



**AKRON METROPOLITAN HOUSING
AUTHORITY**

EMPLOYEE HANDBOOK

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WELCOME

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

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

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

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

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

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

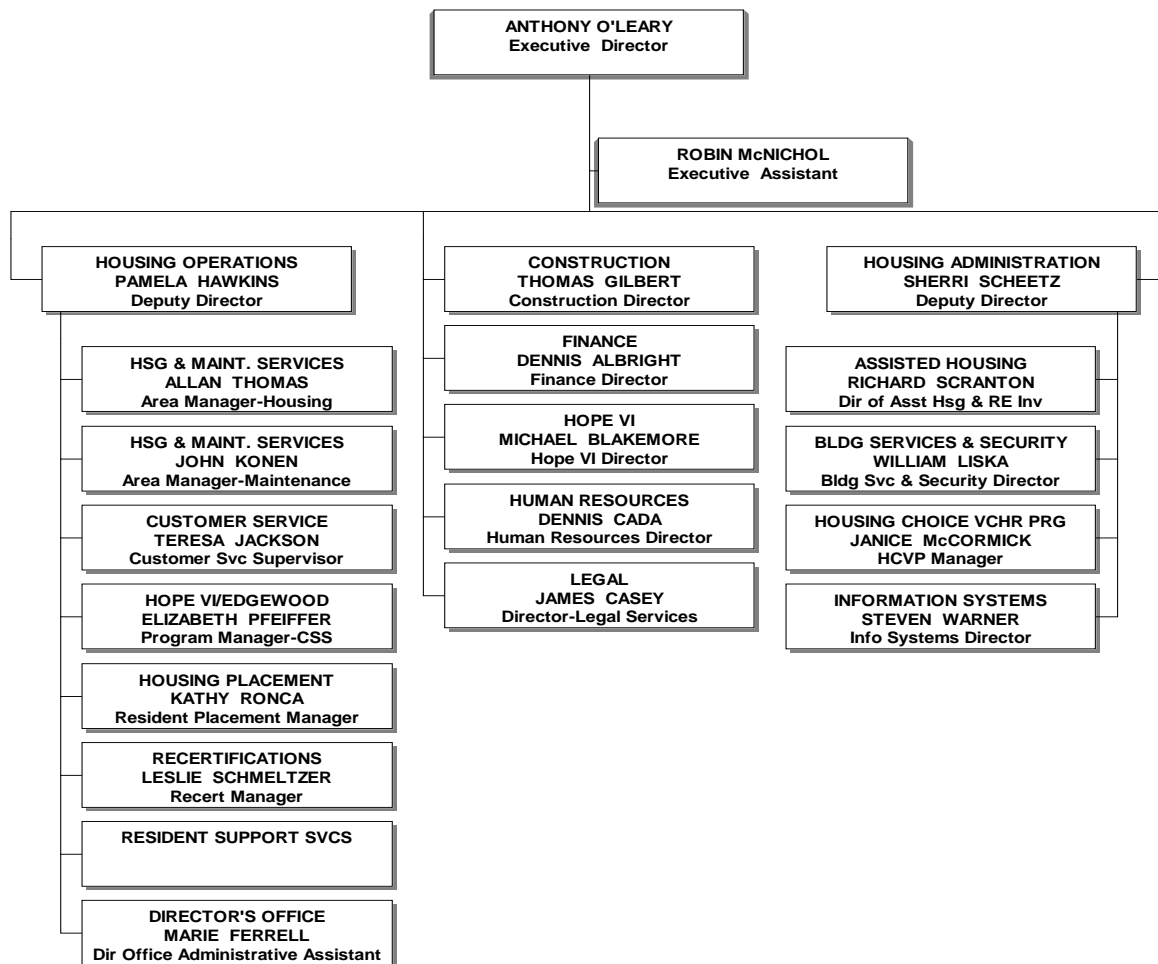
Sincerely,

Anthony W. O'Leary, Executive Director

AMHA Board of Trustees

John C. Fickes, Esq., Chairman
Kurt W. Laubinger, Vice Chairman
Leonard M. Foster
Thomas L. Harnden, Esq.
Hazel Morton

AMHA
Organizational chart



EMPLOYEE HANDBOOK POLICY

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

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

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

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

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

ABOUT AMHA

EMPLOYER-HUMAN RESOURCES

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

MISSION STATEMENT

The Akron Metropolitan Housing Authority is committed to building stronger neighborhoods by providing housing options and professional services for eligible residents of Summit County in partnership with the greater community.

The AMHA strives to be a national pacesetter among housing providers.

SHARED PRINCIPLES & VALUES

About the AMHA:

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

The AMHA's Commitment:

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

Building Stronger Neighborhoods through Community Partnerships:

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

Quality Housing Options:

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

Professional Services:

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

Residents:

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

National Pacesetter Among Housing Providers:

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

CHARACTER COUNTS!SM

AMHA embraces the principles of CHARACTER COUNTS! and the Six Pillars of Character SM:

TRUSTWORTHINESS

All employees are to be honest, reliable and loyal.

RESPECT

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

RESPONSIBILITY

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

FAIRNESS

All employees are to obey the rules and regulations.

CARING

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

CITIZENSHIP

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

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

CHARACTER COUNTS! and the Six Pillars of Character are service marks of the CHARACTER COUNTS! Coalition, a project of the Josephson Institute of Ethics, www.charactercounts.org ©

Quality customer service is very important, and we trust our employees to carry out our mission to serve the community.

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

- Dismiss, assign, transfer, supervise, and discipline employees;
- Determine and change starting times, quitting times, and shifts;
- Determine and change the size of and qualifications of the work force;
- Establish, change, and abolish its policies, practices, rules, and regulations;
- Determine and change methods by which its operations are to be carried out; and
- Assign duties to employees in accordance with the AMHA's needs and requirements.

HIRING PRACTICES

ACCOMMODATIONS FOR DISABILITIES

Employees who are experiencing a serious illness or disability might be entitled to additional unpaid leave or an extension of his/her medical leave as a reasonable accommodation under the Americans with Disabilities Act (ADA). In such circumstances, the AMHA handles workers' requests for additional ADA leave in conformance with its reasonable accommodation and other legal obligations under all applicable federal, state, and local laws. As with FMLA leave, employees applying for an ADA leave extension or other type of accommodation can be required to meet notification and documentation requirements, including submission to medical examinations by a physician designated by the AMHA.

POLICY ON SEXUAL HARASSMENT

The AMHA's general anti-discrimination policy applies equally to sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature which:

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

This conduct will not be tolerated at any level of the AMHA and will result in severe discipline against the offending persons, up to and including discharge.

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

Any employee who believes he/she has been the target of sexual harassment should immediately report the incident to the Director of Human Resources (ext 9879) or the Director of Legal Services (ext. 9249). If both of these parties are alleged to be involved in the harassment, the

employee should report the matter directly to the Executive Director.

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

EMPLOYMENT OF RELATIVES

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

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

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

EQUAL OPPORTUNITY

The AMHA is committed to providing equal employment opportunity for all persons regardless of race, color, religion, sex, age, marital status, national origin, citizenship status, disability, or veteran status. Equal opportunity extends to all aspects of the employment relationship, including hiring, transfers, promotions, training, terminations, working conditions, compensation, and benefits. The AMHA complies with federal and state equal employment

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

Employees who have been subject to prohibited discrimination or harassment should immediately report the incident to the Director of Human Resources (ext. 9879), or, if he or she is not available to the Director of Legal Services (ext. 9249). If both of these parties are alleged to be involved in the harassment, report the incident to the Executive Director. Complaints are investigated immediately and handled as confidentially as possible. The AMHA will ensure that employees following this complaint procedure are protected against illegal retaliation for making good faith complaints about unlawful harassment in the workplace.

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

HIRING AND RECRUITING

Job openings for positions may be filled by promoting from within the AMHA whenever the AMHA deems such personnel to be the best qualified. When the AMHA deems it necessary to recruit applicants for employment outside the AMHA, available sources of qualified personnel shall be utilized. Notices of Job openings are posted on the AMHA Agency website, distributed to Departments and posted on the employee bulletin board.

The decision to accept an applicant for employment or promotion shall be made by the Executive Director.

RESIDENCY REQUIREMENT

All employees hired on or after February 1, 1995, shall be residents of Summit County, not later than one year after the date of hire. This requirement does not apply to temporary, contract, seasonal, casual, or part-time employees.

The AMHA has suspended any enforcement of this residency requirement until such time as the constitutional challenge to this law is decided by the courts.

YOUR JOB

COACHING

You will have a one-on-one coaching opportunity with your immediate supervisor at least once every three to four weeks. This one-on-one meeting provides a vehicle for open communication and supports your individual development.

In each coaching meeting, you will: 1) review action steps for you and your supervisor from the previous coaching session(s), 2) explore development areas you want to talk about, 3) explore development areas your coach wants to talk about, and 4) establish action steps you and/or your coach commit to undertake.

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

HOURS OF WORK

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

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

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

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

schedule of each employee to conduct business.

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

JOB DESCRIPTIONS/GOALS

Upon hire, transfer, promotion, or re-classification, you will receive a copy of your job description, which provides a general outline of the duties and responsibilities of your position. (Please note that duties may vary somewhat between individuals within the same classification.) Periodically, these job descriptions are reviewed to ensure that they accurately reflect the duties and responsibilities of each classification. If at any time you believe that your job description has become outdated or no longer adequately reflects the nature of your job, please advise the Human Resources Department so that steps may be taken to conduct a review and make any necessary changes.

Non-bargaining unit employees review his/her job descriptions annually with his/her supervisor to ensure that they accurately reflect the duties and responsibilities of each classification. Non-bargaining exempt employees also review and reestablish his/her goals on an annual basis.

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

LICENSE & CERTIFICATION REQUIREMENTS

Driver's Licenses:

Employees may be required by job description to have a valid Ohio Driver's License and/or

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

Professional/Technical Licenses:

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

If a license or certification is a requirement of the job subsequent to the employee obtaining the position (e.g., Commercial Driver's License, or Public Housing Manager Certification), the AMHA will pay a one-time fee for the employee to be licensed/certified in the required area.

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

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

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

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

PROBATIONARY PERIOD

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

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

If an extended absence occurs during an employee's probationary period, or his or her performance is unsatisfactory, the AMHA retains the right within its discretion to extend the length of the probationary period by the number of days absent, or for a period deemed appropriate to allow the employee reasonable time to improve his/her performance. Newly promoted employees also serve probationary periods in his/her new positions. This period is 45 calendar days for non-bargaining employees. During the course of the probationary period, and again at the end of the probationary period, the employee's performance records will be evaluated. The probationary period does not change the at-will nature of the employment relationship with the AMHA.

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

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

PROMOTIONS AND TRANSFERS

Job openings for positions will be filled from within the AMHA whenever the AMHA deems internal personnel to be the best qualified. Current employees may apply for promotion or transfer by following the requirements of "open position" postings, as they occur. In the case of

an employee-requested transfer or promotion, an employee must have been performing in a satisfactory manner in his/her current job for a period of twelve (12) months immediately prior to the request for transfer or for the total period of any lesser service in the job. The final decision to accept an applicant for promotion or transfer shall be made by the Executive Director.

If an employee is requesting a transfer that is not in response to a currently posted job opening, the employee shall submit a written request to the Human Resources Department, which shall include the reason why the transfer is being requested. The decision whether to grant the transfer request will be made by the Executive Director or designee.

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

When an employee is transferred to a position with a higher salary grade, the current salary will remain unchanged unless the transfer is intended to be permanent or exceeds thirty (30) calendar days. For transfers in excess of thirty (30) calendar days, the employee's salary will be adjusted to the minimum of the range for the transferred position or an increase of ten percent (10%), whichever is greater, not to exceed the maximum of the range. Such adjustment will be retroactive to the date of the transfer. Upon completion of an interim assignment, the employee's salary will return to its level immediately prior to the interim assignment.

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

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

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

TRAINING

The AMHA is committed to providing the training necessary to help our employees succeed in

his/her jobs. Supervisors are responsible for identifying the training needs of his/her employees and notifying the Human Resources Department of any essential training that is needed. In addition, employees may request additional training that may assist them in the performance of his/her duties. Such requests should be submitted to the Human Resources Department. Approval of training requests is within the discretion of the Executive Director or his designee.

In addition, training is available to all employees through the HTVN network. Employees are encouraged to take advantage of these opportunities whenever programs are offered that are relevant to his/her job duties. Schedules of HTVN training opportunities are periodically distributed in departments.

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

WORK LOCATION

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

Employees are generally assigned to one primary work location, but may be asked to work at other sites as needed. It is through this type of cooperation and teamwork that we can better serve our clients. Work locations include: Administrative Offices, Warehouse, Scattered Sites, Development offices, and maintenance sites in Akron East, Barberton, Akron North, Akron West and North Summit County. Your willingness to help out as needed is greatly appreciated.

COMPENSATION

BUSINESS TRAVEL & MEAL REIMBURSEMENT

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

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

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

When job related travel is required outside the territorial jurisdiction of the AMHA (Summit County), the employee shall provide at least one day's advance notice of such travel and the destination to the Executive Director's Office or designee.

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

Employees shall be reimbursed for meals in accordance with the guidelines in the Meal Reimbursement policy attached (see Attachment #2). The Executive Director may authorize an employee to be reimbursed by the Agency for the actual cost of a meal provided that: the

employee is required to attend the function to which the meal is a part; the meal is part of a function of the AMHA; or the meal is necessary for the furtherance of business of the AMHA. In such case, the employee must obtain written pre-approval for the meal, and must document, with a receipt, the actual cost of the meal. The cost of tips and alcoholic beverages will not be reimbursed.

EXEMPT AND NON-EXEMPT EMPLOYEES

All employees are classified as either “exempt” or “non-exempt”, as specified by the Fair Labor Standards Act. Typically, “exempt” employees are administrative, executive, and professional personnel who are not eligible for overtime compensation. “Non-exempt” employees are eligible for overtime compensation according to the provisions outlined in this Handbook. As a general rule, bargaining unit positions are non-exempt employees; provisions for overtime work and compensation for these employees are outlined in the collective bargaining agreements.

GARNISHMENTS, ATTACHMENTS AND JUDGMENTS

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

OVERTIME/COMPENSATORY TIME FOR NON-EXEMPT EMPLOYEES

Non-exempt employees may only work overtime hours with the express approval of his/her supervisor. For employees not covered by a collective bargaining agreement, overtime compensation is paid at the rate of 1 ½ times the employee’s regular hourly rate for all hours worked in excess of 40 in a work week. Sick time will not be counted as hours worked for calculation of overtime. The normal work week is currently from 12:01 a.m. Saturday to midnight Friday, or in excess of 8 hours in a single work day. Executive,

administrative/managerial, and professional employees are “exempt” employees under the law and are not entitled to overtime compensation for hours worked in excess of 40 in a work week. With the approval of his/her supervisor, non-exempt employees can elect to receive comp time in lieu of overtime payment which shall be compensated at the same rate as the rate of the overtime payment to a maximum of 120 hours at any one time.

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

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

PAY PERIOD AND PAYCHECKS

For payroll purposes, the work week at the AMHA is Saturday through Friday. Pay day shall be bi-weekly. Payroll checks are paid by deposit in your personal account at a financial institution. Pay is based on the hours worked by employees, as reconciled with the employee’s time card. Employees are responsible for ensuring that his/her time is recorded accurately and submitted in a timely manner.

The normal workday begins at 8:00 a.m. and ends at 4:30 p.m. (though some employees may work alternate shifts). Bargaining unit employees receive meal periods and breaks in accordance with his/her collective bargaining agreements. Non-bargaining employees receive a one (1) hour meal period. For compensation purposes, the second one-half (1/2) hour of the lunch period shall be considered a paid benefit. Non-bargaining exempt employees who work through his/her lunch or breaks will not receive additional compensation for this time period.

Rest breaks are considered as time worked. The schedule of hours for employees shall be determined by the department or office to which they are assigned. Employees shall be informed of his/her daily schedule of hours of work, including meal periods and rest or coffee breaks, and of any changes deemed necessary by the AMHA.

PAYROLL DEDUCTIONS

On pay day you will be mailed an earnings statement which itemizes the deductions from your pay. These deductions fall into two groups: those required by law, and those authorized by you in writing. Deductions required by law include:

1. Federal Insurance Compensation Act (Medicare) – for employee hired after May 1986, a percentage (specified by federal law) of your earnings is deducted from your pay. The AMHA also contributes an equal amount to your Medicare fund.
2. Withholding Tax – The amount withheld for Federal Income Tax payments varies depending upon your earnings and the number of exemptions claimed.
3. State Income Tax is also withheld on the same basis.
4. City Income Tax – The percentage specified by the city in which you normally report.
5. Attachments, Garnishments or Levies – These deductions are made when so ordered by court decree or the Internal Revenue Service.

Other deductions may include (but are not limited to) payments required by law, for OPERS (Ohio Public Employees Retirement System), Group Medical Insurance or other benefit plans, United Way, tax deferred annuity contributions, coffee fund, and deductions for amounts owed to the AMHA.

SALARY ADJUSTMENTS

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

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

BENEFITS

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

BEREAVEMENT LEAVE

Up to five (5) days of sick leave may be taken for the death in the immediate family of a full time regular employee. For the purposes of this section, the term 'immediate family' includes the following: mother, father, aunt, uncle, grandparents, brother, sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, father-in-law, mother-in-law, grandparents-in-law, spouse, child, grandchild, legal guardian, or such other person who stands in the place of the parent.

Employees who have exhausted his/her sick leave due entirely to FMLA covered absences may take up to three (3) paid days off for funeral leave in the event of the death of an immediate family member.

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

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

the agency.

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

COURT APPEARANCES

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

Employees called for jury duty or to testify as a subpoenaed witness must provide a copy of the notice or subpoena to his/her immediate supervisor as soon as possible and forward same to the Human Resources Department. While serving on jury duty, or testifying as a subpoenaed witness in a non-personal case, the employee shall be considered to be working continuously in the employ of the agency. In return, the employee is required to turn over to the AMHA any compensation received from the court, up to but not exceeding his/her regular compensation.

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

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

CREDIT UNION MEMBERSHIP

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

DEFERRED COMPENSATION PROGRAMS

For those wishing to set aside additional money for retirement, the AMHA offers optional participation in Deferred Compensation programs. Further information is available by calling Ohio Public Employees Deferred Compensation Program 1-877-644-6457 or www.Ohio457.org, ING 1-800-552-2181 Ext. 3507 or through the Human Resource Department.

EDUCATIONAL LEAVE

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

FAMILY AND MEDICAL LEAVE (FMLA)

Up to 12 weeks (or 480 hours) of unpaid, job-protected leave is available to “eligible” employees for certain family and medical reasons. Time off granted for qualifying FMLA leave is not counted against an employee for purposes of evaluation or discipline. Employees are eligible for FMLA leave if they have worked for the AMHA for at least one year, and for 1,250 hours over the previous 12 months. The FMLA permits employees to take leave on an intermittent basis or to work a reduced schedule under certain circumstances.

FMLA leave consists of appropriate accrued paid leave and unpaid leave. If leave is requested for an employee’s own serious health condition, the employee must use all of his or her accrued paid sick leave, vacation leave and personal leave before taking any unpaid leave. If leave is requested for any of the other reasons listed below, an employee must use all of his or her sick leave accrued, paid vacation or personal leave before taking any unpaid leave. Bargaining Unit employees may request in advance, in writing, to use available vacation time to cover his/her FMLA absences that would be unpaid. If the amount of leave requested exceeds the balance of paid leave, then the remainder of the leave period will consist of unpaid leave. FMLA leave entitlement will be determined on the basis of a rolling 12-month period (looking back at the twelve months preceding the current request).

FMLA leave may be granted for any of the following reasons:

- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

An employee is required to provide advance leave notice and medical certification. Taking of leave may be denied if these requirements are not met.

- The employee ordinarily must provide 30 days advance notice when the leave is "foreseeable".
- The AMHA may require medical certification to support a request for leave because of a serious health condition, and may require second or third opinions (at the AMHA's expense) and a fitness for duty report to return to work.

Your job and benefits have the following protections during an FMLA leave:

- For the duration of FMLA leave, the AMHA will maintain your health coverage under any "group health plan" you were enrolled when first taking FMLA leave, however, you must pay your employee portion of health insurance for the coverage to remain.
- Upon returning from FMLA leave, most employees will be restored to his/her original or equivalent positions with equivalent pay, benefits, and other employment terms.
- The use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

For further information on FMLA, please consult the FMLA policy which is incorporated herein and available in the Human Resources Department.

HOLIDAYS

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

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

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

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

INSURANCE

HEALTH INSURANCE

The AMHA provides medical insurance plans for regular full-time employees and his/her families. These plans require a nominal employee contribution. Key facts include:

Eligibility: Regular full time employees

Effective: on 31st day of employment

Plan Year: Calendar year

Premium: Employee Contribution Schedule (see Attachment #3)

Termination: Last day of the month in which you terminate

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

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

HEALTH INSURANCE WAIVERS

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

Employee \$400

Eligible spouse \$200

All eligible children in total \$200

Maximum \$800

AMHA SPOUSAL MANDATE

All spouses of AMHA employees, who have health insurance coverage available to them through his/her employers, must enroll in his/her employer's health insurance coverage and receive primary coverage in order to be covered by the AMHA health insurance plan as secondary.

LIFE INSURANCE

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

Eligibility: Regular full-time employees

Effective: On the 31st day of employment

Premium: Non- contributory

Termination: Last day of the month in which you terminate

Benefit to Beneficiaries: Base annual salary times one (1) rounded to the next higher multiple of \$500, if not already a multiple to a maximum of \$75,000

Dependent Life Insurance: Spouse-\$5,000; Children who are dependants - from the age of 14 days through age 23 \$1,500.

Reduction basic life benefits reduce by 50% of the original amount at age 65. All benefits terminate at retirement.

ACCIDENTAL DEATH & DISMEMBERMENT INSURANCE

Eligibility: Regular full-time employees

Effective: On the 31st day of employment

Premium: Non-contributory

Termination: Last day of the month in which you terminate

Benefit: Base annual salary times one (1) rounded to the next higher multiple of \$500, if not already a multiple to a maximum of \$75,000. AD&D benefits reduce by 50% of the original amount at age 65. All benefits terminate at retirement.

MILITARY LEAVE

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

PERSONAL LEAVE OF ABSENCE

The AMHA may grant employees an unpaid personal leave of absence when it determines in its discretion that an extended period of time away from the job will be in the best interests of both the employee and the AMHA. Personal leave of absence requires the approval of the Executive Director. Bargaining unit employees should refer to his/her collective bargaining agreement for information regarding personal leave.

RETIREMENT BENEFITS - OPERS

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

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

	Less than 1 year of employment:		After one year of employment:
	You contribute	AMHA contributes	AMHA "Picks up" & Contributes
2006	9.0%	13.7%	22.7%
2007	9.5%	13.85%	23.35%
2008	10%	14.0 %	24%

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

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

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

RETURNING TO WORK AFTER INJURY OR ILLNESS

As a general rule, employees returning to work after an illness or injury must be able to perform all of the essential functions of his/her position. When the employee has had an injury or an illness requiring an absence of three days or more, the employee will be expected to provide upon his/her return to work medical documentation of his/her ability to return to work.

Under special circumstances, some accommodations may be made to allow an employee to return to work with restrictions for a temporary period of time; such instances will be reviewed on a case-by-case basis and require approval by the Executive Director. Reduced work hours may be available as needed on a temporary basis under the provisions of the Family and Medical Leave Act. In the event of a qualifying disability, the employee may request a reasonable accommodation under the Americans with Disabilities Act. (See Accommodations for Disabilities.)

SICK LEAVE

All full time employees accumulate up to 4.6 hours of paid sick leave per pay period or 119.6 hours per year. Sick leave may be used by employees due to his/her own personal illness or incapacity, or to care for members of his/her immediate family who are ill. Immediate family,

for purposes of this section is defined as spouse, minor child, or any family member of the employee residing in the household, as well as outside-the-household parents, parents-in-law, and grandparents. In the event of serious illness, injury, or hospitalization, sick leave may be taken to care for siblings or adult children of the employee living outside of the household. In the event that a situation qualifies for coverage under the Family and Medical Leave Act, any sick leave available to the employee runs concurrent with Family and Medical leave, as outlined in the Family Medical Leave Section above.

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

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

TRANSITIONAL LIGHT DUTY WORK-WORKERS' COMPENSATION LEAVE

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

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

The light duty transitional work available to an employee will normally end when the employee's physician, or a physician for the Ohio Bureau of Workers' Compensation/Industrial Commission has certified the employee is able to return to his or her full regular job duties; the employee has reached maximum medical improvement; the employee is no longer eligible to receive lost time compensation from the State fund; the ninety (90) day period has expired; or the employee has been terminated from employment, whichever occurs first. The AMHA reserves the right to restrict the number of light duty positions available, and his/her length, based on business needs. A light duty program is not available to employees who suffer from a non-occupational injury, disease or disability, unless approved by the Executive Director in writing.

TUITION REIMBURSEMENT

Tuition refund grants may be available to full-time employees who have completed his/her probationary period prior to the date on which the course begins and continue full-time employment until the course is completed. Employees who are interested in participating in the Tuition Reimbursement Program must complete an application form which will be considered based on the estimated benefits of the course to the AMHA, the future potential of the employee with the AMHA, and the availability of funds. Employees should contact the Human Resources Director for additional requests, obligations, and procedures of this program.

REIMBURSEMENT PROCEDURES

Employees must submit copies of course enrollment, tuition costs, and grades to the Human Resources Department within 30 days of course completion. Employees who leave voluntarily or are discharged prior to completing coursework will not be reimbursed. Tuition refunds normally are made within 10 days after the Human Resources Department has received a copy of the employee's passing grades. Reimbursement checks ordinarily are mailed to the employees' homes.

UNRESTRICTED TIME – PERSONAL TIME (EXEMPT EMPLOYEES ONLY)

Full time regular exempt employees who have completed his/her probationary period may take up to three days off for "personal time" per calendar year. Employees must submit a request for personal time as far in advance as possible to his/her supervisors. Supervisors may deny requests for personal leave based upon the program or staffing needs of the agency. Personal time may be

taken in increments of 1/10 of an hour. During the first year of employment, or exempt status, exempt employees earn unrestricted time according to his/her month of hire or exempt status, as shown in the following non-cumulative schedule; January – April 3 days; May – August 2 days September –December 1day.

VACATIONS

The AHMA has a vacation policy for regular full-time employees to enjoy time off with pay.

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

Years of Service	Length of Vacation		
	Days	Hours	Per
1 month-11 months	0-5	3.33	mo*
12 months	0-5	3.37	mo.*
13 months to end of first full calendar year	5-11	8.00	mo*
2 through 5	12 work days	96.0	Year
6 through 10	15 work days	120.0	Year
11 through 15	18 work days	144.0	Year
16 through 20	21 work days	168.0	Year
21 through 25	24 work days	192.0	Year
26 through 30	25 work days	200.0	Year
31 or more	28 work days	224.0	Year

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

*Three and thirty-three hundredths (3.33) hours per month of employment through 11 months, and prorated at 3.37 hours for the twelfth month.

*Eight (8) hours per month of employment from month (13) to end of first full

calendar year, then annually (on January 1) thereafter at yearly rates listed above.

Special arrangements must be made with your supervisor in order to take more than one consecutive week of vacation at a time. Scheduled vacations must be taken in blocks of at least ½ day (4 Hours). All vacation schedules are subject to the approval of management based on staffing and business needs. Non-Bargaining Employees must request vacation time off by March 1 of the current calendar year for the next twelve (12) month period unless other arrangements are made with the employee's supervisor. This means a non-bargaining vacation schedule submitted for March is to cover the period from March 1st through February 28th of the following year. Scheduled vacation may be canceled with one day notice, approved by the supervisor. Bargaining unit employees follow the schedule in his/her contract.

In the event of an emergency, or under the provisions of Family & Medical Leave (as discussed later in this handbook), vacation may be taken in blocks of one (1) hour. Bargaining Unit employees may use up to 24 emergency vacation hours in a year. Vacation may also be used after exhaustion of sick leave if so requested in writing by the employee.

Vacations are not cumulative and normally must be taken in the vacation year for which they are determined. There is a limit of up to twelve (12) days which may be carried over from one calendar year to the next. Any exceptions to the limitation on carryover days must be approved in advance by October 31 of the preceding calendar year, by the Executive Director or designee.

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

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

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

VACATION CREDIT

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

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

VEHICLE USAGE

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

WORKERS' COMPENSATION

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

All employees of the AMHA are covered by the Ohio's Workers' Compensation Act. If you are injured in the course of your employment, this incident will be considered an industrial accident

and will be processed under the system. On allowed claims, Workers' Compensation pays for a portion of lost wages, medical bills, and disability claims by a formula set by state law.

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

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

HEALTH & SAFETY

MEDICAL PROCEDURES

The AMHA may require its employees to be examined by a physician under certain circumstances. Such examinations would be conducted by a physician of the AMHA's choosing and would be paid for by the AMHA. These examinations include, but are not necessarily limited to:

1. Pre-employment physicals (after a conditional job offer has been made)
2. When an employee is having difficulty performing the essential functions of his/her job.
3. When an employee is injured on the job, becomes ill, or is exposed to environmental hazards or other potentially harmful substances on the job
4. When an examination is necessary to identify a reasonable accommodation or needs for special equipment
5. When other laws mandate a medical examination
6. To determine an employee's fitness to return to work
7. Pursuant to the AMHA's policy on drug and alcohol testing as previously approved by the Board of Directors
8. When such examination is appropriate pursuant to the Americans with Disabilities Act and/or the Family and Medical Leave Act
9. When it is part of a voluntary wellness or health screening program.

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

SAFETY

The AMHA is committed to providing a safe and healthy workplace for all its employees.

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

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

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

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

GENERAL SAFETY RULES AND PROCEDURES

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

1. Employees must be concerned about his/her safety and the safety of others. If you see another employee engaging in an unsafe or improper practice you are expected to point out the hazard involved to the employee and the supervisor. Employees should not take offense at these safety warnings since they are intended for the well being of all employees and the AMHA.
2. Safety awareness is very important to a safety program. Employees who notice an unsafe condition should report it promptly to his/her supervisor.
3. Employees must refrain from horseplay, practical jokes, harassment or similar conduct of any kind that would reflect poorly on the AMHA and/or could lead to an accident or injury.
4. Employees responsible for supervising other employees must not allow his/her subordinates to work if his/her condition renders them unfit to do so.
5. The supervisor or employee in charge must take care of all cases of physical injury properly and promptly. If the injured employee requests or the supervisor feels it is

necessary, the injured party should receive medical attention. There is a first-aid kit in every work location. OSHA requires that we keep records of all illnesses and accidents that occur during the work day. If you hurt yourself or become ill, contact your supervisor for assistance and notify the Human Resources Office. Failure to report an injury may jeopardize your right to collect Workers' Compensation payments.

6. In the event of a vehicle accident, no matter how minor, report the accident to the Human Resources Department. You will be given instructions about what to do. There are proof-of insurance documents in each vehicle.
7. Employees must report all on the job personal injuries to his/her supervisor and the Human Resources Office immediately. Verbal reports must be followed with a written report within 24 hours. Supervisors must also complete a report regarding injuries to his/her employees.
8. A supervisor or qualified employee must make an inspection immediately if an injury results from the use of tools, machines or other equipment.
9. Employees must perform his/her assigned duties in the most efficient manner that is consistent with safety and use the safest methods and practices available when performing his/her job.
10. Safety demands teamwork. When employees are working in crews or groups, each member must know and understand what other members are expected to do.
11. The AMHA continues to offer programs of safety education to improve skills and awareness of safety issues. Employees are expected to participate in and support these programs.
12. Employees must courteously assist any new employee in learning duties.
13. Employees who have sustained an off-duty injury which adversely affects his/her ability to perform his/her usual assigned duties must report to the supervisor and Human Resources prior to going on duty.

14. Many injuries are the result of falling, slipping, or tripping and may occur at any time and under any circumstance. Employees must watch where they step at all times.
15. Employees working at night should learn to recognize and avoid hazards caused by shadows resulting from the use of light.
16. Good housekeeping is essential to safety. Employees must keep work areas clean and orderly at all times. Employees must clean up his/her work area after completing each work day and immediately remove items which pose a hazard to designated areas.
17. Trash must be placed in appropriate receptacles and not on the ground or floor. Employees must not litter or throw articles from vehicles.
18. Employees must not leave tools or equipment on window sills, ledges, or ladders, nor should items be left in vehicles, on windshields, dashboards or similar places.
19. Employees must keep all doorways, aisles, stairways, driveways, halls and walkways free of debris, tools, equipment, product and other material. Combustible material must not be placed under stairways.
20. Employees must place appropriate warning signs and/or barricade areas that are wet or freshly waxed until the area is safe.
21. Employees must, as far as practical, avoid walking or stepping on surfaces made slippery by grease, oil, wet paint, water, ice, or similar substances.
22. Employees must not walk or stand under suspended loads, workers on poles, ladders or scaffolds; nor shall they straddle or stand adjacent to ropes/cables that are under tension or might be tightened at any moment.
23. Employees shall not slide down ladders or jump off ladders.
24. Employees must not run on the premises except in cases of emergencies.
25. Employees must exercise caution when rounding corners or opening doors to prevent

collisions with people or vehicles.

26. Employees shall not stand or attempt to stand on improvised scaffolds or supports made of boxes, barrels, chairs, stools, or other unsafe means of reaching high shelves or places.
27. Employees must remove boards or other materials with protruding nails or screws from any area where they may be stepped on, walked into or brushed against.
28. Employees who are allergic to certain oils, greases, chemicals, or similar agents should avoid using them. Employees should not expose his/her skin to such agents more than absolutely necessary when performing his/her work and must wash his/her hands and arms thoroughly after exposure, using a mild soap and water. Employees must not use gasoline, kerosene or other volatile liquids for washing or cleaning purposes.
29. Employees must exercise care to prevent fires and inspect the premises for fire hazards. They must remove or correct such hazards, or if unable to do so, report them to his/her supervisor promptly.
30. Employees must not ask non-employees to assist them with his/her work except in cases of accident, personal injury, or other emergencies.
31. Employees may not carry, possess, or store firearms or other weapons while on duty, unless authorized to do so by the AMHA, even if they are licensed.
32. Employees may not remove or cut out any safety switches/devices/apparatus on any type of equipment or machines. Employees shall not remove protective guards from hand tools, machines or equipment unless required to do so for maintenance. Employees may not operate machines or tools that do not have proper guards in place.
33. Employees are required to use and wear personal protective equipment issued by his/her supervisors as needed.
34. People other than the operator are forbidden on forklifts. Only trained, authorized employees are allowed on and to operate forklifts.

35. Turn off equipment as a tenant approaches the equipment. Warn them to stand back.
36. If you consider work conditions unsafe, for any reason, immediately report the unsafe condition to your supervisor. Do not work in an area you consider unsafe.
37. When working directly for a tenant who requests that you perform a task you consider unsafe, you do not have to do the work. Explain the dangerous conditions to the tenant and what you consider safe conditions and then contact your supervisor.
38. Proper protective equipment is available. Let your supervisor know if additional safety clothing or equipment is necessary.
39. Ladders - Ladders must extend 36" above a landing to prevent displacement.
40. Extension Cords - Secure extension cords by knotting the cord around a beam or post and keep the cord out of water.
41. Hard hats - Hard hats are required when overhead hazards exist.
42. Proper lifting. Lift by bending your knees and lifting with your legs and use your arms. Do not lift with your back.
43. Because conditions or circumstances may arise which are not foreseen, safety rules cannot be all-inclusive. Therefore, employees must demonstrate good judgment, refrain from unsafe and improper practices which are violations of written rules and instructions, and avoid violations of unwritten rules of "common sense".

SECURITY

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

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

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

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

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

The AMHA will assume no responsibility for employee losses. Violation of security procedures and instances where identification cards or keys have been misused, lost or, stolen must be reported immediately to the Building Services and Security Director or the Human Resources Director.

For purposes of retrieving work related material, investigating violations of workplace rules or criminal conduct that impacts fitness for employment, maintaining workplace efficiency and productivity, and reducing losses to the AMHA resulting from theft, the AMHA reserves the right to inspect all desks, lockers and other items or locations owned or controlled by the AMHA, as well as any packages or closed containers brought into or taken out of work areas.

SERIOUS ILLNESS/MEDICAL CONDITIONS

Employees with infectious diseases which pose a direct threat to others, or who have medical conditions which may involve risk to themselves or others on the job, must inform/notify his/her supervisor immediately of his/her condition. The employee's supervisor and the Human Resources Department will review with the employee the AMHA's policy on such issues as employee assistance, leaves and disability, infection control, and any reasonable accommodation.

Employees with infectious diseases which pose a direct threat to others, or who have medical conditions which may involve risk to themselves or others on the job, are to provide the Human Resources Department with any pertinent medical records needed to make decisions regarding job assignments, ability to continue working, or ability to return to work. The AMHA may require a doctor's certification of any employee's ability to perform his or her duties safely. The AMHA, at its option, may elect to have the employee examined by a physician of its choosing. The AMHA will make reasonable efforts to maintain the confidentiality of the diagnosis and medical records of employees with serious diseases unless required otherwise by law.

The AMHA will comply with applicable occupational safety regulations concerning employees exposed to blood or any potentially infectious materials.

Employees concerned about contact with a co-worker, applicant, tenant or other person with a serious disease should convey this concern to his/her supervisor and the Human Resources Department. Employees who refuse to work with or perform services for a person known or suspected to have a serious disease without first discussing his/her concern with a supervisor, may be subject to discipline.

SMOKING POLICY

The AMHA recognizes that smoking in the work place can adversely affect employees. As such, all office buildings where employees are assigned on a full-time basis will be designated non-smoking. Employees who are individually assigned vehicles will be permitted to smoke if traveling alone or with another smoker. When traveling with a non-smoker, no smoking will be permitted. Smoking will not be permitted in "pool" vehicles.

Smoking is prohibited at all meetings conducted by the AMHA on the AMHA's owned or

operated property. Employees may be permitted to smoke in designated areas. Smoking will be limited to authorized break times and lunch periods. The smoking policy applies to employees during the workday and to tenants, prospective tenants, and visitors in any of the areas outlined above.

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

WORKPLACE ACCIDENTS

All employees who experience an accident or injury during working hours are to notify Human Resources at (330) 376-9791 and his/her supervisor and report to Concentra immediately for treatment and a drug/alcohol screen. These forms are to be completed even if the accident does not result in injury.

The Report of Personal Injury (Form# AMHA -189A) is to be completed by the injured worker, not the supervisor. The supervisor is to review the Report of Personal Injury with the employee and sign it prior to completing the Supervisor's Report of Injury form (Form# AMHA -189). All copies of both forms are to be sent to the Human Resources Department.

SUBSTANCE ABUSE PREVENTION PROGRAM/ DRUG FREE WORK PLACE

DRUG FREE WORKPLACE

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

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

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

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

Employees who refuse to submit to required testing shall be subject to disciplinary action up to and including discharge.

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

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

SUBSTANCE ABUSE PREVENTION PROGRAM

INTRODUCTION

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

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

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

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

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

disciplinary action up to and including immediate employment termination for a first offense.

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

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

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

SUBSTANCE TESTING

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

PRE-EMPLOYMENT TESTING

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

REASONABLE SUSPICION TESTING

An employee whom the AMHA has a reasonable suspicion to believe is under the influence of alcohol or an illegal drug while on Company property will be required to

submit to an alcohol and/or drug screen test. An employee, who tests positive, refuses, evades, or delays testing, or tampers with the testing devices or samples, including dilution of the sample, will be subject to immediate employment termination.

Reasonable suspicion is created by, but not limited to, an employee's abnormal behavior, impaired work performance, or involvement in an accident. Reasonable suspicion may also include atypical behavior by the employee; a change in the pattern of an employee's prior performance, attendance, and punctuality; observation of apparent drug or alcohol use, possession, sale or distribution of apparent illegal drugs; physical symptoms such as slurred speech, dilated pupils, odor of alcohol or marijuana, staggering, etc.; a report of alcohol or other drug use as provided by a reliable and credible source; the identification of an employee as the focus of a criminal investigation into unauthorized drug possession, use or trafficking; or repeated or flagrant violations of the AMHA's safety or work rules.

DEPARTMENT OF TRANSPORTATION MANDATED TESTING

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

POST-ACCIDENT TESTING

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

testing for other drugs.

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

RETURN TO DUTY TESTING

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

If and when an employee is able to return to work, the employee will be required to submit to a drug and/or alcohol test, which must be negative. A positive test for a controlled substance not prescribed for the employee by a physician, and/or a positive test for alcohol, will result in the employee's employment termination. If the employee returns to work, he or she will also be required to submit to regular drug and/or alcohol screens. Refusal to submit to drug and/or alcohol screens or a subsequent positive drug and/or alcohol screen, or refusal to follow treatment recommendations or testing protocols, including dilution of (3) three samples will result in the termination of the employee's employment. If any subsequent alcohol or drug screens of the employee are positive, that employee's employment will be terminated.

RANDOM DRUG TESTING

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

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

PRESCRIPTION DRUGS AND NON-PRESCRIPTION MEDICATIONS

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

SUBSTANCES TESTED AND CUTOFF LEVELS

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

The testing or processing phase shall consist of a two step procedure. A specimen initially tested positive will undergo an additional confirmatory test. The temperature, pH, and specific gravity of any specimen must be within acceptable limits. The initial test will be performed by an immunoassay test, which may include the EMIT screening method. The cutoff levels for positive detection for these screening tests are listed below and are expressed in nanograms per milliliter (ng/ml) or billionth of a gram per thousandth of a liter. Cutoff levels are subject to change without notice based on the application of current scientific testing standards.

amphetamines	1,000 ng/ml
opiates	2000 ng/ml
cocaine	300 ng/ml
phencyclidine (PCP)	25 ng/ml
marijuana	50 ng/ml
barbiturates	300 ng/ml
benzodiazepones	300 ng/ml
methadone	300 ng/ml
propoxyphene	300 ng/ml

A confirmation test will be performed on all initial positive tests. The confirmation test shall be by the gas chromatograph/mass spectrometry (GC/MS) method. The cutoff levels for confirmation tests are listed below. Confirmation tests for all other drugs shall be based on federal guidelines.

amphetamines and methamphetamines	500 ng/ml
opiates Codeine and morphine	300ng/ml
cocaine or benzoylecgonine	150 ng/ml
phencyclidine	25 ng/ml
marijuana metabolites	15 ng/ml
barbiturates	Consult DHHS-certified lab
benzodiazepones	Consult DHHS-certified lab
methadone	Consult DHHS-certified lab
propoxyphene	Consult DHHS-certified lab

Tests which are below the level set forth above shall be considered negative. All test results are

to be reviewed by a certified scientist.

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

POSSESSION, SALE, OR PURCHASE OF DRUGS/ALCOHOL

In addition to normal observation by managers in the course of day-to-day operations, the AMHA will routinely conduct random examinations of its premises for evidence of unauthorized use, possession, sale or purchase of drugs or alcohol, including but not limited to, locations such as vehicles, equipment, desks, lockers, and all other AMHA owned property. If such evidence is found, and can be attributed to a particular employee, the employee will be subject to discipline including immediate employment termination. The proper authorities may also be notified.

DISCIPLINARY ACTION

The AMHA will conduct an investigation of every alleged incident of a violation of the

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

All other employees who test positive for drug or alcohol use, admit to such use, or have been observed engaging in such use, will be considered for a referral to rehabilitation and potential

reinstatement based on the circumstances of the positive test result and the employee's complete work record. All employees who receive a positive test result will receive a list of qualified providers of drug and alcohol treatment and counseling programs. Employees eligible for reinstatement under the terms of this Substance Abuse Prevention Program discussed above may be placed on a leave of absence to complete any required drug or alcohol treatment or counseling program.

ACCESS TO RECORDS

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

EXPECTATIONS, RULES AND RESPONSIBILITIES

ATTENDANCE AND PUNCTUALITY

The AMHA needs the combined efforts of all employees to ensure uninterrupted, efficient operation of the agency. Absenteeism and tardiness often place burdens upon your fellow workers. Non-bargaining unit employees who are absent must call (330) 762-4656 between 7:30 a.m. and 8:00 a.m. to record his/her absence, the reason for the absence, and the estimated date they expect to return to work. (Call off procedures for bargaining unit employees are outlined in the collective bargaining agreements.) All employees may be required to keep his/her daily work hours on a uniform time report form provided for this purpose. Bargaining unit employees must further follow the attendance and punctuality provision contained in his/her collective bargaining agreement.

Excessive absenteeism or tardiness, as determined by management, may result in an employee's dismissal. It is in your interest to come to work each day, on time. Disciplinary action will be

taken when an employee fails to maintain good attendance, which could include termination or disqualification for promotion.

Management should be notified at least 24 hours in advance of all requested leave periods (e.g., vacation, unrestricted days).

CONFIDENTIAL MATTERS

Each employee has an obligation to keep and maintain in strict confidence any information he or she may acquire of a confidential nature relating to families and the people we serve, our employees, and the policies and operation of the AMHA.

- Sharing sensitive information about our program participants and his/her families with external sources may only be done under the terms of a properly executed release-of-information, with the approval of the Executive Director.
- Sharing confidential information about our employees with external sources may only be done with the express authorization of the employee in question, unless we are required by law to produce the information. Because the AMHA is a public agency, our

employees are considered public employees under Ohio law, and therefore some employee information may constitute “public records”. Generally, however, access to personnel files will be strictly limited to employees of the Human Resources Department or those expressly designated by the Executive Director.

- Sharing confidential information about AMHA operating procedures may not be done without the permission of the Executive Director.

Employees must obtain the approval of the Executive Director before producing information pursuant to a public records request, or sharing information with members of the media. Any work product developed by an employee of the AMHA is the property of the AMHA and not the employee.

CORRECTIVE ACTION AND RULES OF CONDUCT

The AMHA’s employment procedures are aimed at hiring people who will become committed,

reliable and well-satisfied employees. Orientation, day-by-day training, counseling, and application of human relations principles by supervisors are key in developing good, stable employees. To maintain an orderly, safe, and efficient work environment, the AMHA on occasion might have to respond to and correct inappropriate employee behavior or conduct. Employees may receive corrective action or be dismissed for various reasons.

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

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

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

1. Excessive or habitual absenteeism or lateness.
2. Poor job performance.

3. Violation of an established safety, health or security rule.
4. Unauthorized use of property of AMHA, an employee or tenant.
5. Smoking in prohibited areas.
6. Clocking In/Out Early /Late.
7. Sleeping or loafing while on duty.
8. Unauthorized distribution or publication of literature in the workplace.
9. Walking off the job without permission.
10. Using profane, abusive, or unprofessional language in the workplace.
11. Tardiness.
12. Improper personal use of AMHA's telephones.
13. Abuse of break times and/or lunch period.
14. Unauthorized absence from work area.
15. Failure to maintain work standards.
16. Creating or contributing to unsanitary conditions.
17. Failure to obey traffic and parking regulations on AMHA property or while using the AMHA's vehicle.
18. Doing personal projects during work time.
19. Unauthorized use of agency vehicles.
20. Violation of any policies, procedures or regulations of the AMHA described

either in this Employee Handbook or other AMHA documents or postings of the AMHA.

21. Should outside employment cause or contribute to any of these situations, it must be discontinued or the employee may be terminated from employment.
22. Failure to refrain from outside employment which conflicts with the employee's AMHA responsibilities or adversely impacts job performance for the AMHA.

Other situations reflect **gross misconduct** and are so serious that they require suspension while the details of the situation are being investigated. Discharge can result if the facts are established. These situations include but are not limited to:

1. Dishonesty in any form, including personal use, removal or theft of property belonging to the AMHA, an employee, or a client.
2. Falsification of hours worked or AMHA records and/or omission of information requested on company records or documents.
3. Reckless, negligent, or intentional misuse, loss, care, or control of Master

Keys, controlled keys, unit (apartment) keys, or common area keys both electronic and mechanical.

4. Gaining personal access or providing access to others to AMHA property for purposes other than AMHA related authorized work or business purposes.
5. Absence from work for three (3) consecutive work days without notifying the AMHA.
6. Threatened or actual physical violence either verbally or physically on AMHA's premises.
7. Possession, use, selling or attempting to sell, a controlled substance either on or off the property while on AMHA business, except taking a prescribed drug under the direction of a physician.
8. Sabotage.
9. Insubordination, including refusal to carry out orders or instructions or failure to perform assigned work.
10. False, fraudulent, or malicious statements or actions involving relations with the AMHA, another employee, or a client.
11. Intentional damage to property of the AMHA, an employee, or a tenant.
12. Negligence or misconduct that results in injury to another.
13. Failure to promptly report to your immediate supervisor an on-the-job injury

or accident involving an employee, visitor, client, AMHA's equipment, or property.

14. Commission of unlawful or immoral acts either on or off duty, which may, in the judgment of AMHA, injure its reputation, have a negative impact on morale, or adversely affect work performance or one's ability to work with others, even if such acts do not lead to a criminal conviction.
15. Intimidation or harassment of other employees, management, residents or visitors.
16. Misrepresentation or withholding of pertinent facts in securing employment or during employment.
17. Personal use of AMHA's property, supplies or equipment.
18. Utilizing AMHA's tax exempt status for personal benefit.
19. Taking advantage of or abusing a program participant or the family member of a program participant.
20. Gambling at work or on the property of the AMHA.

21. Willful waste of materials or supplies.
22. Engaging in any conduct which may constitute a conflict of interest.
23. Revealing confidential information to unauthorized individuals.
24. Possession of explosives, firearms, or other weapons on the AMHA's premises or in AMHA vehicles.
25. Failure to obtain or maintain professional licensing/certification required for performance of job duties.
26. Driving an agency vehicle or any vehicle during working hours without a valid driver's license.
27. Criminal activity.
28. Maintaining business, social, or romantic relationships with program residents without full disclosure to, and express approval of, the Executive Director.
29. Unauthorized possession of property belonging to another employee or a visitor.

Although the above are specific reasons for dismissal or corrective action, it is not an exhaustive list, and there may be other reasons for dismissal or corrective action, at the sole discretion of management. The AMHA reserves, at all times, the right and discretion to determine the appropriate discipline for an employee's infraction.

ETHICAL CONDUCT

Policy Statement

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

General Standards of Ethical Conduct

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

avoids favoritism, bias, and the appearance of impropriety under the ethics laws.

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

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

approval of an AMHA contract (including employment or personal services) in which the official or employee, a family member, or anyone with whom the official or employee has a business or employment relationship, has an interest;

- Solicit or accept honoraria (see R.C. 102.01(H) and 102.03(H)) ;
- During public service, and for one year after leaving public service, represent any person, in any fashion, before any public agency, with respect to a matter in which the official or employee personally participated while serving with the AMHA;
- Use or disclose confidential information protected by law, unless appropriately authorized; or
- Use, or authorize the use of, his or her title, the name the “AMHA,” or the AMHA’s logo in a manner that suggests impropriety, favoritism, or bias by the AMHA or the official or employee;

For purposes of this policy:

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

Financial Disclosure

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

Ethics Education

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

Assistance

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

Penalties

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

Changes

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

Code of Conduct

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

1) The AMHA shall not, nor shall any of its contractors or subcontractors, enter into any contract or arrangement in connection with the tenant base programs in which any of the following classes of persons has any interest, direct or indirect, during tenure or for one year thereafter:

- Any present or former member or officer of the AMHA (except a participant commissioner);
- Any employee of the AMHA or any contractor, subcontractor or agent of the AMHA, who formulates policy or who influences decisions with respect to programs;
- Any public official, member of a governing body, or State or local legislator, who exercises functions or responsibilities with respect to the programs; or
- Any member of the Congress of the United States.

2) Any member of the classes described in paragraph (1) of this section must disclose his/her interest or prospective interest to the AMHA and HUD.

3) The conflict of interest prohibition under this section may be waived by the HUD field office for good cause.

4) Any member of the following classes must not accept any gift or gratuity. This class includes any officer, employee of the AMHA, or any contractor, subcontractor or agent of the AMHA. The Executive Office releases clarification on the issue at certain points during the normal business cycle.

5) Questions concerning the Code of Conduct should be directed to the Director's Office.

NETWORK COMPUTER AND INTERNET POLICY

It is the intent of the AMHA to protect its computer network and systems against unauthorized access and/or abuse, while making them accessible to employees and officers of the AMHA in order to enhance the ability for the AMHA's employees to perform his/her jobs. This responsibility includes informing users of expected standards of conduct and taking punitive measures for not adhering to them. Any attempt to violate the provisions of this policy will result in disciplinary action determined by the AMHA Management.

The employees (users of the network) are responsible for respecting and adhering to local, state, federal, and international laws. Any attempt to break those laws through the use of the network may result in litigation against the offender by the proper authorities. If such an event should occur, the AMHA will fully comply with the authorities to provide any information necessary for the litigation process.

Once users receive user IDs to be used to access the network and computer systems on that

network, they are solely responsible for all actions taken while using that user ID. Therefore:

- Sharing your user-ID and passwords with any other person is prohibited. In the event that you do share your user-ID and passwords with another person, you will be solely responsible for the actions taken by that other person.
- Deletion, examination, copying, or modification of files and/or data belonging to other users or the AMHA without his/her prior consent is prohibited.
- Impeding other users through mass consumption of system resources, after receipt of a request to cease such activity, is prohibited.
- Any unauthorized, deliberate action which damages or disrupts a computing system, alters its normal performance, or causes it to malfunction, is a violation of this policy regardless of system location or time duration.
- Due to the complex and interconnected nature of the AMHA's computing equipment, a user should not assume that programs or computer hardware will give the same response as would be given in a single computer environment such as an individual's home.

This policy establishes rules governing use by the AMHA's employees of the AMHA provided computer networks, Internet access, and e-mail. The Internet is a powerful communications tool and a valuable source of information. However, an employee's improper use of Internet services can waste time and resources and create legal liability and embarrassment for both the AMHA and its employees. This policy applies to any Internet service that is accessed on or from the AMHA's premises; accessed using the AMHA's computer equipment or via AMHA-paid access methods; and/or used in a manner that identifies the individual with the AMHA. Employees are strictly prohibited from using the AMHA's Internet services or e-mail in connection with any of the following activities:

- Engaging in illegal, fraudulent, or malicious conduct;
- Working on behalf of organizations without any professional or business affiliation with the AMHA;

- Knowingly accessing or sending offensive, obscene, or defamatory material;
- Annoying or harassing other individuals;
- Monitoring or intercepting the files or electronic communications of employees or third parties;
- Obtaining unauthorized access to any computer system;
- Using another individual's account or identity without explicit authorization;
- Attempting to test, circumvent, or defeat security or auditing systems of the AMHA or any other organization without prior authorization.

Internet services are provided by the AMHA for selected employees' business use. Incidental use of Internet services for personal, non-business purposes is acceptable if performed on the employee's own personal time. However, personal use must be infrequent and must not:

- Occur during the employee's working hours;
- Involve any prohibited activity;
- Interfere with the productivity of the employee or his or her co-workers;
- Consume excessive system resources or storage capacity on an ongoing basis; or
- Involve large file transfers or otherwise deplete system resources available for business purposes.

Employees should not expect privacy with respect to any of his/her activities using Internet access and e-mail provided by the AMHA. The AMHA reserves the right to review any files, messages, or communications sent, received or stored on the AMHA's computer systems and may also limit the use of the Internet service in part or whole.

All employees must use the AMHA's computer network in a responsible manner in order to maintain network security. Therefore, in the interest of security, system integrity, and compliance with applicable laws, the following rules will apply to all employees who access the AMHA's computer network:

- Use of computer systems and/or networks in an attempt to gain unauthorized access to any local or remote computer systems is prohibited.
- Use of computer systems and/or networks to connect to other systems, in an attempt to evade the physical limitations of the local or remote system is prohibited.
- Attempting to undermine computer systems or user passwords is prohibited.
- The unauthorized copying and/or distribution of AMHA files is prohibited.
- Copying of copyrighted materials, such as third party software, without the express written permission of the owner or the proper licensee, is prohibited.
- Intentionally “crashing” network systems or programs, or attempting to do so, is prohibited.
- Unauthorized attempts to secure a higher level of privilege on network systems is prohibited.
- Willfully introducing computer “viruses” or other destructive programs into the organizational network or into external networks is prohibited.
- Unauthorized additions of computer hardware or software to the AMHA’s computer,

including downloading screen savers, wallpaper, games or other incidental software from other computers, including those on the Internet, is prohibited. All hardware and software additions must be approved by the Executive Director prior to purchase and use.

- Attempting to or accessing Internet sites blocked by the AMHA’s computer equipment and software is prohibited.
- Computers not provided by the AMHA are not to be attached to the computer network, nor are such computers to be maintained or serviced by the AMHA information systems personnel.

Employees violating this policy are subject to discipline, up to and including immediate termination of employment. Employees using the computer system for defamatory, illegal, or fraudulent purposes also are subject to civil liability and criminal prosecution. All computer resources including content are the property of the AMHA, and employees will be held

personally responsible for his/her activities.

OUT OF THE OFFICE REPORTING

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

OUTSIDE EMPLOYMENT

The AMHA acknowledges that some employees may desire to use his/her skills and knowledge to augment his/her incomes outside of his/her regular working hours. However, employment with the AMHA must be the employee's primary responsibility. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, or refusal to work overtime. Employees shall not engage in outside employment which is incompatible or in conflict with his/her employment with the AMHA. Effective 01/01/07 employees engaged in outside employment must submit to his/her supervisor a written statement concerning outside employment. The outside employment disclosure forms are available in the Human Resources Department.

PERSONAL APPEARANCE OF EMPLOYEES

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

The AMHA offers employees the opportunity to dress in casual business attire. Casual business attire encompasses many looks. However, for purposes of this policy, casual business attire means clothing that allows employees to feel comfortable at work, yet is appropriate for an office environment.

Clothing that is not considered appropriate for an office environment includes, but is not limited

to: ripped or disheveled clothing, unnecessarily revealing or suggestive clothing, or other similarly inappropriate clothing, anything denim (jeans, shirts, skirts and dresses) including colored denim, athletic shoes, casual sandals or flip flops, shorts, T-shirts with graphics/pockets, overalls, spaghetti straps/tank tops (except when worn with a jacket or sweater), V-neck sweater with a t-shirt underneath, leggings/stirrup pants, mini-skirts, halter tops or midriff-baring shirts, Capri/crop pants (no pants significantly above the ankle), sweat suits or any type of athletic clothing/jersey material, see-through clothing, low cut blouses/dresses, and shorter skirts/dresses without nylons (above the knee).

Casual business attire includes, but is not limited to: cotton or khaki pants, slacks, short-sleeved shirts/polo shirts, deck shoes, loafers, longer skirts/dresses with or without nylons in summer, sports shirts, turtlenecks, and sweaters. Clothing must be neat and clean.

Employees should consider each day's activities when determining what to wear. Employees who are hosting or attending meetings with clients or vendors should refrain from wearing casual attire, unless meeting attendees agree in advance to follow the casual business attire policy.

Supervisors and managers can specify additional or alternative dress and grooming requirements based on the business needs of his/her departments.

Supervisors and managers also can impose special dress and grooming requirements necessary for employee safety.

PERSONAL PROPERTY

All personal property and personal effects used or brought into the agency by employees are the responsibility of the employee, and not the agency. Please note that the agency reserves the right to search through employee personal effects at any time as part of an investigation of theft, drug use, drug possession, or any other investigations of employee misconduct. Therefore, please use discretion in bringing personal effects into the office because all such items may be subject to inspection by the agency.

PERSONAL STATUS CHANGES

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

POLITICAL ACTIVITY

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

An employee may not use his official authority or status with the AMHA to interfere with or affect the results of an election or nomination for office. AMHA personnel are public employees and are subject to the federal Hatch Act as well as other regulatory restrictions regarding political activities. An employee may not directly or indirectly coerce, command, or advise another employee vendor or contractor to pay, lend, or contribute anything of value to a party committee, organization, agency or person for political purposes. Employees may not display or distribute

materials of a partisan political nature on the AMHA's property or during work hours. This policy does not prohibit employees from voting for the candidate of his/her choice. No employee has the authority to endorse any candidate or issue on behalf of the agency without the express approval of the Board of Directors. All employees are also expected to strictly comply with all state and federal ethics laws. Employees who have any questions regarding this policy should contact the AMHA's Director of Legal Services or the Executive Director.

PROPERTY OF AMHA AND WORK TIME

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

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

RELATIONSHIPS WITH RESIDENTS

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

The purpose of this policy is to avoid situations where, for example, an employee of the AMHA may be responsible for the re-certification of family members or social friends, or for

maintaining his/her living units. Such relationships are not prohibited, as long as they are properly disclosed, and the proper steps can be taken to avoid a conflict of interest. The AMHA will maintain the confidentiality of all information disclosed regarding these relationships.

However, in order to avoid potentially significant liability to both the AMHA and the employees involved, all of the AMHA employees are strictly prohibited from seeking or maintaining any romantic or sexual relationships with any AMHA resident or person seeking program assistance. The purpose of this policy is to avoid situations whereby residents could allege that they were coerced into physical relationships with staff members in order to, for example, avoid losing program assistance, or receiving maintenance services.

Employees of the AMHA who violate any aspect of this policy will be terminated from employment. Employees with questions regarding this policy should see the Director of Human Resources.

SOLICITATIONS AND CONTRIBUTIONS

It is generally the policy of the AMHA to prohibit solicitations on its premises, whether made by employees or by individuals or groups not associated with the AMHA. There are however, some conditions under which solicitations are allowed.

Solicitations for gifts or expressions of sympathy to fellow employees or his/her families may be permitted on certain occasions, provided the prior approval of the Executive Director or Deputy Director is obtained.

Solicitations for charitable causes such as United Way are permitted with the approval and under the direction of the Executive Director.

Solicitations by employees to support school or other non-profit fundraising causes (i.e., Girl Scouts, Boy Scouts, etc.) are permitted with the prior approval of the Executive Director. Such solicitations may only be directed toward fellow employees (not residents) and may only be conducted during rest breaks, lunch breaks, or outside of working hours.

Solicitations by employees for his/her own profit (i.e., Avon, Mary Kay, Tupperware, etc.) are not permitted during working hours. No personal solicitations are allowed; however, sales

brochures may be left in lunchrooms or break rooms. Any resulting sales, purchases or deliveries must take place during breaks or outside of working hours. Such solicitations may only be directed toward fellow employees (not residents). Agency phones, mail and e-mail are not to be used for solicitations or purchases.

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

1. Solicitations may only be conducted during rest breaks, lunch breaks, or outside of working hours.
2. Distribution of literature in work areas by an employee is prohibited, whether during or outside of working hours.

3. Distribution of literature in such a manner as to cause litter on agency property will not be permitted.

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

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

All activity in violation of the restrictions outlined here must be reported immediately to the Executive Director's office.

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

TELEPHONE CALLS

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

VISITORS

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

Please check with your supervisor regarding procedures specific to your work location.

WORK PLACE VIOLENCE

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

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

- Causing physical injury to another person;
- Making threatening or intimidating remarks;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;
- Deliberate or reckless destruction or damage to the AMHA's property or to the property of another employee, tenant, or visitor.

- Possession of a weapon while on company property or while on company business.

All employees of the AMHA are responsible for maintaining a workplace free of violence and threat of violence. Any potentially dangerous situations must be reported immediately to the Human Resources Director. Reports can be made anonymously and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. No reprisals will be taken against any employee who makes a good faith effort to report, or who experiences, workplace violence.

A violation of this policy will subject the employee to disciplinary action, up to and including immediate termination for a first offense. Anyone engaged in violent acts on the AMHA's

premises will be reported to the proper authorities and fully prosecuted.

LEAVING AMHA

EXIT INTERVIEWS

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

LAYOFF AND RECALL

Non-bargaining unit employees who are laid off shall have his/her health and life insurance benefits extended at AMHA expense for a period of one (1) month following the month in which

the layoff occurs. Layoff of bargaining unit employees shall follow the terms of the collective bargaining agreements. Layoff decisions affecting non-bargaining employees will be made on a case-by-case basis based on classification and the needs of the agency, and are not based on the terms in any collective bargaining agreements. Non-bargaining employees do NOT have bumping rights.

REFERENCES

An employee wishing to list the AMHA as a reference should direct inquires to the Human Resources office. Any supervisor or staff member who receives a request for a reference on a current or former employee shall refer that request to Human Resources.

Please be aware that most of the information in your employee records is considered to be public information under Ohio law. This means that the AMHA may share or be compelled to share information in the employee file regarding attendance, performance or other aspects of your employment with individuals or organizations requesting such information.

RESIGNATION

While we sincerely hope that your employment relationship with us is a productive and happy one, we understand that there are times when an employee may choose to leave us. While

employees are free to leave at anytime, we expect, as a matter of courtesy, at least two weeks written notice to the Human Resources Department in order to give us time to prepare for your departure and make arrangements for the work to be done.

RETIREMENT

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

TERMINATION

Except where provided otherwise in any individual written contract or collective bargaining agreement, all employment with the AMHA is for no definite period of time and may be

terminated at will at any time. See also “Corrective Action and Rules of Conduct” section for some of the reasons an employee may be terminated.

MISCELLANEOUS

COMMUNITY BOARD SERVICE

The AMHA encourages participation of employees in community and civic organizations. Because your participation may be considered a reflection of the AMHA, employees are required to receive written approval from the Executive Director prior to seeking or accepting service on a community board that identifies them as an employee of the AMHA. This requirement does not apply to organizational affiliations that are of a personal nature and not as a result of one’s employment with the AMHA.

CONFLICT RESOLUTION PROCEDURE

In any complex operation problems or differences of opinion regarding work matters will

occasionally arise between employees and his/her supervisors, fellow employees, or the AMHA in general. We encourage you to first bring your problems and questions to your immediate supervisor's attention. Your problem will be thoroughly discussed and evaluated on its merits. If you are not satisfied with your immediate supervisor's response to a job-related problem, then he or she will refer you to the next level supervisor to resolve the dispute, at which point the employee must submit the grievance in writing.

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

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

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

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

Obviously, we cannot correct a problem unless we know about it. Therefore, you are encouraged to use the AMHA's grievance procedures to air any problems or grievances you may have regarding your job.

EMERGENCY CLOSING GUIDELINES

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

FOR PUBLIC ANNOUNCEMENTS, PLEASE LISTEN TO ONE OF THE STATIONS LISTED ON THE NEXT PAGE.

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

otherwise deducted from vacation time. The actual time lost will be deducted disregarding the usual minimum usage requirements.

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

The following 2006 list is updated annually and sent to your worksite.

2006

Television Stations

WKYC-TV, Channel 3

WOIO-TV, Channel 19

WUAB-TV, Channel 43

WVIZ-TV, Channel 25

Radio Stations

WTAM-AM, News Radio 1100 AM

WMVX-FM, Mix 106.5 FM

WMJI-FM, Magic 105.7 FM

WGAR-FM, Country 99.5 FM

WAKS, KISS 96.5 FM

WMMS, The Buzzard 100.7 FM

WHLO, 640 AM

WKDD, 98.1 FM

Radio Free Ohio 1350 AM

WCPN Ideastream 90.3

WCRF, 103.3 FM

WCLV, 104.9 FM

OHIO PUBLIC RECORDS ACT

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

QUESTIONS

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

SELF DEVELOPMENT

Self-development is a necessity. Our world is moving at such a rapid pace that self-development has become a necessity rather than a choice. Jobs change overnight and companies are forced out of business because a competitive product or service replaces them. You really

cannot afford to just sit back and hope this will not happen to you. You must realize that you are your own greatest investment. Everything you add to your personal development is like adding capital and increases your value.

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

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

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

from any liability for providing a reference for me to any subsequent employer to whom I may hereafter apply for employment.

Date

Employee

Date

Supervisor