

EMPLOYEE HANDBOOK

CONTACT: HUMAN RESOURCES
HUMAN.RESOURCES@CCRCDA.ORG OR (518) 453-6650

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It is an honor to *welcome*
YOU to Catholic Charities!

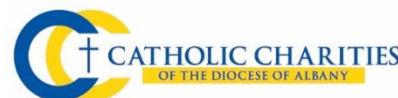
As an employee of Catholic Charities of the Diocese of Albany, you are joining a family of professionals committed to helping the most vulnerable in our communities, including people with developmental disabilities, pregnant and parenting teens, the unemployed, the chronically ill, victims of domestic violence, and the homeless.

Catholic Charities welcomes all people regardless of race, creed or lifestyle, with special emphasis on the poor and the vulnerable. Catholic Charities offers a wide spectrum of services, from addressing basic needs such as food, clothing, and shelter; to more specialized needs such as mental health counseling, prison support services, programs for low-income families, and disaster assistance. Responding to the unique and varied needs of the 14 counties of the Roman Catholic Diocese of Albany, Catholic Charities is one of the largest, private, social service agencies in the region, helping an estimated 100,000 people each year!

It is because of the dedication of our employees that we are able to acknowledge the God-given dignity of each person. Deeply rooted scriptural values, our philosophy is reflected in organization policies, the ways in which we interact with co-workers and, in turn, how our employees interact with those that they serve.

Welcome to Catholic Charities, where, since 1917, employees continue to make a difference and love what they do!

Our Mission, Principles and Values



Our Mission: Catholic Charities, a ministry of the Catholic Diocese of Albany, is committed to active witness on behalf of the scriptural values of mercy and justice.

Catholic Charities recognizes human need at all stages of life, responds to all persons regardless of race, creed or lifestyle, with special emphasis on the economically poor and vulnerable.

Catholic Charities serves and empowers persons in need, advocates for a just society, calls forth and collaborates with women and men of good will in the fulfillment of its mission.

Our Principles: The Church's social teaching is a rich treasure of wisdom about building a just society and living lives of holiness amidst the challenges of modern society. Catholic Charities principles and values are rooted in these teachings.

Human Dignity: Catholic Charities affirms that each person is made in the image of God and has inherent dignity. Each person must be respected from conception to natural death. Each person is endowed with rights and duties. Catholic Charities affirms that each person served and engaged with our work will be held in great esteem and treated with great respect.

Common Good: Catholic Charities affirms that there is a universal destination of all created things that all persons have the right to access all that they need in order to reach their fulfillment and that all persons have the concurrent obligation to work for the rights of others as well.

Subsidiarity: Catholic Charities affirms that decisions should be made at the lowest possible level, should involve those who are capable of participation in decision-making and who will be impacted by those decisions, and should empower those who are most in need. Concurrently, we commit to creating and renewing structures and institutions that provide assistance and aid, as required, appropriate and necessary. Catholic Charities, as members of the civic society, affirms that we should actively participate in the public discourse at both the national and local community level, seeking justice for all, but especially for those who have no voice of their own. We affirm that we should both advocate and serve, advocating both for individuals and for just social structures.

Solidarity with the Poor: Catholic Charities affirms that the poorest and most vulnerable persons and families have a special claim to our services and programs. Catholic Charities affirms that our staff and boards should engage those served to have representative voice in decisions impacting policies and programs. Accordingly, we affirm the need to create structures and processes for obtaining appropriate input from stakeholders. Catholic Charities committed to continue to be a voice with poor and vulnerable individuals and families in the public discourse.

Our Values: Truth, Freedom, Justice and Love are the absolutes in everything we do.

Truth: Catholic Charities affirms that transparency and accountability will always be pursued in our communication and work. Catholic Charities affirms the truth of the intrinsic dignity and worth of the human person as a social being and will witness to our Catholic identity in fulfilling our roles in Church and in society.

Freedom: Catholic Charities affirms that we will always assist our clients, staff and volunteers to live in socially responsible freedom, to exercise their authentic autonomy in light of objective truth and to actualize their inherent potential as beings created in the image and likeness of God.

Catholic Charities will respect and affirm the autonomy of each organization/entity with who we are in relationship.

Justice: Catholic Charities affirms that it is a matter of justice that all clients have the right to self-actualization and to reach their potential as beings created in the image and likeness of God.

Catholic Charities affirms that we will work to achieve greater justice in our communities through our social policy advocacy efforts – locally, nationally and internationally. Catholic Charities affirms that all contracts and agreements and all relationships with stakeholders will be based on norms of justice. Catholic Charities affirms that we will work to expand and maintain different perspectives or backgrounds of excellence in our membership, board, leadership positions and staff through the recognition of the unique and varied contributions that we each make. Catholic Charities affirms that we will continue to work to help eradicate racism and prejudice within our own organizations and in society at large.

Love: Catholic Charities affirms that love – caritas – will be the chief identifying characteristic and element of our work and life.

About the Handbook



This Handbook is designed to inform you of the current Human Resources standards and procedures of as well as the benefits provided to you as a valued employee. Please note that no standard, benefit, procedure or other provision within this Handbook implies, nor should be construed to imply, that this Handbook represents an employment contract. You are responsible for reading and understanding the contents of this Handbook.

Catholic Charities reserves the right to alter or change the Employee Handbook at any time as its deemed necessary in its sole discretion. Current employees are welcome to comment and make recommendations on the contents of the Handbook. Comments or recommendations for changes to the Employee Handbook may also be made by the local agency Board of Directors.

Any changes of the Employee Handbook must have the approval of the Board of Trustees of Catholic Charities. Employees will be notified of any and all changes in the Employee Handbook that may be promulgated and will be expected to comply with such changes.

A paper or electronic copy of the employee handbook is distributed to all employees upon hire and may be accessed in ADP, Catholic Charities HR & Payroll system.

If you have any questions concerning any item within this Handbook, please contact your supervisor or the Human Resources Department.

Corporate Compliance



The Board of Trustees and the CEO are dedicated and committed to meeting high ethical standards and compliance with all applicable laws in all programs and services provided by our agencies. To assure that programs and services are being conducted in compliance with applicable laws, and the highest ethical standards, a Corporate Compliance Plan has been established. The Plan creates an organizational culture that is transparent and promotes prevention, detection and resolution of instances of conduct that may not conform to:

1. Our mission and values
2. Standards of ethical conduct
3. Federal, state and local laws
4. Federal, state and private payer health care program requirements, such as Medicaid and Medicare.

Each employee will receive a copy of and training on the Corporate Compliance Plan and Code of Conduct document via the system wide employee orientation program.

It is the duty of all Catholic Charities employees to comply with the codes of ethical conduct and compliance standards applicable to their individual areas of employment and assignment. If, at any time, an employee becomes aware of any apparent violation of Catholic Charities' standards, he or she must report it in accordance with the reporting requirements of the Corporate Compliance Plan.

Reports will be treated as confidential, to the extent permissible and practicable, and will be shared only on a need-to-know basis. Catholic Charities will take no adverse action against persons making reports in good faith and without malicious intent, whether or not the report ultimately proves to be founded. If an employee does not report conduct violating the Catholic Charities' standards, the employee may be subject to disciplinary action up to and including termination.

When an employee has a question regarding the legality or propriety of a course of action, the employee should seek guidance from his or her supervisor or from the Corporate Compliance Officer before taking any action.

The federal and New York State government have enacted False Claims Acts (FCA) that apply to programs and services that receive government funding such as Medicaid and Medicare. Many of the programs and services provided by Catholic Charities receive government funding. The FCA are in place 1) to deter and prevent fraud, waste, and abuse in government funded programs, 2) to encourage reporting potential fraud, and 3) to ensure whistleblower protections are in place for those making reports of fraud, waste, and abuse.

Catholic Charities is committed to prevent and detect fraud, waste, and abuse of government funding. The Compliance Plan, Code of Conduct, and this employee handbook provide guidance for staff regarding reporting potential fraud, waste, or abuse of resources, including whistleblower protections. The Compliance plan assists Catholic Charities to ensure service documentation and billing is accurate and complete, and that potential violations, fraud, waste, or abuse are reported, investigated, and addressed appropriately, while prohibiting retaliation against persons making a report of concern.

Contact information for Compliance Related Questions or Concerns:

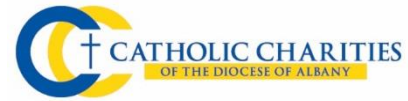
Corporate Compliance Officer: Phone (518) 453-6650

Ethics Helpline: Phone: (866) 662-1875

Email: Compliance@ccrcda.org

The Ethics Helpline phone number allows for anonymous reporting. Please refer to your phone provider's guidance if you want your phone number hidden/not displayed in your phone message.

Code of Conduct



Catholic Charities is responsible for providing a safe and secure workplace and strives to ensure that all individuals associated with Catholic Charities are treated in a respectful and fair manner. Every employee is expected to adhere to the Code of Conduct. Violations of the expected behavior may result in disciplinary action, up to and including termination of employment. Employees are expected to:

Provide quality services to those we are privileged to serve.

Catholic Charities responds to the needs of all persons who seek help regardless of race, creed, or lifestyle. High quality services reflect a person centered approach which assists and empowers individuals to help themselves. This is done through member behaviors that protect those we serve as well as the members. These behaviors include, but are not limited to:

- Assisting and empowering individuals to help themselves;
- Embracing and respecting people's individual differences;
- Using active listening skills;
- Advocating for the individuals served;
- Maintaining competency in the profession through learning and ongoing communication with others;
- Maintaining certification and credentials, where required;
- Full disclosure of exclusion from state and/or federal health care programs, including Medicaid and Medicare;
- Being conscious about personal values and how they influence professional decisions;
- Using best practices for service delivery;
- Maintaining boundaries; and
- Actively participating in measuring and monitoring personal and program compliance and quality.

Create a professional work place.

Catholic Charities is committed to creating a professional work place where all people are treated with respect. Catholic Charities and its members will treat others with respect, and without regard to their race, sex, age, religion, national origin, color, marital status, disability, sexual orientation, military status, citizenship, gender identity, gender expression or other protected categories, under the NYS Article 15 Human Rights Law 296. Catholic Charities does not tolerate any type of harassment or discrimination. The organization is committed to providing a safe and healthy work environment.

Foster a culture of open communication.

Catholic Charities encourages all staff to openly address questions and issues regarding ethical behavior and other aspects of their work by seeking guidance from a supervisor, Agency Executive Director or the System-wide Compliance & HIPAA Privacy Officer. Issues and concerns regarding members, clients and/or service delivery will be addressed in a constructive manner.

Protect confidential information.

Conduct that helps to protect confidential information includes but is not limited to:

- Respecting the privacy of all individuals served;
- Maintaining the confidentiality of program and agency information;
- Following agency and program guidance for sharing, documentation, and disclosure of confidential information.
- Following technology use policy and guidance to protect and secure electronic data, and
- Fully complying with federal and state regulatory and statutory requirements regarding privacy, confidentiality and security of client and member personal and health information.
- Following Catholic Charities Confidentiality Standard and Procedure, and where applicable, the Catholic Charities HIPAA Handbook.

Maintain records and documentation as outlined in standards and regulations.

Employees are expected to record and report all client, organizational, and financial information fully, accurately and honestly. Employees of Catholic Charities will maintain and dispose of records in accordance with Catholic Charities Record Retention and Destruction Standard and Procedure, and applicable contractual and regulatory requirements.

Seek guidance and communicate concerns.

Catholic Charities values each employee's commitment to the organization's mission and the Code of Conduct and expects all employees to conduct themselves ethically and responsibly. If employees are unclear whether their or their fellow employees' decisions or actions are consistent with Catholic Charities mission, ethical behavior, the Catholic Charities Code of Conduct, or other expectations outlined by Catholic Charities, employees should seek guidance and advice from their supervisor, Agency Executive Director, Human Resources, or the Corporate Compliance Officer. Employees are encouraged to apply the principle of: "If in doubt, seek guidance."

Use organization's assets properly and prevent theft.

In order to ensure that CCDA can fulfill its mission, it is of highest importance that assets are used in the best way possible and that agency operations are conducted in the most effective and efficient way.

Conduct that protects CCDA's assets includes, but is not limited to:

- Establishing checks and balances to minimize possible errors in regard to billing and fiscal transactions; and
- Correctly documenting employee related expenses (e.g., time worked, mileage, time studies)

Conduct that is prohibited includes, but is not limited to, unauthorized use of:

- An agency vehicle;
- Agency assets including but not limited to:
 - Office supplies and equipment

- Food from a residence or food pantry;
- Property, services or funds that belong to an individual served by an agency of CCDA; and
An agency credit card

Avoid conflicts of interest.

Conflict of Interest is defined in the Catholic Charities Conflict of Interest Standard and Procedure as: Any situation in which financial or other personal considerations may compromise or appear to compromise (1) an employee's business judgment; (2) delivery of services; or (3) ability of an employee to do their job.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that member or for a relative as a result of business dealings. Relative is defined as any person who is related by blood or marriage, or whose relations with the member are similar to that of persons who are related by blood or marriage.

Ensure ethical business practices.

All employees are expected to comply with ethical business practices when doing business with providers, contractors, and competitors and in providing services. Employees are prohibited from soliciting or accepting money, gifts, gratuities, free trips, honoraria, personal property, or any other item of value or personal benefit or favors of any kind from providers, contractors, producers, vendors, accounts, or from people we serve or their families in return for services. The receipt of token gifts of appreciation from families or individuals served having a nominal value not exceeding \$25 is permitted as long as the gift is not a condition of receiving services.

Participate, when called upon to do so, in internal and government audits, surveys and investigations.

Catholic Charities is committed to continuously reviewing and monitoring program performance and compliance with legal, regulatory and contract requirements. This includes performing regular internal audits and monitoring visits to ensure that services are delivered and billed for according to internal and external standards and regulations. Catholic Charities and its employees are committed to fully disclosing information requested by government surveyors, auditors, and investigators in accordance with any applicable legal guidelines.

Adhere to fundraising standards and respect the wishes of the donor.

Catholic Charities is committed to educating the public on issues important to CCDA and its mission. This means Catholic Charities may be meeting with and educating legislators, public officials, and the general public concerning its mission of service to the poor and vulnerable. When engaging in educational activities employees will not represent that they are acting or speaking on behalf of Catholic Charities without prior approval from the agency's leadership.

Adhere to proper conduct related to political participation and government relations.

As a 501 (c) (3) organization, Catholic Charities primary role is to provide services and supports to those in need. To maintain this status, neither Catholic Charities nor its members may engage in any substantial lobbying activities.

Catholic Charities is not allowed to engage in any political campaign activity. Members who engage in such activity must make it clear that they are acting personally and not as a representative of Catholic Charities and are prohibited from undertaking such activities at times during which they are being paid by Catholic Charities or using any Catholic Charities assets (paper, printers, etc.) to support such activities.

Each employee will receive and acknowledge receipt of the Catholic Charities Code of Conduct during their new employee orientation. Additional may be found in the full Corporate Compliance documents.

Contact information for Compliance Related Questions or Concerns:

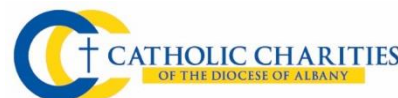
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Critical Incident Reporting



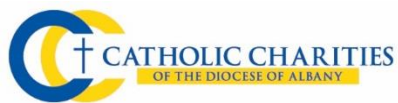
A critical incident is an occurrence that falls outside the routine operation of an agency and that for example presents a risk of significant bodily harm, property damage, law enforcement involvement, or media activity, and therefore should be brought to the attention of Catholic Charities Management. All employees are expected to report critical incidents, to their supervisor, or other agency designee. Employees in certain programs may have additional program or agency specific incident reporting responsibilities. Agency Executive Directors have further responsibilities for reporting critical incidents, as outlined in the system wide Critical Incident Reporting Standard and Procedures. All reports of Critical Incidents should be made as soon as possible, and within 24 hours of the incident or discovery.

An event is considered a critical incident, if it falls within the following categories outlined below. There however might be other events that do not fit in any of the categories, but that fall outside of the routine operation of an agency or program and therefore should be communicated based on program or agency requirements.

Categories of critical incidents:

- Serious reportable incident as defined by program regulation or contract guidelines
- Death of a client receiving services
- Threats of physical harm, serious risk of harm, or actual harm to a client, employee, or volunteer
- Injury that results in a client, employee, or volunteer requiring hospitalization
- Allegations of sexual contact or attempted contact directed at a client who is receiving services from CCDA against an employee on or off duty, a volunteer on or off duty, or another client
- Allegations of abuse or neglect directed at a client who is receiving services from CCDA against an employee on or off duty, a volunteer on or off duty, or another client
- Motor vehicle accidents that results in more than minor vehicle damage and/or more than minor injury to a client, employee, or volunteer
- Situations outside of routine agency operations requiring police involvement
- Criminal or civil allegation by the agency, employee, client, or volunteer against the agency, employee, client, volunteer, or third party
- Situations with the potential for media involvement
- Significant interruption in the delivery of service
- Use of any Crisis Prevention Institute (CPI) Disengagement or Holding Skills
- Any other situation that could result in injury, impairment, or may have significant emotional or psychological ramifications on a client

If you need further guidance regarding critical incident reporting requirements, you may contact your supervisor, Executive Director, or the Compliance and HIPAA Privacy Officer for further information.



Section I

General Employment Information

Catholic Charities of the Diocese of Albany complies with any and all labor laws and regulations governing fair employment practices, including, but not limited to, the Civil Rights Act of 1964, the Fair Labor Standards Act, the New York Labor Law, the Occupational Safety and Health Act, the National Labor Relations Act, GINA (Genetic Information Nondiscrimination Act), laws governing the employment of minors, the Federal Drug Free Workplace Act, the Rehabilitation Act of 1973, USERRA (Uniformed Service Employment and Re-Employment Act), the Family and Medical Leave Act of 1993, New York State Paid Family Leave Law, the Americans with Disabilities Act, the Age Discrimination in Employment Act of 1967, and the New York State human Rights Law including the New York Equal Pay Act of 2019, and the New York Reproductive Health Bias Law.

It is the policy of Catholic Charities to recruit and employ those persons best suited by formal education, skill, experience and aptitude for each position to be filled. Catholic Charities recruits and employs people based on an Equal Employment Opportunity basis.

Catholic Charities has a policy of promoting collaboration and works to have the composition of its staff, boards and volunteers reflect the communities we serve in order to enrich its programmatic effectiveness.

Catholic Charities complies with the Immigration Reform and Control Act of 1986 by employing only United States citizens and non-citizens who are authorized to work in the United States. All employees are asked on the first day of employment to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (INS Form I-9). If an individual cannot verify their right to work within three (3) days of hire, Catholic Charities may exercise the right to terminate their employment.

As a part of the Diocese of Albany, Catholic Charities endorses the principles of “*The Charter for the Protection of Children and Young People*” approved June 14, 2002 at the United States Conference of Catholic Bishops. This includes the following requirements for all employees:

1. All employees are required to have a signed, completed employment application on file and provide professional references.
2. Candidates who accept an offer of employment will be requested to complete and sign an authorization form for a background check that includes the Federal Criminal Registry and other checks as appropriate for the position to be held.
3. All employees will attend the online *Safe Haven* training within the first ninety (90) days of employment, and renew every five years. This is a comprehensive, multi-dimensional training and awareness program incorporating best practice standards for the prevention of child sexual abuse by priests, employees,

volunteers, and others whom may interact with children. Each participant receives a certificate upon completion of the training, to be kept in the employee or volunteer file.

In addition to the requirements outlined above, Catholic Charities will perform a sanction screening check on all candidates prior to the start of employment to ensure that candidates are not considered an excluded party, or determined by federal or New York State government to be ineligible, excluded, suspended, terminated, or debarred from participating in a government program. Once employed, all employees are responsible to notify their supervisor of any criminal convictions, including debarment or exclusion determinations. For that reason, Catholic Charities will screen employees monthly against the exclusion lists maintained by the following entities:

- U.S. Department of Health and Human Services Office of Inspector General
- U.S. General Services Administration (GSA)
- NYS Office of Medicaid Inspector General

Candidates are not permitted to start work prior to the receipt of the background check and sanction screening results.

- Physically posted at each Catholic Charities work location.
- Shared electronically with remote workers.
- Available in ADP, Catholic Charities HR & Payroll system.
- Available via Email upon request.

A physical Employee Record is maintained for each employee. Catholic Charities maintains the following items for a period of 10 years after the date of separation:

Pre-employment documents. These include job descriptions; job applications or resumes; offer letters; signed acknowledgments of receipt and agreement with the company's employee handbook, code of conduct and other key policies; and emergency notification forms, among others.

Employment documentation. These include records related to job performance, promotions and transfers, compensation, performance appraisals, awards or citations for excellent performance, records of attendance and completion of training programs, warnings and any formal discipline, notes on attendance or tardiness, and any contract or written agreement between the employee and the employer.

Separation of employment documents. These include exit interviews, separation checklists, and notes about the reason for separation, resignation letters, unemployment documents, separation agreements, and correspondence and reference statements.

Medical. The Americans with Disabilities Act (ADA) requires that employee medical records be maintained confidentially and separate from an employee's general personnel file. This includes employee medical exams, disability benefits claim forms, notes from doctors, requests for Family and Medical Leave Act (FMLA) leave, requests for ADA accommodations, worker's compensation history, claims and related documents, fitness-for-duty results, functional capacity assessments, referrals concerning an employee's participation in the company's employee assistance program, results of drug/alcohol tests, reimbursement requests for medical expenses, health-related information about an employee's family members, and any documentation about past or present health, medical condition, or disabilities. Health insurance enrollment, continuation forms and COBRA notices are maintained electronically and may be requested from the Benefits office.

All material in each employee record is considered confidential and is kept in a secure location. Information contained in the employee record generally is revealed to persons outside Catholic Charities only with written authorization of the employee except in cases where records are ordered to be disclosed by the court, or when disclosure of pertinent information to representatives of regulatory agencies for purposes of regulatory compliance.

Current employees may have supervised access to the contents of their employee records as listed above upon written request to Human Resources or the Agency Executive Director and

with appropriate advance notice at the discretion of Catholic Charities of the Diocese of Albany. Files will be reviewed and kept in the Human Resources office. All files will remain the property of Catholic Charities and not the employee.

If an employee wishes to challenge information in their file that they believe to be incorrect, the employee should follow the grievance policy as outlined in the Employee Handbook.

It is the employee's responsibility to notify the agency Human Resources representative of any changes in address, phone number, current licensure or certification, status of driver's license, additional training or in-services, etc. When licensure or certification is a job requirement, it is the employee's responsibility to notify the Agency Executive Director of any changes.

A record of work hours required towards the completion of certification programs is maintained by each agency as applicable. Catholic Charities will attest to work hours towards the completion of certification programs related to an employee's work as long as the employee is an active employee of Catholic Charities. Catholic Charities will not attest to hours worked while an employee of Catholic Charities towards the completion of a certification program that will be completed after the employee's termination date.

Upon hiring, employees are classified by Catholic Charities according to the agreed upon status and normal number of hours scheduled per week. Occasional or temporary fluctuations in hours worked will not change the agreed upon status or classification of any employee unless a new agreement is reached and formally approved in writing by the Executive Director or designee.

Benefit eligible employees will be offered the opportunity to enroll for these benefits as they become eligible, and at annual enrollment, thereafter.

Regular Full-Time Status

Agreed-upon status of 35 to 40 hours per workweek

Employees with Regular Full-Time Status are eligible for all benefits offered by Catholic Charities.

1. Regular full-time employees shall work the number of hours agreed upon at the time of employment (35 to 40 hours/week, exclusive of meal periods).
2. Work hours are assigned as necessary to maintain adequate staffing and provide for the maximum benefit to the agency and program needs, and will be made known to the employee at the time of hire. Work assignments and hours may be changed with reasonable notification to meet the operational and staffing needs of the agency.

Regular Part-Time Benefit-Eligible Status

Agreed-upon status of 20 or more hours per workweek, but less than 35/40 hours per workweek

Employees with Regular Part-Time Benefit-Eligible Status are eligible for benefits on a prorated basis (except if a benefit Plan Document dictates specific limitations).

1. Regular part-time employees shall work the number of hours agreed upon at the time of employment. Work assignments and hours may be changed with reasonable notification to meet the operational and staffing needs of the agency.
2. Work hours are assigned as necessary to maintain adequate staffing and provide for the maximum benefit to the agency/program needs.
3. Occasional or temporary fluctuations in hours worked will not change the agreed upon status or classification of any employee unless a new agreement is reached and formally approved in writing by the Executive Director or designee.

Regular Part-Time Non-Benefit-Eligible Status

Agreed-upon status of less than 20 hours/workweek

1. Part-time non-benefit-eligible employees shall work the number of hours agreed upon at the time of employment, or as scheduled, based on agency and program needs.
2. Employees in this status generally have a “regular schedule” each pay period, depending upon program needs. Work hours are assigned as necessary to maintain adequate staffing and provide for the maximum benefit to the agency/program needs.
3. While it is recognized that a part-time, non-benefit-eligible employee may occasionally work more than twenty (20) hours per week and possibly even full time on occasion, the part-time employee shall remain in part-time and/or hourly status unless a specific written status change is approved and signed by the Executive Director or designee.
4. Regular Part-Time Non-Benefit-Eligible employees are only eligible for those benefits required by law as well as those benefits universally available through Catholic Charities.

Per Diem Status

No regularly set hours – scheduled on an “as-needed” basis

1. In some agencies, Per Diem employees are hired specifically to work “as needed” and do not have an agreed upon number of hours each pay period. Scheduled work hours may range from none to full-time, based on the staffing needs of the agency/program.
2. Per Diem is a non-benefit-eligible status, with the exception of those benefits required by law as well as those benefits universally available through Catholic Charities.

Temporary/Seasonal Employees

1. A temporary/Seasonal employee is one who is hired for a specific limited assignment and/or for a specific period (normally six months or less in duration).
2. A temporary/Seasonal employee, whether part-time or full time, is not eligible for paid time off with the exception of those benefits required by law as well as those universally available through Catholic Charities.

Independent Contractors/Consultants

1. Independent Contractors/Consultants are engaged to work under specific contract on a fee-for-service basis.
2. A signed agreement as to the terms and conditions of work to be performed and payment

for services shall be executed prior to the commencement of services.

3. Independent Contractors/Consultants are not employees, and as such, are not entitled to any benefits through Catholic Charities.
4. Independent Contractors/Consultants are required to have their own liability and workers compensation insurance.
5. Independent Contractors/Consultants are required to follow any regulations by which the agency or program is governed (i.e. HIPAA, Client Confidentiality, Code of Conduct, Corporate Compliance Plan, and workplace policies as outlined in the Employee Handbook, etc.).

Volunteers/Interns

1. Volunteers/Interns are not employees and as such, are not entitled to any benefits through Catholic Charities.
2. Volunteers/Interns are required to follow any regulations by which the agency or program is governed (i.e. HIPAA, Client Confidentiality, Code of Conduct, Corporate Compliance Plan, and workplace policies as outlined in the Employee Handbook, etc.).

Religious Staff

Religious staff are not employees, and as such, are not entitled to some of the benefits offered through Catholic Charities. For information on benefits, covered staff should speak to their Executive Director. Religious staff is required to follow any pertinent regulations by which the agency or program is governed (i.e. HIPAA, Client Confidentiality, Code of Conduct, Corporate Compliance Plan, and workplace policies as outlined in the Employee Handbook, etc.).

Professional Development

Throughout your career at Catholic Charities, you will have a number of opportunities to and be required to participate in education and training appropriate to your position in order to increase knowledge, competency, and technical skills.

New Employee Orientation lays a foundation for your career with Catholic Charities. It is designed to provide information that lets you know what you can expect from Catholic Charities as your employer and what we can expect from you as an employee. Most components of system-wide orientation will be complete within one day; however, each agency will have additional requirements and expectations for your specific job and agency-related orientation.

Each new employee is expected to participate in the system-wide New Employee Orientation within the first Five (5) days of employment. Orientation will include the receipt of information related to the work of Catholic Charities, the Employee Handbook*, a Benefits overview when applicable, and training in the following areas: Sexual Harassment Prevention, Health Insurance Portability & Accountability Act (HIPAA), Confidentiality, Compliance, and Technology use.

Each employee will be provided with a copy of the following documents.

- Catholic Charities Employee Handbook*
- Mission Statement
- Agency's philosophy
- Code of Conduct
- Corporate Compliance Plan
- Job description.

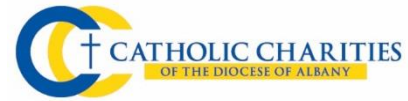
The employee's supervisor shall be responsible for delineating job duties and responsibilities in accordance with the job classification assigned to the employee; introducing the new employee to staff; and providing training on agency standards and procedures, as well as information regarding the community at large and populations served.

*Acknowledgement of receipt of the Catholic Charities Employee Handbook will be required.

Whether professional development is offered via Catholic Charities or an external source, time away from your normal job duties to attend training and any associated expenses must be authorized by your supervisor and the Agency Executive Director.

Following the completion of the educational program, it is your responsibility to update your employee file by providing a copy of completed training, certification, and degrees to your Agency Human Resources representative.

Introductory Period



The initial six (6) months of employment within a job title is an introductory period. The “introductory period” is the time during which the Catholic Charities and you, the employee, will evaluate whether the employment relationship is a good fit. During this time, you will be provided with training and coaching. Every effort is made to provide a written evaluation at the end of the introductory period. All evaluations become a part of your employee record.

Employees in their introductory period are held to the same standards as those that apply to all other employees unless otherwise noted in this Employee Handbook.

During the introductory period, either the employer or the employee may terminate employment at any time without reimbursement for any applicable accrued benefit other than holiday accruals.

The introductory period may be extended in writing up to 90 days with the approval of the Executive Director.

Employees accepting other positions within the agency are subject to six (6) month introductory period in their new position.

Job Descriptions



Job descriptions define the functions, qualifications and requirements of a position, as well as clearly identify roles and responsibilities. Job descriptions are based on objective information obtained through job analysis, an understanding of competencies and skills required to accomplish needed tasks, and the needs of the organization.

It is the responsibility of the employee to become familiar with and fulfill the tasks and functions of their position.

Any revision to the job descriptions are to be updated with a new revision date and re-signed. Additionally, the agency will ensure that supervisors annually review the job description for any necessary updates/changes.

Each agency will be responsible for ensuring that employees sign two copies of their job description. One signed copy will be placed in their employee file and the other copy will be given to the employee.

Accurately reporting time worked and leave used is crucial when calculating employee pay and benefits. Timekeeping is the responsibility of every employee.

Catholic Charities uses an electronic timekeeping system, ADP. The system is used to record time worked and paid time off, and will be used to generate pay checks. Time clocks, computers and mobile devices will be used to access the timekeeping system; the mode used by each employee will be assigned based upon location and nature of the position.

Non-exempt employees will be responsible for recording their start and end time each work day. Exempt employees will be responsible for recording their presence at work daily. All employees will record paid time off; employees may enter up to a maximum of 56 hours of Paid Sick Leave annually; however, the use of accrued Paid Sick Leave in excess of 56 hours annually, also known as Qualified Leave, may only be entered by an HR administrator as a result of an approved long-term leave of absence.

Holidays will be automatically scheduled based on agency policy. Holidays will be paid in the pay period in which they are earned.

Timekeeping records for non-exempt employees will include the following elements:

- Beginning and ending of time worked
- Total time deducted for lunch break (.50 or 1 hour)
- Use of paid leave

Timekeeping records for exempt employees will include the following elements:

- Record of daily attendance in a pay period.
- Use of paid leave

It is the responsibility of each employee to check their timesheets for accuracy. In the event of inaccuracies that do not reflect the correct time worked, such as missed punch, double punch, shortened lunch break, etc., changes will be edited by the designated supervisor and/or payroll staff. Employees will report all discrepancies via ADP.

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

Time Worked

Time worked includes all time that an employee is required to be physically working for the agency and is used to determine overtime pay required for nonexempt employees.

Work Away from Premises or at Home

Employees are not permitted to perform work away from the premises, job site or at home, unless approved in advance by the Supervisor. If approved, work performed off of the premises, job site or at home by an employee will be counted as time worked.

Rest Periods

If the work schedule permits, employees who work at least a seven-hour shift may be granted up to a twenty (20) minute, paid rest period each morning and/or afternoon. Rest periods should be arranged so as to cause minimum disruption of agency operation. Rest periods are not guaranteed and may not be accumulated to use at another time. The agency has the right to specify where paid breaks are taken.

Overtime

The nature of our work requires a staff willing to meet the demands for extra time and effort to meet occasional emergencies. Such additional time, when it extends beyond the 40-hour workweek for non-exempt status staff will be compensated by pay at a rate of one and one-half times the regular rate of pay. Overtime is based only on actual hours worked. All hours worked over scheduled hours should be approved in advance except for unscheduled staffing needs due to emergencies.

An exempt employee is one whose position meets one of the categories for exempt classification under the law. Exempt employees are not eligible for overtime pay. This status is noted in the employee's job description and letter of appointment.

Holiday Pay

Non-exempt (hourly) employees working on an agency recognized holiday shall be paid for actual hours worked on the holiday PLUS the employee's standard work hours for the day.

Daylight Saving Time

Twice each year the clock changes at 2:00 am for Daylight Savings Time. Only employees who work on the overnight shift are affected and staff may be required to work nine (9) hours or seven (7) hours during what would normally be an eight-hour shift (exclusive of mealtime). When this occurs, staff who is required to work an extra hour will be compensated by pay for the extra hour in accordance with the policies governing overtime. Conversely, staff who works less than a normal seven- or eight-hour shift (exclusive of meal time) will be held harmless against loss of wages through the deviation in the scheduled hours of work from this conversion.

Time Not Worked

Pursuant to the Fair Labor Standards Act (FLSA), Catholic Charities does **not** count the following provisions as time worked:

Paid Leave

Approved paid absences, including but not limited to Combined Leave, Holiday Leave, Paid Sick Leave, Qualified Leave, military leave, jury duty, blood donation time off, and voting time off are not counted as “time worked” or “hours worked.”

Meal Periods

A minimum of one-half (½) hour period for lunch or dinner will be provided to all employees working a minimum six (6) hour day unless exempted by Department of Labor Waiver. Meals shall be scheduled according to work requirements for those programs that must be staffed at all times, and are scheduled as “unpaid breaks” unless an employee has approval to work during their meal period. Catholic Charities recognizes that there are occasions when the lunch period may be interrupted and the employee be re-engaged in work activities unexpectedly and that time is considered compensatory time. Employees are expected to notify their supervisor in the event that there is an exception to the lunch period automatically deducted (i.e. the lunch period is shortened or, in rare instances, is not taken), and in that case, the employee’s timekeeping record will be changed to reflect the actual length of the meal period.

Absenteeism:

All employees are expected to be on time for their shift and remain for the duration of the shift. If an employee must be late, absent from work, or leave a shift early because of illness or other reasons, the employee is expected to notify the supervisor or person in charge and on duty as far in advance of the work day as possible. In order to ensure that the client needs of the agency are met, employees who will be absent for a qualifying paid sick leave reason are asked to provide as much advance notice as possible, but no later than one hour prior to the beginning of their working day via the preferred method of communication as designated by the agency.

Any absence which is not scheduled and approved in advance and is not a Paid Sick Leave qualifying absence will be considered unexcused including the following:

- **No call/No show** – an employee's absence from work without notifying a supervisor in accordance with agency policy.
- **Tardiness** – An employee is considered tardy when he/she fails to report for duty at the time scheduled and/or fails to return to duty promptly at any point during their normal schedule.
- **Early Departure** – Leaving a shift prior to the end of the scheduled shift without supervisor approval.
- Unapproved absences that occur the day before or the day following a holiday recognized by your Catholic Charities agency or pre-approved use of Combined Leave Time (CLT).

Maintaining good attendance ensures that the needs of the most vulnerable individuals who have been entrusted to our care 24 hours per day -7 days per week as well as those who receive services

during a traditional work day are met with dignity, respect, and compassion. Employee attendance is at the center of our ability to carry out this mission and provide proper attention and care.

Because we recognize the importance of a strong work-life balance, attendance requirements have been put in place to ensure that we are able to meet program needs through the delivery of services while honoring your time away from work.

Excessive unexcused absences, tardiness, and unexcused early departures mean that co-workers are required to fill the gap. Being respectful of the established schedule and following attendance policies supports a fair and equitable work-life balance for all employees.

When staffing levels fall below what is considered to be minimally acceptable for a given program, it may be necessary to mandate that an employee work beyond their normally scheduled hours. At all times, the safety and welfare of the clients and staff is to be the single most important factor in determining the assignment of regular and additional work hours.

Excessive tardiness and unscheduled absences affect the quality and continuity of client services and care, and place hardship on co-workers. Employees who have excessive tardiness and/or unscheduled absences will be subject to disciplinary action up to and including termination.

Unpaid Time Off:

Catholic Charities provides generous paid time off through CLT and Paid Sick Leave (PSL). Therefore, unpaid time off should be used in very limited circumstances. Unapproved use may result in disciplinary action, future denial of requests, or other appropriate measures, including termination of employment.

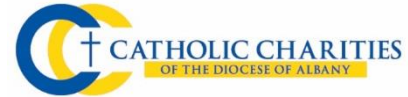
All regular full-time and part-time employees are eligible to request unpaid time off when all CLT and PSL has been exhausted under very limited circumstance, subject to the approval of their supervisor and adherence to the procedures outlined in this policy. Employees must submit a written request for unpaid time off to their supervisor with as much advance notice as possible. The request should include the reason, the duration, and the date(s). Supervisors will review with the Agency Executive Director and consider each request for unpaid time off based on operational needs, staffing requirements, and the reason for the request. While every effort will be made to accommodate requests, approval is at the discretion of agency leadership and is subject to program considerations. Unpaid time off may be granted for a specific duration, ranging from a single day to an extended period. The maximum duration of continuous unpaid leave is subject to approval by agency leadership and may vary based on the circumstances. Employees are expected to return to work on the agreed-upon date. If an extension is needed, employees must submit a new request for unpaid time off.

Failure to report to work without the necessary CLT or PSL accruals or agency approval may lead to disciplinary action, up to and including termination. It is imperative for all employees to adhere to the policy that mandates the formal request and approval process for any unpaid time off, as outlined above. Compliance with these guidelines is imperative to maintain a consistent and reliable work attendance record.

During the introductory period, particularly for those yet to accrue sufficient time, employees are urged to weigh their decisions carefully when contemplating unpaid time off. Requests during this period will be subject to increased scrutiny. It is crucial for employees to prioritize attendance during this period, aiming to limit unpaid time off to ensure a dedicated and successful start to their role.

During unpaid time off, employees will not receive regular or holiday salary or wages, and benefits may be affected. Employees should consult the Benefits Manager for information on the impact on benefits and discuss any arrangements in advance.

Safe Harbor Policy for Exempt Employees



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

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

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

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

- Partial day absences for personal reasons, sickness or disability.
- Your absence because the facility is closed 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: You will be required to use accrued Paid Sick Leave or CLT for full or partial day absences for personal reasons, sickness or disability. However, your salary will not be reduced for partial day absences if you do not have accrued paid time off.

Employment of Relatives/Family Members



Catholic Charities wants to ensure that corporate practices do not create situations such as conflicts of interest or favoritism based on employment of relatives. This extends to practices that involve employee hiring, promotion and transfer.

Close relatives, those in a dating relationship or members of the same household are not permitted to be in positions that have a reporting responsibility to each other. Close relatives are defined as the following: husband, wife, father, mother, father-in-law, mother-in law, grandfather, grandmother, son, son-in-law, daughter, daughter-in law, uncle, aunt, nephew, niece, brother, sister, brother-in-law, sister, sister-in-law, step relatives and cousins.

Individuals will not be hired or promoted into a position that would create a conflict in Catholic Charities policy. If employees begin a dating relationship or become relatives, or members of the same household, and one party is in a supervisory position, that person is required to inform management and human resources of the relationship immediately. The employees will have 60 days to resolve the situation on their own. During those 60 days, the supervisory employee will not have involvement or direct input in the employment decisions of the other employee. After 60 days, if the employees have not yet resolved the situation on their own by means acceptable to Catholic Charities, the employees' supervisors will work with Human Resources (HR) to determine the most appropriate action for the specific situation. This may include transfer to another Catholic Charities agency or, if necessary, termination of the employment of one of the employees.

If there is a situation where an action of Catholic Charities, such as a reduction in force, results in an involuntary circumstance in which two relatives, employees who are dating each other, or members of the same household may be reporting to each other, one of the employees will be reassigned if a comparable position is available within 60 days. During those 60 days, the supervisory employee will not have involvement or direct input in the employment decisions of the other employee. If a comparable position is not available, the employees' supervisors will work with HR to determine the most appropriate action for the specific situation. This may include transfer to another Catholic Charities agency or, if necessary, termination of one of the employees.

Catholic Charities reserves the right to apply this policy to situations where there is a conflict or the potential for conflict because of the relationship between employees, even if no direct reporting relationship or authority is involved. In these situations, Catholic Charities will reassign one of the employees within 60 days to a comparable position. If a comparable position is not available, the employees' supervisors will work with HR to determine the most appropriate action for the specific situation. This may include transfer to another Catholic Charities agency or, if necessary, termination of one of the employees.

Any exceptions to this policy must be approved by the Director of Human Resources and the CEO. Written justification for the exception must be submitted to HR prior to any employment decisions.

Each agency of Catholic Charities will have requirements that vary based on the needs of the clients served. While the decision may be made to delay the opening of an agency or close an agency whose staff predominantly perform office-related functions, the same will not be true for agencies with residential facilities. It is the responsibility of each employee to follow the procedure established by the agency at which they work when a potential inclement weather situation arises.

When an agency operates with a delay or closing, the following will apply:

Delays

The most common opening time delay is one (1) or two (2) hours. If, for example, the normal business day begins at 8:30, the delayed open time will be 9:30 for a one-hour delay or 10:30 for a two-hour delay. Employees who typically work hours earlier or later than the normal business day should not report to work based on those hours, but based on the normal hours of operation. Additionally, if an employee typically reports to work after 8:30, but before the delayed open time, the employee will report at the delayed opening time, not a delayed time from the employee's typical schedule.

When an agency is operating on a delay, employees will be paid for the number of hours that they are scheduled to work on that day. CLT will be charged for any employee who chooses to take the full day off and not report to the office on a day when there is a delay.

Building Closures

When an agency closes early, non-exempt employees will not clock out at the end of the work day. The Payroll department will ensure that all employees are clocked out in order to ensure that the employee's pay will not be affected because of the early closure. When employees leave prior to the official closure time, CLT will be charged.

When the building is closed for the entire day, employees will be paid for their normally scheduled hours.

Working from Home

In some situations, an employee may be permitted to work from home. Supervisor approval is required.

Expense Reimbursement



Employees will be entitled to reimbursement of approved expenses, such as travel on behalf of the Catholic Charities agency, and are expected to comply with the agency's standard and procedure regarding use of agency vehicles, if applicable. Employees are responsible for submitting the proper expense form for approval in a timely manner, completed and signed with receipts attached.

Continuous Performance Feedback is a human-centered approach to promoting, evaluating, and improving employee performance which is designed to foster a forward-looking growth mindset emphasizing feedback that is in-the-moment, providing feedback that is both formal and informal, and encourages frequent feedback.

Continuous Performance Feedback is a multi-pronged approach that includes the following elements:

- Goal setting
- Regular one-on-one coaching
- Employee self-assessment
- Supervisor completed performance evaluation

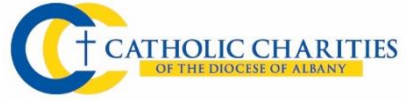
Self-assessments and performance evaluations serve as essential tools to provide formal feedback to employees, recognizing achievements, identifying areas for improvement, addressing challenges, assessing goal progress, setting new objectives, and uncovering opportunities for growth and professional development.

The self-assessment, which is completed by the employee, and the performance evaluation, which is completed by the supervisor, are completed at the end of the introductory period and annually. They include the following core components for the review period:

- Highlighted successes during the review period with specific examples
- Addressed challenges encountered during the review period with specific examples
- Review of previously established goals
- Development of goals for the upcoming review period
- Identified opportunities for growth in the next review cycle
- Determined support needed from the supervisor
- Assessed professional development and training needs
- Review of relevant licenses and certifications (where applicable)
- Documented specific metrics based on funding requirements (as an addendum)
- Reviewed and updated the job description

Completed performance evaluations will be signed by the employee and supervisor, and reviewed by the Agency Executive Director. The original self-assessment and performance evaluation will be filed in the employee file and a copy will be provided to the employee.

Employee Appearance



Catholic Charities recognizes that the presentation of its employees in the workplace contributes to a professional environment. Employees are expected to maintain a neat and clean appearance that is appropriate for the workplace setting. Employees are expected to use good judgment in their appearance and grooming, keeping in mind the nature of the work, their own safety and the safety of co-workers, and their need to interact with clients.

Based on differing needs, each agency of Catholic Charities may determine and enforce workplace-appropriate guidelines. Any questions should be directed to the employee's supervisor.

Ethical behavior is defined as decisions, choices, and actions of an individual or group within Catholic Charities that reflect the CCDA mission, and the principles of Catholic Social Teaching, and that are in compliance with internal and external standards and regulations. All employees and independent contractors are expected to have a commitment to ethical behavior in fulfilling their job responsibilities.

A basic professional ethic prohibits a personal relationship between an employee and a client.

Employees, independent contractors, or any person associated with Catholic Charities shall not steer or direct referrals of its applicants or clients to a private practice in which agency professional personnel, consultants, or the immediate families of personnel and consultants may be engaged.

Employees and independent contractors are prohibited from conducting a private practice on agency premises.

Board members, employees, and independent contractors must not have direct or indirect financial interests in the assets, business transactions, or professional services of the agency or its affiliated agencies and services.

Matters and information relating to the agency, its clients, and its employees are considered confidential and to be discussed or disclosed on a need-to-know basis, only.

Professional ethics include disclosure of potential conflicts of interest. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee. Employees and independent contractors are expected to follow the expectations outlined in the Conflict of Interest Standard and Procedure.

All staff, board members and volunteers of the organization are expected to act with honesty, integrity and openness in all their dealings as representatives of Catholic Charities and its agencies. Catholic Charities promotes a working environment that values respect, fairness and integrity.

Catholic Charities safeguards clients' and employees' rights to protection against mishandling and/or divulging of personal information.

Client Confidentiality

All employees who have access to client and employee information, whether through screening phone calls, entering computer data, billing, filing, providing services, etc., have a responsibility for keeping information in the strictest of confidence. In addition, clients' use of services and appointment information is privileged information and cannot be divulged to police, family members, or anyone else requesting that information without the written consent of the client or lawful order.

Access to confidential information will be limited to those employees, volunteers and interns to whom such confidential information is necessary to carry out their duties. Confidential information will be disclosed to external entities as part of obtaining payment from third parties, as part of operating the agency and as required by laws or regulations.

In order to release confidential information outside of the instances described above, including information covered by HIPAA, a written consent is required.

Reporting of violations and investigation

Any employee, intern, volunteer, or client who reasonably believes that there has been a violation of this standard or applicable law should immediately report it to their supervisor or the Catholic Charities' Privacy Officer. Any reported breach will be investigated promptly, thoroughly and impartially.

To ensure full cooperation in connection with the reporting and investigation of suspected violations of this standard or applicable law, Catholic Charities will not take any retribution against any individual who has submitted a report in good faith.

This standard applies to all employees, interns and volunteers. Any breach of confidentiality will be considered a serious matter and may result in disciplinary action up to and including termination. In addition, the disclosure of certain protected information covered under HIPAA, or other privacy/confidentiality laws and regulations may also result in professional discipline and criminal prosecution.

Catholic Charities is committed to complying with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). A major goal of HIPAA is to assure that an individual's Protected Health Information (PHI) is properly protected while allowing the flow of health information needed to provide and promote high quality health care.

All clients, for whom Catholic Charities maintains a client file, are notified how their PHI may be used and disclosed.

Access to PHI will be limited to those employees, volunteers, and interns to whom such confidential information is necessary to carry out their duties. Employees, volunteers, and interns are not allowed to divulge, copy, release, sell, loan, review, alter or destroy any PHI unless required or permitted by applicable law or Catholic Charities standards and procedures.

Catholic Charities and its agencies will not tolerate violations of the HIPAA standards and procedures or applicable law. Any employee, intern, volunteer, or client who reasonably believes that there has been a violation of this standard or applicable law should immediately report it to their supervisor or the Catholic Charities' Privacy Officer. Any reported breach will be investigated promptly, thoroughly and impartially. Any breach of this standard or applicable law or failure to report a breach will be considered a serious matter and may result in disciplinary action up to and including termination. Employees, interns, volunteers may be subject to criminal prosecution and individuals with professional licenses may also be subject to professional discipline.

To ensure full cooperation in connection with the reporting and investigation of suspected violations of this standard or applicable law Catholic Charities will not take any retaliatory action or retribution against any individual who has submitted a report in good faith.

Employees should refer to the HIPAA Handbook for further guidance on their HIPAA responsibilities.

Catholic Charities is committed to ensuring a work environment in which respect for the dignity and worth of each individual is demonstrated. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, it is expected that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

Catholic Charities is dedicated to providing equal employment opportunities without discrimination or harassment on the basis of race, creed, color, national origin, sex, age, disability, genetic information, citizenship, military status, marital status, sexual orientation, domestic violence victim status, gender identity, criminal history, reproductive decision making, including a decision to use a particular drug, device, or medical service, or any other status or category protected by law. Catholic Charities prohibits and will not tolerate any such discrimination or harassment. Anyone who experiences discrimination or harassment, either as the target or the observer, is encouraged to promptly communicate their concerns.

Sexual harassment or other forms of illegal harassment¹ are unethical, unprofessional and unacceptable behavior which prevents the realization of the victim's full potential as an employee, and any form of such behavior towards employees will not be tolerated. This standard applies to all applicants, employees, board members, interns – whether paid or unpaid, volunteers, contractors and persons conducting business, regardless of immigration status, with Catholic Charities. Any harassment or discrimination will result in disciplinary action and could for employees include termination.

Catholic Charities encourages the reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, prompt reporting of complaints or concerns allows Catholic Charities to take rapid and constructive action. Catholic Charities will make every effort to stop alleged harassment before it becomes severe or pervasive, but can only do so with the cooperation of its employees, interns and volunteers. To file a complaint, employees may contact their direct supervisor, the Executive Director of their agency or

Director of Human Resources | Executive Office & Support Services
40 North Main Ave., Albany, NY 12203 | (518) 453-6650

¹While this policy specifically addresses sexual harassment, harassment because of and discrimination against persons of all protected classes is prohibited. In New York State, such protected classes include, age, sex (including pregnancy-related conditions), gender identity (including gender expression), predisposing genetic characteristics, prior arrest or conviction records, familial status, marital status, race, creed, color, national origin, sexual orientation, military status, disability, reproductive decision making, including a decision to use a particular drug, device, or medical service, and domestic violence victim status.

Catholic Charities prohibits retaliation or reprisals against any individual who reports discrimination or harassment in good faith or participates in an investigation of such reports. Retaliation or reprisals against an individual for reporting harassment or discrimination in good faith or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this standard and, like harassment or discrimination itself, will be subject to disciplinary action and for employees could include termination. All employees, paid or unpaid interns or non-employees² working in the workplace who believe they have been subject to retaliation should inform a supervisor, manager, or the Director of Human Resources. All employees, paid or unpaid interns, or non-employees who believe that they have been a target of such retaliation may also seek relief in other available forums including:

NYS Division of Human Rights (DHR) – www.dhr.ny.gov
One Fordham Plaza, Fourth Floor, Bronx, NY 10458
(718) 741-8400 or (888) 392-3644
dhr.ny.gov/complaint

Complaints with the DHR may be filed any time within three years of the harassment. Complaining internally to Catholic Charities does not extend your time to file with DHR or in court. The time frame for filing a complaint is counted from the most recent incident of harassment.

Equal Employment Opportunity Commission (EEOC)
(800) 669-4000 (TTY: (800) 669-6820)
www.eeoc.gov
info@eeoc.gov

Employees claiming that they have been discriminated or retaliated against due to their reproductive decision-making may also file a civil action and can recover (i) damages, including back pay and attorneys' fees and costs; (ii) injunctive relief; (iii) reinstatement; and/or (iv) liquidated damages.

Employees may call the Sexual Harassment hotline at 1-800-427-2773 to receive free legal counseling regarding any complaint of workplace sexual harassment or to submit a complaint regarding such harassment.

Catholic Charities prohibits retaliation or reprisals against any individual who reports discrimination or harassment in good faith or participates in an investigation of such reports. Retaliation or reprisals against an individual for reporting harassment or discrimination in good faith or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this standard and, like harassment or discrimination itself, will be subject to disciplinary action and for employees could include termination.

² A non-employee is someone who is (or is employed by) a contractor, subcontractor, vendor, consultant, or anyone providing services in the workplace. Protected non-employees include persons commonly referred to as independent contractors, "gig" workers and temporary workers. Also included are persons providing equipment repair, cleaning services or any other services provided pursuant to a contract with the employer.

All employees, paid or unpaid interns or non-employees working in the workplace who believe they have been subject to retaliation should inform a supervisor, manager, or the Director of Human Resources. All employees, paid or unpaid interns, or non-employees who believe that they have been a target of such retaliation may also file a complaint with a government agency or in court under federal, state or local antidiscrimination laws

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly, thoroughly and impartially. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Supervisory and management personnel who knowingly allow such behavior to continue will be subject to remedial and/or disciplinary action up to and including termination.

Misconduct constituting harassment, discrimination or retaliation will be addressed promptly and appropriately. Responsive action may include, for example, training, referral to counseling, monitoring of the offender and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reduction of wages, demotion, reassignment, temporary suspension without pay or termination, as Catholic Charities believes appropriate under the circumstances. The degree of responsive action administered will be proportionate to the degree of misconduct that was confirmed through the investigation.

All reports will be treated in a confidential manner to the extent possible, and will be shared with others only on a need-to-know basis, as per the Catholic Charities Corporate Compliance Plan. In accordance with federal and New York State False Claims Acts, and NYS Labor Law, Catholic Charities prohibits any intimidation or retaliation toward persons that come forward to report concerns regarding misconduct. Any employee who fails to follow this non-retaliation practice is subject to discipline, up to and including termination.

In accordance with New York State Law, all employees will participate in an interactive Sexual Harassment Prevention training upon hire and annually thereafter. At the time of hire and annually, all employees will receive a comprehensive copy of Catholic Charities' Sexual Harassment policy.

Definitions of Harassment and Discrimination

Harassment and discrimination are defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of their race, color, national origin, sex, age, disability, citizenship, military status, marital status, creed, sexual orientation, reproductive decision making, including a decision to use a particular drug, device, or medical service, or any other status or category protected by law, or that of their relatives, friends or associates, and that:

- i. Has the purpose or effect of creating an intimidating, hostile or offensive work environment;

- ii. Has the purpose or effect of unreasonably interfering with an individual's work performance; or
- iii. Otherwise adversely affects an individual's employment opportunities.

Harassment and discrimination on the basis of any other protected status or category is also strictly prohibited.

Subtle or not so subtle harassing conduct may include, but is not limited to:

- Epithets
- slurs or negative stereotyping
- threatening, intimidating or hostile acts
- denigrating jokes
- display or circulation in the workplace of written, electronic or graphic material that denigrates or shows hostility or aversion toward an individual or group.

Sexual harassment is a form of sex discrimination and is unlawful under federal, state, and (where applicable) local law. Sexual harassment includes harassment on the basis of sex, sexual orientation, self-identified or perceived sex, gender expression, gender identity and the status of being transgender. Sexual harassment includes unwelcome conduct which is either of a sexual nature, or which is directed at an individual because of that individual's sex when:

- i. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment, even if the reporting individual is not the intended target of the sexual harassment;
- ii. Such conduct is made either explicitly or implicitly a term or condition of employment; or
- iii. Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual's employment.

A sexually harassing hostile work environment includes, but is not limited to, words, signs, jokes, pranks, intimidation or physical violence which are of a sexual nature, or which are directed at an individual because of that individual's sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or sexually discriminatory remarks made by someone which are offensive or objectionable to the recipient, which cause the recipient discomfort or humiliation, which interfere with the recipient's job performance.

Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions or privileges of employment. This is also called "quid pro quo" harassment.

Any employee who feels harassed should report so that any violation of this policy can be corrected promptly. Any harassing conduct, even a single incident, can be addressed under this policy.

Examples of sexual harassment

Physical acts of a sexual nature, such as:

- Touching, pinching, patting, kissing, hugging, grabbing, brushing against another employee's body or poking another employee's body;
- Rape, sexual battery, molestation or attempts to commit these assaults.

Unwanted sexual advances or propositions, such as:

- Requests for sexual favors accompanied by implied or overt threats concerning the target's job performance evaluation, a promotion or other job benefits or detriments;
- Subtle or obvious pressure for unwelcome sexual activities.

Sexually oriented gestures, noises, remarks or jokes, or comments about a person's sexuality or sexual experience, which create a hostile work environment.

Sex stereotyping occurs when conduct or personality traits are considered inappropriate simply because they may not conform to other people's ideas or perceptions about how individuals of a particular sex should act or look.

Sexual or discriminatory displays or publications anywhere in the workplace, such as:

- Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.

Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity and the status of being transgender, such as:

- Interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;
- Sabotaging an individual's work;
- Bullying, yelling, name-calling.

System-wide Procedure

Employees who believe that they are being subjected to harassing conduct are encouraged to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued.

If the behavior continues or if the employee feels uncomfortable approaching the offender, the employee should bring the matter to the attention of his or her supervisor or the Director of Human Resources. The supervisor shall immediately notify the Executive Director of this concern or complaint. The Executive Director is responsible for notifying the Chief Executive Officer (CEO).

All supervisors and managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior or for any reason suspect that sexual harassment is occurring, are required to report such suspected sexual harassment to the Director of Human Resources. In addition to being subject to discipline if the supervisor or manager engaged in sexually harassing conduct themselves, supervisors and managers will be subject to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue. Supervisors and managers will also be subject to discipline for engaging in any retaliation.

If the supervisor is the alleged offender, the employee should bring the matter to the next level supervisor. If the Executive Director is the alleged offender, the matter should be brought to the attention of the CEO, who will notify the President of the agency Board of Directors.

After a review of the concerns with the complainant, they shall be encouraged to sign a written formal complaint with a summary of the facts of the alleged harassment. Even if a signed complaint is not provided, Catholic Charities has a responsibility to investigate the concern or complaint.

The investigation will be conducted by a Human Resources representative. The investigation will include interviews with appropriate witnesses, the offender, and the complainant. Confidentiality will be maintained throughout the investigation process to the extent consistent with adequate investigation and appropriate corrective action.

The Executive Director or CEO, in conjunction with the Human Resources representative responsible for conducting the investigation, and Director of Human Resources, shall make a determination whether the allegations are supported in fact and what disciplinary action shall be taken, if any. Such determination shall generally be made within ten (10) working days of receiving the report of the investigator, unless it is determined that further investigation is necessary.

The person conducting the investigation is responsible for ensuring that the complainant will receive written notification of the findings and whether action will be taken.

Investigation files will remain confidential and separate from the employees' personnel files, with the exception that any record of formal disciplinary actions taken against an employee who is found to have violated this standard will be placed in their personnel file.

If the complainant does not agree with its resolution, the employee may appeal in writing following the formal grievance procedure for appealing to the CEO. This appeal shall be made by

the complainant within ten (10) working days after the date of receiving notification of the outcome of the investigation of the complaint.

Non-Retaliation

Catholic Charities encourages employees to come forward in good faith and disclose any agency-related misconduct. Catholic Charities will not intimidate, threaten, coerce, discriminate against, or take any retaliatory action against any employee that in good faith:

- Discloses or threatens to disclose information about a situation they feel is inappropriate, or potentially illegal;
- Provides information to or testifies against the alleged offending individual or Catholic Charities;
- Objects to or refuses to participate in an activity they feel are in violation of federal and/or state law, Catholic Charities' standards and procedures, or accreditation requirements;
- Is involved in any compliance review or peer review process; or
- Files a valid or legitimate report or a complaint, or an incident report.

All reports will be treated in a confidential manner to the extent possible, and will be shared with others only on a need-to-know basis, as per the Catholic Charities Corporate Compliance Plan. Any employee who fails to follow this non-retaliation practice is subject to discipline, up to and including termination.

Catholic Charities is committed to operating in furtherance of its tax-exempt purposes and in compliance with all applicable laws, rules and regulations, including those concerning accounting and auditing, and Catholic Charities prohibits fraudulent practices by any of its board members, officers, employees, or volunteers. This policy outlines a procedure for trustees, officers, employees and volunteers to report actions that they reasonably believe violate a law or regulation or that constitute fraudulent accounting or other fraudulent or illegal practices. This policy applies to any matter which is related to Catholic Charities business and does not relate to private acts of an individual whose acts are not connected to the business of Catholic Charities.

This policy will be administered by the Compliance Officer who shall report, as appropriate, to the Compliance Committee of the board or to the full Board of Trustees.

If a trustee, officer, employee or volunteer has a reasonable belief that a trustee, officer, employee or volunteer of Catholic Charities has engaged in any action that violates any applicable law or regulation, including those concerning accounting and auditing, or constitutes a fraudulent practice, the trustee, officer, employee or volunteer is expected to immediately report such information to the Compliance Officer. If the trustee, officer, employee or volunteer does not feel comfortable reporting the information to the Compliance Officer, he or she is expected to report the information through Catholic Charities Ethics Helpline, or to the President of the Board of Trustees.

All reports will be followed up on promptly, and an investigation conducted. In conducting its investigation, Catholic Charities will preserve the confidentiality of reported information and will strive to keep the identity of the reporting individual as confidential as possible, while conducting an adequate review and investigation.

No trustee, officer, employee or volunteer of Catholic Charities who in good faith reports an action or suspected action taken by or within Catholic Charities that is illegal, fraudulent or in violation of any adopted policy of Catholic Charities shall suffer intimidation, harassment, discrimination or other retaliation or, in the case of employees, adverse employment consequence.

Catholic Charities may take disciplinary action, pursuant to the disciplinary procedures contained in Employee Handbook and Code of Conduct, up to and including termination, against an employee who in management's assessment has engaged in retaliatory conduct in violation of this policy.

Supervisors will be trained on this policy and Catholic Charities' prohibition against retaliation in accordance with this policy.

This policy, which is referenced in the Code of Conduct and Corporate Compliance Plan, will be distributed to all trustees, officers, employees and to volunteers who provide substantial services to Catholic Charities.

This policy has been approved by the Board of Trustees, Catholic Charities of the Diocese of Albany.

Information and information technology are integral resources of the daily operation of Catholic Charities. It is the responsibility of Catholic Charities' employees, volunteers and other authorized users (jointly referred to as "users" following) to protect these resources and information communicated through them.

Catholic Charities provides its users with access to information technology, including personal computers, local area networks, internet and intranet access, remote access capabilities, computer application, etc., for the purpose of fulfilling their job responsibilities. This technology and access is the property of Catholic Charities and is to be strictly used for business purposes only.

Security of Data

All data utilized in the course of Catholic Charities business is an asset of Catholic Charities. Catholic Charities maintains a system of information security to protect proprietary data.

Catholic Charities prohibits the use or alteration of Catholic Charities' data and/or information technology without proper authorization.

All users have an obligation to protect confidentiality and non-disclosure of proprietary and privileged data as well as personal identifiable information in all communication. Diligence, adherence to technology use standards and procedures, and appropriate use of encryption are tools to be utilized by all users, to protect confidentiality.

Network/User Accounts

The ability of an individual to access the Catholic Charities network, email system, and all data contained therein will be controlled by means of a user account. A user account consists of a unique user name, confidential password, and all information describing what resources the specific user can access, at what level, and during what time periods. All passwords are confidential and cannot be shared. Passwords will not be revealed to any person. Passwords must comply with specified standards and must be changed on a designated schedule. User accounts will be deleted once employment with Catholic Charities has ended.

Specific Catholic Charities personnel will be designated as "owners" of data stored on the network for the sole purposes of access, control and security. An example of data ownership would be a department head having ownership of all data created by and/or used by their specific department. It is only with the permission of these owners that access to data will be granted or revoked.

Computer Viruses

Computer viruses pose a serious threat to the integrity of both the information technology and data assets of Catholic Charities. In a networked environment, the inadvertent introduction of a virus to one desktop computer system could result in the infection of every system connected to the network in a matter of moments.

While efforts will be made to protect the primary data storage of the network, it is the responsibility of each user to exercise extreme caution when introducing data to the network. All users should ensure that each and every electronic storage medium, downloaded file or emailed file is virus free.

Removable Media

Catholic Charities staff may only use Catholic Charities Information Technology certified removable media in their work computers. Catholic Charities removable media may not be connected to or used in computers that are not owned or leased by the Catholic Charities without explicit permission of the Catholic Charities Information Technology staff. Sensitive information should be stored on removable media only when required in the performance of your assigned duties or when providing information required by other state or federal agencies. When sensitive information is stored on removable media, it must be Catholic Charities approved and encrypted for data security protection.

Email

Catholic Charities provides and maintains an electronic mail (e-mail) system for the purposes of communicating through written, electronic form among individuals within Catholic Charities and individuals outside the organization. E-mail is intended primarily for business purposes. Incidental personal use of the electronic mail system may be permitted upon the Executive Director's approval. If personal use is permitted, it should not interfere with Catholic Charities operations, nor should it cause any harm or embarrassment to Catholic Charities. Any personal use of e-mail is expected to be on the employee-user's own time and is not to interfere with the person's job responsibility.

Internet and Wi-Fi use

Catholic Charities offers internet use to specifically approved users for communication, exploration and research regarding business related purposes. Catholic Charities encourages the exploration and research on the World Wide Web for business related or professional activities.

Incidental personal use of the internet may be permitted upon the Executive Director's approval. If personal use is permitted, it should not interfere with Catholic Charities operations, nor should it cause any harm or embarrassment to Catholic Charities. Any personal use of the

internet is expected to be on the employee-user's own time and is not to interfere with the person's job responsibility. Users should not "browse the web" during work time or for frivolous information unrelated to business. Users should be aware that security tolls create a usage log detailing all internet activity including websites visited. Additionally, employees should not use Catholic Charities Wi-Fi to stream personal data, music or videos or connect personal devices unless this is being done for work related reasons. Inappropriate use of the internet and Wi-Fi and can have a direct negative impact on the performance of the work related applications and systems and is unacceptable.

Users must be responsible and ethical when using the internet. Unauthorized, illegal and/or inappropriate use is strictly prohibited. For further explanation, refer to the Code of Conduct which outlines ethical behavior and compliance to be demonstrated within Catholic Charities. Users may not use Catholic Charities property to participate in or intervene in any partisan political campaign on behalf of any candidate for public office. This includes publishing or distributing email that could be constructed as a campaign activity.

Personal Computing Devices and Software

Catholic Charities employees may use their mobile device to access the following company-owned resources: email, calendars, contacts, documents, etc. Devices must be presented to the Information Technology department for proper configuration of standard apps, such as security software and/or productivity software, before they can access the company-owned resources. Federal Copyright Act protects most computer software. In accordance with these laws, Catholic Charities users are prohibited from making illegal copies of computer software or from installing software from illegal copies. All software to be used on Catholic Charities computer systems is to be installed by a member of the Information Technology Department or designee.

Right of Inspection and Notice of Electronic Monitoring

Catholic Charities reserves the right to inspect, monitor, and examine any Catholic Charities owned or operated communication system, computer resource and/or files and information, including telephone calls, voice mail messages, personal computers, area networks, applications, and e-mail. Users do not have privacy rights to any data, information or documents received or disseminated on the network or through e-mail.

To promote the safety of employees and company visitors, as well as the security of its facilities, Catholic Charities reserves the right to conduct video surveillance of any portion of its premises at any time. Video cameras will be positioned in appropriate places within and around company buildings. The only exceptions to this policy include private areas of restrooms, showers and dressing rooms.

When a user acts inappropriately through information technology, Catholic Charities reserves the right to report such actions to any outside authorities and/or take appropriate internal Catholic Charities' disciplinary action.

When sources outside Catholic Charities request an inspection and/or examination of any Catholic Charities owned or operated technology system, computer resource and/or files or information contained therein, Catholic Charities will treat the information as confidential unless any one or more of the following conditions exist:

- When approved by the appropriate Catholic Charities official(s) to whom the request is directed;
- When authorized by the owner(s) of information;
- When required by federal, state or local law; or
- When required by a valid subpoena or court order.

Agency Internet and Social Networking Sites

Catholic Charities agencies may develop and administer agency internet and social network sites for promoting the agency for business purposes. The agency Executive Director or designee will identify staff assigned as system users and communicate system administration protocols for appropriate updating and usage of the sites.

Generative Artificial Intelligence (AI) Usage Policy

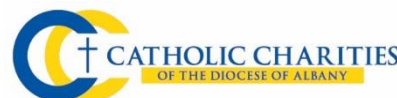
Limited use of generative AI tools will be allowed while performing work for Catholic Charities of the Diocese of Albany with the written approval of your Executive Director, the Director of Information Technology, and the Corporate Compliance and Security HIPAA Privacy Officer. Company email addresses, credentials or phone numbers can be used to create an account with these technologies. No confidential or company data of any kind may be submitted (copied, typed, etc.) into these platforms.

Employees wishing to use generative AI must follow the procedure outlined in the Generative Artificial Intelligence AI Standard & Procedure which may be found by clicking here [CCDA S&P SharePoint](#), or by clicking the link in the *Helpful Links* section on the ADP home page. The Generative Artificial Intelligence AI Standard & Procedure must be followed and authorization received prior to using AI including informing their Executive Director in writing how the tool will be used and receiving additional approvals from both IT & Compliance.

All AI-generated content must be reviewed for accuracy before relying on it for work purposes. If a reliable source cannot be found to verify factual information generated by the tool, that information cannot be used for work purposes.

Any violation of this policy will result in disciplinary action, up to and including termination.

Driving Vehicles for Agency Business



As an employee, intern or volunteer of Catholic Charities, work responsibilities may require driving for agency business, including but not limited to, transporting clients or families of clients and delivering meals or other goods and services while working on behalf of the organization.

In the case of an employee or other person who drives an agency-owned vehicle, the Diocesan Self-Insurance Program will provide the liability and property damage coverage. When employees or other persons drive their own vehicles for agency business, they must have valid auto insurance coverage, which will be primary for any claims that may result.

In accordance with the requirements of Catholic Charities all employees or other persons who drive for the business of Catholic Charities and its agencies must have a valid driver's license.

Catholic Charities retains discretionary authority to use the driving record to deny initial employment or to otherwise modify employment conditions or assignments for employees and others who drive for the business of Catholic Charities, if it is deemed to be in the best interest of the agency and its clients. Catholic Charities and its agencies also reserve the right to impose driving standards exceeding those of Department of Motor Vehicles.

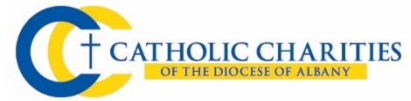
On an ongoing basis, at least annually, the Human Resources Department will check the driver's license of employees and others who drive for the business of Catholic Charities.

Employees and others who drive for the business of Catholic Charities are responsible for advising the agency immediately of any changes in their license and/or insurance status, including new license, suspension/revocation, points, convictions, conditional issuance, etc. Failure to report a change in status may result in disciplinary action up to and including termination, or possible reassignment of duties. The ability of the agency to run periodic checks of driving records does not relieve the individual from these self-reporting requirements.

Payment of fines and citations received for parking or moving violations are the sole responsibility of the employee. Catholic Charities will not condone nor excuse non-payment of traffic citations that result in court summons directed to Catholic Charities.

In accordance with NYS Law employees are prohibited from using cell phones or texting while driving for agency business.

Smoking



Consistent with the interest of Catholic Charities in providing a healthy environment for all who live in, work in, or visit agency residences or offices, certain smoking restrictions will apply.

Smoking is prohibited in all Catholic Charities buildings, including private offices. It is the responsibility of the Executive Director of each agency to enforce this standard. “No smoking” signs will be placed in prominent places alerting occupants and visitors of smoking restrictions.

The Agency Executive Director in charge of the building may designate an outdoor area for employees who smoke. Employees wishing to smoke, or vape are responsible to limit this to break periods, in designated smoking areas.

Properly equipped and approved indoor areas of some residences are designated for resident smoking and shall not be used by employees.

The Executive Director will assist any employee in identifying programs for smoking cessation or will arrange for group programs if sufficient numbers of employees are interested.

Drug-Free Workplace



In compliance with the Drug-Free Workplace Act of 1988, Catholic Charities has a longstanding commitment to provide a safe, quality-oriented and productive work environment. Alcohol and drug abuse poses a threat to the health and safety of Catholic Charities employees and to the security of the agency's equipment and facilities. For these reasons, Catholic Charities is committed to a drug-free workplace

Employees should report to work fit for duty and free of any adverse effects of illegal drugs, prescription drugs, over the counter drugs, marijuana, or alcohol.

Catholic Charities recognizes that drug and alcohol-related problems can pose serious risks to employees' health and safety and can have a detrimental impact on co-workers. Catholic Charities will assist and support employees who voluntarily seek help for drug or alcohol problems before becoming subject to discipline or termination under this or other Catholic Charities policies. Such employees will be allowed to use accrued paid time off, placed on leaves of absence, referred to treatment providers and otherwise accommodated as required by law. Employees who believe they need assistance are encouraged to meet with their supervisor or the Agency Executive Director or designee.

Whenever employees are working, are operating any Catholic Charities vehicle, are present on Catholic Charities premises or are conducting agency-related work offsite, they are prohibited from:

1. Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
2. Possessing or consuming alcohol.
3. Possessing or engaging in the recreational use of cannabis.
4. Exhibiting adverse effects as a result of the use of drugs or alcohol.

Catholic Charities will not allow employees to perform their duties while taking prescribed drugs that are adversely affecting their ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in a container labeled by a licensed pharmacist or be prepared to produce the container if asked.

Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

If an employee is convicted of a criminal drug violation occurring in the workplace, the employee is required to notify the agency within five days. If the employee is working in a program that is funded by any direct Federal grant (regardless of grant amount) or a Federal contract exceeding \$100,000 the agency will inform the contracting or granting agency within 10 days after receiving notice that a covered employee has been convicted of a criminal drug violation in the workplace.

Agency management will use the Reasonable Suspicion Observation Checklist to document specific observations and behaviors that create a reasonable suspicion that an employee is impaired as a result of suspected drug or alcohol use. Examples include:

- Odors (smell of alcohol, body odor or urine).
- Movements (unsteady, fidgety, dizzy).
- Eyes (dilated, constricted or watery eyes, or involuntary eye movements).
- Face (flushed, sweating, confused or blank look).
- Speech (slurred, slow, distracted mid-thought, inability to verbalize thoughts).
- Emotions (argumentative, agitated, irritable, drowsy).
- Actions (yawning, twitching).
- Inactions (sleeping, unconscious, no reaction to questions).

When reasonable suspicion exists, the Executive Director and the employee's supervisor, in consultation with Human Resources, will meet with the employee to explain the observations and determine whether drug and/or alcohol testing will be required, or if disciplinary action will be taken.

Employees who are impaired may not be at work. *Under no circumstances will an employee be allowed to drive himself or herself when impaired. The agency will arrange for alternative transportation.*

Catholic Charities reserves the right to inspect all portions of its premises for drugs, alcohol or other contraband. All employees, interns, volunteers, and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline, up to and including termination.

Employees who violate this policy, will be subject to discipline, up to and including termination. Depending on the circumstances, the employee's work history/record and any state law requirements, Catholic Charities may offer an employee who violates this policy the opportunity to return to work on a last-chance basis pursuant to mutually agreeable terms. If the employee does not adhere to the mutually agreeable terms, the employee will be immediately discharged from employment.

Information and records relating to positive test results, drug and alcohol dependencies, and legitimate medical explanations will be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files. Such records and information may be disclosed among managers and supervisors on a need-to-know basis and may also be disclosed when relevant to a charge, claim or other legal proceeding initiated by or on behalf of an employee.

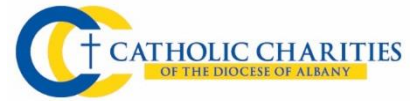
Catholic Charities is committed to creating a safe and supportive work environment that includes protection of each staff member, client and volunteer. Catholic Charities will maintain workplace safety procedures that are specific to each agency and program. Employees will receive instruction and guidelines during orientation. Each employee must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately to the administration.

Words and gestures that put others in fear of their safety, or which have the effect of intimidating others or compromising security in the workplace, are an aspect of violent behavior and will be treated as such for disciplinary purposes. Verbal abuse will, therefore, result in appropriate disciplinary action regardless of whether physical violence was actually threatened or intended.

Under no circumstances may an employee, client, volunteer or visitor (with the exception of law enforcement) bring or store a weapon, whether or not licensed and whether legal or illegal, into or within facilities or other agency property owned or occupied by Catholic Charities and its agencies. Weapons may not be left in employee cars while parked in or near the grounds of a Catholic Charities occupied facility.

All employees have a duty to report incidents that involve or may involve a breach of this standard by anyone, whether it is a fellow employee, client, volunteer or visitor to the facilities occupied by Catholic Charities. Such incidents should be reported as soon as possible to a supervisor, department head, and/or the Executive Director.

Workplace Exposure



Catholic Charities is committed to preserving and providing a healthy environment for all clients, employees, volunteers and interns.

Catholic Charities operates diverse programs that have unique requirements related to workplace exposure. Therefore, each agency will determine program requirements related to this standard and comply with OSHA regulations.

All employees working in direct care or at higher risk of exposure (as designated by the agency) will observe Universal Precautions. They will be trained on universal precautions upon hire and will receive annual training thereafter or as defined by regulatory and funding entities.

Reducing the Risks of Communicable & Airborne Infectious Disease



Catholic Charities places the highest priority on the health, safety and wellbeing of our employees, clients and visitors while ensuring the continuity of agency programs and essential functions. Policies related to the prevention, mitigation and transmission of communicable diseases, including COVID-19, will be revisited regularly and staff will be advised of updates as they become available.

Facility and Employee Practices While at Work

In accordance with the requirements of the New York Health and Essential Rights Act (NY HERO Act), NYS Department of Health (DOH) guidelines and the Centers for Disease Control (CDC) recommendations, Catholic Charities will implement measures to prevent the spread of communicable and airborne infectious diseases as needed including, but not limited to regular cleaning, reduced capacity for in-person meeting spaces, the completion of health screening questionnaires, and visitor restrictions. Employees are expected to adhere to cleaning schedules and social distancing guidelines, including wearing a mask when unable to maintain proper social distance with co-workers, clients, and visitors. All exceptions must be approved by the Executive Director and Human Resources, in conjunction with guidance from the regulating agency and legal counsel.

Each agency of Catholic Charities is responsible for providing appropriate Personal Protective Equipment (PPE), including masks, to employees in accordance with the NYS DOH and CDC guidelines. Each agency will take into account and provide PPE consistent with the program specific requirements and additional regulatory requirements.

Each agency of Catholic Charities shall have an Airborne Infectious Disease Exposure Prevention Plan in place. On August 5, 2021, All agencies of Catholic Charities adopted the NYS Model Infectious Disease Exposure Prevention (Plan P765 (7/21)). The plan includes the following components:

1. Responsibilities
2. Exposure Controls During a Designated Outbreak
3. Housekeeping During a Designated Outbreak
4. Infection Response During a Designated Outbreak
5. Training and Information During a Designated Outbreak
6. Plan Evaluations During a Designated Outbreak
7. Retaliation Protections and Reporting of any Violations.

The airborne infectious disease exposure prevention plans must go into effect when an airborne infectious disease is designated by the New York State Commissioner of Health as a highly contagious communicable and airborne infectious disease that presents a serious risk of harm to

the public health. Plans are designed to meet the specific need of each agency location and are posted in the same location as labor law postings. Employees may request a print and/or electronic copy from the agency Executive Director. Plans will be reviewed and updated periodically and in the event that an airborne infectious disease is designated as cause for plan implementation. In the event of implementation, signage will be posted throughout each agency location and employees will be provided with applicable training.

There may be times when one or more agencies must restrict or limit on-site access to both employees and clients. When that is the case, every opportunity will be provided to ensure that employees may continue work either with additional on-site safety measures in place or the ability to work remotely may be granted provisionally.

No employee of Catholic Charities shall be discriminated against, threatened, retaliated against, or receive adverse action for exercising their rights under the Airborne Infectious Disease Exposure Prevention Plan, including reporting conduct the employee reasonably believes in good faith violates the plan or airborne infectious disease concerns to their employer, government agencies or officials or for refusing to work where an employee reasonably believes in good faith that such work exposes him or her, other workers, or the public to an unreasonable risk of exposure, provided the employee, another employee, or representative has notified the employer verbally or in writing, including electronic communication, of the inconsistent working conditions and the employer's failure to cure or if the employer knew or should have known of the consistent working conditions.

Notification of a violation by an employee may be made verbally or in writing to a designated contact listed on p. 2 of the Plan, or to the Director of Human Resources. Human Resources may be contacted in the following ways:

Phone: (518) 453-6650
Fax: (518) 641-6835
Email: human.resources@ccrcda.org
Mail: Director of Human Resources
Catholic Charities
40 North Main Ave., Albany, NY 12203

During periods outside of normal business hours, employees may report a violation by contacting their acting supervisor.

Employee Health Status

Employees who are not feeling well, have received a positive diagnosis of a communicable disease, who have been ordered to quarantine by virtue of an order from a public health official, or who have traveled to a New York State identified "hot spot" (location where the rates of positive cases of the disease exceed the acceptable rate) should not report to work sites. In cases of a positive diagnosis or order of quarantine, the employee must notify Human Resources and

their immediate supervisor. Employees who must remain out of work may work remotely during their absence with supervisor and Executive Director permission as long as the work can be performed remotely. If remote work is not a possibility the employee will charge the time away from work against their accrued time off or take the time as unpaid. There may be instances in which the employee will be provided with income continuation that is not charged against an accrual during the absence. Contact Human Resources to determine eligibility.

If the Airborne Infectious Disease Prevention Plan is implemented, a contact log will be maintained recording the names and contact information of all clients and visitors to the agency location. When the Department of Health notifies Catholic Charities of a possible exposure, Catholic Charities may provide the names of people who were exposed in the workplace (contacts) to the Department of Health in order to ensure contact tracing.

When Catholic Charities receives notice of a positive result, people who may have come into contact with the person who has tested positive will be notified that they may have been exposed to the designated communicable disease; Catholic Charities will not share names or any personal or medical information of the case with contacts.

Requesting an Alternate Work Arrangement

When an agency is operating on-site, but, an employee is not able to be on-site, the employee may request permission to work remotely. Employees requesting permission to work remotely must place the request in writing. The request will outline the reason for the request and a plan for how the employee's work will be completed remotely. All requests will be reviewed by the employee's direct supervisor and the Executive Director. Approval will be granted only if the proposed work plan will ensure that the completion of job responsibilities will adequately be met and if productivity will not decrease as a result of remote work. Remote work is a privilege and the approved remote work arrangement may be revoked with or without notice if the employee's productivity or performance standards are not being met, or when deemed necessary to meet agency needs.

Employees may request a flexible work situation if needed. A flexible work situation may include an earlier or later start/end time or working remotely part-time, for example. Employees requesting flexible work situation must place the request in writing. The request will outline the reason for the request and a plan for how their work will be completed with the proposed flexible arrangement. All requests will be reviewed by the employee's direct supervisor and the Executive Director. Approval will be granted only if the proposed work plan will ensure that completion of job responsibilities will adequately be met and if productivity will not decrease as a result of the flexible arrangement. Flexible work situations are a privilege and the approved flexible work arrangement may be revoked with or without notice if the employee's productivity or performance standards are not being met, or when deemed necessary to meet agency needs.

Employees who are granted the privilege of working remotely are expected to adhere to the requirements of the Remote Work Policy.

Remote Work



Each Executive Director has the ability to set the work schedule and work location for Catholic Charities employees. Each telecommuting program should be implemented following the Remote Work Policy and all other appropriate federal and state laws, and Catholic Charities regulations, and policies.

Remote Work is a work arrangement in which supervisors direct or permit employees to perform their usual job duties away from their primary workplace, also known as the usual and customary workplace, and that job duties will be performed at an alternate workplace. An alternate workplace is a workplace other than the employee's usual and customary workplace (primary workplace) and may include the employee's home.

Temporary or emergency remote work may be used during short-term illness, transportation emergency due to weather, a natural disaster, or pandemic health crises, or at the discretion of the CEO of Catholic Charities or his/her designee, including an Agency Executive Director. During this type of remote work arrangement, a formal agreement is not required. For situations other than what is listed above, any employee who would like to request an alternative work arrangement, including remote work, must place the request in writing. The request must include the reason remote work is desired and a plan for how the work will be completed. Remote work is conditioned on the approved written plan and for the specified duration. Remote work must be performed in New York State

Eligibility Requirements for Remote Work

Remote work is a management option at its sole discretion and not a universal employee benefit. Remote work may not be suitable for all employees and/or positions; therefore, agencies may implement remote work privileges based on specific criteria consistently applied throughout Catholic Charities. It is the CEO, or designee's, or an Agency Executive Director's option to allow an employee to work remotely through Catholic Charities remote work policy.

Conditions of Employment

The employee's duties, responsibilities, and conditions of employment remain the same as if the employee were working at Catholic Charities primary workplace. The employee will continue to comply with federal, state, and local laws, and Catholic Charities policies and procedures while working at an alternate location.

Work Hours

The employee must be accessible during the specified work hours. Catholic Charities and the employee agree that, at Catholic Charities discretion, the employee may perform assigned work for Catholic Charities at a location other than Catholic Charities onsite office as a "remote work employee."

Pay and Attendance

Unless a reduction in hours is mandated as a result of a loss of funding or insufficient quantity of work available during a pandemic or other emergency situation, the employees' salary and benefits remain the same as if the employee were working at a Catholic Charities Agency's primary workplace. The employee will continue to comply with federal, state, and local laws, and Catholic Charities policies and procedures while working at the alternate workplace. If the employee works less than the employee's normal work week and other options to make the employee "whole" does not exist, salary and benefits must be adjusted accordingly.

Advancement

Remote work will not adversely affect an employee's eligibility for advancement or any other employee right or benefit. An employee will be compensated for all pay, leave, and overtime (for non-exempt employees) as if all duties were being performed at the employee's primary workplace.

Leave and Overtime

Requests to work overtime and use any leave, paid or unpaid, must be approved by Catholic Charities in the same manner as when working at a Catholic Charities Agency's primary workplace. An employee shall not work overtime unless authorized in advance. During emergency situations, Catholic Charities understands that child care issues may exist and as such, employees will be permitted to flex their work schedule in order to ensure that adequate child care is in place.

Equipment and its Maintenance

Catholic Charities may provide all or part of the equipment necessary for accomplishing work assignments. However, where agreements specify, employees may be authorized to use their own equipment.

Catholic Charities-Owned equipment:

- Authorized Use/Users – Catholic Charities-owned equipment may be used only for legitimate Catholic Charities purposes by authorized employees.
- Maintenance – Catholic Charities-owned equipment used in the normal course of employment will be maintained, serviced, and repaired by Catholic Charities.

Employee-Owned Equipment:

- When employees are authorized to use their own equipment, agencies will not assume responsibility for the cost of repair, maintenance, or service.

Catholic Charities and the employee must agree upon the equipment to be used in remote work. The employee must protect equipment provided by Catholic Charities against damage and unauthorized use. Catholic Charities-owned equipment will be serviced and maintained by Catholic Charities. Equipment provided by the employee will be at no cost to Catholic Charities.

and will be maintained by the employee. The employee agrees that Catholic Charities shall have reasonable access to the alternate workplace for business related purposes such as inspection of the space and retrieval of Catholic Charities-owned property.

Operating Costs

Catholic Charities will not be responsible for operating costs, home maintenance, or any other incidental costs (e.g., utilities), associated with the use of the employee's residence.

Protecting Computer Systems and Records

Catholic Charities security controls and conditions for use of Catholic Charities-owned equipment for the official work location will also apply to alternate workplaces. All official Catholic Charities records, files, and documents must be protected from unauthorized disclosure or damage and returned safely to the primary workplace. The employee agrees to abide by any rules promulgated by Catholic Charities concerning the use of computer equipment (which may include protecting the employee's home PC against computer "viruses") and understands that these rules may be changed at any time with proper notice. The employee agrees to follow Catholic Charities procedures for network access and to take all necessary steps to protect the integrity of systems including but not limited to: protecting passwords, not duplicating Catholic Charities-owned software, and not allowing Catholic Charities files to be viewed by others.

Liability and Home Safety

Catholic Charities will not be liable for damages to the employee's property resulting from participation in the remote work program. The employee accepts responsibility for maintaining the security, condition, and confidentiality of Catholic Charities equipment and materials (including but not limited to files, applications, manuals, forms) that are at the alternate workplace. No employee engaged in remote work will be allowed to conduct in-person face-to-face Catholic Charities-related business at the remote work location. Electronic technology should be used for this purpose. The employee's alternate workplace, shall be free of safety and fire hazards.

Workers' Compensation

The alternate workplace is considered an extension of the employee's primary workplace; therefore, workers' compensation will continue to exist for the employee when performing official work duties in the alternate workplace during approved telecommuting hours. Any work-related injuries must be reported to the employee's supervisor immediately. The employee understands that he remains liable for injuries or damage to the person or property of third parties or members of his family on the premises and agrees to indemnify and hold Catholic Charities harmless from any and all claims for losses, costs, or expenses asserted against Catholic Charities by such third parties or members of the employee's family.

Work Assignments and Evaluation

The employee will meet with the supervisor to receive assignments and to review completed work. During emergency situations, meetings may be held by telephone, email, or other electronic means. The employee will complete all assigned work according to procedures mutually agreed upon with the supervisor. The employee will be required to adhere to those performance standards agreed upon with his manager for remote work purposes. The evaluation of the employee's job performance will be based on such established standards. Performance must remain satisfactory.

Curtailment of the Agreement

Catholic Charities has the right to remove the employee from the program if participation fails to benefit organizational needs. In the event the employee ceases employment with Catholic Charities, or the remote work arrangement is discontinued for any reason, the employee agrees to return all Catholic Charities equipment and supplies to the primary workplace within 48 hours or a mutually agreed upon reasonable time period. If the employee fails to do so, the employee will reimburse Catholic Charities for all unreturned property. All work documents will be returned immediately to Catholic Charities. In addition, this agreement shall automatically terminate when the employee ceases to be employed by Catholic Charities.

Termination of Remote Work Arrangement

Catholic Charities may terminate the remote work policy arrangement at any time, with or without cause, at its convenience, and this termination is final in terms of administrative review.

Office and Telecommuting Location

The employee agrees to work at the primary workplace or the alternate workplace, and not from another unapproved site. Failure to comply with this provision may result in termination of the agreement, and other appropriate disciplinary action. Catholic Charities agrees to establish agreed upon expectations relative to the time the employee would need to spend in the primary workplace and to give adequate notice when these expectations are subject to change. However, the employee may be required to report to the primary workplace without advanced notice, upon request by Catholic Charities.

Workspace Safety

The employee agrees to designate a separate work space in the alternate workplace for the purposes of remote work and will maintain this area in a safe condition, free from hazards and other dangers to the employee and Catholic Charities equipment. To ensure the safety of the work space, the employee agrees to complete and return to Catholic Charities a Telecommuting Safety Checklist which will certify the employee's alternate workplace complies with health and safety requirements. The employee agrees that Catholic Charities shall have reasonable access to the alternate workplace for the purposes of inspection of the site and retrieval of state-owned property. An employee understands that the employee will be liable for injuries or damages to the person or property of third parties or any members of the employee's family in the alternate workplace if it is in the employee's home. The employee agrees to consult with Catholic Charities before moving any heavy equipment or furniture in the alternate workplace.



Section II

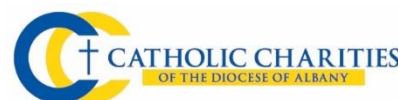
Employee Benefits

Employee Benefits



Catholic Charities values the health and welfare of its employees and strives to aid employees in the maintenance of their health and welfare by providing certain benefits. Eligibility for benefits is dependent upon a variety of factors, including employment definition and classification, as well as length of service. This portion of the handbook contains a very general description of the benefits Catholic Charities offers to eligible employees. Please understand this general explanation is not intended to, and does not, provide you with all the details of these benefits. Therefore, this handbook does not change or otherwise interpret the terms of the official plan documents or applicable laws. Your rights can be determined only by referring to the full text of the official plan documents or to applicable laws. To the extent that any of the information contained in this handbook is inconsistent with the official plan documents or the law, the provisions of the official documents will govern in all cases. Please note nothing contained in the benefit plans described herein shall be held or construed to create a promise of employment or future benefits, or a binding contract between Catholic Charities and its employees or their dependents for benefits or for any other purpose.

Benefits Mandated by Law



Social Security – *Mandated by Law.*

Catholic Charities participates as required in the Federal Insurance Contribution Act. Under the conditions prescribed by law, all employees must provide the agency with their Social Security number upon the start of employment. Both the employee and the employer contribute to this fund through Social Security Tax. In addition to providing income at time of retirement, the Social Security program includes disability and survivor's benefits.

Workers' Compensation – *Mandated by Law.*

Workers' Compensation coverage is provided for all employees in accordance with all state and federal laws. This benefit provides protection against loss of income for workers who become disabled because of an injury or sickness related to their job. This benefit also provides all necessary medical care for such workers.

Any job related injury or illness should be reported immediately in writing to your supervisor who, in turn, will notify the Executive Director and Human Resources no later than ten (10) days after the injury or illness occurred. A copy of the Workers' Compensation Law is posted. FMLA will be counted in conjunction with Workers' Compensation leaves.

New York State Short Term Disability – *Mandated by Law.*

Catholic Charities provides Disability Insurance in accordance with the *New York State Disability Benefits Law*. The law covers an employee who has been employed for at least four consecutive weeks and who may be absent from work due to a non-occupational injury or personal illness not covered by Worker's Compensation.

The benefit applies after seven consecutive calendar days of disability and extends for a maximum of 26 weeks. The amount of the benefit is 50% of average weekly income up to a currently prescribed maximum.

Available CLT, NYS PSL and Qualified Leave will be used in conjunction with New York State Disability Benefits to supplement the employee's pay.

New York Paid Sick Leave – *Mandated by Law*

The New York State Paid Sick Leave Law requires every employee to accrue one (1) hour of paid sick leave for every thirty (30) hours worked. Employees at Catholic Charities, are entitled to up to fifty-six (56) hours of paid sick leave annually.

Each calendar year, the employee is entitled to use a maximum of 56 hours of paid sick time each year, which in some instances, may come from the prior year's paid sick leave accruals, also known as Qualified Leave, when the employee has not worked enough hours in the current calendar year to accrue the requested time.

Employees may use accrued leave following a verbal or written request to their employer for the following reasons impacting the employee or a member of their family*for whom they are providing care or assistance with care. Employees should provide notice of use to their supervisor no less than one (1) hour prior to the scheduled beginning of the work day.

* **“Family member”** is defined as an employee’s child, spouse, domestic partner, parent, sibling, grandchild, or grandparent; and the child or parent of an employee’s spouse or domestic partner. “Parent” is defined as a biological, foster, step, or adoptive parent, or a legal guardian of an employee, or a person who stood in loco parentis when the employee was a minor child. “Child” is defined as a biological, adopted or foster child, a legal ward, or a child of an employee standing in loco parentis (acting in place of a parent).

Paid Sick Leave may be used as Sick Leave

- For mental or physical illness, injury, or health condition, regardless of whether it has been diagnosed or requires medical care at the time of the request for leave; or
- For the diagnosis, care, or treatment of a mental or physical illness, injury or health condition; or need for medical diagnosis or preventive care.

Paid Sick Leave may be used as Safe Leave

For an absence from work when the employee or employee’s family member has been the victim of domestic violence as defined by the State Human Rights Law, a family offense, sexual offense, stalking, or human trafficking due to any of the following as it relates to the domestic violence, family offense, sexual offense, stalking, or human trafficking:

- to obtain services from a domestic violence shelter, rape crisis center, or other services program;
- to participate in safety planning, temporarily or permanently relocate, or take other actions to increase the safety of the employee or employee’s family members;
- to meet with an attorney or other social services provider to obtain information and advice on, and prepare for or participate in any criminal or civil proceeding;
- to file a complaint or domestic incident report with law enforcement;
- to meet with a district attorney’s office;
- to enroll children in a new school; or
- to take any other actions necessary to ensure the health or safety of the employee or the employee’s family member or to protect those who associate or work with the employee.

Accrued, but unused sick time is carried over to the next years’ accrual Paid Sick Leave, also known as Qualified Leave, bank. Total carry-over accruals are capped at 455 hours or 13 weeks of the normal work week for a full-time employee; hours are pro-rated for part-time employee. This time may be used to provide income continuation during periods of absences covered by PFL or the FMLA.

Accrued, but unused sick time is not paid out upon termination.

Unless advised otherwise, the Company will assume, subject to applicable law that employees want to use available sick and safe leave for the reasons set forth above, and employees will be paid for such absences to the extent they have paid sick time available

<https://www.ny.gov/new-york-paid-sick-leave/new-york-paid-sick-leave>

NYS Paid Family Leave - Mandated by Law

New York Paid Family Leave (“PFL”) provides pay during leave from work for certain family reasons during a fifty-two (52)-week calendar period for eligible employees. PFL is funded by a payroll tax on employees, the amount of which is set by the New York Department of Financial Services. Temporary employees who will never meet the eligibility requirements for PFL may waive PFL coverage and opt out of these deductions.

Eligibility – Employees whose regular employment schedule is at least twenty (20) hours per work and who have worked at least twenty-six (26) consecutive weeks are eligible for PFL benefits under this policy. Employees who work less than twenty (20) hours per week may become eligible for PFL benefits under this policy after the employee has worked for one hundred and seventy-five (175) days in a fifty-two (52) consecutive week period.

Reasons for Leave Benefits – Eligible employees are entitled to a paid, job-protected leave of absence from work for the following reasons:

- To provide care, including physical or psychological care, to an eligible employee’s family member due to a family member’s serious health condition.
- To bond with an eligible employee’s child after birth, or placement for adoption or foster care.
- For any qualifying reason as provided for under FMLA arising from the employee’s spouse, domestic partner, child, or parent being on active military duty, or, alternatively, being notified of an impending call or order to active military duty, or for any reason that would allow you to take military-related leave under the FMLA.

Use of Leave – Employees may take PFL in weekly or daily increments. Employees must provide their manager notice as soon as practicable before each day of intermittent PFL and must record their time as PFL.

Benefits During Leave – Eligible employees can apply for up to 12 weeks of PFL during a fifty-two (52)-week calendar period. The amount of paid family leave is 67% of the employee’s average weekly wage or 67% of the Statewide Average Weekly Wage, whichever is less.

Employees may not collect PFL while simultaneously collecting short-term disability benefits and, for employees who also are eligible for disability benefits, may receive only a combined amount of twenty (26) weeks of disability benefits and PFL benefits in a fifty-two (52) consecutive calendar week period. Employees may supplement PFL benefits up to their full salary or wages with accrued CLT.

During PFL, an eligible employee is entitled to continued group health plan coverage as if the employee had continued to work. Employees will continue to be responsible for their portion of health insurance premiums during PFL. At the conclusion of the leave, an employee generally has a right to return to the same or to an equivalent position.

How to File a Claim for Benefits – When the need for PFL is foreseeable, employees are expected to submit a written request for leave to the Agency Executive Director as far in advance as possible, but no later than thirty (30) days prior to the first day of leave. If giving thirty (30) days' advance notice is not practicable because of a lack of the knowledge of the approximate date leave will need to begin, a change in circumstances, or a medical emergency, employees must notify the Agency Executive Director as soon as practicable and generally must comply with the agency's normal call-in procedures. Failure to provide timely notice for foreseeable leave may result in partial denial of the PFL claim.

In addition to providing adequate notice to Catholic Charities, an eligible employee must file a claim for PFL benefits by completing a Request for Paid Family Leave (PFL-1) and submitting it together with any necessary certifications or proof of claim documentation, to Catholic Charities' insurance carrier.

Non-Discrimination – Catholic Charities will not discriminate against any employee who takes the leave covered by this policy. Any employee who believes they have been subject to unlawful discrimination must report it promptly to the CEO of Catholic Charities.

Unemployment Insurance – Mandated by Law.

All employees have Unemployment Insurance coverage in accordance with provisions of the New York State Unemployment Insurance Law.

Benefits Available to All Employees



Tax-Sheltered Annuities – *Available to all employees.*

Catholic Charities offers 3 different non-contributory tax-deferred savings plans to all employees with benefit-eligible status. Employees may sign up at any time for a tax-sheltered annuity. Information and application forms are available through the agency's Human Resources Department.

Employee Assistance Program (EAP) – *Available to all employees.*

Catholic Charities provides employees access to free, confidential, professional counseling, legal and financial referrals, and assistance through an EAP. An EAP provides confidential assistance to employees and their family members to help them prevent or solve personal or work related problems. The EAP also serves as a resource to supervisors to assist in the identification and intervention of work performance issues.

Liability Insurance – *Provided to all employees.*

Employees are protected by the Albany Diocesan Self-Insurance Program with respect to liability insurance coverage in the event they are sued or otherwise legally challenged for the performance of their duties within the scope of their jobs for the agency. This insurance coverage does not extend to personal vehicle insurance.

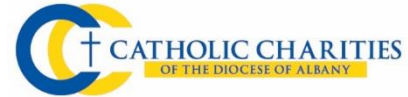
Direct Deposit – *Available to all employees.*

Employees may sign up at any time for direct deposit of their paychecks to a financial institution of their choosing. Deposits may be made in up to three (3) employee accounts at the same or different institutions. It normally takes two pay periods to set up and verify the direct deposit to an employee's account(s).

Pay Cards – *Available to all employees.*

Employees may sign up to receive their pay on a pay card in lieu of a paper pay check or bank direct deposit. The pay card, also known as an Aline Card, is an option for how you get paid. Your pay will be direct deposited electronically onto your card by Catholic Charities every payday, so it's instantly available to you on that day. For employees who select the pay card option, their money is available immediately on pay day. There are no fees to access the money at a check-cashing store, and the card can be used at ATMs, point-of-sale terminals, and to pay bills online. Employees who opt in will have the option to receive a personalized Aline Card.

Benefits for Benefit-eligible Employees



Combined Leave Time (CLT) - Employee must be benefit eligible to participate

Employees with an agreed on status of 20 or more hours per week (Benefit-eligible) accrue CLT. CLT may be used for the following eligible absences:

- Vacation
- Bereavement time
- Personal time
- Income continuation when the sick leave balance has been exhausted.

Employees should request time off in advance to ensure proper coverage may be coordinated during the employee's absence. Employees will be permitted to utilize 3 days of accrued time off during their initial six months of employment. Employees can request CLT hours each week in lieu of or in addition to hours worked, but the total requested should not exceed their standard weekly hours. If, for example, you are hired as a 35 hours per week employee, hours worked plus CLT for the week may not exceed 35 hours.

Time accrues bi-weekly and accruals earned in one pay period may not be used until the following pay period. Accruals will increase annually assuming continuous employment. The accrued balance is not to exceed a maximum of eight (8) weeks of the employee's standard work week.

Except as otherwise specifically set forth in this Handbook, CLT has no cash value and accrued, but unused, CLT will not be paid to an employee upon the termination of the employee's employment with the Agency.

Accrual

- The accrual rate will be pro-rated according to the employee's agreed on status.
- CLT balances accrues every Saturday of the pay period end.
- Accrual rates change/increase each anniversary date maxing at year 7

Years of Service	Work Days Earned Per Year
At Hire	23
1 st Anniversary	25
2 nd Year	26
3 rd Year	27
4 th Year	28
5 th Year	29
6 th Year	30
7 th Year	31

See Resignations & Terminations on page 99 for payout information upon termination of employment.

Holiday Pay - Employee must be benefit eligible to receive holiday pay.

Catholic Charities observes seventeen (17) holidays each year. Holidays are determined based on the needs of each agency and published by the agency in advance of each new calendar year. When a holiday falls on a weekend, the agency will designate a day of observance either before or after the actual holiday, based on the needs of the agency.

When a holiday falls during an employee's paid leave, including, but not limited to FMLA, this day will be charged to Holiday time rather than against the employee's CLT accruals.

Full-time employees will be paid for their standard hours on the holiday.

Part-time benefited employees will be paid pro-rated holiday pay based on their agreed-on hours, regardless of whether or not they would normally have worked on the recognized holiday.

Non-exempt (hourly) employees working on an agency recognized holiday shall be paid for hours worked PLUS standard holiday hours.

Full-time Non-Residential employees with a compressed work schedule, equivalent to 35 hours or more per week, who are benefit eligible are entitled to the same number of paid holidays (17) as their counterparts working a 5-day work week. When the holiday falls on a day that an employee working a compressed schedule would normally not work, the employee must take the holiday on another day during the same week.

Employees with a compressed work schedule will coordinate with their supervisor or manager to schedule the holiday day use in a manner that aligns with operational requirements. It is essential to ensure adequate coverage while accommodating employees' preferences whenever possible.

Health Insurance – Employee must be benefit eligible to participate.

Employees with an agreed-upon status of Regular Full-time, or Regular Part-time (20 hours per week or more) are eligible for health insurance coverage. Coverage is effective the first of the month following date of hire to a benefit-eligible status employee, or at annual enrollment thereafter.

As a part of the new employee benefit onboarding, each employee will be advised of the eligibility requirement for coverage, effective date of coverage, description of coverage and benefits, monthly costs, and the formula in effect for distributing employer-employee costs.

Employees may only change coverage at annual enrollment or when a "qualifying event" occurs, as defined by IRS Section 125.

Note: According to Diocesan Policy, Religious Staff are covered by their own community.

Dental Insurance – *Employee must be benefit eligible to participate.*

Employees with an agreed-upon status of Regular Full-time, or Regular Part-time (20 hours per week or more) are eligible for Dental Insurance coverage. Coverage is effective the first of the month following date of hire to a benefit-eligible status, or at annual enrollment thereafter. Individual and dependent coverage is available.

As a part of the new employee benefit onboarding, each employee will be advised of the eligibility requirement for coverage, effective date of coverage, description of coverage and benefits, monthly costs, and the formula in effect for distributing employer-employee costs.

Employees may only change coverage at annual enrollment or when a “qualifying event” occurs, as defined by IRS Section 125.

Vision- *Employee must be benefit eligible to participate.*

Employees with an agreed-upon status of Regular Full-time, or Regular Part-time (20 hours per week or more) are eligible for Vision Insurance coverage. Coverage is effective the first of the month following date of hire to a benefit-eligible status, or at annual enrollment thereafter. Individual and dependent coverage is available.

As a part of the new employee benefit onboarding, each employee will be advised of the eligibility requirement for coverage, effective date of coverage, description of coverage and benefits, monthly costs, and the formula in effect for distributing employer-employee costs.

Employees may only change coverage at annual enrollment or when a “qualifying event” occurs, as defined by IRS Section 125.

Flexible Spending Accounts – *Employee must be benefit eligible to participate.*

Benefit-eligible employees have the option of participating in flexible spending accounts consistent with federal and state tax regulations. Employees are eligible to enroll the first day of the month following employment in a benefit-eligible status, or on an annual basis thereafter. Through these accounts, an employee may set up payroll deductions on a pre-tax basis to reimburse out-of-pocket health care costs. Employees should contact the Human Resources Department for more details on this program.

Dependent Care Accounts – *Employee must be benefit eligible to participate.*

Benefit-eligible employees have the option of participating in dependent care accounts consistent with federal and state tax regulations. Employees are eligible to enroll on the first day of the month following employment in a benefit-eligible status, or on an annual basis thereafter. Through these accounts, an employee may set up payroll deductions on a pre-tax basis to

reimburse out-of-pocket dependent care costs. Employees should contact the Human Resources Department for more details on this program.

Life Insurance – *Employee must be benefit eligible to participate.*

A life insurance policy is provided for each benefit-eligible employee for an amount equal to one year's salary to the nearest \$1,000. The maximum life insurance benefit is \$50,000, with scheduled reductions at age 65 and age 70. The life insurance policy begins on the first day of the month following employment in a benefit-eligible status. Conversion to an individual whole life policy at the sole expense of the employee is available upon termination of employment.

Long-Term Disability – *Employee must be benefit eligible to participate.*

Long-Term Disability coverage is carried with a private carrier for those employees who have an agreed-upon status of at least 20 hours per week for 52 weeks. The benefit will be effective first day of the month following employment to a benefit-eligible status. An employee who qualifies for Long-Term Disability will receive a benefit equivalent to two-thirds (2/3's) of their base salary up to \$60,000 per year, as long as their disability continues.

Pension Plan – *Employee must be benefit eligible to participate.*

In addition to participation in the Federal Insurance Contribution Act (Social Security), Catholic Charities offers employees the opportunity to participate in the Lay Employees' Pension Plan of the Roman Catholic Diocese of Albany. Employees are eligible to join the Plan if they are scheduled to work 1,000 or more hours in a Plan Year and have signed an enrollment form agreeing to make the required contributions.

Participation begins on the January 1 or July 1 following completion of these requirements. If an employee is not scheduled to work 1,000 or more hours in a Plan Year and actually works 1,000 or more hours in the Plan Year, they are eligible to participate in the Plan, retroactive to the beginning of that Plan Year.

Participation begins retroactively on the January 1 or July 1 of the year in which the employee first worked 1,000 or more hours, provided all required contributions are made.

Enrollees contribute 2% of gross annual salary, after tax. Plan assets are invested in accounts by the investment administrator selected by the Roman Catholic Diocese of Albany. Employees are 100% vested in their own contributions and the interest earned. Five years of vesting service is required to become fully vested in the employer's portion of the benefit.

Taking a Leave of Absence

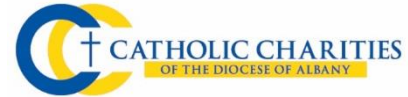


Catholic Charities desires to do everything possible to minimize the loss of income to employees because of absence due to personal or occupational illness or injury or family caregiving or medical needs.

New York State Disability Benefits, Worker's Compensation, Social Security Disability, Long Term Disability Insurance, New York State Paid Family Leave and agency-paid Paid Sick Leave, Combined Leave Time (CLT) or Qualified Leave are the combination of coverage that makes this possible. Under special circumstances employees may be eligible for compensation from the Mutual Aid Leave Pool.

Employee and Employer responsibilities are outlined in the pages that follow.

Family and Medical Leave Act (FMLA)



When absence is due to an employee's own serious health condition; to care for a family member with a serious health condition; to bond with a child after the child's birth or after the placement of a child for adoption or foster care; because of a qualifying exigency; or to provide care to family who is a service member with a serious illness or injury, provisions of the Family and Medical Leave Act of 1993 (FMLA) may apply. When the reason for the absence is related to Worker's Compensation or short-term disability, FMLA leave will run concurrently when meeting the eligibility requirements. FMLA leave will run concurrently with NYS Paid Family Leave, when meeting the eligibility requirements. The leave may be paid, unpaid or a combination of both depending on the circumstances.

Eligibility

To qualify to take FMLA leave under this standard, the employee must meet **all** of the following conditions:

1. The employee must have worked for Catholic Charities for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. For eligibility purposes, if an employee was on the payroll for only part of a week or is on leave during the week, they will be considered to have been employed for an entire week, and;
2. The employee must have worked at least 1250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1250 hours' eligibility test for an employee under FMLA, and;
3. The employee must be taking leave for one of the reasons listed below:
 - To bond with a child within one (1) year of the child's birth, adoption or foster placement;
 - To care for the employee's spouse, child or parent who has a qualifying, serious health condition;
 - For the employee's own serious health condition that makes the employee unable to perform their job;

- For qualifying exigencies related to foreign deployment of a military member who is the employee's spouse, child or parent;
- To provide care for a spouse, child, parent, or "next of kin" who is a current member of the Armed Forces, including a member of the National Guard or Reserves who is receiving medical treatment, recuperation, therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.

Benefits

Eligible employees with designated leave will be granted up to 12 weeks of FMLA leave during a 12-month period for all leaves, with the exception of military caregiver leave, in which case the employee is entitled to 26 weeks of leave during a 12-month period. The agency will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this standard. Each time an employee takes leave, the agency will compute the amount of leave the employee has taken under this standard and subtract it from the 12 weeks of available FMLA leave, and the balance remaining is the amount the employee is entitled to take at that time.

An employee who uses the full 12 weeks of FMLA leave and needs additional time beyond the 12 weeks may request an additional leave of absence. Each request will be evaluated on a case-by-case basis, to determine if the leave can be granted and still meet the operational needs of the agency.

If spouses both work for Catholic Charities, they may be limited to a combined total of 12 weeks of FMLA during any 12-month period to bond with a child within one (1) year of the child's birth, adoption or foster placement.

Military Caregiver Leave

Military Caregiver Leave entitles an employee who is the spouse, son, daughter, parent or "next of kin" of a covered service member with a serious illness or injury that happened in the line of duty to take leave up to 26 weeks in a 12-month period. Spouses both employed by are limited to a combined total of 26 weeks in a single 12-month period.

The service member can designate a "next of kin" in writing. If no designation, the following order of priority is used to determine who "next of kin" is: blood relative with legal custody of service member, sibling, grandparent, aunt/uncle, first cousin.

A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, therapy, outpatient, or has been placed on the temporary disability retirement list by the military.

Qualifying Exigency Leave

An employee is eligible for up to a total of 12 weeks of leave during a 12-month period for qualifying exigencies arising out of the fact that the employee's family member (spouse, child or parent) who is a member of the National Guard or Reserves is on active duty, or has been notified of an impending call or order to active duty, in support of a contingency cooperation. Please note that "next of kin" definition applicable under Military Caregiver Leave does not apply to qualifying exigency leave.

Examples of a qualifying exigency are:

1. Short notice deployment – notified of impending call or order to active duty seven (7) days or less before deployment
2. Military events and related activities – attendance at official ceremony, program or event sponsored by military that is related to active duty. Attendance at family support programs or informational briefings
3. Childcare and school activities – arrange for alternative childcare, provide childcare on urgent immediate basis, enroll in new school or attend meetings at school/daycare. A covered child is defined as being biological, adopted, foster child, step child, or legal ward of a covered military member, or a child for whom a covered military member stands in loco parentis, who is either under the age of 18 or age 18 or older and incapable of self-care because of a mental or physical disability at the time the FMLA is to commence.
4. Financial and legal arrangements
5. Counseling
6. Rest and recuperation - spend up to five (5) days leave with a covered military member who is on short-term temporary rest and recuperation leave.
7. Post-deployment activities – attend arrival ceremonies, reintegration briefings or events or other official ceremonies sponsored by the military for up to 90 days after termination of active duty. Or, to address issues arising from the death of a covered military member while on active duty status.

Definition of Child and Parent

Child is defined under the FMLA as a biological, adopted, foster child, stepchild, legal ward, or a child of a person standing "in loco parentis", who is either under age 18 or age 18 or older and incapable of self-care because of a mental or physical disability at the time the FMLA leave is to commence.

Parent is defined under the FMLA as a biological, adoptive, step or foster mother or father, or any other individual who stood “in loco parentis” to the employee when the employee was a son or daughter.

“In loco parentis” under the FMLA refers to the type of relationship in which a person has put themselves in the situation of a parent by assuming and discharging the obligations of a parent to a child. It exists when an individual intends to take on the role of a parent. The FMLA regulations define in loco parentis as including persons with day-to-day responsibilities to care for or financially support a child.

Catholic Charities may require a statement stating what the employee’s relationship to the child in situations around FMLA.

Serious Health Condition

“Serious health condition means” an illness, injury, impairment, or physical or mental condition that involves either:

1. Inpatient care (i.e. an overnight stay) in a hospital, hospice, or residential medical-care facility, including any period of incapacity (i.e. inability to work, attend school, or perform other regular daily activities) or subsequent treatment in connection with such inpatient care; or
2. Continuing treatment by a health care provider, which includes:
 - a. A period of incapacity lasting more than three consecutive, full calendar days, and any period of subsequent treatment for incapacity related to the same condition that also includes:
 - i. Treatment two or more times by or under the supervision of a health care provider (i.e., in person visits, the first within seven days and both within 30 days of the first day of incapacity); or
 - ii. One treatment by a health care provider (i.e., an in-person visit within 7 days of the first day of incapacity) with a continuing regimen of treatment (i.e., prescription of medication, physical therapy); or
 - b. Any period of incapacity related to pregnancy or for prenatal care. A visit to the health care provider is not necessary for each absence; or
 - c. Any period of incapacity of treatment for a chronic serious health condition which continues over an extended period of time, requires periodic visits (at least twice a year) to a health care provider, and may involve occasional episodes of incapacity. A visit to a health care provider is not necessary for each absence; or
 - d. A period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective. Only supervision by a health care provider is required, rather than active treatment, or

- e. Any absences to receive multiple treatments for restorative surgery or for a condition that would likely result in a period of incapacity of more than three days if not treated.

Employees with questions about what illnesses are covered under this FMLA policy or under the agency's sick leave policy are encouraged to consult with the Human Resources Department.

The employee is required to provide a doctor's certification of the serious health condition. The certification process is outlined below.

Requesting Leave

When the need for leave is foreseeable, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Within five (5) business days after (a) the employee has either provided the notice, or (b) the agency has reason to believe the absence is due to an FMLA qualifying reason, Catholic Charities will provide the employee with the Notice of Eligibility and Rights and Responsibilities (WH 381) along with the appropriate certification form pertaining to the reason for FMLA leave.

Certification of the Need for Leave

1. Certification for the Employee's Serious Health Condition

Catholic Charities requires certification for the employee's serious health condition and will provide form WH 380-E. The employee must respond to the request for certification within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

Catholic Charities has the right to ask for a second opinion if it has reason to doubt the certification. The agency will pay for the employee to get a certification from a second doctor, which the agency will select. If necessary to resolve a conflict between the original certification and the second opinion, the agency will require the opinion of a third doctor. The agency and the employee will mutually select the third doctor and the agency will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

2. Certification for the Family Member's Serious Health Condition

Catholic Charities requires certification for the family member's serious health condition and will provide form WH 380-F or other acceptable certification form. The employee must respond to the request for certification within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

3. Certification for Qualifying Exigency for Military Family Leave

Catholic Charities will require certification of the qualifying exigency for military family leave and will provide form WH 384 or other acceptable certification form. The employee must respond to the request for certification within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

4. Certification for Serious Injury or Illness of Covered Service Member for Military Family Leave

Catholic Charities will require certification for the serious injury or illness of the covered service member and will provide form WH 385 or WH 385-V. The employee must respond to the request for certification within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

5. Recertification

Catholic Charities may request recertification for the serious health condition of the employee or the employee's family member when circumstances have changed significantly, or if information is received that casts doubt on the reason given for the absence, or if the employee seeks an extension of their leave. Otherwise, Catholic Charities may request recertification for the serious health condition every six (6) months in connection with an FMLA absence.

Designation of Leave

Within five (5) business days after the employee has submitted the appropriate certification form, Catholic Charities will provide a response to the employee's request for FMLA leave, using form WH 382. Catholic Charities has the right to designate FMLA when it has reason to believe the absence is due to an FMLA qualifying reason.

Intermittent Leave or a Reduced Work Schedule

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

If the employee plans to take intermittent leave or work a reduced schedule for their own serious health condition or the serious health condition of a family member, the certification must also include dates and the duration of treatment as well as a statement of medical necessity for taking intermittent leave or working a reduced schedule.

Catholic Charities may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule.

For the birth, adoption or foster care of a child, Catholic Charities and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee will be required to provide proof of medical necessity. The employee should try to reach an agreement with Catholic Charities before taking intermittent leave or working a reduced hour schedule.

Income Continuation

The FMLA, in and of itself, does not provide any income continuation during the leave. Employees who are eligible for Worker's Compensation, short-term disability, or NYS Paid Family Leave may have partial income from those benefits. When meeting the eligibility requirements, FMLA will run concurrently with Worker's Compensation, short-term disability, and NYS Paid Family Leave.

Employees may choose to supplement the partial income from those benefits with their accrued Qualified Leave, PSL, and CLT. Catholic Charities will pay the employee in accordance with previous stated policy in this standard. If all accruals are exhausted, the employee will receive income only from Worker's Compensation, short-term disability, or New York State Paid Family Leave, if applicable.

During the first seven (7) days of leave for an employee's serious medical condition under the FMLA the employee will charge the time to PSL or CLT if available. On the eighth (8) day, the employee will receive income continuation through the use of Qualified Leave, PSL or CLT.

Employee Status and Benefits during Leave

While an employee is on leave, Catholic Charities will continue the employee's benefits during the leave period at the same level and under the same conditions as if the employee were continuing to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the employee is required to reimburse the agency the entire amount the agency paid for the employee's benefit premiums during the leave period.

Under the current practice of Catholic Charities, the employee pays a portion of the benefit premium. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must make

arrangement to continue paying their share of the premium. Failure to make these payments as agreed may affect the employee's insurance coverage, as well as that of any covered dependents.

For voluntary benefits or Flexible Spending Accounts for which the employee normally pays through payroll deduction, the employer will continue making payroll deductions while the employee is on *paid* leave. While the employee is on *unpaid* leave, the employee may request continuation of such benefits and pay their portion of the premiums. The agency may recover the costs incurred for paying the employee's share of any premiums whether or not the employee returns to work.

Employee Status after Leave

Upon the expiration of the FMLA leave, the employee will be reinstated to the same job or a comparable position with equal pay, benefits and other terms and conditions of employment.

Continuation of Benefits During Disability

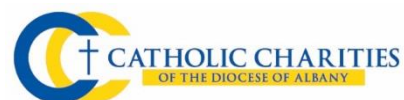


When an employee is out on disability (which may or may not be covered under the FMLA), they will be responsible for their portion of the employee benefit cost. If they do not have any accruals (NYSPSL, CLT, or Qualified Leave) to cover the cost, they will be invoiced for their portion of the benefit cost. When payment is not received within 30 days, the employee's coverage is terminated, and continuation of benefits will be offered via COBRA.

Employees who are unable to return to work following the expiration of an approved FMLA will be offered the chance to continue any benefits eligible under COBRA or conversion to individual policies.

An employee who is not eligible for FMLA will be offered the opportunity to convert eligible coverage after 30 days through COBRA or conversion to individual policies, as applicable.

Other Leaves



Written requests for limited leaves of absences for other reasons shall receive careful consideration, and approval will be based on ability to meet the operational needs of the program/agency.

1. Blood Donation Leave

According to New York Labor Law Section 202-j, employers are required to allow employees time off to donate blood. Employees are eligible for 3 hours of leave per calendar year, provided that they work 20 or more hours per week. Employees will be required to provide at least a two (2) day notice prior to taking blood donor leave. If the employee needs to donate blood for their own surgery or the surgery of a family member in an emergency, Catholic Charities will reasonably accommodate a shorter notice period. Employees will be required to show proof of their donation through either a notice of blood donation or good-faith effort at blood donation from a blood bank.

2. Voting

According to New York Election Law, employees may take off up to 2 hours, without loss of pay, to allow time to vote if sufficient non-work time is not available to vote. Sufficient time is defined as at least four (4) consecutive hours before or after the employee's shift when polls are open. Employees must notify Catholic Charities not less than two (2) days and up to ten (10) days before the day of the election of the intention to take time off to vote.

3. Volunteer Emergency Responder

According to New York Labor Law Section 202-l, during the time that a state of emergency exists following a declaration of such emergency pursuant to section twenty-four or twenty-eight of the New York Executive Law, an employee may request and shall be granted a leave of absence from his or her employer while engaged in the actual performance of his or her duties as, (a) a volunteer firefighter, or (b) an enrolled member of a volunteer ambulance service pursuant to article thirty of the New York Public Health Law unless the employer determines that the employee's absence would impose an undue hardship. Following an employee's return from such leave, Catholic Charities may request a notarized statement from the head of the volunteer fire department or ambulance service certifying the period of time that the employee responded to the emergency.

4. Witness/Crime Victim's Leave

An employee called to serve as a witness in a judicial proceeding must notify their supervisor as soon as possible. Employees will not be compensated for time away from work to participate in a court case, but may use available CLT to cover the period of absence. Employees that appear in court to testify as a witness or victim, or to consult with a district attorney or obtain an order of protection, will not be disciplined or

discharged for their absence. Employees who are victims of domestic violence can take unpaid leave:

- to seek medical attention for injuries caused by domestic violence;
- to obtain services from a domestic violence shelter, program, or rape crisis center;
- to obtain psychological counseling related to an incident of domestic violence;
- to participate in safety planning or to take other actions to increase safety from future incidents of domestic violence; or
- to obtain legal services, assist in the prosecution of the offense, or appear in court in retaliation to the incident of domestic violence.

Employees who must be absent from work must provide their supervisor with reasonable advance notice of the leave. If advance notice is not feasible, the employee must provide a certification to Catholic Charities within a reasonable time after the absence, such as a police report, court order, or documentation from a medical professional, advocate, or counselor.

5. Bone Marrow Donation

In accordance with New York Labor Law Section 202-a, employees of Catholic Charities of the Diocese of Albany who work an average of twenty (20) hours or more each week are eligible to take a leave of absence to undergo a medical procedure to donate bone marrow. The combined length of the leave shall be determined by the physician, but may not exceed twenty-four work hours, unless agreed to by the employer. Employee must provide notice at least twenty-four (24) hours in advance of a scheduled bone marrow donation. If the bone marrow donation is unscheduled, the employees should provide notice as soon as possible after receiving the request for a bone marrow donation. An employee must provide Catholic Charities with a written physician verification for the purpose and length of each bone marrow leave requested.

6. Jury Duty

Jury duty is an important obligation of all citizens. Employees who receive a summons to report for jury duty are expected to notify their supervisor and provide a copy of the notice to Human Resources in advance of the date in which they are expected to report. Employees will be paid by Catholic Charities for their standard work hours on any day in which they serve. Proof of service must be provided to Human Resources.

7. Paid Prenatal Leave

Employees are entitled to take Paid Prenatal Leave for prenatal health care appointments during or related to their pregnancy. All employees, are automatically entitled to 20 hours of Paid Prenatal Leave, each year. An employee is entitled to 20 hours beginning on the date they first utilize the leave and ending 52 weeks later. Employees using Paid Prenatal Leave will be paid at their regular rate of pay. Unused benefit hours do not carry over to the following 52-week period and unused balances will not be paid out upon termination of employment.

Pregnancy-related health care appointments include:

- physical examinations
- medical procedures
- monitoring
- testing
- discussions with a health care provider needed to ensure a healthy pregnancy
- end of pregnancy care
- fertility treatment

Only the employee directly receiving prenatal health care may use Paid Prenatal Leave. A spouse, partner, or another support person attending prenatal appointments with a pregnant person is not entitled to Paid Prenatal Leave.

Health care appointments after pregnancy are not covered by Paid Prenatal Leave.

Requests for Paid Prenatal leave may be made via ADP.

Mutual Aid Pool



Catholic Charities recognizes that employees may have a family medical emergency or be affected by a major disaster, resulting in a need for additional time off in excess of their available sick/personal time. To address this need, all eligible employees will be allowed to donate accrued CLT hours from their unused balance to their co-workers in need of additional paid time off, as Mutual Aid Pool, in accordance with the policy outlined below. This policy is strictly voluntary.

The Mutual Aid Pool is intended for all employees throughout the system of Catholic Charities and is managed by Director of Human Resources. The pool is comprised of CLT which employees have donated for this purpose. Assistance from the pool is meant to supplement, not exceed, an individual's normal compensation. Employees do not earn accrued time during the donation period, and if eligible, will be placed on Family Medical Leave. Normally, the maximum amount of time that may be granted is three months per event.

Guidelines

Employees who would like to make a request to receive donated CLT time from their co-workers must have a situation that meets the following criteria:

Medical emergency, defined as a medical condition of the employee or an immediate family member that will require the prolonged/extended absence of the employee from duty and will result in a loss of income equal to or greater than one pay period to the employee due to the exhaustion of all paid leave available.

"Family Member" is defined as an employee's child, spouse, domestic partner, parent, sibling, grandchild, or grandparent; and the child or parent of an employee's spouse or domestic partner. "Parent" is defined as a biological, foster, step, or adoptive parent, or a legal guardian of an employee, or a person who stood in loco parentis when the employee was a minor child. "Child" is defined as a biological, adopted or foster child, a legal ward, or a child of an employee standing in loco parentis (acting in place of a parent).

Major disaster, defined as a disaster declared by the president under §401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (the Stafford Act), or as a major disaster or emergency declared by the president pursuant to 5 U.S.C. §6391 for federal government agencies. An employee is considered to be adversely affected by a major disaster if the disaster has caused severe hardship to the employee or to a family member of the employee that requires the employee to be absent from work.

Donation of CLT

- The donation of CLT is strictly voluntary.
- Donated CLT will go into a leave bank for use by eligible recipients.
- Donors may not specify an employee who will benefit from the donation.
- Recipient identity will not be disclosed to donating employees.
- The donation of CLT is on an hourly basis, without regard to the dollar value of the donated or used leave.

- Donations may be made in one-hour increments, up to a maximum of two days of their pay per request.
- The employee must have a CLT balance of two (2) or more weeks both before and after the donation is made.
- Employees cannot borrow against future CLT time to donate.
- The CLT time will be transferred from the donor to the leave pool as needed.
- Employees who are currently on an approved leave of absence cannot donate CLT.

Requesting Donated Time

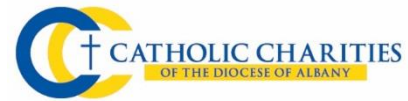
- Agency Executive Directors will submit a Mutual Aid Request form on behalf of employees who would like to request Mutual Aid to the Director of Human Resources.
- Requests for Mutual Aid must be approved by the Director of Human Resources, and the Employee's Agency Executive Director, the Controller, and the Chief Executive Officer (CEO).
- If the recipient employee has available Paid Sick Leave (PSL), Qualified Leave, and/ or CLT time, this time will be used prior to any donated.
- Donated time may only be used for time off related to the approved request.
- Employees who receive donated time may receive no more than 480 hours (12 weeks) within a rolling 12-month period.
- Nothing in this policy will be construed to limit or extend the maximum allowable absence under the Family and Medical Leave Act.

Processing the Transaction

- The Payroll department will ensure that employees wishing to donate CLT meet the established criteria for doing so before transferring the donated CLT to the Mutual Aid Pool.
- The Human Resources department will verify that any employee requesting aid meets the established criteria.
- The Payroll department, in cooperation with the Agency Fiscal Director, will process the transfer of time and Mutual Aid payment.

Rights of Employees

Expressing Breastmilk in the Workplace



Catholic Charities of the Diocese of Albany provides 30 minutes of paid break time to an employee each time the employee has a reasonable need to express breast milk at work for up to three years following the birth of a child. An employee can take shorter breaks if the employee chooses. In addition, an employee may use other existing meal time or paid break time if the employee needs additional time for breast milk expression beyond the paid 30 minutes.

If an employee wants to express breast milk at work, advance written notice is required. The request should be sent to the employee's direct supervisor or staff member designated by the Executive Director to handle such requests for the employee's work location. The written request can be sent through email, text message, written correspondence or Microsoft Teams, a chat-based app regularly used by Catholic Charities for correspondence that allows for the retention of messages. The written notification should include details regarding how many breaks are anticipated during the work day. If the employee has preferred times to express breast milk, that information should be included in the written notification.

A room will be designated that is

- In close proximity to the work area;
- Well lit;
- Shielded from view;
- Free from intrusion from other persons in the workplace or public.

The designated room or other location will provide, at a minimum,

- A chair,
- A working surface,
- Nearby access to clean running water, and
- If the workplace is supplied with electricity, an electrical outlet.

The room or location provided for this purpose will not be a restroom or toilet stall. If the workplace has access to refrigeration, access to refrigeration shall be extended for the purposes of storing the expressed milk.

If any physical work location at an agency of Catholic Charities does not have a permanent area, the agency will make available a particular room or other private location on a temporary basis when the need arises for an employee to express breast milk. Employees will be notified when the room or location is being used for such purposes.

If any physical location at an agency of Catholic Charities is unable to provide even a temporary location for nursing employees that meets the requirements—whether that be due to the size or

physical layout of the workplace—the agency will make reasonable efforts to provide a private area that is not a restroom in close proximity to the employee’s work area.

Catholic Charities will provide this policy upon hire and annually thereafter, and to employees upon returning to work following the birth of a child.

Federal law requires those employers sponsoring group health and/or dental plans to offer employees and their families the opportunity for a temporary extension of such coverage, called “continuation of coverage” or COBRA coverage at group rates in certain instances where coverage under the plan would otherwise end. Effective July 29, 2009 medical coverage is extended to 36 months. Dental coverage remains at 18 months.

Covered Individuals

If you are an employee of Catholic Charities and are covered by one of its health and/or dental insurance plans, you have the right to choose this continuation of coverage if you lose your group coverage because of a reduction in your hours of employment (below 20 hours) or the termination of your employment (for reasons other than gross misconduct on your part).

If you are the spouse of an employee covered by one of Catholic Charities health and/or dental plans, you have the right to choose continuation of coverage for yourself if you lose coverage for any of the following four reasons:

1. The death of your spouse.
2. The termination of your spouse’s employment (for reasons other than gross misconduct) or reduction in a spouse’s hours of work (below 20 hours).
3. Divorce or legal separation from your spouse.
4. Your spouse becomes entitled to Medicare.

If you are the dependent child of an employee covered by a group health and/or dental plan, you have the right to choose continuation of coverage if the group coverage is lost for any of the following five reasons:

1. The death of the covered parent.
2. The termination of a parent’s employment (for reasons other than gross misconduct) or reduction in a parent’s hours of work (below 20 hours).
3. Parent’s divorce or legal separation.
4. A parent becomes entitled to Medicare.
5. The dependent ceases to be a “dependent child” as defined in the insurance.

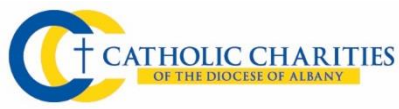
Catholic Charities is required to offer coverage that is identical to the existing coverage provided at the time of loss of benefits. The law requires that individuals be afforded the opportunity to maintain continuation of coverage for up to thirty-six months; however, continuation of coverage may be cut short for any of the following four reasons:

1. Catholic Charities no longer provides group and/or dental insurance coverage to any of its employees.
2. The premium for continuation of coverage is not paid on time.

3. Individuals become covered under another group plan.
4. Individuals become entitled to Medicare.

If individuals have coverage through COBRA at the time of Catholic Charities' Annual Enrollment, they will be allowed to renew or change plans according to the options and premiums offered at that time.

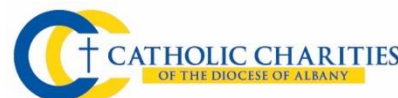
Individuals electing COBRA will be responsible for paying the full premium of health and/or dental insurance plan along with any administrative percentage mandated by the broker.



Section III

Human Resources Administration

Employee Transfers



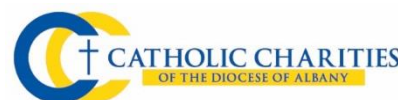
Catholic Charities encourages current employees to apply for transfer and promotion opportunities within the Catholic Charities and Diocesan systems. We strive to support employee growth, to utilize and develop the abilities of internal candidates to better deliver services to the clients we serve.

When an employee transfers directly from employment at one Catholic Charities agency to another, the following will apply:

- Employees will be responsible for giving the applicable written notice requirement for their position (two or four weeks). Length of notice may change if approved by both agencies.
- As part of the reference check process, the Executive Director or designee from the receiving agency will have a conversation with the Executive Director or designee from the original agency. This is done at the point in time when the employee is being considered for the position.
- When transferring to a new agency or position, the employee will have a six-month introductory period for the new position.
- Eligibility for benefits will be based on the status of the new position.
- If an employee is full or part-time benefit-eligible and transfers to an equivalent position, there will be no loss of benefits.
- If an employee's status changes from full-time benefit-eligible to part-time benefit eligible, or part-time benefit eligible to full-time benefit eligible, CLT accrual rates and health premiums will be adjusted accordingly.
- If an employee transfers from a benefit-eligible position to a non-benefit eligible position. Benefits will be lost effective on the first of the following month.
- When an employee transfers from one agency to another within Catholic Charities, the "Transfer of Employees Form" will be completed and signed by the employee, the designee of the current agency, and the designee of the new agency. The completed and signed form will be filed in the employee's file at the new agency.

When an employee changes jobs going from one Catholic Charities agency to the Diocese of Albany (or vice versa), the individual will be treated as a new employee. The Diocese of Albany and Catholic Charities maintain the same pension plan. Vesting and credited years of services will carry over.

Resignations & Terminations



Employees who resign from their employment with the Agency in good standing, will be entitled to payment of accrued, but unused, CLT as set forth below: A resignation “in good standing” requires the following:

1. The resignation must be in writing and addressed to the employee’s supervisor with a copy to the Agency Executive Director.
2. A four-week notice period is required for all exempt employees and non-exempt supervisory staff.
3. A two-week notice period is required for non-exempt employees
4. Throughout the resignation period, the employee must remain in good standing and prepare for their departure by properly transferring outstanding work/cases to a designated co-worker and preparing an outline of any outstanding or upcoming work for their supervisor. Failure to do so may result in disciplinary action including an early termination date and forfeiture of any CLT payout.
5. The full pay period must be worked to receive a CLT accrual for the pay period in which the employee voluntarily terminates employment.
6. Due to an employee's responsibility to ensure continuity of services for the agency, the use of accrued CLT is generally not allowed during the required notification period. However, with written approval from the Executive Director, based on consistent criteria, exceptions may be made. All requests and approvals must be submitted in writing to Human Resources.
7. Employees who have resigned must work on the last day of their notice period to be paid for that day. If an employee has designated a holiday as his/her last day of employment, the last day of employment is the day before the holiday. A CLT day may not be designated as the employee’s last day of work.
8. Any use of Qualified Leave after notification of resignation or termination shall require a physician's certificate.
9. Whenever possible, an exit interview shall be conducted with the employee.
10. An employee who is involuntarily terminated (except for retrenchment) is not entitled to payment for any accrued, but unused CLT.
11. An employee who has completed the initial introductory period and gives adequate

notice (as defined above) shall be entitled to payment of accrued, but unused CLT according to the schedule below. Employees who choose to leave prior to the last scheduled day, will not be eligible to receive CLT payout.

12. Direct deposit automatically ends on the employee's date of termination. Payment for hours worked through the date of termination will be paid on the next scheduled pay date in the form of a live check. The check will be mailed to the address of record on the date of termination.

13. CLT will be paid on the next scheduled pay date following the payment of the last scheduled hours. This CLT payment will be a LIVE check, not direct deposit.

Years of Service	Payment of Accrued, but Unused CLT
Employee has completed initial introductory period, but less than 2 years of service	50% of the balance of accrued, but unused CLT, whichever is less.*Maximum payout is equivalent to 4 weeks of employees standard work week.
Employee has completed 2 years of service, but less than 3 years	60% of the balance of accrued, but unused CLT, whichever is less.*Maximum payout is equivalent to 4 weeks of employees standard work week.
Employee has completed 3 years of service, but less than 4 years	75% of the balance of accrued, but unused CLT, whichever is less.*Maximum payout is equivalent to 4 weeks of employees standard work week.
Employee has completed 4 years of service, but less than 5 years	95% of the balance of accrued, but unused CLT, whichever is less.*Maximum payout is equivalent to 4 weeks of employees standard work week.
Completed 5 or more years of service	100% of the balance of accrued, but unused CLT, whichever is less.*Maximum payout is equivalent to 4 weeks of employees standard work week.

Disciplinary Action and Dismissal



Catholic Charities is an at-will employer, as allowed by New York State employment law. As such, Catholic Charities may elect to terminate the employment of any of its employees at any time, with or without good cause. Nothing herein may be construed to abridge the at-will relationship between Catholic Charities and its employees.

Catholic Charities employees are expected to abide by the Catholic Charities Code of Conduct and the Corporate Compliance Plan.

An employee exhibiting unexcused absences, breach of agency standards, unsatisfactory work performance including insubordination*, engaging in retaliatory actions or retribution, violating the Code of Conduct, the Corporate Compliance Plan, or other unacceptable behavior shall be subject to disciplinary action up to and including termination.

Insubordination definition: Insubordination in the workplace refers to an employee's intentional refusal to obey an employer's lawful and reasonable orders including directives. Such a refusal would undermine a supervisor's level of respect and ability to manage and, therefore, is often a reason for disciplinary action, up to and including termination.

When appropriate, disciplinary action will be progressive in nature, to allow the employee the opportunity to correct performance or behavior. Disciplinary action may take the form of a supervisory letter or letter of warning prepared by the appropriate supervisor.

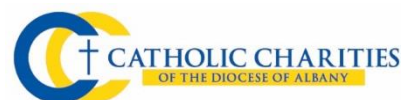
In more serious cases, an employee may be placed on probation for a period up to ninety (90) days or be required to take leave without pay up to one (1) week. A letter outlining the reasons for and length of the probation or leave without pay will be placed in the employee's file. If the conduct requiring such action is not remedied during this probationary period, further action or dismissal may occur.

Catholic Charities reserves the right to combine or skip steps depending on the facts of each situation and/or the nature of the offense. Depending on the circumstances, the level of disciplinary intervention may vary.

Abuse, mistreatment or neglect of a client, alcohol or drug abuse, sexual or other forms of harassment, theft and/or fraud, acts of insubordination, workplace violence, confidentiality violations, and other serious actions may be cause for immediate dismissal.

An employee who is involuntarily terminated (except for retrenchment) is not entitled to payment for any accrued, but unused CLT.

Retrenchment



In a period of reorganization or consolidation, or loss of funding, it may become necessary to reduce staff. If this should occur, retention of employees for positions affected is at the sole discretion of the agency and shall be based on length of service, educational credentials, skills, abilities, performance evaluations, and other factors the agency deems relevant.

In cases where an employee is retrenched and the employee is involuntarily separated through no fault of his/her own (for example, lack of funds, reorganization), the employee shall be given a letter to that effect, a copy of which shall be placed in the employee's file. In such instances, the agency shall endeavor to give at least the same notice to the employee as the employee would be required to provide had he/she resigned.

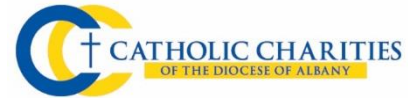
Employees who choose to work through the last day of scheduled employment, remain in good standing, and for whom no comparable position in the Catholic Charities system is available and offered, will be provided a voluntary severance payment. A comparable position is defined as a position of same or similar responsibilities with no loss of salary. Refusal of a comparable position will result in a loss of severance.

The severance payment amount will reflect one week for each year worked for Catholic Charities, with a minimum of one (1) week and a maximum allowed of fifteen (15) weeks. The voluntary severance will be paid on the next scheduled pay date following the payment of the last scheduled hours. Employees who choose to leave prior to the last scheduled day will not be eligible to receive the voluntary severance payment and no monies will be paid.

Employees who lose their jobs as a result of retrenchment shall be entitled to payment of accrued, but unused CLT, as follows:

Years of Service	Payment of Accrued, but Unused CLT
Employee has completed initial introductory period, but less than 2 years of service	50% of the balance of accrued, but unused CLT, whichever is less.*Maximum payout is equivalent to 4 weeks of employees standard work week.
Employee has completed 2 years of service, but less than 3 years	60% of the balance of accrued, but unused CLT, whichever is less.*Maximum payout is equivalent to 4 weeks of employees standard work week.
Employee has completed 3 years of service, but less than 4 years	75% of the balance of accrued, but unused CLT, whichever is less.*Maximum payout is equivalent to 4 weeks of employees standard work week.
Employee has completed 4 years of service, but less than 5 years	95% of the balance of accrued, but unused CLT, whichever is less.*Maximum payout time is equivalent to 4 weeks of employees standard work week.
Completed 5 or more years of service	100% of the balance of accrued, but unused CLT, whichever is less.*Maximum payout time is equivalent to 4 weeks of employees standard work week.

Settling Grievances



Catholic Charities recognizes that there are times when the need arises for employees to express concerns or complaints in a formal manner. The following procedures will ensure employees receive a fair and unbiased review of workplace concerns.

Step 1: Informal discussion with supervisor

Employee concerns should first be discussed with the employee's immediate supervisor. Many concerns can be resolved informally when an employee and supervisor take time to review the concern and discuss options to address the issue.

Step 2: Written complaint to supervisor

If the employee is not satisfied with the results of the informal discussion in Step 1, the employee may submit a written complaint within five working days to his or her immediate supervisor to include:

- The nature of the grievance.
- Detailed information including evidence of the issue, witnesses, related policies, etc.
- The remedy or outcome desired.

The immediate supervisor will have five working days to respond to the employee in writing. If the employee complaint is regarding illegal harassment, discrimination or retaliation, the employee should submit the written complaint directly to Human Resources.

Step 3: Written complaint to Agency Executive Director

If the employee is not satisfied with the response from the immediate supervisor, the employee may submit a written complaint to the Agency Executive Director for review. A copy should also be sent to Human Resources. The request for review should include:

- An explanation of the grievance and details of all previous efforts to resolve the issue.
- A copy of the written complaint submitted to the immediate supervisor.
- A copy of the immediate supervisor's written response to the employee's complaint.
- Detailed information regarding the employee's dissatisfaction with the immediate supervisor's response.

The Executive Director will consult with the employee's immediate supervisor, Human Resources and any other relevant parties to evaluate the grievance and provide a written response to the employee within five working days. The outcome of the review by the Executive Director will be final unless new evidence or other circumstances warrant additional review of the complaint.

Step 4: Request for Additional Review

When new evidence or other circumstances warrant additional review of the complaint, the employee may submit a request to Human Resources. The request for review should include:

- An explanation of the grievance and details of all previous efforts to resolve the issue.
- A copy of the written complaint submitted to the immediate supervisor.
- A copy of the immediate supervisor's written response to the employee's complaint.
- Detailed information regarding the employee's dissatisfaction with the immediate supervisor's response.
- A copy of the written complaint submitted to the Executive Director.
- A copy of the Executive Director's written response to the employee's complaint.
- Detailed information regarding the new evidence and/or circumstances.

The complaint will be reviewed and a determination will be made by Human Resources in conjunction with the CEO and/or the CEO's designee.

Recordkeeping

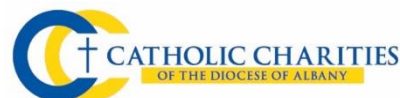
Human Resources will maintain records of the grievance process confidentially and securely.



Section IV

Handbook Acknowledgment

Handbook Acknowledgement



I have received my copy of the Employee Handbook with an effective date of April 15, 2025

The employee handbook describes important information about Catholic Charities including the **Employment of Relatives & Family policy**, and I understand that I should consult Human Resources regarding any questions not answered in the handbook. I have entered into my employment relationship with Catholic Charities voluntarily and acknowledge that there is no specified length of employment. **Accordingly, either I or Catholic Charities can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.**

This manual and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of your employment with Catholic Charities. By distributing this handbook, the Catholic Charities expressly revokes any and all previous policies and procedures which are inconsistent with those contained herein.

I understand that, except for employment at-will status, any and all policies and practices may be changed at any time by Catholic Charities, and the Catholic Charities reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Board of Trustees of Catholic Charities has the ability to adopt any revisions to the policies in this handbook.

I understand and agree that nothing in the Employee Handbook creates, or is intended to create, a promise or representation of continued employment and that employment at Catholic Charities is employment at-will, which may be terminated at the will of either Catholic Charities or myself. Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by Catholic Charities or myself.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Employee Name (Printed)

Employee Signature

Date