

Receipt and Acknowledgment of The Dakin Animal Shelter Employee Manual

Please read the following statements, sign below and return to your supervisor.

Understanding and Acknowledging Receipt of The Dakin Animal Shelter Employee Manual

I have received and read a copy of the Dakin Animal Shelter Employee Manual. I understand fully the policies and procedures contained herein and agree to abide by them. I further understand that the policies and benefits described in it are subject to change at the sole discretion of the Dakin Animal Shelter at any time.

At-Will Employment

I further understand that my employment is at will, and neither the Dakin Animal Shelter nor myself has entered into a contract regarding the duration of my employment. I am free to terminate my employment with the Dakin Animal Shelter at any time, with or without reason. Likewise, the Dakin Animal Shelter has the right to terminate my employment, or otherwise discipline, transfer, or demote me at any time. No employee of the Dakin Animal Shelter can enter into an employment contract for a specified period of time, or make any agreement contrary to this policy without the written approval from the Executive Director.

Grievance

I also acknowledge I have read and understand the Grievance Policy contained in this Employee Manual and I agree to abide by the policy.

Employee's Printed Name

Position

Employee's Signature

Date

The Dakin Animal Shelter, Inc.

Employment Manual and Personnel Policies

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The Dakin Animal Shelter, Inc.

Employment Manual and Personnel Policies

The Dakin Animal Shelter Mission.

It is the mission of the Dakin Animal Shelter to work with our community to strengthen the bond between animals and people, enhancing the quality of their lives through compassionate sheltering, responsible adoptions, education, and community outreach.

What You Can Expect from the Dakin Animal Shelter

The Dakin Animal Shelter believes in creating a harmonious working relationship between all employees. In pursuit of this goal, the Dakin Animal Shelter has created the following employee relations objectives:

- Provide an exciting, challenging, and rewarding workplace experience.
- Select people on the basis of skill, training, ability, attitude, and character without discrimination with regard to age, gender, color, race, national origin, religious creed, ancestry, sexual orientation, marital status, or disability, in accordance with applicable federal and state laws.
- Compensate all employees according to their effort and contribution to the success of our organization.
- Review wages, employee benefits and working conditions on a regular basis. The Dakin Animal Shelter's objectives are to be competitive in the marketplace while operating within sound business practices.
- Provide vacation and holidays to all eligible employees, as described in this manual.
- Provide eligible employees with health care benefits.
- Assure employees an opportunity to discuss any issue or problem.
- Take prompt and fair action on any complaint that may arise in the everyday conduct of our business, to the extent that is practicable.
- Respect individual rights and treat all employees with courtesy and consideration.
- Maintain mutual respect in our working relationships.
- Promote employees on the basis of their ability and merit.
- Make promotions or fill vacancies from within the Dakin Animal Shelter whenever practical.
- Keep all employees informed of the Dakin Animal Shelter's overall goals and objectives and our progress on these targets.
- Promote an atmosphere in keeping with the Dakin Animal Shelter 's vision, mission, and goals.

What the Dakin Animal Shelter Expects from You

The Dakin Animal Shelter needs your help in making each working day enjoyable and rewarding. Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly.

Second, you are expected to demonstrate the Dakin Animal Shelter's values in everything you do.

Third, you are expected to cooperate with management and your fellow employees and volunteers and to maintain a good team attitude.

How you interact with fellow employees and those whom the Dakin Animal Shelter serves, and how you accept direction can affect the success of the organization. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability.

You are encouraged to identify and pursue personal development opportunities and grasp any offered to you. This manual offers insight on how you can perform positively and to the best of your ability to meet and exceed the Dakin Animal Shelter's expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making the Dakin Animal Shelter an organization where you can approach your supervisor, or any member of the management team, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of the Dakin Animal Shelter. (Please take a look at the "Suggestions," Policy under this section.) We're all human, so please communicate with each other and with management.

Remember, you help create the pleasant and safe working conditions that the Dakin Animal Shelter intends for you. The result will be better performance for the organization overall, and personal satisfaction for you.

Open Communication Policy

The Dakin Animal Shelter encourages you to discuss any issue you may have with a co-worker directly with that person.

If you do not reach a resolution, please arrange a meeting with your supervisor to discuss any concern, problem, or issue that arises during the course of your employment. Any information discussed in such a meeting is considered confidential. Retaliation against any employee for appropriate usage of the grievance policy is unacceptable. Please remember it is counterproductive to a harmonious workplace for employees to create or repeat rumors or workplace gossip. It is more constructive for an employee to consult his/her supervisor immediately with any questions.

Suggestions

We encourage all employees to bring forward their suggestions and good ideas about how our organization can be made a better place to work, our programs improved, and our service to customers (both human and animal) enhanced. When you see an opportunity for improvement, please talk it over with your supervisor. S/he can help you bring your idea to the attention of the people in the organization who will be responsible for possibly implementing it.

The Personnel Policy.

The personnel policies are founded on the reciprocal responsibility of the employer and the employee. They define the relationships, methods, and standards necessary for the operations of the Dakin Animal Shelter.

This document is for descriptive purposes only. The Dakin Animal Shelter reserves the right to change it. The Board of Directors may review and revise any of the policies contained in this document. Any changes made to these policies will be issued in writing to all employees.

Employment.

Equal Employment.

Dakin Animal Shelter, Inc. is an equal opportunity employer. Employment decisions are based on merit and organizational needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law. The Dakin Animal Shelter complies with the law regarding reasonable accommodation for handicapped and disabled employees.

Equal employment opportunity notices are posted in the exam room at the Dakin Animal Shelter as required by law. These notices summarize the rights of employees to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes s/he has been discriminated against.

Management is primarily responsible for seeing that the Dakin Animal Shelter's equal employment opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone.

Any employees, including managers, involved in discriminatory practices will be subject to termination.

The Executive Director.

The Personnel Committee of the Dakin Animal Shelter, Inc. Board of Directors will be responsible for determining and administering an open, fair, legal, and job-related application, recruitment, and selection process to hire the Executive Director. The Executive Director shall be paid a salary set by the Executive Committee of the Board of Directors. The Executive Committee will annually review her/his performance.

The Executive Director

- Is responsible for the day-to-day operations of the Dakin Animal Shelter.
- Has authority for hiring, promoting, assessment of job performance, salary determination, termination, and other reasonable activity that will provide for the orderly and efficient performance of Dakin Animal Shelter business.

- Interprets the personnel policies to the staff.
- Assigns specific tasks to employees or may delegate to various employees supervision of certain operations and of the other employees who carry them out.

In the absence of the Executive Director, these tasks fall to the Executive Committee of the Board of Directors.

The Personnel Committee.

The Personnel Committee consists of three volunteer members selected by the Board of Directors of the Dakin Animal Shelter. Two members are members of the Board and one is chosen from the community. While no member of the Personnel Committee may be an employee of the Dakin Animal Shelter, the Executive Director serves as the employee liaison to the committee.

The Personnel Committee:

- Recommends to the Board all policies related to evaluation, procedures, promotion, and salary.
- Is informed by the Executive Director regarding all employee-related recommendations for promotion, merit, and termination.
- Meets with employees, when requested, about Committee decisions.
- Develops a classification and compensation plan and reviews position classifications and rates of pay at reasonable intervals.
- Reviews and recommends to the Board appropriate changes in existing positions, position descriptions, or salary ranges.
- Serves as an advisory body in any grievance situation where the normal administrative organization is unsatisfactory to any person concerned. Any staff member, on request, shall be given the opportunity to meet privately with the Personnel Committee.

Employees.

Exempt and Non-Exempt.

- All employees are classified as either "exempt" or "non-exempt." This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours per workweek. These employees are referred to as "non-exempt" in this document. This means that they are not exempt from (and therefore should receive) overtime pay.
- Exempt employees are managers, executives, professional staff, technical staff, officers, directors, owners and others whose duties and responsibilities allow them to be "exempt" from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws.
- You will be advised of your classification at the time you are hired, transferred or promoted.

Full-time and Part-time.

- An employee who works at least 30 hours per week is considered a full-time employee.
- Unless otherwise specified, the benefits described in this Employee Manual apply only to full-time employees.
- An employee who works less than 30 hours per week is considered a part-time employee. If you are a part-time employee, please understand that you are not eligible for benefits described in this Employee Manual, except as granted on occasion, or to the extent required by provision of state and federal laws.
- There is an expectation that some part-time employees will work additional hours to help cover absences. Any employee who averages more than 30 hours per week or less than 30 hours per week over a three-month period shall be reclassified.

Probationary Period.

The first 3 months (90 days) of employment is the probationary period. This is the time during which you and your supervisor can consider and evaluate the suitability of the placement. The probationary period may be extended at the discretion of the hiring authority.

When promoted within the organization, the newly promoted employee will be placed on a 3-month (90 day) probationary period for his/her new position.

At the end of the probationary period, your supervisor will evaluate your performance. The supervisor will make a decision about continued employment or termination.

During this time period, you will accrue paid time off (PTO). No new employee will be permitted to use PTO until after the end of the 90-day probationary period.

Customer Relations.

The success of the Dakin Animal Shelter depends upon the quality of the relationships between the organization, our employees, customers, patrons, and the general public. Our customers' impression of the Dakin Animal Shelter and their interest and willingness to support us is greatly formed by the people who serve them. In a sense, regardless of your position, you are the Dakin Animal Shelter's ambassador. The more goodwill you promote, the more our customers will respect and appreciate you, the Dakin Animal Shelter and the Dakin Animal Shelter's programs and services.

Listed below are several things you can do to help give customers a good impression of the Dakin Animal Shelter. These are the building blocks for our continued success.

- Act competently and help customers in a courteous, compassionate, and respectful manner.
- Interact with animals safely and humanely.
- Communicate pleasantly and respectfully with other employees at all times.
- Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
- Take great pride in your work and enjoy doing your very best.

Unacceptable Activities.

Generally speaking, we expect each person to act in a mature and responsible way at all times. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed below, please see your supervisor for an explanation.

Note that the following list of Unacceptable Activities does not include all types of conduct that can result in disciplinary action, up to and including termination. Nothing in this list alters the at-will nature of your employment; either you or the Dakin Animal Shelter may terminate the employment relationship with or without reason, and in the absence of any violation of these rules.

- Violation of security or safety rules or failure to observe safety rules or Dakin Animal Shelter safety practices; failure to wear required safety equipment; tampering with Dakin Animal Shelter equipment or safety equipment.
- Negligence or any careless action that endangers the life or safety of another person.
- Negligence or any careless action that endangers the life or safety of any animal, including mistreatment of animals in the Dakin Animal Shelter's care or outside the Dakin Animal Shelter's care.
- Insubordination or refusing to obey instructions properly issued by your supervisor pertaining to your work; refusal to help out on a special assignment.
- Engaging in an act of sabotage; negligently causing the destruction or damage of Dakin Animal Shelter property, or the property of fellow employees, customers, volunteers, suppliers, or visitors in any manner.
- Theft or unauthorized possession of Dakin Animal Shelter property or the property of fellow employees or volunteers; unauthorized possession or removal of any Dakin Animal Shelter property, including documents, from the premises without prior permission from management; unauthorized use of Dakin Animal Shelter equipment or property for personal reasons; using Dakin Animal Shelter equipment for profit.
- Unsatisfactory or careless work; failure to meet quality standards as explained to you by your supervisor.
- Failure to immediately report damage to, or an accident involving, Dakin Animal Shelter equipment.

- Being intoxicated or under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while in the service of the Dakin Animal Shelter, except medications prescribed by a physician which do not impair work performance.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on Dakin Animal Shelter property or while on duty.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on the organization's premises or when representing the Dakin Animal Shelter; fighting, provoking a fight, or negligent damage of property while in the service of the Dakin Animal Shelter.
- Dishonesty; falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by the Dakin Animal Shelter; alteration of the organization's records or other documents.
- Giving confidential Dakin Animal Shelter information to other persons, agencies or organizations or to unauthorized Dakin Animal Shelter employees; breach of confidentiality of personnel information.
- Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your supervisor; stopping work before time specified for such purposes.
- Excessive use of company telephone for personal calls.
- Failure to report an absence or late arrival; excessive absence or lateness.
- Failure to use your timesheet; alteration of your own timesheet or records or attendance documents, altering another employee's timesheet or records, or causing someone to alter your timesheet or records.
- Showing a lack of respect for others in the work environment, including:
 - Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose.
 - Smoking in any building or vehicle belonging to the Dakin Animal Shelter.
 - Creating or contributing to unsanitary conditions.
 - Immoral conduct or indecency on company property.
 - Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.
 - Obscene or abusive language toward any supervisor, employee, volunteer or customer; indifference or rudeness towards a customer or fellow employee; any disorderly/antagonistic conduct while at work.
 - Spreading malicious gossip and/or rumors; engaging in behavior which creates discord and lack of harmony; interfering with another employee on the job; restricting work output or encouraging others to do the same.

Disciplinary Actions.

This Disciplinary Actions Policy applies to all paid employees.

This policy pertains to matters of conduct as well as the employee's competence. However, an employee who does not display satisfactory performance and accomplishment on the job may be dismissed, in certain cases, without resorting to the steps set forth in this policy.

Under normal circumstances, supervisors are expected to follow the procedure outlined below. There may be situations, however, in which the seriousness of the offense justifies the omission of one or more of the steps in the procedure. Likewise, there may be times when the organization may decide to repeat a disciplinary step.

Discipline Procedure.

Unacceptable behavior, which does not lead to immediate dismissal, may be dealt with in the following manner:

1. Oral Reminder
2. Written Warning
3. Termination

To insure that Dakin Animal Shelter business is conducted properly and efficiently, you must conform to certain standards of attendance, conduct, work performance and other work rules and regulations. When a problem in these areas does arise, your supervisor will coach and counsel you in mutually developing an effective solution.

If you commit any of the actions listed below, or any other action not specified but similarly serious, you will be suspended without pay pending an investigation of the situation. Depending on the outcome of the investigation, you may be terminated without any previous disciplinary action having been taken.

- Mistreatment of animals.
- Theft.
- Falsification of Dakin Animal Shelter records.
- Failure to follow safety practices.
- Breach of confidentiality.
- Threat or the act of doing bodily harm.
- Willful or negligent destruction of property.
- Intoxication and/or use and/or possession of drugs or narcotics.

The provision of this Disciplinary Policy is not a guarantee of its use. The Dakin Animal Shelter reserves the right to terminate employment at any time, with or without reason. Additionally, the Dakin Animal Shelter reserves the right to prosecute any employee for any of the above infractions.

Absence or Lateness.

From time to time, it may be necessary for you to be absent from work. The Dakin Animal Shelter is aware that emergencies, illnesses, or pressing personal business that

cannot be scheduled outside your work hours may arise. Paid Time Off (PTO) days have been provided for this purpose.

If you are unable to report to work, or if you will arrive late, please contact your supervisor immediately. If you know in advance that you will need to be absent, please request this time off directly from your supervisor.

When you call in to inform the Dakin Animal Shelter of an unexpected absence or late arrival, simply ask for your supervisor. If you're arriving to work late, please let your supervisor know when you expect to arrive for work. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call for you.

Absence from work for three (3) consecutive days without notifying your supervisor or the Executive Director will be considered a voluntary resignation.

If you are absent because of an illness for three (3) or more successive days, your supervisor may request that you submit written documentation from your doctor stating that you are able to resume normal work duties before you will be allowed to return to work.

A consistent pattern of questionable absences can be considered excessive, and may be cause for concern. In addition, excessive lateness or leaving early without letting your supervisor know will be considered a "lateness pattern" and may carry the same weight as an absence. Other factors, like the degree and reason for the lateness, will be taken into consideration.

Your supervisor will make a note of any absence or lateness, and their reasons, in your personnel file. Be aware that excessive absences, lateness or leaving early may lead to disciplinary action, including possible dismissal.

Compensation.

Pay Cycle.

Paychecks are issued every two weeks on a Friday.

Changes will be made and announced in advance whenever Dakin Animal Shelter recognized holidays or closings interfere with the normal pay schedule.

Paycheck Distribution.

Paychecks will be distributed by the bookkeeper, her/his representative, or directly deposited to the checking or savings account you specify on the pay dates specified above.

Computing Pay.

The Dakin Animal Shelter will compute your time on the basis of a twelve (12) month work year.

Mandatory Deductions From Paycheck.

The Dakin Animal Shelter is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state and local income taxes and your contribution to Social Security as required by law.

These deductions will be itemized on your check stub. The amount of the deductions will depend on your earnings and on the information you furnish on your W-4 form regarding the number of exemptions you claim. If you wish to modify this number, please request a new W-4 form from the bookkeeper immediately. Only you may modify your W-4 form. Verbal or written instructions are not sufficient to modify withholding allowances. We advise you to check your pay stub to ensure that it reflects the proper number of withholdings.

The W-2 form you receive annually reflects how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered garnishments, will be explained whenever the Dakin Animal Shelter is ordered to make such deductions.

Direct Payroll Deposit.

Direct payroll deposit is the automatic deposit of your pay into the financial institution accounts of your choice. Contact the bookkeeper for details and the necessary authorization forms.

Error in Pay.

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your supervisor and the Dakin Animal Shelter's bookkeeper immediately. S/he will take the necessary steps to research the problem and to assure that any necessary correction is made promptly.

Overtime Pay.

If you are a non-exempt employee, you will be eligible to receive overtime pay of one and one-half (1 1/2) times your regular hourly wage for *approved* hours worked over forty (40) hours in one (1) week. If, during that week, you were away from the job because of a job-related injury, paid holiday, jury duty, or paid time off, those hours not worked will not be counted as hours worked for the purpose of computing eligibility for overtime pay.

Time Records.

By law, we are obligated to keep accurate records of the time worked by employees. Where appropriate, this is done with timesheets.

You are responsible for accurately recording your time. No one may record hours worked on another's timecard or timesheet. Tampering with another's time record is cause for disciplinary action, up to and including termination, of both employees. In the event of an error in recording your time, please report the matter to your supervisor immediately.

Performance Reviews.

Because we want you to grow and succeed in your job, the Dakin Animal Shelter conducts a formal review one time per year for each employee. A review may also be conducted in the event of a promotion or change in duties and responsibilities.

During a formal performance review your supervisor may cover the following areas.

- A description of your accomplishments (objectives met) and activities during the previous review period.
- The quality and quantity of your work.
- Strengths and areas for improvement.
- Attitude and willingness to work.
- Initiative and teamwork.
- Customer service orientation.
- Ongoing professional growth and development.
- Plans/objectives for the next review period.
- Additional areas as they relate to your specific job.

Your review provides a golden opportunity for collaborative, two-way communication between you and your supervisor. This is a good time to discuss your interests and future goals. Because your supervisor is interested in helping you progress and grow in order to achieve personal as well as work-related goals, s/he may recommend further training or additional opportunities for you. The performance review gives your supervisor an opportunity to suggest ways for you to advance and make your job at the Dakin Animal Shelter more fulfilling.

Your supervisor can answer any questions you may have about the performance review process.

Compensation Reviews.

Salary increases will be granted to employees contingent upon available funds as part of the budget process.

The Dakin Animal Shelter's compensation reviews are usually given with performance reviews. Any applicable compensation increase will appear in the pay period ending after the date granted. Compensation increases may be retroactive in the case of late reviews. Having your compensation reviewed does not necessarily mean that you will be given an increase due to individual and/or organizational performance.

In addition to individual job performance reviews, the Personnel Committee periodically conducts a review of job descriptions to insure that we are fully aware of any changes in

the duties and responsibilities of each position, and that such changes are recognized and adequately compensated.

Benefits.

The Dakin Animal Shelter is committed to sponsoring a comprehensive benefits program for all eligible employees. In addition to receiving an equitable salary and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits that will enhance your job satisfaction. We are certain you will agree the benefits program described in this Employee Manual represents a very large investment by the Dakin Animal Shelter.

A good benefits program is a solid investment in the Dakin Animal Shelter 's employees. The Dakin Animal Shelter Personnel Committee will periodically review the benefits program and will make modifications as appropriate to the organization's condition. The Dakin Animal Shelter reserves the right to modify, add or delete the benefits it offers.

Eligibility for Benefits.

If you are a full-time employee, you will enjoy all of the benefits described in this Employment Manual as soon as you meet the eligibility requirements for each particular benefit. Coverages are available to you and your dependents as defined in the benefit summary plan descriptions.

If you are a part-time employee, you will enjoy only those benefits specifically required by law, provided that you meet the minimum requirements set forth by law and in the benefit plan(s).

Temporary and contract employees are not eligible for benefits.

Insurance Coverage.

Group Insurance.

The Dakin Animal Shelter is dedicated to the health and well-being of both you and your family. A comprehensive, quality insurance program is available to you and your family. If you are a full-time employee, you become eligible for coverage at the end of your 90-day probationary period.

The following benefits are provided, as defined and limited in the literature provided by our insurance company:

- Medical Care Coverage
- Dental Care Coverage

Upon enrollment, you will obtain summary plan descriptions describing your benefits in detail.

The Dakin Animal Shelter will make a substantial contribution towards the cost for the employee and any eligible dependents.

The employee contribution will be automatically deducted from your paycheck on a pre-tax basis.

According to the federal Consolidated Omnibus Budget Reconciliated Act (COBRA) of 1985, in the event of your termination of employment with the Dakin Animal Shelter or loss of eligibility to remain covered under our group health insurance program, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at your own expense.

Government Required Coverage.

Workers' Compensation.

All employees are entitled to Workers' Compensation benefits. This coverage is automatic and immediate and protects you from an on-the-job injury. An on-the-job injury is defined as an accidental injury suffered in the course of your work, or an illness that is directly related to performing your assigned job duties. The Dakin Animal Shelter pays for this job-injury insurance. If you cannot work due to a job-related injury or illness, Workers' Compensation insurance pays your medical bills and provides a portion of your income until you can return to work.

All injuries or illnesses arising out of the scope of your employment must be reported to your supervisor immediately. Prompt reporting is the key to prompt benefits. Benefits are automatic, but nothing can happen until your employer knows about the injury. Insure your right to benefits by reporting every injury, no matter how slight.

Although the Dakin Animal Shelter will pay for the time lost because of a work-related accident during the remainder of the normal workday in which the accident occurs, Workers' Compensation payments for lost wages aren't made for the first two days.

Employees returning to work after being absent due to a work-related injury must report to their supervisor prior to beginning work and must bring a doctor's clearance for returning to work.

Unemployment Compensation.

Depending on the circumstances, employees may be eligible for Unemployment Compensation upon termination of employment with the Dakin Animal Shelter. The Division of Unemployment Insurance of the State Department of Labor determines eligibility for Unemployment Compensation. The Dakin Animal Shelter pays the entire cost of this insurance program.

Unemployment compensation is designed to provide you with a temporary income when you are out of work through no fault of your own. For your claim to be valid, you must have a minimum amount of earnings determined by the State, and you must be willing and able to work. You should apply for benefits through the local State Unemployment Office as soon as you become unemployed.

Social Security.

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

Your Social Security number is used to record your earnings. Employees are encouraged to protect your Social Security record by ensuring your name and Social Security number on your pay stub and W-2 Form are correct. You may also want to make sure your earnings statement is accurate each year by requesting a Personal Earnings and Benefit Estimate Statement from the U.S. Social Security Administration by calling 1-800-772-1213 or on-line at www.ssa.gov.

Rabies Vaccination.

Employees working at positions requiring direct animal contact will receive a packet of information on rabies. These employees can receive the pre-exposure rabies vaccines at the Dakin Animal Shelter's expense if their own insurance will not cover the cost. Employees who decline to receive the pre-exposure rabies vaccines will be required to sign a waiver acknowledging receipt of the information packet and releasing the Dakin Animal Shelter from liability relating to exposure of rabies.

Leaves.

Both paid and unpaid time off may be granted to eligible employees, according to the following leave policies. Please consult your supervisor for further information.

Holidays.***Recognized Holidays.***

All full-time employees are eligible for holiday pay.

The following ten (10) holidays are recognized by the Dakin Animal Shelter as paid holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Patriot's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving Day
- Christmas Day

Religious Holidays.

You may take time off to observe your religious holidays. If available, a full day of unused paid time off leave may be used for this purpose. If enough Paid Time Off (PTO) hasn't accrued, you won't be paid for the time taken for religious observance. Please schedule the time off in advance with your supervisor.

Holiday Pay.

Holiday pay is defined as pay at the employee's regular hourly wage. Only full-time employees are eligible for holiday pay.

If a holiday occurs during your scheduled vacation, you are eligible for the holiday pay. You are not eligible to receive holiday pay when you are on an unpaid leave of absence.

Working Holidays.

A part-time non-exempt employee who works on a holiday will receive pay for the hours s/he works.

A full-time non-exempt employee who works on a holiday will receive pay for the hours s/he works and eight (8) hours of holiday pay.

An exempt employee who works a holiday will receive a compensatory day off to be used in accordance with the Compensatory Time policy.

Taking Holidays.

A full-time non-exempt employee who takes a holiday (ie, the holiday fell during his/her normal work schedule), will receive eight (8) hours of holiday pay for the day.

A part-time non-exempt employee who takes a holiday (ie, the holiday fell during his/her normal work schedule) will receive no holiday pay.

An exempt employee who takes a holiday will receive his/her regular salary without regard to the holiday.

Holidays Falling Outside the Work Schedule.

When a holiday falls outside a part-time, non-exempt employee's regular work schedule, and the employee does not volunteer to work the holiday, s/he receives no pay.

When a holiday falls outside a full-time, non-exempt employee's regular work schedule, and the employee does not volunteer to work the holiday, s/he will be paid eight (8) hours of holiday pay.

When a holiday falls outside an exempt employee's regular work schedule s/he will receive a compensatory day off to be used in accordance with the Compensatory Time policy.

Compensatory Time.

All exempt employees are eligible for compensatory time (but not for overtime pay), when they are required to travel or work days that would normally be time off. These employees will not receive compensatory time for additional hours worked on normal workdays to fulfill the regular functions of their jobs.

When it is necessary for an exempt employee to spend time beyond normal hours attending meetings, events, etc., the employee may request a reasonable amount of compensatory time. The granting of such time off is at the discretion of the employee's supervisor.

When a holiday falls on an exempt employee's regularly scheduled day off or when an exempt employee works on a holiday, s/he is eligible for a compensatory day off.

All employees are required to use compensatory time within sixty (60) days of its accumulation. All use of compensatory time must have prior approval of the employee's supervisor.

Paid Time Off.

In the interest of maintaining a healthy balance between work and home, the Dakin Animal Shelter offers eligible full-time employees paid time off.

Paid Time Off (PTO) may be taken as vacation time, to allow you to rest, relax, and pursue special interests. PTO may also be used during an employee's own illness, to care for an ill child, or for medical, legal or other personal business appointments which can only be scheduled during business hours. The Dakin Animal Shelter has provided PTO as one of the many ways in which we show our appreciation to our employees.

Only regular full-time employees are eligible to accrue PTO. Part-time employees are not eligible. PTO hours begin accruing on your date of hire, but cannot be used until after the 3 month (90 day) probationary period.

Amount Of PTO.

Full-time employees are eligible for PTO for each month of service, accruing on your date of hire.

Years of Employment	Monthly Accrual Rate (In Hours)	Total Accrual Per Year (In Days)
Less than four (4) years	14.7	22
Four (4) to ten (10) years	18	27
More than ten (10) years	21.3	32

PTO Policies.

Except in the instance of illness, all PTO must be scheduled in advance with your supervisor. Every effort will be made to grant your request for PTO at the time you desire. However, PTO cannot interfere with the organization's operation and therefore

must be approved by your supervisor in advance. If any conflicts arise in requests for PTO, preference will be given to the first employee who requests the time off.

Normally, only accrued PTO may be taken. You may not receive advance PTO pay (for time off taken in excess of your PTO accrual balance) without written authorization from your supervisor. Such authorization is at the discretion of your supervisor, and must be granted in advance of your time off. Any amount of advance PTO paid but not yet accrued at the time of termination of employment will be deducted from your final paycheck.

If you are on an approved leave of absence for less than thirty (30) days, your PTO eligibility will not be affected. If the leave extends beyond thirty (30) days, PTO will not continue to accrue.

For the purposes of the payment of wages law, no more than 50% of unused Paid Time Off will be considered vacation to be paid out at the time of termination. This payment will be made at your regular base hourly rate.

Accumulation Rights.

Employees are encouraged to use their PTO to take regular time off each year. If they do not, PTO will accrue until the employee has reached a maximum of one hundred sixty (160) hours of accrued PTO. Accrual will cease until the employee uses PTO hours equal to the amount accruable during one month at her/his current rate of accrual.

Exceptions to this policy may be made in unusual circumstances. Management will consider each case separately.

Other Leaves.

Election Day.

We encourage you to exercise your voting privileges in local, state, and national elections. However, since the polls are open for long periods, you are encouraged to vote before or after regular working hours. If necessary, you may take up to two (2) hours leave from work to vote in a governmental election or referendum. You will be expected to notify your supervisor at least one (1) week in advance.

Funeral (Bereavement) Leave.

Up to five (5) working days of leave with pay (not charged to other leave time) shall be granted to full-time employees upon request to make arrangements for and attend funeral services of the employee's spouse, domestic partner, child, parent, parent-in-law, grandparent, grandparent-in-law, granddaughter, grandson, daughter-in-law, son-in-law, step-parent, brother, sister, brother-in-law, sister-in-law, daughter or son of the employee's spouse or domestic partner, and any relative living in the household of the employee.

For the purposes of this document, "in-law" refers to the family of the employee's spouse or domestic partner.

With your supervisor's approval, you may take up to one full day without pay to attend funerals of other relatives and friends. If you prefer, unused Paid Time Off (PTO) may be used for this purpose.

Funeral leave pay will only be made to employees for actual time spent away from work for the funeral or its arrangements. For example, if the death occurs at a time when work is not scheduled, payment will not be made. If a holiday or part of your vacation occurs on any of the days of absence, you may not receive holiday or vacation pay in addition to paid funeral leave.

Jury Duty.

It is your civic duty as a citizen to report for jury duty whenever called. If you are called for jury duty, you must notify your supervisor within forty-eight (48) hours of receipt of the jury summons.

Any employee desiring a Jury Duty Leave must submit a copy of the jury summons to her/his supervisor.

During a jury duty leave, the employee will receive her/his regular straight-time rate of pay for up to a maximum of three (3) days in any one year period.

During a jury duty leave, the employee will continue to participate in the Dakin Animal Shelter's group health plans as if the employee was actively working.

You must report for work if you are released from jury duty before the end of your work day or if you are temporarily released from jury duty. Upon return from a jury duty leave, the employee must provide to her/his supervisor a court receipt or some other official record of the jury duty served. An employee returning to work from a jury duty leave will be reinstated to his or her former position unless that position was eliminated due to a legitimate business reason.

Military Leave.

An employee who is a member of the National Guard or an active military reserve unit shall be paid for ten (10) days of military service after s/he has sent a copy of her/his orders for training to the Executive Director. Any time taken in excess of ten (10) working days will be charged either against the employee's Paid Time Off or taken as a leave of absence without pay, depending upon arrangements made previously with the Executive Director.

Administrative Leave.

Adverse weather conditions or other emergency conditions may require the closing of the Shelter or its delay in opening. The Executive Director or the Shelter Manager shall determine which employees, if any, are permitted leave under these conditions. Administrative leave will be with pay.

Family Leave.

An employee may elect to use accrued PTO (paid time off) for the purposes of having, adopting or fostering, and/or taking care of a baby, or to care for a seriously ill close family member. An employee's right to work during pregnancy shall be considered a personal matter for her and her physician. An employee is entitled to eight (8) weeks of leave without pay for family leave. Such a leave will not forfeit the employee's position or seniority within the organization. An employee who takes a family leave must give two (2) weeks written notice of the dates of his/her departure and intention to return to work.

Other Unpaid Leaves.

Occasionally, for medical, personal, or other reasons, you may need to be temporarily released from the duties of your job with the Dakin Animal Shelter. It is the policy of the Dakin Animal Shelter to allow its eligible employees to apply for and be considered for certain specific leaves of absence.

Leave without pay may be granted at the discretion of the Executive Director, or in the case of the Executive Director, the Executive Committee. An employee must have been a full-time employee of the Dakin Animal Shelter for one complete year and have a record of satisfactory work performance in order for such a request to be considered. The length of absence and the organization's capacity to sustain the absence will be the primary determinants in considering requests for a grant of leave without pay.

Up to 16 weeks without pay is the maximum that can be granted for a leave without pay. Health benefits will continue for the first eight (8) weeks of a leave without pay. After that, the employee can choose to pay for benefits under the Dakin Animal Shelter's group plan. An employee does not accrue Paid Time Off during a leave without pay.

All requests for leaves of absence shall be submitted in writing to the Executive Director. Each request shall provide sufficient detail such as the reason for the leave, the expected duration of the leave, and the relationship of family members, if applicable.

Failure to return to work as scheduled from an approved leave of absence or to inform your supervisor of an acceptable reason for not returning as scheduled will be considered a voluntary resignation of employment.

Separation of Employment.**Termination.**

The Dakin Animal Shelter operates under the principle of at-will employment. This means that neither you nor the Dakin Animal Shelter has entered into a contract regarding the duration of your employment. You are free to terminate your employment with the Dakin Animal Shelter at any time, with or without reason. Likewise, the Dakin Animal Shelter has the right to terminate your employment, or otherwise discipline, transfer, or

demote you at any time, with or without reason, at the discretion of the Dakin Animal Shelter.

The Dakin Animal Shelter hopes and expects that you will give at least two (2) weeks notice in the event of your resignation. The Executive Director is expected to give at least thirty (30) days notice to the Board of Directors of her/his resignation (Ninety [90] days is preferred).

For the purposes of the payment of wages law, no more than 50% of unused Paid Time Off will be considered vacation to be paid out at the time of employment termination.

Insurance Conversion Privileges.

According to the federal Consolidated Omnibus Budget Reconciliated Act (COBRA) of 1985, in the event of your termination of employment with the Dakin Animal Shelter or loss of eligibility to remain covered under our group health insurance program, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at your own expense.

At your exit interview or upon termination, you will learn how you can continue your insurance coverage and any other benefits you currently have as an employee who is eligible for continuation. Consult the bookkeeper for additional details.

Exit Interviews.

In a termination situation, the Dakin Animal Shelter management would like to conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about the Dakin Animal Shelter. During the exit interview, you can provide insights into areas for improvement that the Dakin Animal Shelter can make. Every attempt will be made to keep all information confidential.

Return of Company Property.

Any Dakin Animal Shelter property issued to you, such as computer equipment, keys, or organization credit card must be returned to the Dakin Animal Shelter at the time of your termination. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from your paycheck, and you may be required to sign a wage deduction authorization form for this purpose.

Post-Employment Inquiries.

The Dakin Animal Shelter does not respond to oral requests for references. The Dakin Animal Shelter will only release information pertaining to employment dates, rate of pay, and/or position and only if a signed consent form is obtained. This policy applies to requests for employment references for volunteers. In this instance, only the volunteer's start/end dates and/or position will be released, and only if a signed consent form is obtained.

As an employee of the Dakin Animal Shelter, do not under any circumstances respond to any requests for information regarding another employee or a volunteer. Please forward

the information request to the Executive Director. The Executive Director will respond to all calls for references and will do so only with the written consent of the employee or volunteer.

Workplace Policies.

Harassment Policy.

The Dakin Animal Shelter is committed to providing a work environment that is pleasant, professional, and free from harassment or any offensive conduct that has the effect of severely interfering with an employee's work performance or creating a pervasive, intimidating, hostile, or offensive work environment. Harassment of any sort, whether that harassment is based on gender, sexual orientation, race, color, religious creed, marital status, ancestry, national origin, physical or mental disability, age, medical condition or membership in other protected groups will not be tolerated. The organization prohibits harassment of its employees in any form – by supervisors, co-workers, subordinates, customers, or volunteers. **All such harassment is unlawful.** Additionally, our employees are not to harass suppliers, vendors, clients, volunteers, or visitors.

If you feel that you, or another employee at the Dakin Animal Shelter, have been unlawfully harassed, we urge you to report the incident immediately and according to the following procedure so that your complaint can be resolved quickly and fairly.

1. When appropriate, confront the harasser and persuade him/her to stop.
2. Provide a written or oral complaint to your supervisor, the Executive Director, the President of the Board of Directors, or the Chair of the Personnel Committee as soon as possible after the incident. Include details on the incident(s), names of individuals involved and the names of any witnesses. Where harassment is concerned, there is no such thing as an "off the record" discussion.
3. Supervisors will refer all sexual harassment complaints to the Executive Director or President. The Dakin Animal Shelter will promptly undertake an effective, thorough and objective investigation of the harassment allegations.
4. If you feel your complaint has not been adequately addressed, please address your complaint again to another individual listed above.

The Dakin Animal Shelter will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

Dress Code and Personal Appearance.

Please understand that you are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with customers or donors in person.

A neat appearance contributes to the positive impression you make on our customers. You are expected to be suitably attired and groomed during working hours or when representing the Dakin Animal Shelter. We are mindful of the fact that some animal care activities, such as kennel cleaning, may stain or otherwise damage clothing. Please bring a change of clothes on days when such activities may result in an unkempt appearance.

Shelter staff must wear a Dakin Animal Shelter shirt during business hours. Dakin Animal Shelter T-shirts and sweatshirts are available at no charge to all employees, depending on the individual's work schedule. Close-toed shoes are required of all animal care employees.

A neat, clean appearance bolsters your own poise and self-confidence and greatly enhances our organizational image. When working at an off-site event, please dress appropriately.

Personal appearance should be a matter of concern for each employee. If your supervisor feels your attire and/or grooming is out of place, you may be asked to leave your workplace until you are properly attired and/or groomed. Employees who violate dress code standards may be subject to appropriate disciplinary action. Keep in mind the discomfort your supervisor would feel of s/he had to address this issue with you.

Drug-Free Workplace Policy.

The Dakin Animal Shelter is a community in which responsibilities and freedoms are governed by policies and codes of behavior, including penalties for violations of these standards as stated in your Employee Manual. The Dakin Animal Shelter has a standard of conduct that prohibits intoxication and the unlawful possession, use, or distribution of illicit drugs by employees on the Dakin Animal Shelter 's property and/or at events or as a part of the Dakin Animal Shelter 's activities. The Dakin Animal Shelter will impose disciplinary sanctions on employees ranging from educational and rehabilitation efforts up to and including termination of employment and referral for prosecution for violations of the standards of conduct. Each situation will be evaluated on a case-by-case basis.

It is the goal of the Dakin Animal Shelter to maintain a drug-free workplace. To that end, and in the spirit of the Drug-Free Workplace Act of 1988, the Dakin Animal Shelter has adopted the following policies:

1. The unlawful manufacture, possession, distribution, or use of controlled substances is prohibited in the workplace.
2. Employees who violate this prohibition are subject to corrective or disciplinary action as deemed appropriate, up to and including termination.
3. As an on-going condition of employment, employees are required to abide by this prohibition and to notify, in writing and within five (5) days of the violation, her/his manager of any criminal drug statute conviction they receive.

4. If an employee receives such a conviction the Dakin Animal Shelter shall take appropriate personnel action against the employee, up to and including termination.
5. The Dakin Animal Shelter provides information about drug counseling and treatment.
6. The Dakin Animal Shelter reserves the right to search and inspect for the maintenance of a safe workplace.

Expense Reimbursement.

You must have your supervisor's written or verbal authorization prior to incurring an expense on behalf of the Dakin Animal Shelter. To be reimbursed for all authorized expenses, you must submit an expense report accompanied by receipts and it must be approved by your supervisor.

If you are asked to conduct company business using your personal vehicle, you will be reimbursed at a rate of thirty-five (35) cents per mile. In order to be reimbursed for mileage, you must note the destination and purpose of the trip, in addition to the miles logged. This request for reimbursement must be approved by your supervisor.

Gifts.

Dakin Animal Shelter employees are prohibited from receiving personal gifts, money, or gratuities from persons receiving benefits, payments, or program services from the Dakin Animal Shelter.

Employees are not permitted to give unauthorized gifts to customers or suppliers, except for certain promotional "premiums" (such as t-shirts, coffee mugs, pens or key chains) imprinted with the Dakin Animal Shelter logo.

Employee Animals.

If an employee wishes to bring an animal to work for a particular reason, arrangements must be made in advance with the Shelter Manager or the Executive Director. The animal must not pose a threat to other animals, clients, staff, or volunteers at the Shelter, or otherwise distract from the business of the Shelter.

Employee Adoptions.

The Dakin Animal Shelter realizes a love of animals is often the primary motivating factor in any employee's desire to work for the organization. Employees are permitted to adopt sheltered animals as long as the employee meets all the usual standards of the Dakin Animal Shelter's matchmaking adoption process for a given animal (ie, landlord approval, ability to care for the animal, etc.). The adoption contracts, sterilization requirements, and application process for employees is exactly the same as that required of the general public. Employees may adopt an animal at one-half (1/2) the standard adoption fee for that animal.

Relatives.

If the Dakin Animal Shelter employs you and members of your family, one may not supervise the other nor work in the same department. Family members include the employee's spouse, child, parent, parent-in-law, grandparent, grandparent-in-law, granddaughter, grandson, daughter-in-law, son-in-law, step-parent, domestic partner (a person with whom the employee's life is interdependent and with whom the employee shares a mutual residence), brother, sister, brother-in-law, sister-in-law, daughter or son of the employee's spouse or domestic partner, and any relative living in the household of the employee or domestic partner.

Relationships between Employees.

Consensual amorous relationships between employees are strongly discouraged.

Grievances.

Employees of the Dakin Animal Shelter are encouraged to use the following grievance process to resolve any dissatisfaction or complaints they may have concerning working conditions such as workload, supervision, or the implementation of the Personnel Policy.

- In no case shall there be any reprisal against an employee for raising or pursuing a grievance under this process.
- The resolution of any dissatisfaction or complaint as early, at as low a level, and in as informal a setting as possible are important ingredients to insure productive working conditions, high job satisfaction, and staff morale. Employees may bring dissatisfaction or complaints to the attention of their supervisor to resolve problems before they become aggravated to a level difficult to resolve.
- If the employee's dissatisfaction or complaint cannot be resolved informally with her/his supervisor, the next step is to discuss the problem with the Executive Director.
- If the employee's dissatisfaction or complaint cannot be resolved informally with the Executive Director, the employee may submit the grievance in writing to the Personnel Committee.
- Once a grievance has been submitted to the Personnel Committee, the Executive Director shall detail in writing the efforts that have been taken to resolve the grievance informally and explain why a satisfactory resolution was not accomplished and submit it to the Personnel Committee.
- The Personnel Committee shall consider the grievance and will convene a meeting at which time the employee, the supervisor involved, and the Executive Director, shall have an opportunity to be heard on the grievance. The Personnel Committee shall attempt to mediate and/or resolve the problem without a formal vote of the committee. If such an informal solution is not acceptable to the

employee, the supervisor involved, or the Executive Director, a formal decision of the Personnel Committee will be made to uphold or deny the employee's grievance.

- If the formal decision of the Personnel Committee is not acceptable to the employee, the supervisor involved, or the Executive Director, any party may request that the grievance be transferred to the Executive Committee for discussion and resolution.
- At the Executive Committee meeting the Chair of the Personnel Committee or her/his designee shall present the grievance. The employee shall be provided with an opportunity to address the Executive Committee. The supervisor involved and the Executive Director shall have an opportunity to respond to the grievance. The Executive Committee, after hearing the presentation of the grievance, may uphold or deny the grievance, or take any other action within its power consistent with the bylaws of the Dakin Animal Shelter, Inc.
- If the formal decision of the Executive Committee is not acceptable to the employee, the supervisor involved, or the Executive Director, any party may request that the grievance be transferred to the full Board of Directors for final resolution.
- At the full Board of Directors meeting the Chair of the Personnel Committee or her/his designee shall present the grievance. The employee will be provided with an opportunity to address the Board. The supervisor involved and the Executive Director shall have an opportunity to respond to the grievance. The Board, after hearing the grievance, may uphold or deny the grievance, or take any other action within its power consistent with the bylaws of the Dakin Animal Shelter, Inc.
- All decisions of the Board of Directors on grievances are final.
- All grievance discussions and documents shall be factually based and treated with the utmost confidentiality, discretion, seriousness, and in a timely manner to insure the integrity of the process and to provide that the decisions made are consistent with the Dakin Animal Shelter's mission and values.

Alternative Dispute Resolution (ADR).

In an effort to be sure that all parties are heard, at any time, and at its discretion, the Personnel Committee, the Executive Committee, or the Board of Directors may use Alternative Dispute Resolution (ADR) methods, such as mediation, when necessary to help reconciliation occur. The use of a mediator provides a safe environment for all parties. This neutral third party would help facilitate conversation, ensuring that each person is heard and that all sides of the issue are put on the table in a respectful manner and that suggested resolutions be considered. Utilizing this method of resolving disputes usually results in each party "owning" the resulting decision as they have had the opportunity for direct input and are a key part of the decision-making process.