury duty, employees must present the documentation of their attendance and the amount of pay received to enable them to receive their regular check. Employees who are excused from jury duty and still have more than four hours of scheduled work remaining should return to work for the rest of their shift.

Employees will not be paid for personal court appearances. Examples of personal court appearances include, but are not necessarily limited to, cases in connection with the employee's personal matters, such as traffic court, divorce proceedings, custody proceedings, appearing as directed with a juvenile, or any cases in which the employee is a named party. Such absences must be applied for as personal time, vacation (if available), compensatory time, or unpaid leave.

CREDIT UNION MEMBERSHIP

Credit union membership is available to employees of the AMHA at the Buckeye State Credit Union. Further information is available through: the Buckeye State Credit Union 197 E. Thornton St. Akron, Ohio 44311; by calling 330-253-9106; at www.buckeyecu.org.

DEFERRED COMPENSATION PROGRAMS

For those wishing to set aside additional money for retirement, the AMHA offers optional participation in Deferred Compensation programs. Further information is available by calling Ohio Public Employees Deferred Compensation Program 1-877-644-6457 or www.Ohio457.org, VOYA 1-800-552-2181 Ext. 4023750 or through the Human Resource Department.

EDUCATIONAL LEAVE

Leaves without pay and without loss of accumulated service may be requested by staff desiring to pursue studies to enhance their professional competence, prepare for added responsibilities, or to improve the operational methods and services of the agency. To be eligible, the employee must have completed at least one (1) year of service with the agency. Educational leave requires the written approval of the executive director.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

Employees may be entitled to a leave of absence under the Family and Medical Leave Act (FMLA). This policy provides employees information concerning FMLA entitlements and obligations employees may have during such leaves. If employees have any questions concerning FMLA leave, they should contact the Human Resource Department.

Employees are eligible for FMLA leave if they (1) have worked for the AMHA for at least twelve months, (2) worked at least 1,250 hours for the AMHA over the 12 months preceding the leave and (3) are employed at a worksite where 50 or more employees are located within 75 miles of the worksite. The FMLA permits employees to take leave on an intermittent basis or to work a reduced schedule under certain circumstances.

I. Employee Entitlements for FMLA Leave

As described below, the FMLA provides eligible employees with a right to leave, health insurance benefits and, with some limited exceptions, job restoration. The FMLA also entitles employees to certain written notices concerning their potential eligibility for and designation of FMLA leave.

A. Basic FMLA Leave Entitlement

The FMLA provides eligible employees up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. The 12-month period is determined on the basis of a rolling 12-month period (looking back at the twelve months preceding the current request). Leave may be taken for any one, or for a combination, of the following reasons:

- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son, daughter or parent (but not in-law) who has a serious health condition;
- For the employee's own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee's job; and/or
- Because of any qualifying exigency arising out of the fact that an employee's spouse, son, daughter or parent is a military member on covered active duty or call to covered active duty status (or has been notified of an impending call or order to covered active duty) in the Reserve component of the Armed Forces for deployment to a foreign country in support of a contingency operation or Regular Armed Forces for deployment to a foreign country.

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling

sessions, caring for the parents of the military member on covered active duty and attending post-deployment reintegration briefings.

B. Additional Military Family Leave Entitlement (Injured Servicemember Leave)

In addition to the basic FMLA leave entitlement discussed above, an eligible employee who is the spouse, son, daughter, parent or next of kin of a covered servicemember is entitled to take up to 26 weeks of leave during a single 12-month period to care for the servicemember with a serious injury or illness. Leave to care for a servicemember shall only be available during a single 12-month period and, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured servicemember.

A “covered servicemember” is a current member of the Armed Forces (including the Reserves and National Guard) who is undergoing medical treatment, recuperation, or therapy is otherwise in outpatient status, or is on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as “current members of the Armed Forces.” Covered servicemember also includes a veteran who is discharged or released from military service under condition other than dishonorable at anytime during the five (5) year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. These individuals are referred to in this policy as “covered veterans.”

The FMLA definition of a “serious injury or illness” for current Armed Forces members and covered veterans is distinct from the FMLA definition of “serious health condition” applicable to FMLA leave to care for a covered family member.

C. Intermittent Leave and Reduced Leave Schedules

FMLA leave usually will be taken for a period of consecutive days, weeks or months. However, employees also are entitled to take FMLA leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered servicemember. Leave due to qualifying exigencies may also be taken on an intermittent or reduced schedule basis.

D. Protection of Group Health Insurance Benefits

For the duration of FMLA leave, the AMHA will maintain your health coverage under any “group health plan” you were enrolled when first taking FMLA leave, however, you must pay your employee portion of health insurance for the coverage to remain.

E. Restoration of Employment and Benefits

At the end of FMLA leave, subject to some exceptions including situations where job restoration of “key employees” will cause the AMHA substantial and grievous economic injury, employees generally have a right to return to the same or equivalent positions with equivalent pay, benefits and other employment terms. The AMHA will notify employees if they qualify as “key employees”, if it intends to deny reinstatement, and of their rights in such instances. For non “key employees,” upon returning from FMLA leave, the employee will be restored to his/her original or equivalent positions with equivalent pay, benefits, and other employment terms. The use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee’s FMLA leave.

F. Notice of Eligibility for, and Designation of, FMLA Leave

Employees requesting FMLA leave are entitled to receive written notice from the AMHA telling them whether they are eligible for FMLA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA leave, employees are entitled to receive written notice of: 1) their rights and responsibilities in connection with such leave; 2) the AMHA’s designation of leave as FMLA-qualifying or non-qualifying, if not FMLA-qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted against the employee’s leave entitlement.

The AMHA may retroactively designate leave as FMLA leave with appropriate written notice to employees provided the AMHA’s failure to designate leave as FMLA-qualifying at an earlier date did not cause harm or injury to the employee. In all cases where leaves qualify for FMLA protection, the AMHA and employee can mutually agree that leave be retroactively designated as FMLA leave.

II. Employee FMLA Leave Obligations**A. Provide Notice of the Need for Leave**

Employees who take FMLA leave must timely notify the AMHA of their need for FMLA leave. The following describes the content and timing of such employee notices.

1. Content of Employee Notice

To trigger FMLA leave protections, employees must inform the AMHA of the need for FMLA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting FMLA leave specifically, or explaining the reasons for leave so as to allow the AMHA to determine that the leave is FMLA-qualifying. For example, employees might explain that:

- A medical condition renders them unable to perform the functions of their job;
- They are pregnant or have been hospitalized overnight;
- They or a covered family member are under the continuing care of a health care provider;
- The leave is due to a qualifying exigency caused by a military member being on covered active duty or called to covered active duty status to a foreign country; or
- If the leave is for a family member, that the condition renders the family member unable to perform daily activities or that the family member is a covered servicemember with a serious injury or illness.

Calling in “sick,” without providing the reasons for the needed leave, will not be considered sufficient notice for FMLA leave under this policy. Employees must respond to the AMHA’s questions to determine if absences are potentially FMLA-qualifying.

If employees fail to explain the reasons for FMLA leave, the leave may be denied. When employees seek leave due to FMLA-qualifying reasons for which the AMHA has previously provided FMLA-protected leave, they must specifically reference the qualifying reason for the leave or the need for FMLA leave.

2. Timing of Employee Notice

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, or the approximate timing of the need for leave is not foreseeable, employees must provide the AMHA notice of the need for leave as soon as practicable under the facts and circumstances of the particular case. Employees who fail to give 30 days notice for foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA notice obligations, may have FMLA leave delayed or denied.

B. Cooperate in the Scheduling of Planned Medical Treatment (Including Accepting Transfers To Alternative Positions) and Intermittent Leave or Reduced Leave Schedules

When planning medical treatment, employees must consult with the AMHA and make a reasonable effort to schedule treatment so as not to unduly disrupt the AMHA's operations, subject to the approval of an employee's health care provider. Employees must consult with the AMHA prior to the scheduling of treatment to work out a treatment schedule which best suits the needs of both the AMHA and the employees, subject to the approval of an employee's health care provider. If employees providing notice of the need to take FMLA leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, the AMHA may require employees to attempt to make such arrangements, subject to the approval of the employee's health care provider.

When employees take intermittent or reduced work schedule leave for foreseeable planned medical treatment for the employee or a family member, including during a period of recovery from a serious health condition or to care for a covered servicemember, the AMHA may temporarily transfer employees, during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodate recurring periods of leave.

When employees seek intermittent leave or a reduced leave schedule for reasons unrelated to the planning of medical treatment, upon request, employees must advise the AMHA of the reason why such leave is medically necessary. In such instances, the AMHA and employee shall attempt to work out a leave schedule that meets the employee's needs without unduly disrupting the AMHA's operations, subject to the approval of the employee's health care provider.

C. Submit Medical Certifications Supporting Need for FMLA Leave (Unrelated to Requests for Military Family Leave)

Depending on the nature of FMLA leave sought, employees may be required to submit medical certifications supporting their need for FMLA-qualifying leave. As described below, there generally are three types of FMLA medical certifications: an initial certification, a recertification, and a return to work/fitness for duty certification.

It is the employee's responsibility to provide the AMHA with timely, complete and sufficient medical certifications. Whenever the AMHA requests employees to provide FMLA medical certifications, employees must provide the requested certifications within 15 calendar days after

the AMHA's request, unless it is not practicable to do so despite an employee's diligent, good faith efforts. The AMHA will inform employees if submitted medical certifications are incomplete or insufficient and provide employees at least seven calendar days to cure deficiencies. The AMHA will deny FMLA leave to employees who fail to timely cure deficiencies or otherwise fail to timely submit requested medical certifications.

With the employee's permission, the AMHA (through individuals other than an employee's direct supervisor) may contact the employee's health care provider to authenticate or clarify completed and sufficient medical certifications. If employees choose not to provide the AMHA with authorization allowing it to clarify or authenticate certifications with health care providers, the AMHA may deny FMLA leave if certifications are unclear. Whenever AMHA deems it appropriate to do so, it may waive its right to receive timely, complete and/or sufficient FMLA medical certifications.

1. Initial Medical Certifications

Employees requesting leave because of their own, or a covered relation's, serious health condition, or to care for a covered servicemember, must supply medical certification supporting the need for such leave from their health care provider or, if applicable, the health care provider of their covered family or servicemember. If employees provide at least 30 days notice of medical leave, they should submit the medical certification before leave begins. A new initial medical certification will be required on an annual basis for serious medical conditions lasting beyond a single leave year.

If the AMHA has reason to doubt initial medical certifications, it may require employees to obtain a second opinion at the AMHA's expense. If the opinions of the initial and second health care providers differ, the AMHA may, at its expense, require employees to obtain a third, final and binding certification from a health care provider designated or approved jointly by the AMHA and the employee.

2. Medical Recertifications

Depending on the circumstances and duration of FMLA leave, the AMHA may require employees to provide recertification of medical conditions giving rise to the need for leave. The AMHA will notify employees if recertification is required and will give employees at least 15 calendar days to provide medical recertification.

3. Return to Work/Fitness for Duty Medical Certifications

Unless notified that providing such certifications is not necessary, employees returning to work from FMLA leaves that were taken because of their own serious health conditions that made them unable to perform their jobs must provide the AMHA medical certification confirming they are able to return to work and the employees' ability to perform the essential functions of the employees' position, with or without reasonable accommodation. The AMHA may delay and/or deny job restoration until employees provide return to work/fitness for duty certifications.

D. Submit Certifications Supporting Need for Military Family Leave

Upon request, the first time employees seek leave due to qualifying exigencies arising out of the covered active duty or call to covered active duty status of a military member, the AMHA may require employees to provide: 1) a copy of the military member's active duty orders or other documentation issued by the military indicating the military member is on covered active duty or call to active duty status and the dates of the military member's covered active duty service; and 2) a certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested. Employees shall provide a copy of new active duty orders or other documentation issued by the military for leaves arising out of qualifying exigencies arising out of a different covered active duty or call to covered active duty status of the same or a different military member.

When leave is taken to care for a covered servicemember with a serious injury or illness, the AMHA may require employees to obtain certifications completed by an authorized health care provider of the covered servicemember. In addition, and in accordance with the FMLA regulations, the AMHA may request that the certification submitted by employees set forth additional information provided by the employee and/or the covered servicemember confirming entitlement to such leave.

E. Substitute Paid Leave for Unpaid FMLA Leave

Employees must use any accrued paid time (including sick, vacation, personal or other leave) while taking unpaid FMLA leave. The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leaves and the paid time will run concurrently with an employee's FMLA entitlement.

Leaves of absence taken in connection with a disability leave plan or workers' compensation injury/illness shall run concurrently with any FMLA leave entitlement.

F. Pay Employee's Share of Health Insurance Premiums

As noted above, during FMLA leave, employees are entitled to continued group health plan coverage under the same conditions as if they had continued to work. Unless the AMHA notifies employees of other arrangements, whenever employees are receiving pay from the AMHA during FMLA leave, the AMHA will deduct the employee portion of the group health plan premium from the employee's paycheck in the same manner as if the employee was actively working. If FMLA leave is unpaid, employees must pay their portion of the group health premium via check to the Human Resource Department.

III. Coordination of FMLA Leave with Other Leave Policies

The FMLA does not affect any federal, state or local law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights. For additional information concerning leave entitlements and obligations that might arise when FMLA leave is either not available or exhausted, please consult the AMHA's other leave policies in this handbook, your collective bargaining agreement or contact Human Resources.

IV. Questions and/or Complaints about FMLA Leave

If you have questions regarding this FMLA policy, please contact Human Resources. The AMHA is committed to complying with the FMLA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the FMLA.

The FMLA makes it unlawful for employers to: 1) interfere with, restrain, or deny the exercise of any right provided under FMLA; or 2) discharge or discriminate against any person for opposing any practice made unlawful by FMLA or involvement in any proceeding under or relating to FMLA. If employees believe their FMLA rights have been violated, they should contact the Human Resource Department immediately. The AMHA will investigate any FMLA complaints and take prompt and appropriate remedial action to address and/or remedy any FMLA violation. Employees also may file FMLA complaints with the United States Department of Labor or may bring private lawsuits alleging FMLA violations.

HOLIDAYS

Each calendar year the AMHA's Human Resource Department will publish a schedule of the holidays the agency will observe that year. The following is a list of the AMHA's current paid holidays for regular full-time employees:

New Year's Day

Martin Luther King Day
Presidents' Day
Good Friday
Memorial Day
Independence Day
Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day
Christmas-related day

An employee must work (or be on paid leave status) the work day before and after the holiday in order to receive holiday pay unless excused in advance in writing by his or her supervisor. Part-time employees and employees hired on a temporary basis are not entitled to any holidays with pay unless provided for under written contract. When a holiday falls on a Sunday, it will usually be observed on the following Monday. When a holiday falls on a Saturday, it will usually be observed on the preceding Friday. Holiday pay shall be paid at the employee's regular rate of pay based on the regular work day. (For compensation of employees working on a holiday, see "Overtime" in the Compensation section of this handbook.) Full-time exempt employees who work on a holiday are not entitled to overtime pay, but may be given a "floating holiday" or compensable hours based on time worked with the prior written approval of the executive director. Floating holidays must be taken in 8 hour increments.

The AMHA recognizes that some employees may wish to observe, as periods of worship or commemoration, certain days which are not included in the AMHA's holiday schedule. Accordingly, employees who desire to take a day off for such reason shall be permitted to do so, upon giving prior notice to their supervisor and provided their absence from work does not result in an undue hardship on the conduct of the AMHA's business, as determined by the agency in its discretion. For such requests employees may use vacation or personal leave (if applicable) or they may take such time off as an unpaid, excused absence.

INSURANCE

HEALTH INSURANCE

The AMHA provides medical insurance plans for regular full-time employees and their families. These plans require an employee contribution. Key facts include:

Eligibility: Regular full time employees

Effective: on 31st day of employment

Plan Year: Calendar year

Premium: Employee Contribution Schedule (see Attachment #3)

Termination: Last day of the month in which you terminate your employment with AMHA

Benefit: Summaries of Coverage for Medical Insurance EPO/PPO (see Attachment #4)

Information about current benefit plans and enrollment policies is available from the Human Resource Department.

HEALTH INSURANCE WAIVERS

AMHA employees who elect medical insurance coverage for themselves or for any of their family members from another non-AMHA health insurance plan and therefore waive the coverage available through the AMHA are eligible to receive a lump sum payment from AMHA during each year they waive such coverage. The payments will be made in one lump sum at the end of the benefit year, if the applicable employee and/or dependents remain off the AMHA benefit plan for the full twelve months. The benefit year is based on a calendar year and ends December 31 of each year. The information on the available payments is available in the Human Resource Department and distributed at benefit open enrollment meetings.

AMHA SPOUSAL MANDATE

All spouses of AMHA employees, who have health insurance coverage available to them at or below the cutoff amount through their employers, must enroll in their employer's health insurance coverage and receive primary coverage in order to be covered by the AMHA health insurance plan as secondary.

LIFE INSURANCE

The AMHA provides all regular full-time employees with life insurance. A plan description is provided to eligible employees.

Eligibility: Regular full-time employees

Effective: On the 31st day of employment

Premium: Non-contributory

Termination: Last day of the month in which you terminate your employment with AMHA

Benefit to Beneficiaries: Base annual salary times one (1) rounded to the next higher multiple of \$1,000, if not already a multiple to a maximum of:

- Class 1: Non Bargaining \$150,000
- Class 2 & 3: Clerical & Maintenance Bargaining \$75,000

Dependent Life Insurance: Spouse-\$5,000; Children who are dependants - from the age of 14 days through age 19 or age 23 if a full time student \$1,500.

Life insurance benefits reduce by 50% of the original amount at age 65. All benefits terminate at retirement.

ACCIDENTAL DEATH & DISMEMBERMENT INSURANCE (AD&D)

Eligibility: Regular full-time employees

Effective: On the 31st day of employment

Premium: Non-contributory

Termination: Last day of the month in which you terminate your employment with AMHA.

Benefit: Base annual salary times one (1) rounded to the next higher multiple of \$1,000, if not already a multiple to a maximum of:

- Class 1: Non Bargaining \$150,000
- Class 2 & 3: Clerical & Maintenance Bargaining \$75,000

AD&D benefits reduce by 50% of the original amount at age 65. All benefits terminate at retirement.

MILITARY LEAVE

Individuals who risk their lives to serve in the uniformed services deserve appreciation and respect from everyone when they leave the uniformed services to resume their disrupted civilian careers. AMHA is pleased to do its part by carrying out its legal obligations to employees returning from military service. Further, AMHA expects all its employees to extend their full support to the returning worker, while making every effort to carry out both the spirit and the letter of the following policy. Further information on military leave is contained in AMHA's "Return from Military Leave" policy which is available in the Human Resource Department.

OHIO MILITARY FAMILY LEAVE

Eligible employees are entitled to up to ten days or eighty hours (whichever is less) of unpaid leave per calendar year for military family leave. To be eligible for such leave, employees must meet the following eligibility criteria:

- The employee must have been employed with the AMHA for at least 12 consecutive months;
- The employee must have worked at least 1,250 hours for the AMHA in the 12 months immediately preceding the start of the leave;
- The employee is the parent, spouse or person who has or had legal custody of a person who is a member of the uniformed services who (1) is called into active duty in the uniformed services for a period of thirty-one days or more or (2) is injured, wounded or hospitalized while serving on active duty in the uniformed services;
- The employee gives the applicable notice of the leave, as explained further below, to the AMHA;
- The dates on which the employee takes leave under this policy occur no more than two weeks prior to or one week after the deployment date of the employee's spouse, child, ward or former ward; and
- The employee does not have any other leave available for use except sick leave or disability leave.

A. Definitions

“Active duty” means full-time duty in the active military service of the United States or active duty pursuant to an executive order of the President of the United States, an act of the Congress of the United States, or a proclamation of the governor. “Active duty” does not include active duty for training, initial active duty for training, or the period of time for which a person is absent from a position of employment for the purpose of an examination to determine the fitness of the person to perform any duty unless such period is contemporaneous with an active duty period.

“Uniformed services” means the armed forces, the Ohio organized militia when engaged in full-time national guard duty, the commissioned corps of the public health service, and any other category of persons designated by the President of the United States in time of war or emergency.

B. Notice

If an employee requests leave because his/her spouse, child, ward or former ward is called into active duty, the employee must give the AMHA notice of the intended leave at least fourteen

days prior to the start of the leave.

If an employee requests leave because his/her spouse, child, ward or former ward has been injured, wounded or hospitalized, the employee must give the AMHA notice of the intended leave at least two days prior to the start of the leave. However, if an employee receives notice from a representative of the uniformed services that the injury, wound or hospitalization is of a critical or life-threatening nature, he/she may take such leave without providing advance notice to the AMHA.

C. Certification

In addition to the required notice, the employee must provide the AMHA with certification from the appropriate military authority verifying the following:

- The member of the uniformed services is: (1) called into active duty for a period of thirty-one days or more or (2) injured, wounded or hospitalized while serving on active duty in the uniformed services;
- The date of the call to active duty; and
- When applicable, a statement that the injury, wound or hospitalization is of a critical or life-threatening nature.

The certification need not be provided at the same time that the employee provides notice of the leave, but must be provided within a reasonable time thereafter. Please discuss the required certification with the AMHA's Human Resource Department.

D. Benefits

During military family leave under this policy, the AMHA will continue to provide employees with regularly provided benefits, including but not limited to any medical insurance, disability insurance, life insurance, pension plans, and retirement plans. However, the employee will continue to be responsible for his/her portion of the cost of such benefits. Because leave under this policy is unpaid, please make arrangements with the Human Resource Department to make arrangements for payment of premiums during the leave. Employees will also remain eligible for any benefits that were accrued prior to the start of such leave.

E. Restoration

At the end of leave, employees will be restored either to the position held prior to the leave or to a position with equivalent seniority, benefits, pay and other terms and conditions of employment.

PREGNANCY LEAVE

Female employees needing leave for pregnancy, childbirth or related medical conditions (including prenatal care) are eligible for a reasonable amount of leave upon hire. Leave under this policy is available when medically recommended.

Employees seeking leave under this policy must submit their request to Human Resources 30 days before the first day of the absence requested. If 30 days advance notice is not possible, employees must provide notice to Human Resource as soon as practicable (generally within 24 hours of learning of the need for leave). The notice must include the anticipated timing and duration of the leave. Failure to provide such notice may be grounds for delay of leave. Employees must also give notice as soon as practicable if the dates of leave change and/or are extended.

A pregnancy/maternity leave of absence is unpaid. Pregnancy /maternity leave shall be available without regard to FMLA eligibility; however, if the employee is eligible for FMLA leave, any pregnancy /maternity leave shall run concurrently with FMLA leave.

You are required to provide medical certification that you are fit to resume work, with or without reasonable accommodation.

Employees who take a reasonable amount of leave under this policy will generally be returned to their original position or to a position of like status and pay upon signifying their intent to return to work.

LACTATION BREAKS

For a period of one year from the date of birth, mothers who are nursing mothers will be permitted breaks of reasonable frequency and duration to express milk for their child. The AMHA will provide a location shielded from view and free from intrusion from coworkers and the public (other than a restroom) which will be available for such breaks. Non-exempt employees will be completely relieved of work duties during these breaks and such breaks will be considered unpaid, unless they occur during an otherwise paid break period. The employee and her immediate supervisor will agree on the times for these breaks. For more information, please contact Human Resources.

PERSONAL LEAVE OF ABSENCE

The AMHA may grant employees an unpaid personal leave of absence when it determines in its discretion that an extended period of time away from the job will be in the best interests of both

the employee and the AMHA. For information on leave as a reasonable accommodation for a disability pursuant to the Americans with Disabilities Act and applicable state and local law, see the Reasonable Accommodations Policy. Personal leave of absence requires the approval of the executive director. Bargaining unit employees should refer to their collective bargaining agreement for information regarding personal leave.

RETIREMENT BENEFITS - OPERS

All employees of the AMHA are covered by the Ohio Public Employee Retirement System (OPERS). The plan provides a broad range of retirement, disability and retirement health benefits. Eligibility is based upon your age and years of qualifying service.

During the first year of employment, you contribute to OPERS and AMHA pays the employer's share. After one year of employment, AMHA "picks up" or pays the entire contribution for regular full time employees. Part time employees receive the OPERS "pick up" after they have worked 2080 hours.

Employees retiring are eligible to receive pay for unused vacation days to which they are entitled in addition to unused sick days up to nine hundred sixty (960) hours. In the event of the death of a current employee, the employee's estate shall receive pay for the employee's unused, accumulated sick leave in an amount not to exceed pay for nine hundred sixty (960) hours and unused vacation days and carryover to which they are entitled.

Employees considering retirement should contact OPERS for current information regarding the requirements for retirement under the plan. This should be done a minimum of ninety (90) days prior to a planned retirement date. Failure to provide this notice may result in a lapse of benefit and pension benefits to a retiree.

Further information on OPERS is provided through the Member Handbook, on AMHA bulletin boards, by calling 1-800-222-PERS, or www.opers.org, or through the Human Resource Department.

RETURNING TO WORK AFTER INJURY OR ILLNESS

As a general rule, employees returning to work after an illness or injury must be able to perform all of the essential functions of their positions with or without a reasonable accommodation. When the employee has had an injury or an illness requiring an absence of three days or more,

the employee will be expected to provide upon his/her return to work medical documentation of his/her ability to return to work.

Accommodations may be made to allow an employee to return to work with restrictions; such instances will be reviewed on a case-by-case basis and require approval by the executive director. In the event of a qualifying disability, the employee may request a reasonable accommodation under the Americans with Disabilities Act and/or applicable state and local law. (See Reasonable Accommodations)

SICK LEAVE

All full time employees accumulate up to 4.6 hours of paid sick leave per pay period or 119.6 hours per year. Sick leave may be used by employees due to their own personal illness or incapacity, or to care for members of their immediate family who are ill. Immediate family, for purposes of this section is defined as spouse, minor child, or any family member of the employee residing in the household, as well as outside-the-household parents, parents-in-law, and grandparents. In the event of illness, injury, or hospitalization, sick leave may be taken to care for siblings or adult children of the employee living outside of the household. In the event that a situation qualifies for coverage under the Family and Medical Leave Act, any sick leave available to the employee runs concurrent with Family and Medical leave, as outlined in the Family Medical Leave Section above.

Employees are responsible for calling the call-off line ½ hour prior to the start of their shift at (330) 762-4656 when their or an immediate family member's illness prevents their attendance at work. Employees must inform their supervisors and Human Resources regularly and advise if the absence is expected to continue for a period longer than originally anticipated. A doctor's statement verifying the need for the absence is required if the employee is off work for three or more consecutive days, when an accumulation of scattered absences seems to establish a pattern requiring explanation from a doctor, or if patterns of absence indicate potential abuse or fraudulent use of sick leave.

Employees who abuse sick leave will be subject to discipline under the AMHA's Attendance & Punctuality Policy. Employees may be required to provide verification of the circumstances surrounding any use of sick leave, as determined appropriate in the supervisor's discretion.

SHORT TERM DISABILITY

All regular full time AMHA employees are eligible for 66.67% of their base wages for qualified disabilities that prohibit them from being able to work. Applications, grace period information and benefit limitations can be obtained from the Human Resource department.

TRANSITIONAL LIGHT DUTY WORK

Employees who suffer an occupational injury or disease while performing their job duties for the AMHA may be assigned, at the discretion of the executive director, to available transitional light duty positions which are feasible for the employee to perform. Employees will receive their regular hourly rate for all hours worked by performing these transitional light duty functions.

The light duty program is not permanent in nature and is intended to provide employees with light or restricted duty work while they transition back to their regular job and are recuperating from an occupational injury or disease. Light duty work will vary based on the physical restrictions of the employees participating in the program, and the amount of work available at the AMHA for employees with such restrictions. The light duty transitional work program is not to exceed ninety (90) calendar days in duration for an employee, unless extended with approval of the executive director in writing.

The light duty transitional work available to an employee will normally end when the employee's physician, or a physician for the Ohio Bureau of Workers' Compensation/Industrial Commission has certified the employee is able to return to his or her full regular job duties; the employee has reached maximum medical improvement; the employee is no longer eligible to receive lost time compensation from the State fund; the ninety (90) day period has expired; or the employee has been terminated from employment, whichever occurs first. The AMHA reserves the right to restrict the number of light duty positions available, and their length, based on business needs.

TUITION REIMBURSEMENT

Tuition refund grants may be available to full-time employees who have completed their probationary period prior to the date on which the course begins and continue full-time employment until the course is completed, as well as meeting other terms and conditions of the AMHA's Tuition Reimbursement Program. Employees who are interested in participating in the Tuition Reimbursement Program must complete an application form which will be considered based on the estimated benefits of the course to the AMHA, the future potential of the employee with the AMHA, and the availability of funds. A copy of AMHA's Tuition Reimbursement

Program Policy may be obtained from the human resources director. Employees will be required to agree in writing to all of the terms specified in the Tuition Reimbursement Program in order to be eligible to participate.

UNRESTRICTED TIME – PERSONAL TIME (EXEMPT EMPLOYEES ONLY)

Full time regular exempt employees who have completed their probationary period may take up to three days off for “personal time” per calendar year. Employees must submit a request for personal time as far in advance as possible to their supervisors. Supervisors may deny requests for personal leave based upon the program or staffing needs of the agency. Personal time may be taken in increments of 1/4 of an hour. During the first year of employment, or exempt status, exempt employees earn personal time according to their month of hire or exempt status, as shown in the following non-cumulative schedule; January – April 3 days; May – August 2 days September –December 1 day. Any balance of unrestricted time will be forfeited at the end of each calendar year.

VACATIONS

The AMHA has a vacation policy for regular full-time employees to enjoy time off with pay. Vacation time for employees is based on the years of service the employee has accumulated. Regular full-time employees will be entitled to paid vacation in accordance with the schedule set forth below (or, for bargaining unit employees, in accordance with current bargaining agreements). The total number of employees who are permitted to be on vacation at the same time shall be governed by the needs of the AMHA. In the event of conflicting vacation plans within a department, priority shall be established based upon the needs of the AMHA as determined by the executive director or his/her designee. For bargaining unit members, vacation priority shall be determined according to the terms stipulated in their collective bargaining agreement.

Vacation pay for non-bargaining unit members will be determined as follows:

Years of Service	Length of Vacation		
	Days	Hours	Per
1 month-11 months	0-5	3.33	Month
12 months	0-5	3.37	Month
13 months to end of first full calendar year	5-11	8.00	Month
2 through 5	12 work days	96.0	Year
6 through 10	15 work days	120.0	Year

11 through 15	18 work days	144.0	Year
16 through 20	21 work days	168.0	Year
21 through 25	24 work days	192.0	Year
26 through 30	25 work days	200.0	Year
31 or more	28 work days	224.0	Year

Pro-rated based upon start date, at rate of:

- Three and thirty-three hundredths (3.33) hours per month of employment through 11 months, and prorated at 3.37 hours for the twelfth month.
- Eight (8) hours per month of employment from month (13) to end of first full calendar year, then annually (on January 1) thereafter at yearly rates listed above.

Special arrangements must be made with your supervisor in order to take more than one consecutive week of vacation at a time. Scheduled vacations must be taken in blocks of at least ½ day (4 hours). All vacation schedules are subject to the approval of management based on staffing and business needs. Non-Bargaining Employees must request vacation time off by December 1 of the current calendar year for the next twelve (12) month period unless other arrangements are made with the employee's supervisor. This means a non-bargaining vacation schedule submitted for December is to cover the period from January 1st through December 31st of the following year. Scheduled vacation may be cancelled with one day notice, approved by the supervisor. Bargaining unit employees follow the schedule in their contract.

In the event of an emergency, or under the provisions of Family & Medical Leave (as discussed later in this handbook), vacation may be taken in blocks of one (1) hour. Bargaining Unit employees may use up to 24 emergency vacation hours in a year per the terms of their collective bargaining agreement. Bargaining Unit employees may also use vacation after exhaustion of sick leave for FMLA absences if so requested in writing by the employee. Non-bargaining employees may use up to 24 emergency vacation hours each calendar year. Non-bargaining employees must use vacation time at the exhaustion of sick leave for FMLA absences.

An employee may not carry over into the succeeding year more than twelve (12) days of vacation without the expressed written consent of the executive director or designee. All requests to carry over additional days into the next year must be submitted to the executive director in writing no later than October 31st.

Upon separation from employment with the agency, an employee shall receive pay for any unused, approved carryover vacation days. Additionally, after 120 days of employment an employee, upon separation from employment, shall receive pay for accrued, unused vacation from the current calendar year.

In the event of the death of an employee during employment with the AMHA, the employee's estate will receive the entire balance of the deceased employee's current year's vacation leave entitlement. This will include any approved carryover from the previous year.

Employees must be on active working pay status to be eligible for vacation time off. Employees shall receive their regular rate of pay for the vacation period. If the AMHA recognizes a paid holiday which falls while an employee is on vacation, the holiday will not be counted as a vacation day used.

VACATION CREDIT

The AMHA gives vacation credit for full-time previous service with the state or a political subdivision of the state for vacation entitlement purposes provided the employee has not previously retired from public service. This includes state, county or township service. Provisions for vacation credit are governed by Ohio Revised Code Section §9.44. Credit is also given for accrued sick leave carryover from previous public services provided that such re-employment takes place within ten years of the date on which the employee was last terminated from public service.

To receive vacation credit an employee must notify Human Resources within sixty (60) days of hire of any qualifying previous service and provide appropriate written verification on letterhead from the previous service agency specifically stating previous service dates, types of service and sick leave balance. Employees who report previous service after the sixty (60) day grace period shall not be entitled to any retroactive allocation of vacation credit.

VEHICLE USAGE

It is the policy of the AMHA to own and maintain automobiles for use by its employees while they are engaged in agency business. Employees may use their own car for AMHA business, if necessary, in accordance with guidelines established by the agency. Procedures regarding the use of agency vehicles and reimbursement are available from the executive director's Office.

WORKERS' COMPENSATION

It is expected that all employees will exercise caution to protect themselves as well as their fellow workers from injury. Employees injured on the job must report the injury immediately to the Human Resource Department and to their immediate supervisor and fill out an injury report as soon as possible. An employee's failure to promptly report an injury in the workplace may result in disciplinary action against the employee. Employees who witness an injury to an employee or visitor must also promptly complete an injury report.

All employees of the AMHA are covered by Ohio's Workers' Compensation Act. If you are injured in the course of your employment, this incident will be considered an industrial accident and will be processed under the system. On allowed claims, Workers' Compensation pays for a portion of lost wages, medical bills, and disability claims by a formula set by state law.

All employees will be charged with sick leave for time missed from work for a work-related injury unless the Human Resource Department is notified in writing not to charge the time against the employee's sick leave. An employee may choose to have that time charged to vacation or unpaid leave.

Employees who are eligible for Workers' Compensation and whose time off is being charged against sick leave must sign an agreement with the agency if they wish to have any of their sick leave restored. Under the agreement, the employee must remit to the agency the amount received from Workers' Compensation for lost wages in order to have their sick leave restored in an amount commensurate with the payment. Agreements are available from the Human Resource Department. Employees cannot receive sick pay and Workers' Compensation pay at the same time. Employees must have enough available sick leave to cover their absence under the agreement.

HEALTH & SAFETY**MEDICAL PROCEDURES**

The AMHA may require its employees to be examined by a physician under certain circumstances consistent with applicable law. These examinations include, but are not necessarily limited to:

1. Pre-employment physicals (after a conditional job offer has been made)
2. When an employee is injured on the job, becomes ill, or is exposed to environmental hazards or other potentially harmful substances on the job
3. When other laws mandate a medical examination

4. To determine an employee's fitness to return to work under certain circumstances
5. Pursuant to the AMHA's policy on drug and alcohol testing as previously approved by the Board of Trustees
6. When such examination is appropriate pursuant to the Americans with Disabilities Act and/or the Family and Medical Leave Act
7. When it is part of a voluntary wellness or health screening program.

Medical examinations paid for by the AMHA are the property of the AMHA and shall be treated as confidential.

SAFETY

The AMHA is committed to providing a safe and healthy workplace for all its employees. AMHA complies with all applicable requirements of Ohio's Public Employment Risk Reduction Program in O.R.C. Chapter 4167 and other applicable law, including a site-specific safety and health program for each of its facilities. The responsibility for the success of the safety and health program is shared by management and all employees working at the AMHA.

The objective of the safety and health program is to reduce or eliminate disabling injuries and illnesses. It is the policy of the AMHA to exercise all precautions necessary to protect employees from all accidents. Management firmly believes that all accidents are preventable.

Employees are expected to take an active role in promoting workplace safety. If you witness an accident or an unsafe working situation, you must report it promptly to your manager or to the Human Resource Department.

You should take note of where the fire extinguishers, first-aid kits, and emergency exits for your department are located. For more information on safety and health procedures, please consult the AMHA's safety and health manual or contact the Human Resource Department.

GENERAL SAFETY RULES AND PROCEDURES

The AMHA has established the following general safety rules and procedures that all employees must know and follow.

1. Employees must be concerned about their safety and the safety of others. If you see another employee engaging in an unsafe or improper practice you are expected to point out the hazard involved to the employee and the supervisor. Employees should not take

offense at these safety warnings since they are intended for the well being of all employees and the AMHA.

2. Safety awareness is very important to a safety program. Employees who notice an unsafe condition should report it promptly to their supervisor.
3. Employees must refrain from horseplay, practical jokes, harassment or similar conduct of any kind that could lead to an accident or injury.
4. Employees responsible for supervising other employees must not allow their subordinates to work if their condition renders them unfit to do so. The supervisor or employee in charge must take care of all cases of physical injury properly and promptly. If the injured employee requests or the supervisor feels it is necessary, the injured party should receive medical attention. There is a first-aid kit in every work location. OSHA requires that we keep records of all illnesses and accidents that occur during the work day. If you hurt yourself or become ill, contact your supervisor for assistance and notify the Human Resources Office. Failure to report an injury may jeopardize your right to collect Workers' Compensation payments.
5. In the event of a vehicle accident, no matter how minor, report the accident to the chief investigator or the Human Resource Department in his absence. You will be given instructions about what to do. There are proof-of insurance documents and accident reporting instructions in each vehicle.
6. Employees must report all on the job personal injuries to their supervisor and the Human Resource Department Office immediately. Verbal reports must be followed with a written report within 24 hours. Supervisors must also complete a report regarding injuries to their employees.
7. A supervisor or qualified employee must make an inspection immediately if an injury results from the use of tools, machines or other equipment.
8. Employees must perform their assigned duties in the most efficient manner that is consistent with safety and use the safest methods and practices available when performing their job.
9. Safety demands teamwork. When employees are working in crews or groups, each member must know and understand what other members are expected to do.
10. The AMHA continues to offer programs of safety education to improve skills and awareness of safety issues. Employees are expected to participate in and support these programs.
11. Employees must courteously assist any new employee in learning duties.

12. Employees who have sustained an off-duty injury which adversely affects their ability to perform their usual assigned duties must report to the supervisor and Human Resources prior to going on duty.
13. Many injuries are the result of falling, slipping, or tripping and may occur at any time and under any circumstance. Employees must post warning signs when their work creates potential safety hazards. Employees must abide by all cautionary postings, signs and watch where they step at all times.
14. Employees working at night should learn to recognize and avoid hazards caused by shadows resulting from the use of light.
15. Good housekeeping is essential to safety. Employees must keep work areas clean and orderly at all times. Employees must clean up their work area after completing each work day and immediately remove items which pose a hazard to designated areas.
16. Trash must be placed in appropriate receptacles and not on the ground or floor. Employees must not litter or throw articles from vehicles.
17. Employees must not leave tools or equipment on window sills, ledges, or ladders, nor should items be left in vehicles, on windshields, dashboards or similar places.
18. Employees must keep all doorways, aisles, stairways, driveways, halls and walkways free of debris, tools, equipment, product and other material. Combustible material must not be placed under stairways.
19. Employees must place appropriate warning signs and/or barricade areas that are wet or freshly waxed until the area is safe.
20. Employees must, as far as practical, avoid walking or stepping on surfaces made slippery by grease, oil, wet paint, water, ice, or similar substances.
21. Employees must not walk or stand under suspended loads, workers on poles, ladders or scaffolds; nor shall they straddle or stand adjacent to ropes/cables that are under tension or might be tightened at any moment.
22. Employees shall not slide down ladders or jump off ladders.
23. Employees must not run on the premises except in cases of emergencies.
24. Employees must exercise caution when rounding corners or opening doors to prevent collisions with people or vehicles.
25. Employees shall not stand or attempt to stand on improvised scaffolds or supports made of boxes, barrels, chairs, stools, or other unsafe means of reaching high shelves or places.
26. Employees must remove boards or other materials with protruding nails or screws from any area where they may be stepped on, walked into or brushed against.
27. Employees who are allergic to certain oils, greases, chemicals, or similar agents should avoid using them. Employees should not expose their skin to such agents more than

- absolutely necessary when performing their work and must wash their hands and arms thoroughly after exposure, using a mild soap and water. Employees must not use gasoline, kerosene or other volatile liquids for washing or cleaning purposes.
28. Employees must exercise care to prevent fires and inspect the premises for fire hazards. They must remove or correct such hazards, or if unable to do so, report them to their supervisor promptly.
 29. Employees must not ask non-employees to assist them with their work except in cases of accident, personal injury, or other emergencies.
 30. Employees may not remove or cut out any safety switches/devices/apparatus on any type of equipment or machines. Employees shall not remove protective guards from hand tools, machines or equipment unless required to do so for maintenance. Employees may not operate machines or tools that do not have proper guards in place.
 31. Employees are required to use and wear personal protective equipment issued by their supervisors.
 32. People other than the operator are forbidden on forklifts. Only trained, authorized employees are allowed on and to operate forklifts.
 33. Turn off equipment as a tenant approaches the equipment. Warn them to stand back.
 34. If you consider work conditions unsafe, for any reason, immediately report the unsafe condition to your supervisor. Do not work in an area you consider unsafe.
 35. When working directly for a tenant who requests that you perform a task you consider unsafe, you do not have to do the work. Explain the dangerous conditions to the tenant and what you consider safe conditions and then contact your supervisor.
 36. Proper protective equipment is available. Let your supervisor know if additional safety clothing or equipment is necessary.
 37. Ladders - Ladders must extend 36" above a landing to prevent displacement.
 38. Extension Cords - Secure extension cords by knotting the cord around a beam or post and keep the cord out of water.
 39. Hard hats - Hard hats are required when overhead hazards exist.
 40. Proper lifting. Lift by bending your knees and lifting with your legs and use your arms. Do not lift with your back.
 41. Because conditions or circumstances may arise which are not foreseen, safety rules cannot be all-inclusive. Therefore, employees must demonstrate good judgment, refrain from unsafe and improper practices which are violations of written rules and instructions, and avoid violations of unwritten rules of "common sense".

SECURITY

Providing for a safe environment is the responsibility of all employees, as well as program participants and their guests. The AMHA shall make all efforts feasible to insure that the optimal level of safety and security is provided for all.

NOTICE: YOU ARE PROHIBITED FROM CARRYING A FIREARM, DEADLY WEAPON, DANGEROUS ORDNANCE, OR CONCEALED FIREARM IN OR ONTO ANY PROPERTY OF AMHA INCLUDING VEHICLES EVEN IF YOU HAVE A STATE PERMIT UNLESS AUTHORIZED BY AMHA.

AMHA identification cards will be issued to all personnel at the time of hire. All employees must carry their cards at all times for purposes of identifying themselves to residents, other employees and members of the public.

Keys for use on secured gates, doors, desks, file cabinets, vehicles, and other equipment of the AMHA will be issued to those employees whose duties require them to have keys. The issuance and security of keys, as well as the maintenance of key records, are the responsibility of the Security Director. The employee, at all times, shall maintain responsibility for all keys issued to said employee. Employees will be required to return issued keys upon request or when their employment is separated. The unauthorized duplication of keys will be considered a breach of AMHA security and will subject the employee to disciplinary action. Employees with friends or family members residing in AMHA housing are not permitted to use AMHA credentials or keys that have been issued for work related purposes to gain access for social or visitation purposes. Please refer to the key policy for a complete explanation of key access guidelines.

The AMHA's buildings may be entered outside of normal working hours only by employees who have been authorized to do so by their supervisor. Employees must exercise reasonable care for their protection and that of their personal property while on the AMHA's premises. In addition, employees are expected to respect the property of others.

The AMHA will assume no responsibility for employee losses. Violation of security procedures and instances where identification cards or keys have been misused, lost or stolen must be reported immediately to the security director or the human resources director.

For purposes of retrieving work related material, investigating violations of workplace rules or criminal conduct that impacts fitness for employment, maintaining workplace efficiency and

productivity, and reducing losses to the AMHA resulting from theft, the AMHA reserves the right to inspect all desks, lockers and other items or locations owned or controlled by the AMHA, as well as any packages or closed containers brought into or taken out of work areas. As such, employees should have no expectation of privacy in any such areas or with respect to any such items.

SMOKING POLICY

The AMHA recognizes that smoking in the work place can adversely affect employees. As such, all AMHA places of employment will be designated non-smoking. Places of employment include, but are not limited to, offices, meeting rooms, production and storage areas, restrooms, stairways, hallways, warehouses, garages, and vehicles. Smoking will not be permitted in any AMHA vehicles or any other indoor location on AMHA property.

Smoking is prohibited at all meetings conducted by the AMHA on the AMHA's owned or operated property. Employees may be permitted to smoke outdoors in designated areas. Smoking will be limited to authorized break times and lunch periods. The smoking policy applies to employees during the workday and to program participants, prospective program participants, and visitors in any of the areas outlined above.

Employees with complaints about smoking issues should contact their immediate supervisor. Employees who fail to comply with or fail to enforce this policy may be subject to disciplinary action.

WORKPLACE ACCIDENTS

All employees who experience an accident or injury during working hours are to notify Human Resources at (330) 252-9289 and their supervisor and report to Concentra immediately for treatment and a drug/alcohol screen. The Report of Personal Injury is to be completed by the injured worker, not the supervisor. The supervisor is to review the Report of Personal Injury with the employee and sign it prior to completing the Supervisor's Report of Injury form. All copies of both forms are to be sent to the Human Resource Department. Accident report forms are to be completed by the employees involved even if the accident does not result in injury.

SUBSTANCE ABUSE PREVENTION PROGRAM/ DRUG FREE WORK PLACE

DRUG FREE WORKPLACE

Out of concern for the health and safety of our employees, the AMHA has adopted policies pursuant to the Drug-Free Workplace Act of 1998.

It should be noted that any employee who is in any way chemically dependent will not be disciplined for voluntarily disclosing his/her dependency and the AMHA will assist such employees in seeking treatment for such dependency. However, if a chemical dependency adversely affects the employee's job performance, or if an employee is found to be actively abusing drugs or alcohol, appropriate disciplinary measures may be taken. Alcohol and drug abuse are discussed in greater detail later in this handbook.

The AMHA does have a drug and alcohol testing policy, previously approved by the Board of Trustees, which remains in full force and effect. Drug and/or alcohol testing may be conducted under the following circumstances:

1. Pre-employment testing
2. Random testing
3. Post-Accident Testing
4. Reasonable Suspicion Testing
5. Return to Duty Testing (following a previous positive test)
6. Follow-up Testing
7. DOT testing

Employees who refuse to submit to required testing, or who evade or attempt to delay testing, shall be subject to disciplinary action up to and including discharge.

Employees who are taking prescription medication that could impair their ability to perform their duties must furnish the agency with a statement from a physician specifying that it will not interfere with safe performance of the employee's job.

Additional information about this policy is available from the Human Resource Department.

SUBSTANCE ABUSE PREVENTION PROGRAM**INTRODUCTION**

It is the intent of the AMHA to establish and maintain a safe, efficient, and healthy working environment for its employees, and to reduce absenteeism, tardiness, and job performance problems. Maintaining a workplace free from the effects of illegal drugs and alcohol is a requisite for achieving this goal.

Because of the serious risks and potential liability associated with drug use in the workplace, all employees of the AMHA will be subject to our Substance Abuse Prevention Program. The AMHA's human resources and legal services director will be the administrator of this program. All employees will also receive a copy of this program and will be required to sign an acknowledgement of receipt of the program.

The use, possession, distribution, dispensing, manufacturing, or purchase of drugs by AMHA's employees (except in the case of legally prescribed or over-the-counter medications as permitted by this program) is strictly prohibited while working on AMHA's property, while on duty, or when subject to duty, including during lunch and break periods. Violations of the above regulations create serious safety risks to the public, co-workers, and the employee and, therefore, may result in immediate termination of employment, even for a first offense.

Due to many factors, including lingering effects of alcohol, it is difficult for any individual to be certain of his/her own blood alcohol content (BAC) following alcohol consumption. Therefore, for an employee to ensure that, while working, he or she is free from the effects of alcohol, all employees are prohibited from consuming alcoholic beverages during working hours, breaks and lunch periods, and employees must refrain from using alcoholic beverages during the eight-hour period prior to working.

Even off-duty use of illegal substances can have a profound impact upon an employee's productivity, attitude, and other aspects of job performance. These factors have the potential to adversely affect the workplace at the AMHA, both on an immediate and long-term basis. For these reasons, it is prohibited for employees to work with illegal drugs in their systems as detected by a positive drug test, regardless of whether or not such tests indicate intoxication, impairment, and/or on-duty ingestion. Evidence of illegal drug use on or off duty will result in disciplinary action up to and including immediate employment termination for a first offense.

Employees who are under the influence of alcohol and/or drugs should not report to work under any circumstances. Even an attempt to work will be interpreted to be a violation of this program and will subject such employees to disciplinary action.

Nothing in this policy alters the employment at-will status of employees at the AMHA. All employees have the right to terminate their employment for any reason at any time with the AMHA, and the AMHA in turn reserves the right to terminate all employees at any time for any reason, regardless of whether or not drug or alcohol tests are positive or negative.

AMHA has incorporated the Ohio Bureau of Worker's Compensation Drug-Free Safety Program established to help in our goal of creating a safer workplace and to support employees who may have a substance abuse problem but to hold them reasonably accountable. Employees are encouraged to voluntarily admit problems with drugs and alcohol prior to violating these policies.

SUBSTANCE TESTING

An employee will be required to submit to testing under the following circumstances:

PRE-EMPLOYMENT TESTING

All prospective employees may be required to submit to a drug and alcohol test prior to, and as a condition of, employment with the AMHA. Prospective employees will be required to consent to the test as part of their application process after receiving a conditional offer of employment. If a prospective employee refuses to consent and/or fails to otherwise voluntarily cooperate in the test, delays or tampers with testing, or there is a positive test result, the prospective employee will not be hired. If positive test results are delayed, and the prospective employee has already started working, his or her employment will be terminated.

REASONABLE SUSPICION TESTING

An employee whom the AMHA has a reasonable suspicion to believe is under the influence of alcohol or an illegal drug while on AMHA property will be required to submit to an alcohol and/or drug screen test. An employee, who tests positive, refuses, evades, delays testing, or tampers with the testing devices or samples, including dilution of the sample, will be subject to immediate employment termination.

Reasonable suspicion is created by, but not limited to, an employee's abnormal behavior, impaired work performance, or involvement in an accident. Reasonable suspicion may

also include atypical behavior by the employee; a change in the pattern of an employee's prior performance, attendance, and punctuality; observation of apparent drug or alcohol use, possession, sale or distribution of apparent illegal drugs; physical symptoms such as slurred speech, dilated pupils, odor of alcohol or marijuana or other drugs, staggering, etc.; a report of alcohol or other drug use as provided by a reliable and credible source; the identification of an employee as the focus of a criminal investigation into unauthorized drug possession, use or trafficking; or repeated or flagrant violations of the AMHA's safety or work rules.

DEPARTMENT OF TRANSPORTATION MANDATED TESTING

Every person employed, or to be employed or retained, by the AMHA for purposes of operating a commercial motor vehicle in interstate, foreign or intrastate commerce, and who holds a commercial drivers license, must, as a condition of his or her employment, submit to the DOT testing procedures required under the law. All testing procedures described in this Substance Abuse Prevention Program will also apply to DOT regulated employees. Additionally, DOT regulated employees will also be subject to random testing. Under the random testing, each employee will have an equal chance of being tested each time selections are made. This means that some employees may, in any one year, be tested more than once while some may not be tested at all. Random testing will be unannounced and may occur at any time throughout the year. DOT regulated employees must be subject to a drug and alcohol test at least once every two years.

POST-ACCIDENT TESTING

All employees who may have caused or contributed to an accident on the job, as defined below will be required to submit to a drug and/or alcohol test. The test will be administered as soon as possible after the employees involved have received the necessary medical treatment, or within 8 hours for alcohol testing and within 32 hours for testing for other drugs.

Accident is defined as an unplanned, unexpected, or unintended event that occurs on our property, during the conduct of our business, or during working hours, or that involves motor vehicles used in the course of our business that result in: a fatality; bodily injury requiring off-site medical attention; or vehicle or property damage

RETURN TO DUTY TESTING

Employees who: test positive on a drug or alcohol test; have been observed using or possessing illegal drugs; have admitted to recent illegal drug use; or have admitted to intoxication on the job; and have not previously tested positive on a drug or alcohol test, may be eligible to participate in a supervised rehabilitation program and may be considered for re-employment with the AMHA upon successful completion of the rehabilitation program. However, the AMHA reserves the right to deny the rehabilitation option or deny reinstatement to any employee based on the employee's total employment record and the circumstances of the employee's infraction or failure to comply with the AMHA's Substance Abuse Prevention Program. The AMHA specifically reserves the right to terminate employees at-will, at any time, or deny reinstatement to employees, for any lawful reason, regardless of the results of a drug test or a rehabilitation program.

If and when an employee is able to return to work, the employee will be required to submit to a drug and/or alcohol test, which must be negative. A positive test for a controlled substance not prescribed for the employee by a physician, and/or a positive test for alcohol, will result in termination. If the employee returns to work, he or she will also be required to submit to random drug and/or alcohol screens in addition to the random screens all employees are subject to. The frequency of these random screens will be at the sole discretion of AMHA. Refusal to submit to drug and/or alcohol screens or a subsequent positive drug and/or alcohol screen, or refusal to follow treatment recommendations or testing protocols will result in termination. If any subsequent alcohol or drug screens of the employee are positive, that employee's will be terminated.

RANDOM DRUG TESTING

Random Drug Testing is an unannounced test that occurs at a predetermined frequency among randomly selected employees. **All employees** have an equal probability of selection each time testing occurs. Random testing is based on an objective and non-discretionary computer program, which is operated and maintained by an outside contractor. All employees of the AMHA are subject to a minimum **10% random test rate** based on BWC Drug Free Workplace Program Level II requirements.

The frequency and rate of random testing will, at a minimum, meet state and/or federal guidelines as determined by the AMHA's substance abuse policy and an employee's job certification requirements. Federally regulated (DOT) employees will not be placed in non-regulated employee drug testing consortia.

PRESCRIPTION AND NON-PRESCRIPTION MEDICATION

The appropriate use of legally prescribed medication and non-prescription medication is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to AMHA and medical advice should be sought, as appropriate, before performing work-related duties. All employees must notify their immediate supervisor prior to their scheduled starting time when taking any prescription or non-prescription medication which may interfere with the safe and effective performance of their duties. Certification of fitness to work from a medical doctor may be required before the employee will be allowed to continue working.

SUBSTANCES TESTED AND CUTOFF LEVELS

The sample needed to test for illegal drug use will generally consist of a urine specimen, but other testing methods may be utilized, including blood or hair analysis testing. All testing done pursuant to this policy will be done through either on-site or off-site sample collection by an approved collection provider and laboratory. The AMHA will make available to all employees the name and location of the approved testing facility.

The testing or processing phase shall consist of a two step procedure. A specimen initially tested positive will undergo an additional confirmatory test. The temperature, pH, and specific gravity of any specimen must be within acceptable limits. A confirmation test will be performed on all initial positive tests. The cutoff levels for confirmation tests are subject to change without notice based on the application of current scientific testing standards. All test results are to be reviewed by a certified scientist.

Alcohol tests shall be conducted in accordance with a confirmatory evidential breath test (“EBT”) administered by a trained alcohol technician (“BAT”) or a law enforcement officer certified to conduct such tests. All tests shall be administered in accordance with applicable scientific standards for alcohol testing.

POSSESSION, SALE, OR PURCHASE OF DRUGS/ALCOHOL

In addition to normal observation by managers in the course of day-to-day operations, AMHA will routinely conduct random examinations of its premises for evidence of unauthorized use, possession, sale or purchase of drugs or alcohol, including but not limited to, locations such as vehicles, equipment, desks, lockers, and all other AMHA owned property. Accordingly, employees should have no expectation of privacy in any such areas. If such evidence is found, and can be attributed to a particular employee, the employee will be subject to discipline including immediate employment termination. The proper authorities may also be notified.

DISCIPLINARY ACTION

The AMHA will conduct an investigation of every alleged incident of a violation of the Substance Abuse Prevention Program. As mentioned above, employees who have been found to have possessed, sold, purchased, or used illegal drugs or alcohol on AMHA's premises will be subject to immediate employment termination. Any employee who reports for work under the influence of alcohol and/or an illegal drug, or is in such a condition at any time during his or her working hours, will also be immediately suspended and is subject to employment termination. Employees who have been arrested for alleged criminal violations of drug statutes may also be subject to immediate employment termination based on the AMHA's investigation of the facts surrounding the arrest. Further, all employees who provide false information during the course of the drug or alcohol testing, or, as mentioned above, attempt to delay or tamper with the testing procedures or specimens, including attempts to dilute any urine specimens, will also be immediately terminated from employment. Employees who test positive during an orientation or probationary period will also be immediately terminated from employment, as will employees who have previously been tested positive by the AMHA.

All other employees who test positive for drug or alcohol use, admit to such use, or have been observed engaging in such use, will be considered for a referral to rehabilitation and potential reinstatement based on the circumstances of the positive test result and the employee's complete work record. All employees who receive a positive test result will receive a list of qualified providers of drug and alcohol treatment and counseling programs. Employees eligible for reinstatement under the terms of this Substance Abuse Prevention Program discussed above may be placed on a leave of absence to complete any required drug or alcohol treatment or counseling program.

ACCESS TO RECORDS

A tested individual, upon providing a reasonable notice in writing, will be permitted access to any records relating to the results of his or her drug or alcohol test.

EXPECTATIONS, RULES AND RESPONSIBILITIES**ATTENDANCE AND PUNCTUALITY**

The AMHA needs the combined efforts of all employees to ensure uninterrupted, efficient operation of the agency. Absenteeism and tardiness often place burdens upon your fellow workers. Employees who are absent must call (330) 762-4656 between 7:30 a.m. and 8:00 a.m. to record their absence, the reason for the absence, and the estimated date they expect to return to

work. (Call off procedures for bargaining unit employees are outlined in the collective bargaining agreements.) All employees may be required to keep their daily work hours on a uniform time report form provided for this purpose. Bargaining unit employees must further follow the attendance and punctuality provision contained in their collective bargaining agreement.

Excessive absenteeism or tardiness, as determined by management, may result in an employee's dismissal. It is in your interest to come to work each day, on time. Disciplinary action will be taken when an employee fails to maintain good attendance, which could include termination or disqualification for promotion. Management should be notified at least 24 hours in advance of all requested leave periods (e.g., vacation, unrestricted days).

CONFIDENTIAL MATTERS

Each employee has an obligation to keep and maintain in strict confidence any information he or she may acquire of a confidential nature relating to the people we serve, our employees, and the confidential, proprietary and/or trade secret information of the AMHA ("Confidential Information").

The following examples illustrate some but not all of the categories of Confidential Information that must be protected and preserved by employees and former employees:

- Information which is stamped or marked with the words "Confidential" or "Proprietary."
- Contact and financial information of AMHA program participants and their family members.
- Information that is subject to legal restrictions.
- The details or provisions of any written or oral contract or understandings between the AMHA and a third party, client or vendor and the negotiations leading to those contracts or understandings, other than that which is a matter of public record under applicable law.
- Client, customer, supplier and vendor lists.
- The details of any computer programs and software, scientific, technical or statistical data, techniques, methods or procedures not generally known to the public.
- Procedural, training or instructional manuals which have been developed by the AMHA and which are not generally known to the public.
- Long-range plans, budgets, acquisition strategies, methods of operations, pricing, bid information and financial performance belonging to the AMHA.
- Designs, ideas, inventions or improvements related to present or contemplated machines, products, methods of manufacture, or any other matters of a proprietary nature.
- Other confidential information that provides the AMHA with a substantial competitive advantage in conducting its business that has not, by legitimate means, become generally known to the public and in the public domain.
- Private employee information, including but not limited to employee social security numbers, medical and health information, financial information (other than an

employee's wages or compensation), and information about an employee's family members.

- Memos, reports, and other written communication received from an AMHA attorney that are stamped or marked with the words "Attorney Work Product" or "Attorney-Client Privilege."

The following are guidelines regarding the handling of Confidential Information:

- Sharing sensitive information about our program participants and their families with external sources may only be done under the terms of a properly executed release-of-information, with the approval of the executive director.
- Sharing confidential information about our employees with external sources may only be done with the express authorization of the employee in question, unless we are required by law to produce the information. Because the AMHA is a public agency, our employees are considered public employees under Ohio law, and therefore some employee information may constitute "public records". Generally, however, access to personnel files will be strictly limited to employees of the Human Resource Department or those expressly designated by the executive director.
- Sharing the AMHA's Confidential Information may not be done without the permission of the executive director.

Employees must obtain the approval of the executive director before producing information pursuant to a public records request. All media inquiries requesting statements or information on behalf of the AMHA and its operations must be referred to the executive director. Only the executive director or designee is authorized to make or approve public statements on behalf of the AMHA. No employees, unless specifically designated by the executive director, are authorized to make such statements. Any work product developed by an employee of the AMHA is the property of the AMHA and not the employee.

An employee's obligation to protect and preserve Confidential Information is ongoing and it continues after an employee leaves the AMHA. If an employee is unsure about whether any particular item of information is covered by this policy, the employee should assume that it is covered and contact the Human Resource Department for further clarification. Employees who disclose Confidential Information in violation of this policy or the law are subject to discipline up to and including termination of employment.

CORRECTIVE ACTION AND RULES OF CONDUCT

The AMHA's employment procedures are aimed at hiring people who will become committed, reliable and well-satisfied employees. Orientation, day-by-day training, counseling, and application of human relations principles by supervisors are key in developing good, stable employees. To maintain an orderly, safe, and efficient work environment, the AMHA on

occasion might have to respond to and correct inappropriate employee behavior or conduct. Employees may receive corrective action or be dismissed for various reasons.

The degree of corrective action will depend on the nature and seriousness of the offense and the employee's past record of discipline and performance in the discretion of the AMHA. Corrective action will normally be applied using the Corrective Action Report Form and will normally be applied in the following progressive manner:

- Step 1** **Verbal Counseling** - Appropriate to initially inform an employee of undesirable performance and what is expected of the employee to improve.
- Step 2** **Written Corrective Action** - Issued for repeated or more serious offenses. Counseling as well as clear expectations of desired behavior are provided to the employee at this step.
- Step 3** **Final Written Corrective Action** – If an employee has been issued a written warning and improvement has not taken place, or the employee has committed a serious infraction, a final written warning will be issued.
- Step 4** **Suspension** - Specific circumstances may warrant suspension at any stage of corrective action.
- Step 5** **Dismissal** - Specific circumstances where a history of previous progressive corrective actions have failed to correct the employee's behavior or the employee has committed an infraction warranting termination for a first offense.

Situations in which the above discipline may apply include but are not limited to:

1. Excessive or habitual absenteeism or lateness.
2. Poor job performance.
3. Violation of an established safety, health or security rule.
4. Unauthorized use of property of AMHA, an employee or program participant.
5. Smoking in prohibited areas.
6. Clocking In/Out Early /Late.
7. Sleeping or loafing while on duty.
8. Solicitation or distribution in the workplace in violation of the AMHA's Solicitations and Distributions policy.
9. Using profane, abusive, or unprofessional language in the workplace.

10. Use of AMHA's telephones, computers, or other electronic equipment or Information Systems which violates the AMHA's Electronic Communications policy.
11. Abuse of break times and/or lunch period.
12. Unauthorized absence from work area.
13. Failure to maintain work standards.
14. Creating or contributing to unsanitary conditions.
15. Failure to obey traffic and parking regulations on AMHA property or while using the AMHA's vehicle.
16. Doing personal projects during work time.
17. Unauthorized use of agency vehicles.
18. Violation of any policies, procedures or regulations of the AMHA described either in this Employee Handbook or other AMHA documents or postings of the AMHA.
19. Should outside employment cause or contribute to any of these situations, it must be discontinued or the employee may be terminated from employment.
20. Failure to refrain from outside employment which conflicts with the employee's AMHA responsibilities or adversely impacts job performance for the AMHA.
21. Dishonesty in any form, including personal use, removal or theft of property belonging to the AMHA, an employee, or a client.
22. Falsification of hours worked or AMHA records and/or omission of information requested on AMHA records or documents.
23. Reckless, negligent, or intentional misuse, loss, care, or control of Master Keys, controlled keys, unit (apartment) keys, or common area keys both electronic and mechanical. Refer to the key policy.
24. Gaining personal access or providing access to others to AMHA property for purposes other than AMHA related authorized work or business purposes.
25. Absence from work for three (3) consecutive work days without notifying the AMHA.
26. Threatened or actual physical violence either verbally or physically on AMHA's premises.
27. Possession, use, selling or attempting to sell, a controlled substance either on or off the property while on AMHA business, except taking a prescribed drug under the direction of a physician, or other violation of AMHA's Substance Abuse Prevention Program/Drug Free Workplace Policy.
28. Sabotage.

29. Insubordination, including refusal to carry out orders or instructions or failure to perform assigned work.
30. False, fraudulent, or malicious statements or actions involving relations with the AMHA, another employee, or a program participant.
31. Intentional damage to property of the AMHA, an employee, or a program participant.
32. Negligence or misconduct that results in injury to another. Failure to promptly report to your immediate supervisor an on-the-job injury or accident involving an employee, visitor, client, AMHA's equipment, or property.
33. Commission of unlawful or immoral acts either on or off duty, which may, in the judgment of AMHA, injure its reputation, have a negative impact on morale, or adversely affect work performance or one's ability to work with others, even if such acts do not lead to a criminal conviction.
34. Violation of the Company's Policy On Harassment.
35. Misrepresentation or withholding of pertinent facts in securing employment or during employment.
36. Utilizing AMHA's tax exempt status for personal benefit.
37. Taking advantage of or abusing a program participant or the family member of a program participant.
38. Gambling at work or on the property of the AMHA.
39. Willful waste of materials or supplies.
40. Engaging in any conduct which may constitute a conflict of interest.
41. Revealing AMHA's Confidential Information to unauthorized individuals in violation of the Confidential Matters policy.
42. Possession of explosives, firearms, or other weapons on the AMHA's premises or in AMHA vehicles.
43. Failure to obtain or maintain professional licensing/certification required for performance of job duties.
44. Driving an agency vehicle or any vehicle during working hours without a valid driver's license.
45. Criminal activity.
46. Maintaining business, social, or romantic relationships with program participants without full disclosure to, and express approval of, the executive director and Human Resources.
47. Unauthorized possession of property belonging to another employee or a visitor.

Although the above are specific reasons for dismissal or corrective action, it is not an exhaustive list, and there may be other reasons for dismissal or corrective action, at the sole discretion of

management. The AMHA reserves, at all times, the right and discretion to determine the appropriate discipline for an employee's infraction.

ETHICAL CONDUCT

Policy Statement

It is policy of the AMHA to carry out its mission in accordance with the strictest ethical guidelines and to ensure employees conduct themselves in a manner that fosters public confidence in the integrity of the agency, its processes, and its accomplishments.

General Standards of Ethical Conduct

AMHA officials and employees must, at all times, abide by protections to the public embodied in Ohio's ethics laws, as found in Chapters 102 and 2921 of the Ohio Revised Code, and as interpreted by the Ohio Ethics Commission and Ohio courts. (A copy of these laws is provided to all employees by the agency, and receipt acknowledged, as required in R.C. 102.09(D). See attachment #5) Officials and employees must conduct themselves, at all times, in a manner that avoids favoritism, bias, and the appearance of impropriety under the ethics laws.

A general summary of the restraints upon the conduct of all officials and employees includes, but is not limited to, those listed below. No official or employee shall:

- Solicit or accept anything of value from anyone doing business with the AMHA;
- Solicit or accept employment from anyone doing business with the AMHA, unless the official or employee completely withdraws from AMHA activity regarding the party offering employment, and the AMHA approves the withdrawal;
- Use his or her public position to obtain benefits for the official or employee, a family member, or anyone with whom the official or employee has a business or employment relationship;
- Be paid or accept any form of compensation for personal services rendered on a matter before any board, commission, or other body of the AMHA, unless the official or employee qualifies for the exception, and files the statement, described in R.C. 102.04(D);
- Hold or benefit from a contract with, authorized by, or approved by, the AMHA, (the Ethics Law does allow some limited stockholdings, and some contracts objectively shown as the lowest cost services, where all criteria under R.C. 2921.42 are met);
- Vote, authorize, recommend, or in any other way use his or her position to secure approval of an AMHA contract (including employment or personal services) in which the official or employee, a family member, or anyone with whom the official or employee has a business or employment relationship, has an interest;
- Solicit or accept honoraria (see R.C. 102.01(H) and 102.03(H)) ;

- During public service, and for one year after leaving public service, represent any person, in any fashion, before any public agency, with respect to a matter in which the official or employee personally participated while serving with the AMHA;
- Use or disclose confidential information protected by law, unless appropriately authorized; or
- Use, or authorize the use of, his or her title, the name the “AMHA,” or the AMHA’s logo in a manner that suggests impropriety, favoritism, or bias by the AMHA or the official or employee;

For purposes of this policy:

- “Anything of value” includes anything of monetary value, including, but not limited to, money, gifts, food or beverages, social event tickets and expenses, travel expenses, golf outings, consulting fees, compensation, or employment. “Value” means worth greater than \$25.
- “Anyone doing business with the AMHA” includes, but is not limited to, any person, corporation, or other party that is doing or seeking to do business with, regulated by, or has interests before the AMHA.

Financial Disclosure

Every AMHA official or employee required to file a financial disclosure statement must file a complete and accurate statement with the Ethics Commission by April 15 of each year. An official or employee elected, appointed, or employed to a filing position after February 15 must file a statement within ninety days of appointment or employment.

Ethics Education

Providing ethics education and information is an inherent part of good ethics governance. The Ethics Commission is available to provide educational seminars and informational materials. The Commission can be contacted at (614) 466-7090.

Assistance

The Ethics Commission is available to provide advice and assistance regarding the application of the Ethics Law and related statutes. The Commission can be contacted at (614) 466-7090. The Commission’s web site address is: www.ethics.ohio.gov. The AMHA’s counsel is available to answer questions involving this policy.

Penalties

Failure of any official or employee of the AMHA to abide by this Ethics policy, or to comply with the Ethics Law and related statutes, will result in discipline, which may include dismissal, as well as any potential civil or criminal sanctions under the law.

Changes

This policy may be changed only by majority vote of the Board of Trustees of the AMHA.

Code of Conduct

The AMHA has established a policy outlining the Core Values and Ethical Standards for Conducting Business. The AMHA has established this Code of Conduct in order to emphasize to employees that the AMHA, its employees or related parties are not to benefit from any relationship related to contracts, subcontracts or agents of the AMHA. As such, the following is the code of conduct of AMHA and any employee violating the code may be terminated immediately.

- 1) The AMHA shall not, nor shall any of its contractors or subcontractors, enter into any contract or arrangement in connection with the tenant based programs in which any of the following classes of persons has any interest, direct or indirect, during tenure or for one year thereafter:
 - Any present or former member or officer of the AMHA (except a participant commissioner);
 - Any employee of the AMHA or any contractor, subcontractor or agent of the AMHA, who formulates policy or who influences decisions with respect to programs;
 - Any public official, member of a governing body, or State or local legislator, who exercises functions or responsibilities with respect to the programs; or
 - Any member of the Congress of the United States.
- 2) Any member of the classes described in paragraph (1) of this section must disclose his/her interest or prospective interest to the AMHA and HUD.
- 3) The conflict of interest prohibition under this section may be waived by the HUD field office for good cause.
- 4) Any member of the following classes must not accept any gift or gratuity exceeding \$25 in value. This class includes any officer, employee of the AMHA, or any contractor, subcontractor or agent of the AMHA. The executive office releases clarification on the issue at certain points during the normal business cycle.
- 5) Questions concerning the Code of Conduct should be directed to the Director's Office.

ELECTRONIC COMMUNICATIONS POLICY

The AMHA has established systems that are Internet-connected and will use the Internet to facilitate customer service and otherwise contribute broadly to the mission of the AMHA.

This Policy applies to all Users, wherever they may be located and regardless of whether they are accessing the Information Systems through a computer or other device (such as, PDAs, tablets, iPads, telephones, smartphones, televisions, or any other device used to access the Information Systems) that is provided by the AMHA or personally owned by the User or any other individual or entity.

Definition:

User. For purposes of this Policy, the term “User” includes employees, including part-time, temporary, and seasonal employees, contractors, business partners, volunteers, and interns of the Company.

Information Systems. For purposes of this Policy, the phrase “Information Systems” or “Information and Communications Systems” refers to all of the AMHA's electronic networks, electronic devices, computer equipment and hardware, electronic communications, telecommunication networks, and telecommunications equipment licensed, owned or leased by or to the AMHA (however structured, including wireless or as supported or hosted through outside third parties), including, without limitation, servers, computers, software, software accessories, documentation supporting any electronic communications, stored data and files, storage devices (including flash or thumb drives), laptops, handheld computers, PDAs, iPads, tablets, mobile messaging and other telephones, voicemail systems, web pages, Internet, telecommunications equipment, peripheral devices, voicemail, and any data and information contained or processed by such network, e-mail system, Intranet, and access to the Internet.

Permissible Uses of Information Systems, In General. The Information Systems were created and are maintained to facilitate the AMHA’s business, which include providing housing, housing assistance payments and services to program participants. Thus, Users may use the Information Systems, including e-mail and access to the Internet, to serve their assigned role and consistent with all other applicable AMHA policies and legal requirements. All uses of the Information Systems must be in compliance with all software licenses, copyrights, and all other state, federal, and international laws, including those governing intellectual property and online activities. In addition, any use of the Information Systems must be guided by good judgment and all AMHA policies and procedures.

Users generally may, however, use the Information Systems for incidental personal uses, so long

as such use does not interfere with the User's job responsibilities or the job responsibilities of other Users, is not done for monetary gain, does not conflict with the AMHA's business, and does not violate any AMHA policy or procedure.

The following are examples of incidental personal uses of the System:

- Sending and receiving necessary or occasional personal communications;
- Using the telephone system for occasional personal calls; and
- Accessing the Internet for brief personal searches and inquiries, provided that Users adhere to all other usage policies.

Impermissible Uses of the Information Systems. Unless permitted by the AMHA or required by applicable law, the Information Systems may not be used in ways that would violate law or AMHA policy. The following are examples of ways the Information Systems may **not** be used and activities that may **not** be performed using the Information Systems:

- To access, store, print, download, upload, process, transmit or communicate material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, or otherwise unlawful, or prohibited by the AMHA's Equal Employment Opportunity Policy and Policy On Harassment, or any other AMHA policy or procedure. This includes sending such material by way of e-mail, text message or other form of electronic communication, or displaying such material;
- To disseminate or store commercial or personal advertisements; solicitations; promotional activities, including organizational activities such as fundraisers, political or religious activities;
- To transmit or post any material in violation of federal, state or other privacy laws;
- Except as expressly permitted by the AMHA, to conduct AMHA business through personal e-mail or social media accounts issued by public providers such as Google, YAHOO, AOL, Facebook, etc. All AMHA business must be conducted through AMHA-provided email and other approved systems;
- To download or use encryption software without first obtaining permission from the AMHA;
- To duplicate or use copyrighted materials (including programs, software, files, information, archives, pictures, articles, etc.) without appropriate permission or authority;
- To acquire, possess, trade, or use hardware/software tools on the Information Systems that could be employed to evaluate or compromise system vulnerabilities, without first obtaining written permission from the AMHA;
- To "hack" or break into any computer, database or network or engage in "snooping" or "pretexting," or to intentionally introduce any computer virus, worm, lock-out or disabling device, or otherwise engaging in purposeful conduct to adversely affect the Information Systems or any other system;
- To engage in activities designed to derive personal gain or to support or conduct a business other than AMHA business;
- While representing yourself as being someone else (e.g., sending electronic mail so that it appears to have come from someone else);
- To interfere with normal business functions in any way;

- To engage in excessive personal use or otherwise use the Information Systems so as to waste or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, listening to streaming Internet radio, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic; or
- To download for business or personal use (except as specifically authorized by the AMHA) any software, including without limitation file-sharing (“peer-to-peer”) software (such as Limewire, BitTorrent or others) or any form of computer programs, utilities, music, videos, screensavers or executable files.

Impermissible Websites. The following are examples of Web site categories that may **not** be accessed via the Information Systems:

- Sexually explicit adult material (e.g. adult content, nudity, sex)
- Gambling
- Illegal web sites
- Information technology related to hacking, proxy avoidance, pretexting, snooping, and/or URL translation
- Militancy or extremist
- Racism or hate
- Violence
- Weapons made illegal by federal, state or local law.

The AMHA may, but is under no obligation to, use software to identify and block from access any inappropriate Internet sites.

Monitoring. The AMHA has significant business interests for restricting personal usage of the Information Systems and monitoring Users’ business and personal communications on the Information Systems, including but not limited to protecting the AMHA’s assets, promoting workplace productivity, protecting Users and customers, and ensuring compliance with applicable laws and AMHA policies.

At all times, the AMHA has the right, but not the obligation, to access, monitor, and record Information Systems' usage. There are systems currently in place to record Information Systems' usage, as well as the files, information, and location of all sites accessed by Users. ***Although limited personal use that does not violate any AMHA policy or procedure or otherwise interfere with job duties is not prohibited in all cases, Users should not expect that such use entitles them to any expectation of privacy in anything that they access, view, create, store, transmit or receive on or through the Information Systems, including any personal messages.*** This includes personal messages sent or received from personal email or similar accounts, such as Yahoo and Google web-based email accounts which may remain, be accessed, or be viewed

on the Information Systems and may be retrieved and monitored by the AMHA.

Use of passwords to gain access to the Information Systems does not mean that Users should have any expectation of privacy in the material that they access, view, create, transmit, store or receive via the Information Systems. The AMHA has the ability to permit IT and other personnel access to all activity on the Information Systems, including without limitation all information and materials accessed, viewed, created, stored on or transmitted through its Information Systems regardless of whether the information or material has been encoded with a User's password. Further, data may be electronically recalled or recreated regardless of whether it may have been "deleted" or "erased" by a User. Because the AMHA periodically backs-up all files and messages, and because of the way in which computers re-use file storage space, files and messages may exist that are thought to have been deleted or erased.

The AMHA has the ability and reserves the right to investigate any and all activity on or through the Information Systems, including without limitation any investigation of information or data composed, transmitted, or received on the Information Systems, consistent with state and federal law, including, but not limited to, monitoring Internet browsing and personal e-mail. Generally, any such access will be made only by those AMHA representatives who have a need to know for legitimate business reasons, or when necessary to protect a property right or other legal interest of the AMHA.

The AMHA assumes no liability for loss, damage, destruction, alteration, disclosure or misuse of any personal data or communications transmitted over or stored on the Information Systems. The AMHA accepts no responsibility or liability for the loss or non-delivery of any personal electronic mail or voicemail communications or any personal data stored on the Information Systems. The AMHA strongly discourages Users from storing any personal data on the Information Systems. Use of the Information Systems is a privilege that may be revoked by the AMHA at any time.

AMHA Email. The AMHA does not allow forwarding messages from AMHA emails to personal email accounts or otherwise outside of the AMHA's Information Systems. Of course, forwarding emails to clients, business partners and others, as necessary and appropriate to carry out User's assigned job responsibilities are permitted. The AMHA email address assigned to a User is reserved for business use. Distribution of a User's email address should be done with discretion. User's AMHA email address should not be used to register for personal email subscriptions, newsletters, fantasy sports teams, or other similar publications or notifications and

not distributed for personal banking, mortgages, and billing notifications unless necessary and appropriate to carry out User's assigned job responsibilities. The sharing of AMHA email addresses makes the AMHA susceptible for phishing attempts, spam and other security breaches.

Safeguards/Security. The AMHA maintains a range of policies and procedures designed to safeguard information that is maintained on the Information Systems, including customer and employee information. Without limiting those policies and procedures, Users must help ensure the security of the information on the Information Systems by doing the following:

- ***Unattended Equipment and Laptop Computers.*** Users must protect unattended equipment from unauthorized access. For example, workstations should be locked when unattended and active login sessions should be terminated when completed. All laptop computers must be stored in a secure place. Desktop computers, servers, data communication equipment, and other computer equipment may not be taken from the premises without approval of the IT Director.
- ***Accessing Other User's Files.*** Absent express authorization by the author (as permitted under AMHA policy, procedure, guideline or work rule) or by the AMHA, Users may not access, alter or copy any information, data or materials created by another User that is not made generally available on the Information Systems. Users must take all reasonable steps to protect the information with which they are entrusted especially Confidential Information of the AMHA which includes, but is not limited to: employee information; databases and the information contained therein; computer and network access codes and similar or related information; and contractual, trade secret and proprietary information.
- ***Personal Home Computers and Other Devices.*** Users should not use their personal home computer or other non-AMHA portable device (such as, PDAs, tablets, iPads, telephones, smartphones, flashdrives, external hard drives, or any other similar device) to store, retain or archive AMHA records or documents. Any such records or documents residing on such a device shall at all times remain AMHA property and must be returned to the AMHA or discarded in accordance with AMHA policy. In addition, in order to connect to the Information Systems using such equipment, such as over high-speed home connections (i.e. DSL lines, Cable Modems, etc.), a Company-approved VPN solution must be utilized.
- ***Accessing Other Computers and Networks.*** A User's ability to connect to other computer systems through the AMHA network or by a modem (including wirelessly) does not imply a right to connect to those systems or to make use of those systems unless specifically authorized by the AMHA and/or the owners of those systems. Users entrusted with access to the AMHA network through laptops using VPN must prohibit use of the Information Systems by anyone other than the User, including family members.
- ***Virus Detection.*** Viruses can cause substantial damage to computer systems. Users must take reasonable precautions to ensure that they do not introduce or propagate viruses on or through the Information Systems. The AMHA's Internet connection uses a firewall designed to protect the AMHA's internal network. These facilities may block or prevent certain Internet activities, such as unauthorized access. All incoming Internet e-mail, including attachments, will be scanned for viruses. However, new computer virus strains are routinely being created and may penetrate virus-scanning procedures currently in

place. Therefore, Users should avoid opening suspicious e-mails or e-mails from unknown sources.

- If a User becomes aware of a virus infection or any other security violation (whether internally or from external sources), he or she should immediately contact their local Help Desk.
- *Use of Passwords/Access.* Users are allowed to access the Information Systems using their unique username and password. Passwords must be developed in accordance with the requirements established by IS and safeguarded by each User. Users should not share their username and password with anyone. In the event there is a pressing need to share one's username and password, the Users must use extreme caution in allowing anyone, including administrative assistants, to access the Information Systems using the User's unique username and password, such as to access the User's e-mail, voice-mail, or electronic records.

All Information Systems must be protected by a strong password or by a PIN. A strong password is defined as at least 6 characters long and containing a minimum of 1 number, uppercase letter and 1 lowercase letter. Users may not download any application or service to the Information Systems which allows the password feature to be bypassed. Users may not disclose their passwords to anyone, other than to an authorized employee of the Human Resource Department or information technology personnel. If stored electronically, passwords must be securely stored in an encrypted password vault application like Password Safe or other AMHA approved application that is protected by a complex password. Except as otherwise permitted by law or this Policy, Users must not share Information Systems or mobile personal devices with any person or entity.

OUT OF THE OFFICE REPORTING

When leaving the work area, employees are required to inform their supervisor where they are going and what time they will return. This reporting procedure is most important in case of an emergency. When employees will not be coming into the office, they are required to notify their supervisor of their plans and when they will return.

OUTSIDE EMPLOYMENT

The AMHA acknowledges that some employees may desire to use their skills and knowledge to augment their incomes outside of their regular working hours. However, employment with the AMHA must be the employee's primary responsibility. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, or refusal to work overtime. Employees shall not engage in outside employment which is incompatible or in conflict with their employment with the AMHA. Employees engaged in outside employment

must submit to their supervisor a written statement concerning outside employment. The outside employment disclosure forms are available in the Human Resource Department.

SOCIAL MEDIA POLICY

This Social Media Policy establishes a set of rules and guidelines for any activity and participation in “social media” by all AMHA employees. These rules are intended to be adaptable to the changes in technology and norms of online communication and behavior, and may be amended by the AMHA at any time, for any reason, without notice to users.

Nothing contained within this Policy is intended to interfere with employee rights under Ohio’s labor relations laws, including but not limited to employees’ right to discuss the terms and/or conditions of their employment, or other laws protecting lawful job related activities, nor would it be interpreted or applied so as to interfere with employee rights to self-organize, form, join, or assist labor organizations, to bargain collectively through representatives of their choosing, or to engage in other concerted activities for the purpose of collective bargaining or other mutual aid or protection, or to refrain from engaging in such activities.

For purposes of this Policy:

- The term “social media” applies to any web-based and mobile technologies, in use now or developed in the future, that enable individuals or entities to disseminate or receive information, communicate, or otherwise interact, and includes, without limitation, email, texting, messaging, social networking, blogging, micro-blogging, bulletin boards, and so on, through providers such as Facebook, LinkedIn, MySpace, Twitter, YouTube or others.
- The term “employees” refers to any and all employees of the AMHA, whether full-time, part-time, or on AMHA approved leave(s).

Exercise responsibility online.

Employees are personally responsible for any of their social media activity conducted with an AMHA email address or on an AMHA website or page, and/or which can be traced back to an AMHA domain, and/or which uses the AMHA’s Information Systems and/or which expressly or implicitly identifies them as an employee of the AMHA.

If from a post in a blog or elsewhere in social media it is clear that the employee is an AMHA employee, or if the employee mentions the AMHA, or it is reasonably clear the employee is referring to the AMHA or a position taken by the AMHA, and also express a political opinion or an opinion regarding the AMHA’s positions or actions, the post must specifically note that the opinion expressed is the employee’s personal opinion and not the AMHA’s position. This is necessary to preserve the AMHA’s good will in the marketplace.

Follow Existing Policies and Terms of Use.

Employees must observe and follow (i) existing AMHA policy and agreements, such as our Employee Handbook and Employment Agreement(s) with the Company, if applicable, (ii) the policies of the particular online/social networking venue, and (iii) applicable law. This means that the employee is prohibited from using social media to post or display comments about coworkers or supervisors or the AMHA that are vulgar, obscene, threatening, intimidating, or a violation of the AMHA's workplace policies against discrimination, harassment, or hostility on account of age, race, religion, sex, ethnicity, nationality, disability, or other protected class, status, or characteristic. Thus, the rules in the AMHA's Employee Handbook, including its Electronic Communications Policy and anti-harassment and discrimination policies apply to employee behavior within social media and in public online spaces.

Most websites, including Facebook and others, have rules concerning the use and activity conducted on their sites. These are sometimes referred to a "Terms of Use." Employees must follow the established terms and conditions of use that have been established by the venue and not do anything that would violate those rules.

Employee must not post any information or conduct any online activity that may violate applicable local, state or federal laws or regulations. Any conduct which under the law is impermissible if expressed in any other form or forum is impermissible if expressed through social media.

Be respectful and mindful of privacy and confidentiality, and think before posting.

Before sharing a comment, post, picture or video about or from a friend or colleague through any type of social media, it is a good practice to be courteous and first obtain his or her consent.

It also is inappropriate to use or disclose personal information about another individual or use or disclose the AMHA's confidential or proprietary information in any form of social media. For purposes of this Policy, personal information means an individual's Social Security number, financial account number, drivers' license number, medical information (including family medical history) and other highly sensitive information. AMHA confidential or proprietary information includes but is not limited to financial information, future business performance projections and business plans, business and brand strategies, and information which is or relates to AMHA trade secrets. All AMHA rules regarding AMHA confidential or proprietary information and personal information apply in full to social media, such as blogs or social networking sites. For example, any information that cannot be disclosed through a conversation,

a note, a letter or an e-mail also cannot be disclosed in a blog, tweet or other social media venue. Sharing this type of information, even unintentionally, can potentially result in harm to the individual, harm to the AMHA's business, and ultimately you and/or AMHA being sued by an individual, other businesses or the government.

Before posting any online material, ensure that the material is not knowingly false; instead, try to be accurate and truthful. If an employee finds that they have made a mistake, admit it, apologize, correct it and move on. Employees should never post anything that is maliciously false.

Before posting a comment or responding to a blog or other communication in social media, an employee should think before sending. If the employee is unsure about the effects of the post or other online action, reach out to your supervisor or Human Resources for some assistance, particularly when unsure about a response to another employee or a customer/consumer/follower.

Use your true identity.

When participating in any social media, it is better practice to be completely transparent and for the employee to disclose their true identity. Additionally, when commenting on or promoting any AMHA product or service on any form of social media, the employee must clearly and conspicuously disclose employee's relationship with the AMHA to the readers or viewers of that communication or activity.

Employees must not use their own personal online relationships or the AMHA's network to influence polls, rankings, or web traffic. This is called "astroturfing" or "sock-puppeting" and is highly unethical. Employees are not to use the size and breadth of the AMHA network to unduly influence polls, rankings, or web traffic where said traffic is a measure of success or popularity of a particular political opinion.

Manage your expectation of privacy.

Consistent with the AMHA's Electronic Communications Policy, the AMHA may access and monitor its Information Systems and obtain the communications within the systems, including email, Internet usage, and the like, with or without notice to users of the system, in the ordinary course of business when we deem it appropriate to do so. As such, when using such systems, employees should have no expectation of privacy with regard to time, frequency, content or other aspect of use, including the websites visited and other Internet/Intranet activity. The reasons the AMHA accesses and monitors these systems include, but are not limited to: maintaining the

system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; and complying with legal and regulatory requirements.

Interact on your time.

The AMHA respects the right of any employee to participate in social media, such as maintaining a blog or participating in online forums. However, to protect the AMHA's interests and to oversee employees' focus on their job duties, employees must avoid excessive use of social media during work time or at any time with the AMHA's Information Systems, unless doing so is expressly permitted by the AMHA.

Avoid personal attacks, online fights, and hostile personalities.

If a blogger or any other online influencer posts a statement that an employee disagrees with, the employee can voice their opinion, but should not escalate the conversation to a heated, personal argument. The employee should speak reasonably, factually, and with good humor and try to understand and credit the other person's point of view. Additionally, employees should avoid communicating with hostile personalities in an effort to avoid personal, professional, or credibility attacks.

Identify any copyrighted or borrowed material with citations and links. When publishing any online material through social media that includes another's direct or paraphrased quotes, thoughts, ideas, photos, or videos, employees should always use citations and link to the original material where applicable. Should employee have any questions about this Policy, please see the IT Director.

PERSONAL APPEARANCE OF EMPLOYEES

All employees represent the AMHA in their appearance as well as by their actions. The properly attired employee helps to create a favorable image for the AMHA. Clothing should be neat and clean in appearance. Style of clothing, hair, and the use of jewelry, cosmetics and fragrance should be of a professional nature befitting the image of the AMHA. Good personal grooming and hygiene are essential. Hair, beards, mustaches and sideburns should be clean and neat.

The AMHA offers employees the opportunity to dress in casual business attire. Casual business attire encompasses many looks. However, for purposes of this policy, casual business attire means clothing that allows employees to feel comfortable at work, yet is appropriate for an office environment. Clothing that is not considered appropriate for an office environment includes, but is not limited to: ripped or disheveled clothing, unnecessarily revealing or suggestive clothing, or

other similarly inappropriate clothing, anything denim (jeans, shirts, skirts and dresses) including colored denim, athletic shoes, casual sandals or flip flops, shorts, T-shirts with graphics/pockets, overalls, spaghetti straps/tank tops (except when worn with a jacket or sweater), V-neck sweater with a t-shirt underneath, leggings/stirrup pants, mini-skirts, halter tops or midriff-baring shirts, capri pants, sweat suits or any type of athletic clothing/jersey material, see-through clothing, low cut blouses/dresses.

Casual business attire includes, but is not limited to: cotton or khaki pants, slacks, crop pants short-sleeved shirts/polo shirts, deck shoes, loafers, longer skirts/dresses, sports shirts, turtlenecks, and sweaters. Clothing must be neat and clean.

Tattoos must be covered at all times. All jewelry worn by employees must be appropriate so it does not detract from a professional appearance. All facial piercing jewelry such as nose piercing, tongue piercing, eyebrow piercing, lip piercing, or any other facial piercing jewelry is prohibited.

Employees should consider each day's activities when determining what to wear. Employees who are hosting or attending meetings with clients or vendors should refrain from wearing casual attire, unless meeting attendees agree in advance to follow the casual business attire policy. Supervisors and managers can specify additional or alternative dress and grooming requirements based on the business needs of their departments. Supervisors and managers also can impose special dress and grooming requirements necessary for employee safety.

PERSONAL PROPERTY

All personal property and personal effects used or brought into the agency by employees are the responsibility of the employee, and not the agency. Please note that the agency reserves the right to search through employee personal effects at any time as part of an investigation of theft, drug use, drug possession, or any other investigations of employee misconduct. Employees should have no expectation of privacy in any such property or effects brought onto AMHA property. Therefore, please use discretion in bringing personal effects into the office because all such items may be subject to inspection by the agency.

PERSONAL STATUS CHANGES

Each employee has the responsibility to notify the Human Resource Department of any change in name, address, telephone number, marital status, number of dependents, or related information for the purpose of ensuring that all the AMHA's benefits and records are current. Falsification

or intentional omission of pertinent information for the agency's records may result in termination. Additionally, employees should call OPERS at 1-800-222-7377 with any such changes.

POLITICAL ACTIVITY

Employees of the AMHA are public employees paid with federal and state funds. There are certain restrictions placed upon public employees concerning political activities of a partisan nature. Employees are encouraged to vote and participate in the electoral process like all citizens. However, prior to engaging in any partisan activity such as campaign fund raising, running for elected office or serving in an official position with a political party, it is advisable to seek guidance from the AMHA's director of legal services and the executive director.

An employee may not use his official authority or status with the AMHA to interfere with or affect the results of an election or nomination for office. AMHA personnel are public employees and are subject to federal and/or state laws which place certain restrictions on political activities. An employee may not directly or indirectly coerce, command, or advise another employee vendor or contractor to pay, lend, or contribute anything of value to a party committee, organization, agency or person for political purposes. Employees may not display or distribute materials of a partisan political nature on the AMHA's property or during work hours. This policy does not prohibit employees from voting for the candidate of their choice. No employee has the authority to endorse any candidate or issue on behalf of the agency without the express approval of the Board of Trustees. All employees are also expected to strictly comply with all state and federal ethics laws. Employees who have any questions regarding this policy should contact the AMHA's director of legal services or the executive director.

PROPERTY OF AMHA AND WORK TIME

Employees are not permitted to use, loan or borrow any materials, tools, equipment, labor, supplies, computers, telephone lines, Internet service providers, software, or storage space of the AMHA for private convenience or gain of the employee and/or others without the express written consent of the executive director.

Employees may not expend labor during scheduled work hours for work not related to and not for the benefit of the AMHA. AMHA employees are strictly prohibited from performing private work for themselves, another employee of the AMHA or a non-employee during scheduled work hours. Employees who violate this policy are subject to immediate termination.

RELATIONSHIPS WITH RESIDENTS

As employees of a public agency, we all have the obligation to ensure that all of the AMHA's program residents and persons seeking program assistance are treated equally, regardless of whether or not they have a relationship with AMHA employees. The AMHA expects all employees to recognize and respect the need to establish and to maintain services on a professional basis and to be mindful that we are, for many low income clients, the only available housing option. Accordingly, many clients do not have a choice of service providers and are dependent upon the AMHA for housing, maintenance and social services. Therefore, due to potential conflicts of interest which may arise, including claims of favoritism, abuse, and sexual harassment, the AMHA employees are prohibited from making decisions about, or providing services for, any program participant or applicant with whom the employee is related or has a social relationship.

The purpose of this policy is to avoid situations where, for example, an employee of the AMHA may be responsible for the re-certification of family members or social friends, or for maintaining their living units. Such relationships are not prohibited, as long as they are properly disclosed, and the proper steps can be taken to avoid a conflict of interest. The AMHA will maintain the confidentiality of all information disclosed regarding these relationships.

However, in order to avoid potentially significant liability to both the AMHA and the employees involved, all of the AMHA employees are strictly prohibited from seeking or maintaining any romantic or sexual relationships with any AMHA resident or person seeking program assistance.

The purpose of this policy is to avoid situations whereby residents could allege that they were coerced into physical relationships with staff members in order to, for example, avoid losing program assistance, or receiving maintenance services.

Employees of the AMHA who violate any aspect of this policy will be terminated from employment. Employees with questions regarding this policy should see the human resources and legal services director.

SOLICITATIONS AND DISTRIBUTIONS

It is generally the policy of the AMHA to prohibit solicitations by an employee of another employee while either the person doing the soliciting or the person being solicited is on working time. Working time includes the time during which any of the employees involved are actually scheduled to work, but does not include scheduled rest periods, meal breaks and other specified

times when employees are not expected to be working. Solicitation by non-employees is prohibited at all times. There are however, some conditions under which solicitations by employees are allowed.

Solicitations for gifts or expressions of sympathy to fellow employees or their families may be permitted on certain occasions, provided the prior approval of the executive director or designee is obtained.

Solicitations for charitable causes such as United Way are permitted with the approval and under the direction of the executive director or designee.

Solicitations by employees to support school or other non-profit fundraising causes (i.e., Girl Scouts, Boy Scouts, etc.) are permitted with the prior approval of the executive director or designee. Such solicitations may only be conducted during rest breaks, lunch breaks, or otherwise outside of working time.

Solicitations by employees for their own profit (i.e., Avon, Mary Kay, Tupperware, etc.) are not permitted during working hours. Sales brochures may be left in lunchrooms or break rooms or other non-working areas. Any resulting sales, purchases or deliveries must take place during breaks or outside of working time and in non-working areas. Agency phones, mail and e-mail are not to be used for solicitations or purchases.

Employees also are prohibited from engaging in solicitation of and distribution to tenants in tenant living areas or other common areas of AMHA properties at any time.

Employees are permitted to solicit support for or opposition to union representation, and to distribute literature in support of or in opposition to union representation, subject to the following restrictions:

1. Solicitations may only be conducted during rest breaks, lunch breaks, or outside of working hours.
2. Distribution of literature in work areas by an employee is prohibited, whether during or outside of working hours.
3. Distribution of literature in such a manner as to cause litter on agency property will not be permitted.

Solicitations of support for or in opposition to union representation and distributions of literature in support of or in opposition to union representation by individuals or groups not employed by the AMHA are prohibited on agency premises.

Any solicitation of gifts, gratuities, loans, business, favors or items of value from residents or their families is strictly prohibited.

All activity in violation of the restrictions outlined here must be reported immediately to the Human Resource Department.

Persons who are not employees of the AMHA will not be permitted to come upon or remain on the premises for the purpose of making solicitations or posting or distributing cards, notices, or any other material of any kind. This rule is not intended to prevent the AMHA from carrying on its normal community relations/human resources programs or activities, which may, from time to time, necessitate management approval and direction of distributions and solicitations on the AMHA's premises.

TELEPHONE CALLS

Due to the fact that telephone usage is a critical part of the agency's business, use of the telephones for personal reasons must be for emergency or compelling reasons only. Use of phone lines for personal reasons, including personal cell phones for excessive periods during business hours, will be viewed as behavior requiring disciplinary action.

VISITORS

In order to maintain security and safety, all visitors are required to check-in and obtain a name tag at the reception desk (if at Central Office) or with supervisory personnel at another work location (at other offices). Your help in this matter will be appreciated. Personal visitors are not permitted to loiter on the premises unless accompanied by a member of the AMHA's staff. Please check with your supervisor regarding procedures specific to your work location.

WORKPLACE VIOLENCE

It is the policy of the AMHA to provide a safe workplace for all employees. Any type of violence or threat of violence committed by or against employees, tenants, or visitors will not be tolerated.

The following list of behaviors, while not inclusive, provides examples of conduct that is prohibited at the AMHA:

- Causing physical injury to another person;
- Making threatening or intimidating remarks;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;
- Deliberate or reckless destruction or damage to the AMHA's property or to the property of another employee, tenant, or visitor.
- Possession or carrying of a weapon of any kind while on AMHA property or while on AMHA business, including in AMHA owned or leased vehicles, regardless of whether the employee has a permit to carry a weapon.

All employees of the AMHA are responsible for maintaining a workplace free of violence and threat of violence. Any potentially dangerous situations must be reported immediately to the human resources and legal services director. 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. No reprisals will be taken against any employee who makes a good faith effort to report, or who experiences,

workplace violence. A violation of this policy will subject the employee to disciplinary action, up to and including immediate termination for a first offense. Anyone engaged in violent acts on the AMHA's premises may also be reported to the proper authorities and fully prosecuted.

LEAVING AMHA

EXIT INTERVIEWS

At the AMHA, we believe that our employees are our most important asset and we are concerned about retaining talented, competent people. Employees terminating their position with the agency will usually be offered the opportunity to participate in an exit interview conducted by the human resources director or designee. It is our hope that we may gain constructive insights and ideas for the benefit of present and future employees through this interview.

LAYOFF AND RECALL

At the discretion of the executive director, non-bargaining unit employees who are laid off may have their health and life insurance benefits extended at the AMHA's expense for a period of one (1) month following the month in which the layoff occurs. Layoff of bargaining unit employees shall follow the terms of the collective bargaining agreements. Layoff decisions affecting non-bargaining employees will be made on a case-by-case basis based on classification and the needs

of the agency, and are not based on the terms in any collective bargaining agreements. Non-bargaining employees do NOT have bumping rights.

REFERENCES

An employee wishing to list the AMHA as a reference should direct inquires to the Human Resources Office. Any supervisor or staff member who receives a request for a reference on a current or former employee shall refer that request to Human Resources. Please be aware that most of the information in your employee records is considered to be public information under Ohio law. This means that the AMHA may share or be compelled to share information in the employee file regarding attendance, performance or other aspects of your employment with individuals or organizations requesting such information in response to proper requests for such information.

RESIGNATION

While we sincerely hope that your employment relationship with us is a productive and happy one, we understand that there are times when an employee may choose to leave us. While employees are free to leave at anytime, we expect, as a matter of courtesy, at least two weeks written notice to the Human Resource Department in order to give us time to prepare for your departure and make arrangements for the work to be done.

RETIREMENT

Advance notice of retirement should be given to the Human Resource Department in writing as far in advance as possible. Information about retirement options and procedures may be obtained from the Human Resource Department. See “Retirement Benefits” under Benefits.

TERMINATION

Except where provided otherwise in any individual written contract or collective bargaining agreement, all employment with the AMHA is for no definite period of time and may be terminated at will for any reason at any time with or without notice. See also “Corrective Action and Rules of Conduct” section for some of the reasons an employee may be terminated.

MISCELLANEOUS

COMMUNITY BOARD SERVICE

AMHA encourages participation of employees in community and civic organizations. Because your participation may be requested based upon your employment with AMHA and/or considered a reflection of AMHA, and may present potential conflicts of interest among organizations, employees are required to request and obtain written approval from the executive director prior to seeking or accepting service on a community board which identifies them as an employee of AMHA. This requirement does not apply to organizational affiliations that are of a wholly personal nature, unrelated to low income housing services and not as a result of employment with AMHA.

CONFLICT RESOLUTION PROCEDURE

In any complex operation problems or differences of opinion regarding work matters will occasionally arise between employees and their supervisors, fellow employees, or the AMHA in general. We encourage you to first bring your problems and questions to your immediate supervisor's attention. Your problem will be thoroughly discussed and evaluated on its merits. If you are not satisfied with your immediate supervisor's response to a job-related problem, then he or she will refer you to the next level supervisor to resolve the dispute, at which point the employee must submit the grievance in writing. Bargaining unit employees must follow the grievance procedure outline in their collective bargaining agreement(s).

No grievance will be considered later than 5 workdays after the occurrence giving rise to the problem, provided, however, an employee on vacation, sick leave or an approved leave of absence on the date of such occurrence may file a grievance within 5 workdays after returning to work.

Such grievance shall be reduced to writing setting forth the following: the facts upon which the grievance is based, the time of the occurrence, and the relief or remedy requested. The grievance must also be dated and signed by the employee. The grievance is to be submitted to the deputy director or department head as applicable; whichever represents the highest level of management within the employee's area. The deputy director or department head will meet with the employee to review the matter after the grievance has been filed and shall provide a written answer to the employee after such meeting.

If the grievance is not satisfactorily settled as outlined above, the employee may, within 5 workdays after receipt of the answer, appeal in writing to the employee and labor relations manager, who shall meet with the employee and those persons considered necessary. The human resources director shall provide to the employee a written answer after such conference.

If the grievance is not satisfactorily settled, the employee may, within 5 workdays after receipt of the answer from the employee and labor relations manager, appeal in writing to the executive director, who shall meet with the employee and those persons considered necessary. The executive director shall provide to the employee a written answer after such conference. The decision of the executive director shall be final.

Obviously, we cannot correct a problem unless we know about it. Therefore, you are encouraged to use the AMHA's grievance procedures to air any problems or grievances you may have regarding your job. As questions arise, contact your supervisor first. If he or she is unable to help or answer your questions, contact the employee and labor relations manager. You and your concerns are important to the AMHA.

Bargaining unit employees may have additional conflict resolution procedures available and should consult their collective bargaining agreement.

EMERGENCY CLOSING GUIDELINES

1. The AMHA will observe all public notices issued by public safety officials that apply to Summit County. In the event the Summit County Sheriff announces a ban on vehicular travel except for emergency and public safety vehicles in Summit County, the AMHA will immediately close all office locations and send employees home. Management may issue other instructions altering an immediate dismissal based upon conditions present.
2. Maintenance employees are required to report to work and to remain at work subject to the terms of the collective bargaining agreement.
3. Under emergency conditions due to weather or other factors which prevent the normal functioning of the agency to occur and where AMHA determines that some or all of the regularly scheduled work days for employees must be canceled due to such conditions, employees will be paid for lost time at their regular rate of pay.
4. Only the executive director or his designee is authorized to declare an emergency closing for conditions other than a public declaration by local, state or federal officials.
5. When necessary, there may be a DELAYED ARRIVAL SCHEDULE announcement made via local news media and/or the AMHA emergency announcement telephone line. This will

state that all employees are on a delayed arrival plan and are to report at a particular time, (i.e., 2 hours after the normal reporting time).

6. It is recognized that local weather conditions vary considerably throughout Summit County and that some employees live beyond the boundaries of Summit County thereby creating a wide range of potential travel circumstances. Accordingly, all employees are asked to exercise their own discretion and judgment in determining whether it is safe to drive to work or if a late arrival is necessary. Employees must report off via the normal channels if they do not plan to arrive on time. In cases that result in absence or late arrival, the time off will be evaluated as to cause. In most situations this will be leave without pay or otherwise deducted from vacation time. The actual time lost will be deducted from vacation pay disregarding the usual minimum usage requirements.

All employees need to recognize and understand that closing any public agency is a delicate matter balancing employee safety, the requirement to serve the public, including our residents who have need for some level of service 24 hours per day and 365 days per year, and the need to be fair and equitable to all employees. First and foremost we have a special duty as a public agency that is greater than most private businesses, so we will generally be conservative in our decision to close facilities. However, again recognizing the importance of everyone's overall safety, individual employees are urged to exercise their own discretion notwithstanding the issue of compensation and leave time status. Additional information is available in the Desk Reference Manual and the Emergency Management Procedures.

OHIO PUBLIC RECORDS ACT

Under the Ohio Public Records Act, all public records shall be promptly prepared and made available for inspection to any person at all reasonable times during regular business hours. Medical records are not Public Records. However, employees need to be aware that information in their personnel files may be available for public inspection.

SELF DEVELOPMENT

Our world is moving at such a rapid pace that self-development has become a necessity rather than a choice. Jobs change overnight and companies are forced out of business because a competitive product or service replaces them. You really cannot afford to just sit back and hope this will not happen to you. You must realize that you are your own greatest investment. Everything you add to your personal development is like adding capital and increases your value.

The AMHA is very interested in your personal development. Accomplishing our mission as an agency is dependent upon you, our employee. We hope your career with the AMHA will not only be a rewarding one, but one rich in opportunity for personal growth and fulfillment. We strongly urge you to take advantage of training opportunities, and encourage use of our tuition reimbursement program as a tool for professional growth and development.

QUESTIONS

This handbook is not meant to be exhaustive. Additional procedures pertaining to some or all of the information contained in this handbook may apply. Special needs, circumstances, and problems of individual employees require special responses. As questions arise, contact your supervisor first. If he or she is unable to help or answer your questions, contact the human resources director. You and your needs are important to the AMHA.

EMPLOYEE HANDBOOK RECEIPT AND ACKNOWLEDGEMENT FORM
(Sign and return to Human Resources)

I acknowledge that I have received the AMHA Employee Handbook, and that I have familiarized myself with its content. I understand that the policies in the Employee Handbook do not constitute a contract, express or implied, of any kind between the AMHA and me. I understand that all agency policies are subject to change or elimination at any time, without advance notice. Should I ever leave employment with the AMHA, I agree to return all agency property in my possession, and that the value of any property which I fail to return may be reduced from any pay due and owing to me unless otherwise provided by law. I further release the AMHA from any liability for providing a reference for me to any subsequent employer to whom I may hereafter apply for employment.

Print Name

Signature

Date