Girls can do anything.
EMPLOYEE HANDBOOK

Approved by the Board of Directors
Effective July 1, 2008

Amended 12/11/09
Amended 8/2012
Amended 9/11/2013
# Girl Scouts of Western New York

## Employee Handbook

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Employee Handbook Receipt
SECTION ONE

INTRODUCTION
WELCOME LETTER

Girl Scouts of Western New York (GSWNY) has a long and proud history. You, as a GSWNY employee, are an important part of our continued heritage.

This handbook summarizes many of the privileges, benefits and responsibilities which are yours as an employee of our organization. If you are a new employee, it will be helpful in acquainting you with our organization’s philosophies and personnel practices. If you are already a member of the GSWNY team, this handbook should prove to be a useful reference. Above all, I hope it will promote consistency, fairness and understanding throughout our organization.

In order to maintain the necessary flexibility in the administration of policies and procedures, GSWNY reserves the right to change, revise or terminate any of the policies and/or benefits discussed in this manual without advance notice. After you have read your handbook, please keep it handy for future reference and updating.

Welcome to GSWNY! I am glad that you have joined our organization, and I hope that you will find your work with us to be both challenging and rewarding.

Cindy Odom
Chief Executive Officer (CEO)
PREFACE

This handbook* outlines the personnel policies and benefit plans currently in effect at GSWNY. New or revised policies are issued periodically and are effective as of the date shown at the bottom of the page.

The statements regarding our organization’s policies, procedures and benefits are for information purposes only. They do not constitute a contract for employment, either expressed or implied. Our organization adheres to the principle of employment-at-will which preserves the right of either the employee or the employer to terminate the employment relationship at any time, with or without reason. Our policy of employment-at-will may not be modified by any written or oral statements except by a written agreement signed by the CEO of our organization.

Important Information About Your Benefits

As our organization evolves, we will continue to review and revise these personnel policies and benefit programs. The organization reserves the right to alter, reduce or terminate any pay practices, policies, benefits and benefit plans, in whole or in part, without advance notice.

The benefit information found in this handbook is intended to provide an overview of the benefit plans. The actual benefits are controlled by the terms of the applicable plan documents and insurance policies. Questions regarding the interpretation of these plans will be answered in accordance with the actual plan documents and insurance policies rather than the summaries contained in this handbook. Employees may obtain copies of these documents from Human Resources. The organization and/or the plan administrator have the sole discretion to determine the eligibility for benefits and to interpret and administer these benefit plans.

All employees will receive a copy of this Employee Handbook as part of orientation on or before the first day of employment. Employees are required to sign the Employee Handbook Receipt at the end of this Handbook.

*This handbook and its policies are effective July 1, 2008 and supersede all other personnel manuals and personnel policies previously distributed by the organization or any of the predecessor councils. To avoid confusion, please discard any copies of previously published employee handbooks.
EMPLOYMENT-AT-WILL

Employment is a relationship that exists as long as both the Council and the employee determine it is in their respective best interests. Employees are free to resign at any time for any reason; however, proper advance notice is requested. Similarly, the Council is free to determine that continued employment of any employee is not in its best interest and is free to discharge that employee with or without cause.

The issuance of this Employee Handbook and the policies and procedures contained herein does not constitute an employment contract. The policies are subject to change at the discretion of the Council.

The Council maintains the right to alter, modify, or terminate any existing benefits that are not statutory.
Juliette Gordon Low, founder of Girl Scouts of the USA (GSUSA), was born October 31, 1860, in Savannah, Georgia. A sensitive and talented youngster, Daisy, as she was known to family and friends, developed what was to become a lifetime interest in the arts. She wrote poems and plays, sketched, acted, and later became a skilled painter and sculptor. Full of inspiration herself, it was her destiny to inspire others. On March 12, 1912, in Savannah, Juliette Low gathered 18 girls together to organize the first two American Girl Guide troops. Daisy Gordon, her niece, was the first registered member. The name of the rapidly growing organization was changed to Girl Scouts the following year. Within months, girl members were hiking through the woods in their ankle-length blue uniforms, playing basketball in a curtained-off court, and going on camping trips. The following year saw the opening of a national headquarters in Washington, D.C., and the publication of the first Girl Scout handbook, How Girls Can Help Their Country, which featured knot-tying, first-aid, and outdoor cooking instructions.

In developing the Girl Scout Movement in the United States, Juliette Low brought girls of all backgrounds into the outdoors, giving them the opportunity to learn about nature and develop self-reliance and resourcefulness. She encouraged girls to prepare themselves not only for traditional homemaking roles, but also for possible future roles in the arts, sciences, business, and for active citizenship outside the home.

At the organization’s founding in 1912, Juliette Gordon Low originated the practice of defying stereotypes. She was a visionary who blazed the way for girls and women to embrace everything life offers. She not only offered girls the opportunities that until then only boys were granted, she opened up those same possibilities to girls of all ethnic, racial, socioeconomic, ability, and geographic groups. Just as it was for Juliette almost 100 years ago, so it is with us today: ensuring all girls in America have access to Girl Scouting is vital. We are the place where over 2.4 million girls go to explore and discover their world, connect with others, and become leaders who take action to make their world a better place.

Now headquartered in New York City, Girl Scouts of the USA is the world’s largest organization for girls. To date, GSUSA has positively influenced the lives of more than 50 million girls and adult women.
Girl Scouts of Western New York was established on July 1, 2008 as a result of the merger of the Girl Scout Council of Buffalo & Erie County, Girl Scouts of Genesee Valley, Girl Scouts of Southwestern New York and the Girl Scouts of Niagara County. The Council's jurisdiction covers nine counties in western New York. These counties include Erie, Chautauqua, Cattaraugus, Genesee, Livingston, Niagara, Orleans, Monroe and Wyoming.

Girl Scouts of Western New York serves approximately 9000 adult volunteers and 20,000 girls. Headquartered in Depew, NY, the Council has offices in Batavia, Jamestown, Lockport, Niagara Falls and Rochester.

Girl Scouts of Western New York brings Girl Scouting programs to girls and young women in grades K through 12. The Girl Scout Leadership Experience (GSLE) is a programming model designed to promote leadership skills throughout each step of Girl Scouting. The approach is based on research that indicates that girls respond to a more inclusive style of leadership, rejecting traditional “top-down” definitions of what it takes to lead. GSLE is built on the following three principles: Discover, Connect and Take Action. Through activities that emphasize the discover principle, girls learn that leadership is an act of self-discovery, and work to understand more about their own values and skills. During connect activities they recognize that a leader must be able to work with others. When the girls take action they understand the importance of leadership in making the world a better place.

Day and resident (overnight) camp programs are offered to Girl Scouts at Camp Piperwood, Perinton, NY; Camp Seven Hills-Lakeside/Goodyear, Holland, NY; Camp Windy Meadows, Cambria, NY; and Camp Timbercrest, Randolph, NY.

Girl Scouts of Western New York is one of over 100 councils organized and chartered in the United States to administer and develop Girl Scouting within its particular geographic jurisdiction.
THE GIRL SCOUT PROMISE, LAW, AND MISSION

The Girl Scout Promise
_On my honor, I will try:_
To serve God* and my country,
To help people at all times,
And to live by the Girl Scout Law.

The Girl Scout Law
_I will do my best to be_
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong, and
responsible for what I say and do,
_and to_
respect myself and others,
respect authority,
use resources wisely,
make the world a better place, and
be a sister to every Girl Scout.

Girl Scout Mission
Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

*The word “God” can be interpreted in a number of ways, depending on one’s spiritual beliefs. When reciting the Girl Scout Promise, Girl Scout members may replace the word “God” with a word that more closely expresses their spiritual beliefs.
SECTION TWO

EMPLOYMENT PRACTICES
2.01 NONDISCRIMINATION

Our organization is committed to a policy of nondiscrimination with respect to all employees and applicants for employment. This policy prohibits discrimination against all legally protected classes including, but not limited to: race, color, sex, age, disability, religion, creed, citizenship, ethnicity, national origin, ancestry, military status or veteran status, marital status, sexual orientation, predisposing genetic characteristics, or any other status protected by law.

In addition, to ensure full equality of opportunity in all operations and activities of the Council, every staff member employed in Girl Scouting shall be selected under fair employment procedures that provide equal employment opportunities to all people. There shall be special efforts in affirmative action in the recruitment, hiring, training and promotion of all persons from underrepresented groups.

PRACTICES
This policy will be observed in the recruitment, hiring and on-the-job treatment of individuals.

DECISIONS
Decisions regarding wage and salary administration, benefit plans, training, job assignments, promotions, transfers, discipline, demotions and terminations will be made in accordance with this policy.

REPORTING A CLAIM
If employees have questions on the administration of this policy or a complaint regarding nondiscrimination, they should meet with their supervisor(s), Human Resources, or the CEO.

If an employee is not satisfied with the resolution, appeals will generally follow the steps outlined in the Open Communication policy.
2.02 HARASSMENT AND SEXUAL HARASSMENT

GSWNY is committed to maintaining a work environment free from all forms of harassment, where the individual dignity of each employee is respected. Our company prohibits harassment against anyone, for any reason, including, but not limited to: race, color, sex, age, disability, religion, citizenship, national origin, ancestry, military status or veteran status, marital status, sexual orientation, predisposing genetic characteristics, or any other status protected by law. It is the policy of GSWNY that employees are provided a work environment free from all forms of harassment, including sexual harassment. Sexual harassment refers to sexually oriented behavior that is not welcome, that is personally offensive and interferes with our work effectiveness. Sexually oriented acts or sex-based conduct have no legitimate business purposes. All employees (male or female) must refrain from any harassment of other employees, customers, volunteers, girl members, and other visitors. All employees, as well as non-employees conducting business in our workplace, are covered by this policy.

DEFINITIONS OF HARASSMENT
The creation of an intimidating, offensive or hostile working environment based on one or more of the above categories constitute harassment. Specific types of harassment include, but are not limited to:

- **Sexual harassment** includes, but is not limited to: unwelcome sexual advances; requests for sexual favors and/or other verbal or physical conduct of a sexual nature where submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating or hostile environment. Specific examples include, but are not limited to: sexual advances or sexual activity, any overt display or demonstration of sexual activity, vulgar remarks, pinching, teasing, exhibitionism, voyeurism, and uninvited touching or bodily contact.

- **Physical harassment** refers to pushing, hitting or other offensive behavior of a physical nature.

- **Verbal abuse** refers to derogatory or degrading verbal comments regarding, or made because of, an individual's membership in one of the categories listed above. Specific examples include, but are not limited to: unwelcome jokes, sexual innuendos, remarks of a sexual nature, gestures, epithets and teasing.

- **Written harassment** refers to derogatory or degrading written comments regarding, or made because of, an individual's membership in one of the categories listed above. Specific examples include, but are not limited to: e-mail, memos, notes, graffiti, pornographic materials and other visual depictions.
2.02 HARASSMENT AND SEXUAL HARASSMENT

Harassment, whether it is sexual, physical, verbal or written in nature, is a form of employee misconduct which undermines the integrity of the employment relationship within our organization.

The Council will not condone or tolerate use of the Girl Scout name, related activities, publications and/or facilities as vehicles for public or private promotion of sexual practices or sexual orientation.

Sexual harassment is a form of misconduct that undermines the integrity of the employment relationship or presents behavior incompatible with the values, traditions, and purposes of Girl Scouting as stated in the Constitution of Girl Scouts of the U.S.A.

REPORTING A CLAIM

Employees who believe they have been the subject of any form of harassment should report their charge immediately to their supervisor, Human Resources or the CEO. The organization will promptly employ the resources necessary to ensure an accurate and impartial investigation.

CONFIDENTIALITY AND RETALIATION

It is GSWNY’s intention that any reporting employee or employee participating in the investigation of a harassment complaint will not be retaliated against in any way. Complaints will be investigated promptly and confidentiality will be maintained to the greatest degree possible, consistent with our obligation to thoroughly investigate your allegation. Retaliation for filing a complaint in good faith is prohibited.

CORRECTIVE ACTION

If a harassment complaint is found to be valid, immediate and appropriate corrective action will be taken. The employee who has violated this policy will be subject to discipline up to and including termination of employment. This determination will be based on all the facts of the case.
2.03 SEXUAL ORIENTATION STATEMENT

GSWNY respects the beliefs of each of its employees and does not investigate or intrude into personal matters. Therefore, we do not have policies that focus on individual sexual orientation. GSWNY however, has firm standards relating to appropriate conduct. The Girl Scout organization does not condone or permit overt sexual displays by its volunteers or employed staff. Neither does it permit the advocacy or promotion of a personal lifestyle or sexual orientation. These are private matters for girls and their families to address. Girl Scout staff must at all times serve as appropriate role models for girls, demonstrating behavior that is compatible with the values and traditions of Girl Scouting.
2.04 CODE OF CONDUCT

GSWNY expects and requires honesty and integrity in all business interactions. Girl Scouting is founded on faith, trust and confidence and holds all employees to high standards in personal and professional conduct. These fundamental principals are especially critical for a human service agency like the Girl Scouts whose success in the community is dependent upon the highest standards of ethical conduct.

GSWNY CODE OF CONDUCT

- Complying with the letter and spirit of all applicable laws.
- Faithful adherence to policies, rules, regulations and contracts.
- Dealing honestly, fairly, courteously and respectfully with customers, co-workers, volunteers, organizations, suppliers, government officials, and the general public.
- Treating everyone with whom you come in contact – volunteers, Girl Scouts, customers, applicants for employment, colleagues, suppliers, and others – fairly in all respects. Discrimination is illegal and is the basis for employment termination.
- Respecting GSWNY’s ownership of all equipment, supplies, records and proprietary information.
- Preserving the confidentiality of all proprietary information, plans, decisions, employee information and any other information that is not designated for knowledge outside of the intended parties. Confidential information pertaining to our membership must not be disclosed to your fellow workers unless they have a clear business need to know the information for the performance of their duties. Personnel files and other information concerning employees are strictly confidential and should not be disclosed to outsiders by fellow employees or supervisors. Requests for any such information should be referred in writing to the CEO.
- Declining of any gifts, gratuities or payments offered by any person or organization having current or possible future dealings with GSWNY as a supplier, client or contractor. These restrictions include offers of free service, travel, or merchandise. If an employee receives a gift in excess of $50.00, the gift should be returned with an appropriate explanation. If a return is not practical, the employee receiving the gift must send a thank-you note explaining GSWNY’s policy and requesting that no further gifts be given. Meals are not included within the definition of the term “gift.” Promotional items, such as pencils, calendars and the like, routinely distributed by the donor, are permitted. Money, of any amount, is not to be accepted, under any circumstances.
- Not accepting any outside employment with a supplier or competitor or any other employment that could interfere with your responsibilities to GSWNY. Any employment or consulting arrangement with any person or business that has business with GSWNY must be approved in writing, prior to acceptance, including the acceptance of paid directorships, honoraria for speeches or consulting fees.
- Any information or authority derived from employment with GSWNY cannot be used for personal gain or the personal gain of your family, friends or others.
- Your reports and financial records must accurately and fairly reflect the transactions and dispositions of the assets of the organization.
2.04 CODE OF CONDUCT (continued)

- In any organization, mistakes occur and sensitive situations will occasionally arise. When you have knowledge of any questionable or possible illegal occurrence affecting the Council, you have an obligation to report the occurrence to your supervisor, the CEO, or Human Resources. In addition, you must fully cooperate with the Council’s internal and independent auditors and counsel in the performance of their designated duties. This means providing them with complete and accurate information.
- Any employee asked or ordered to participate in or who otherwise becomes aware of any event which may be a violation of the Council’s policies, should report the information to his/her supervisor, the CEO, or Human Resources. Compliance will assist us in fulfilling our obligations to our fellow employees, volunteers, Girl Scouts and the community.
2.05 CONFLICT OF INTEREST

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative of that employee as a result of GSWNY business dealings. It includes using your position to advance your own personal gain or advantage on the basis of sensitive information gained from your Council employment, whether or not such gain or advantage is obtained at the expense of the Council. All employees are required to annually review and recommit to this policy.

DEFINITION

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. “Relative” in this context may mean father, mother, child, siblings, spouse, grandparent, grandchild, in-law, or any individual who makes her/his home with an employee.

If an employee has any influence on transactions involving purchases, contracts, or leases, it is imperative that she or he discloses these influences to GSWNY as soon as possible so that safeguards can be established to protect all parties.

Personal gain is defined as an advantage or benefit that results from an employee or relative having a significant ownership in a firm with which GSWNY does business, or when an employee or relative receives a kickback, bribe, substantial gift or special consideration as a result of any transaction or business dealings involving GSWNY. A substantial gift is defined as any gift having a value of $50.00 or more.

Employed staff may not serve concurrently in any volunteer capacity within the council.

Separated employees may not serve in a volunteer capacity with GSWNY for a period of one (1) year based on separation date.
2.06 INDIVIDUALS WITH DISABILITIES

GSWNY fully supports the Americans with Disabilities Act (ADA) and New York State Human Rights Law which make it unlawful to discriminate in employment against a qualified individual with a disability, including but not limited to AIDS or HIV positive. The organization prohibits discrimination against qualified employees and applicants with disabilities in all aspects of employment including, but not limited to, recruitment, hiring, compensation, promotion, job assignments, transfers, demotions, training, leaves of absence, layoff, benefits, termination and employer-sponsored activities, including social & recreational programs. Our organization's commitment to this policy includes making reasonable accommodation to persons with disabilities, to enable them to perform the essential functions of their jobs, unless to do so poses an undue hardship on GSWNY or a direct threat to health or safety.

OUR COMMITMENT
The employee should make their supervisor, Human Resources or the CEO aware of his/her need for an accommodation in writing, along with any supporting medical documentation. A medical examination by a physician appointed by GSWNY or other evaluation may be necessary to identify an appropriate and reasonable accommodation. The organization will work with each individual to define their job-related needs and to try to accommodate those needs in as prompt a manner as possible. Employees may not refuse to work alongside co-workers who have disabilities.

QUALIFIED INDIVIDUALS WITH DISABILITIES
Qualified individuals with disabilities are defined as individuals with disabilities who can perform the essential functions of the job with or without reasonable accommodation. The term disability is defined by applicable law.

PERSONS PROTECTED UNDER THIS LAW INCLUDE:
- A person with a physical or mental impairment that substantially limits that person in some major life activity; or
- A person with a record of such a physical or mental impairment; or
- A person who is regarded (perceived) as having such impairment

REASONABLE ACCOMMODATION
Reasonable accommodation is defined as any change or adjustment to a job, the work environment, or the way things usually are done that enables a qualified individual with a disability to perform the essential functions of the job and that does not pose an undue hardship for the organization or a direct threat to health or safety.

DETERMINING APPROPRIATE ACCOMMODATIONS
The ultimate decision as to whether a particular accommodation will be made rests with the organization. The individual may recommend an accommodation based on his/her life or work experience. When the appropriate accommodation is not obvious, the organization will assist the individual in identifying one. If more than one accommodation will enable the individual to perform the job, the organization reserves the right to choose which accommodation it will make.
2.06 INDIVIDUALS WITH DISABILITIES

CONFIDENTIALITY
All information concerning the disability of any employee, volunteer or Girl Scout shall be kept confidential to the fullest extent possible. Anyone discussing or disclosing disability and/or medical information without a legitimate business purpose will be subject to discipline. Medical/disability documentation may never be disclosed without a proper written authorization from the individual.
2.07 EMPLOYEE PROTECTION (WHISTLEBLOWER) POLICY

If any employee reasonably believes that a policy, practice, or activity of Girl Scouts of Western New York is in violation of law, a written complaint may be filed by that employee.

It is the intent of Girl Scouts of Western New York to adhere to all laws and regulations that apply to the Council, and the purpose of this policy is to support the Council’s goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of Girl Scouts of Western New York, and provides the Council with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.

Girl Scouts of Western New York will not retaliate against an employee who in good faith, and on the basis of a reasonable belief that a practice is in violation of law or a clear mandate of public policy, makes a protest or raises a complaint against some practice of the Council, or against an individual or entity with whom the Council conducts business.

Girl Scouts of Western New York will not retaliate against an employee who discloses or threatens to disclose to a supervisor or to a public body any activity, policy, or practice of the Council that the employee reasonably believes is a violation of a law, rule, or regulation mandated by law, or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

**Complaint Procedure:** To file a complaint alleging an unlawful activity, policy, or practice, an employee must file a written complaint with either the Chief Executive Officer or with Human Resources. All complaints will be thoroughly investigated and responded to promptly.
3.01 RECRUITMENT AND PLACEMENT

Our organization recruits and selects individuals for employment on the basis of merit, qualification, experience, ability, aptitude and competency without regard to all legally protected classes, including, but not limited to: race, color, sex, age, disability, religion, citizenship, national origin, ancestry, military status or veteran status, marital status, sexual orientation, predisposing genetic characteristics, or any other status protected by law. The Council will actively comply with the policies of GSUSA, federal, state, local laws and regulations, and governmental executive orders to maximize equal opportunity and affirmative action. All job offers are contingent upon the applicant providing proof of legal authorization to work at the organization. If you are authorized to work in this country for a limited period of time, you will be required to provide proof of authorization to work when the original documentation expires.

JOB POSTING
GSWNY seeks to balance opportunities for advancement for current employees with opportunities to enrich and diversify our workforce with candidates from outside the organization. Notices of job vacancies are sent to employees by email or posted on our bulletin board. You should notify Human Resources if you would like to be considered for a different position within our organization. Generally, employees must complete at least six months in their current position before being eligible to request a transfer or promotion. There may be times when the CEO will promote an employee without posting the position. Whenever practical, vacancies will be filled from within the council by promotion or transfer of qualified staff members.

HIRING PROCESS
The hiring procedure includes recruitment, interviewing, reference and background checks and DMV (motor vehicle) checks, when applicable, for all applicants considered for the opening. The decision to employ an individual is within the sole discretion of the Council. When a candidate is identified and references checked for hire, the proposed salary is forwarded to the CEO. The CEO will review and approve all salary offers to ensure that internal equity is maintained. All offers of employment can be tendered only by the CEO. Prior to employment, the Council may issue a letter to the new employee confirming the terms of employment. The letter may include such information as job title, annual salary, and effective date of employment. The letter of employment is not a contract of employment, nor does it preclude the Council from making changes in personnel policies and benefits as are deemed appropriate.

MEDICAL EXAMINATION
The Council may request a physical examination for certain job positions post offer pre-employment to determine if the employee can perform the job requirements.

GSUSA MEMBERSHIP
All staff members are required to become members of the Girl Scouts organization when they are employed and to renew their membership annually, unless they choose to become a lifetime member.
INTRODUCTORY PERIOD
The initial six months of employment is considered as the introductory period for all employees. Employees will serve the introductory period so that they have the opportunity to become acquainted with the job and to demonstrate her/his ability to assume its duties and responsibilities. The performance of new employees will be evaluated at the end of the introductory period. Note that the review at the end of the introductory period does not necessarily mean a merit increase. The introductory period may be extended if the supervisor deems that the conditions under which the individual worked during the introductory period made it difficult to adequately evaluate his/her capabilities to perform the job. Successful completion of the introductory period does not guarantee employment for any period of time thereafter, nor does it affect the employment-at-will status.

VITAL INFORMATION
Changes in vital information need to be communicated as soon as possible. This information affects benefits as well as the accuracy of personnel records. Please immediately inform the Human Resources of any changes in the following information:
1. Name
2. Address
3. Telephone Number
4. Marital Status
5. Number of Dependents
6. Number of Exemptions Claimed for Taxes
7. Beneficiaries for Insurance
8. Other Benefits.

REFERENCE/BACKGROUND CHECKS
GSWNY may conduct reference/background checks where necessary and consistent with applicable federal, state and local laws.

The following items may be included in the reference/background checks:

- criminal history—county, state, and/or federal
- motor vehicle/driving record (required of all employees who regularly drive a council vehicle or travel on council business in rental or personal vehicles)
- prior employment verification
- education verification
- professional license verification (if required by position)
- credit report (for selected positions)

Various background checks may be required for new employees being hired and for current employees assuming new positions, consistent with business needs. Human Resources will arrange for all background checks. The cost of the background checks will be charged to the council. All background checks will be conducted in accordance with the Fair Credit Reporting Act and all applicable federal, state and local laws. Applicants will be required to execute written
3.01 RECRUITMENT AND PLACEMENT (continued)

consent authorizing background checks. The background check will be conducted prior to the
final offer of employment being extended. The determination for fitness for employment will be
made on an individualized basis considering all the circumstances, and in consultation with
Human Resources, the hiring department manager, and if necessary, the CEO. GSWNY will
keep confidential all information gathered in background history reports and will use the
information solely for the purpose of establishing applicants’ fitness for employment.

GSWNY will not disclose background history reports or information contained in such reports to
third parties without applicant consent, except if required by law. Background history reports will
be maintained in a secured file in the Human Resources department, and access will be
restricted.
3.02 EMPLOYMENT CLASSIFICATIONS

Employees of our organization are employed on a variety of schedules and work hours. Varying arrangements provide a distinct advantage to our operations, as well as being a matter of personal convenience to the individual.

REGULAR FULL-TIME
Employees in this category are regularly scheduled to work at least 37.5 hours per week and generally receive full benefits based on position and length of service.

REGULAR PART-TIME
Employees in this category are regularly scheduled to work less than 37.5 hours but at least 20 hours each week.

TEMPORARY/SEASONAL/PER DIEM
Employees in this category perform a function for a specified period of time (not to exceed one year), and their employment is limited due to the nature of the job or availability of the individual. These employees receive statutory benefits only. Employees who work an average of less than 20 hours a week will receive statutory benefits only. (See 4.04 for Statutory Benefits)

GRANT FUNDED
Grant-funded employee’s schedules and benefits will be based upon the provisions stated in each individual grant. Not all grants provide benefits.

NON-EXEMPT AND EXEMPT CLASSIFICATIONS
In addition to full-time and part-time, each position is classified as either exempt or non-exempt based on the nature of the duties. The Fair Labor Standards Act (FLSA) is a federal law which requires that employees be paid at least the federal minimum wage for all hours worked and that certain employees receive overtime pay at time and one-half the regular rate of pay for all hours worked over 40 hours in a workweek.

The FLSA provides an exemption from overtime pay for employees employed as bona fide executive, administrative, professional, outside sales and certain computer employees. To qualify for exemption, positions must meet certain tests regarding job duties and under most circumstances must be paid on a salary basis at the minimum rate established by law.

Due to special events or activities, it may be necessary for exempt employees to work substantial additional hours. Every effort is made to keep overtime for non-exempt staff to a minimum. When overtime is necessary, the supervisor must approve in advance any hours worked in excess of the normal workweek for non-exempt employees. Non-exempt staff members will be paid straight time for hours worked up to 40 in a workweek, and time and one-half for hours worked in excess of 40 hours in a workweek.
3.03 ORIENTATION PROGRAM

People are the core of our business at GSWNY. To help you get off to a good start in our organization, an orientation program will be scheduled for you during your first week on the job.

**DURING YOUR FIRST WEEK**
During your first week you will receive a tour of our facility, introductions to your co-workers, and initial training for your job. An appointment will be scheduled for you to meet with Human Resources who will explain your benefits, answer your questions and help you complete the payroll and benefit forms.

You will receive a copy of this Employee Handbook at this meeting. It is important for you to read our handbook, as it will answer many of your questions about our organization and its personnel policies.

**THROUGHOUT YOUR EARLY WEEKS**
Throughout your early weeks, you will be given on-the-job training. During this time you should gain a full understanding of your job responsibilities and our standards for this position. Your supervisor is anxious to help you in any way (s)he can, so do not hesitate to ask questions.
3.04 WORKING HOURS

Our organization observes a 37.5 hour workweek. Time and leave records are kept for each employee.

WORKWEEK
Because of the nature of our business, workdays and hours may vary with the job. Our standard workweek consists of 37.5 hours per week, Monday through Friday. The normal workweek for the calculation of overtime begins on Sunday and ends on Saturday.

MEAL BREAK
A 30 to 60-minute unpaid meal break should be taken each day depending upon your schedule. The scheduling of meal breaks will be approved by your supervisor.

TIME RECORDS
Employees are responsible for completing their time record on a time sheet, signing it, and then submitting it to the supervisor according to the payroll schedule.

ABSENCE REPORTS
Employees are responsible for recording any paid time away from work on the time sheet, signing it, and then submitting it to the supervisor, according to the payroll schedule.

FLEXIBLE WORK SCHEDULES
Depending upon the requirements for each position, our organization may offer a flexible work schedule to assist in balancing your work and personal life. Your supervisor will discuss the flexible work options with you. Once you and your supervisor have established your work schedule, it cannot be changed without your supervisor's prior approval.
3.05 TELEWORK

An occasional teleworker is an employee who regularly works from a council office location, but may occasionally work from home because of personal or business necessity such as the need to focus on or complete a special project, an inability to commute to the office due to some external factor (such as inclement weather), or to accommodate another business or personal priority.

The teleworking arrangement constitutes a job assignment that has been established to meet the business needs of the council and is not considered an employee right, benefit, or entitlement. Appropriately designated organization management (i.e., the employee’s supervisor) must judge that the employee can perform her/his required functions as well or better in the alternate location as in a main or satellite office. The arrangement will be reviewed periodically to address the terms of the teleworking arrangement. The decision to grant teleworking status is made by the organization for business reasons and is governed by a teleworking agreement that will be entered into between organization management and individual staff. While the duration of the teleworking arrangement is outlined in the agreement, management reserves the right to terminate such arrangements should business conditions dictate the need to do so. The opportunity to work as a teleworker is not considered an employee right, benefit, or entitlement and does not change the general terms and conditions of employment, salary, or benefits set by the council.
3.06 PAY PRACTICES

Our organization is committed to a policy of fair and equitable compensation for work well done to assist in attracting, motivating and retaining qualified staff by:

- Establishment of a system to maintain a proper internal relationship among all positions.
- Creation of salary ranges that are internally equitable and externally competitive.
- Establishment of a salary administration program that effectively motivates employees to achieve individual and Council objectives.

WAGE AND SALARY PROGRAM
The rate of compensation assigned to each job is based on the nature of the position as well as economic conditions within the organization and the community.

MERIT INCREASES
You may receive an increase in pay when there has been an improvement in or sustainment of an already good performance during the review period. When reviewing salaries, your supervisor considers the profitability of the organization and your individual work performance. Awarding salary increases to employees is dependent upon the good financial standing of the council.

Merit increase are based on the achievement of performance goals and standards in relation to the accountabilities of the job description, and the Council’s corporate goals, objectives, salary policy, and the Council’s annual budget. Merit increase guidelines may be prepared by the Council prior to the start of each fiscal year and are developed within Board-approved ranges and the annual budget.

PAYDAY
Employees are paid biweekly. If payday is a holiday, you ordinarily will be paid on the day before the holiday.

DIRECT PAYROLL DEPOSIT
Employees have the option of being compensated through a direct payroll deposit system. For more information on direct payroll deposit, contact Human Resources.

GARNISHMENTS
When an employee fails to make prompt payment of their personal debts, a court may order the organization to garnish amounts directly from the employee’s paycheck. Our organization must withhold the amount indicated in the garnishment from the employee’s paycheck in accordance with Federal and state law.
3.06 PAY PRACTICES (Continued)

COMPANY POLICY FOR DEDUCTIONS FROM WAGES
It is our policy to comply with the salary basis and wage and hour requirements of the FLSA. The company does not allow deductions that violate the FLSA or state wage and hour laws.

GSWNY may make deductions to recover an overpayment in wages due to a mathematical or clerical error by GSWNY. In these circumstances, written notification will be given the affected employee.

PERMITTED DEDUCTIONS FROM EXEMPT EMPLOYEE'S PAY
Deductions from pay are permissible when an exempt employee:
- is absent from work for one or more full days for personal reasons other than sickness or disability;
- for absences of one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness;
- to offset amounts employees receive as jury or witness fees, or for military pay;
- for unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions.

Also, the company is not required to pay the full salary:
- in the initial or terminal week of employment;
- for penalties imposed in good faith for infractions of safety rules of major significance,
- or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act (if applicable).

In these circumstances, either partial day or full day deductions may be made.

REPORTING IMPROPER DEDUCTIONS
If you believe that an improper deduction has been made to your salary, you should immediately report this information to your direct supervisor, or to Human Resources.

Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.
3.07 COMPENSATION POLICY

It is the policy of Girl Scout of Western New York to provide a sound and flexible compensation program that will assist in attracting, motivating and retaining qualified staff by:

- Establishing guidelines and controls that ensure fair, consistent and competitive compensation and that help management provide salary administration for staff members or employees based on contribution/performance.

- Establishing appropriate career paths to reward and motivate employees to achieve individual and organizational objectives.

Cash compensation and benefits, such as paid time off, are part of all employees’ total compensation for working at Girl Scout of Western New York. The cash component of total compensation is designed to offer competitive pay levels as well as recognize individual performance and the value of an employee’s work.

Girl Scout of Western New York has an established salary program that assigns each position to a particular salary range that is representative of prevailing rates in the marketplace.

All employees receive written performance reviews on an annual basis, except new employees. New employees receive written performance reviews at the end of their introductory period- six months from their date of employment) and annually thereafter based upon their anniversary date of hire.

The board of directors approves the salary budget annually, and merit increases, where and when applicable, are approved and issued by the chief executive officer each year to all council staff.
3.08 OVERTIME

Our business occasionally requires longer-than-average hours of its employees in order to meet the needs of our customers. It is necessary and requested that each of us comply with overtime needs so that we may meet the deadlines established by our customers.

OVERTIME RATES
Non-exempt employees are paid one and one-half times their regular hourly rate of pay for overtime hours worked in excess of 40 in one pay week.

AUTHORIZATION
All overtime must be authorized in advance by your supervisor.

DEFINITION OF HOURS WORKED
Paid absences are not counted as hours worked when calculating overtime.
3.09 POSITION DESCRIPTIONS

A position description is written for each position in our organization and maintained on file with Human Resources. The purpose of these position descriptions is to identify job standards, essential job functions, as well as marginal or peripheral duties, the physical abilities required to complete the essential functions of a position and reporting relationships for the various positions throughout our organization.

EMPLOYEE ACCESS TO POSITION DESCRIPTIONS
Your supervisor will provide you with a copy of your position description at the time of hire and whenever your accountabilities change significantly.

USE OF POSITION DESCRIPTIONS
Position descriptions are designed to give an overview of the essential functions of a position and to promote a better understanding of the total job for both you and your supervisor. Additional duties and responsibilities may be assigned at any time and the description updated. Your supervisor will refer to position descriptions during the recruitment and hiring process, as well as during performance appraisal discussions with you.

UPDATING POSITION DESCRIPTIONS
Position descriptions are updated periodically to reflect changes in job duties and organizational structure. Schedule time to meet with your supervisor if you believe your position description needs updating or if you have questions.
3.10 PERFORMANCE MANAGEMENT

The Performance Management Program is a process to help ensure goal setting, communication and evaluations that are consistent with the organization’s operating objectives. This process depends on a continuous exchange of information between manager and employee. This shared responsibility provides a consistent means for evaluating performance, and recognizes individuals whose efforts and performance contribute to GSWNY’s overall success.

PROCEDURES
A performance review is an opportunity for the manager and employee to step back from day-to-day activities and discuss how the employee is doing in all aspects of her or his job, to develop ways for the employee to maximize potential in the job and, if appropriate, plan how to prepare for future responsibilities. A review is conducted at the completion of the introductory period, on the anniversary date of hire and/or date in position, and on an annual basis thereafter.
3.11 ATTENDANCE

Your position and the work that you do at GSWNY is important. It is essential that you be at work on time in order for us to serve our customers and run our organization in an efficient manner.

PUNCTUALITY
Although individual schedules may vary, you should be at your work area on time, as scheduled, ready to work. Punctuality is important. Excessive unexcused absences or habitual patterns of tardiness are factors in the evaluation of job performance and may result in discipline up to and including termination.

EMPLOYEE RESPONSIBILITIES
If you are going to be late or absent from work, you must personally call your supervisor as soon as possible prior to the start of your scheduled work hours. If the supervisor is not available, the next level of management should be called. It is important that there is verbal communication with a “live person.” Do not rely on voice mail, email messages and text messages are not acceptable.

In the event of a period of absence due to illness or injury, a physician’s statement is required for an absence of more than three consecutive days or at the discretion of the supervisor, when an accumulation of absences seems to establish a pattern or show an abuse of paid time off leave. The statement should state the anticipated duration of the absence. Upon the employee’s return to work, a physician’s statement is required, authorizing the employee’s return to work.

If you are absent for three days without contacting your supervisor, absent management approved extenuating circumstances, it may be considered a voluntary resignation and your employment will be terminated.
3.12 OPEN COMMUNICATION

Our organization is committed to the principle of open communication between employees and their supervisors concerning the employment relationship.

WORKING TOGETHER, WE CAN FIND A SOLUTION TO ANY PROBLEM

In every organization there are honest differences of opinion about working conditions, discipline, policies, and other work-related matters. Don't keep your concerns to yourself. Let's talk over any problem you may have and try to resolve it. Remember...we can't solve a problem unless we know it exists.

Please Note: For concerns related to harassment, sexual harassment or other legal matters, please see the policies in Section 2.
3.13 PROBLEM RESOLUTION

The Council maintains an open communication policy regarding employee concerns. Most complaints and concerns can be resolved when they are brought to the attention of the staff member’s immediate supervisor through informal supervisory conferences and communications. When an employee and her/his immediate supervisor are unable to resolve a concern through informal efforts, the formal problem resolution policy and procedure may be initiated by the employee without fear of jeopardizing her or his employment status. Once initiated the procedure may be terminated at any time by the employee.

PROCEDURE

All employees who have satisfactorily completed their initial six-months of employment will have access to the formal problem resolution process. The number of steps in the process available to an employee depends upon her/his position within the Council structure. Staff members reporting directly to the CEO will have a one-step process. Since the CEO serves at the pleasure of the Board, this procedure is inapplicable to that position.

STEP 1

The employee sends a written statement to her/his supervisor immediately after the occurrence of the event giving rise to the complaint. Within five working days the supervisor will meet with the employee to discuss the employee’s concerns. The supervisor will send a written response to the employee within five working days of the meeting with an explanation of the decision.

If the employee does not receive a response or if the employee is not satisfied, the employee may proceed to step 2.

STEP 2

Within five working days of receiving the response to step 1 or failing to receive a response in a timely manner, the employee will send a written notice to the next level of supervision and Human Resources. The notice will indicate the employee’s desire to continue the formal problem resolution process and will include documentation from Step 1.

Within five working days of receipt the next level supervisor or designee will meet with the employee and the immediate supervisor. Further review of the facts may be undertaken to resolve the complaint or concern. A written decision will be provided to the employee within ten working days of the meeting.

If the employee does not receive a response or if the employee is not satisfied, the employee may proceed to step 3.
3.13 PROBLEM RESOLUTION (Continued)

STEP 3

Within five working days of receiving the response to step 2 or failing to receive a response in a timely manner, the employee will send a written notice to the CEO. The notice will indicate the employee’s desire to continue the formal problem resolution process and will include documentation from the prior applicable steps. Within five working days of receipt the CEO or a designee will meet with the employee and the immediate supervisor. Further review of the facts may be undertaken to resolve the complaint or concern. A written decision will be provided to the employee within ten working days of the meeting.

No further appeal will be available. Time limitations may be adjusted upon consent of all parties involved.

Reliance upon the formal problem resolution procedure does not prevent an employee from seeking to resolve the problem by more informal means, such as face-to-face conversations, at any time during the formal procedure.
3.14 CORRECTIVE ACTION

In order for our organization to operate efficiently and safely, it is necessary for all personnel to observe the policies and procedures governing our work environment. If an employee's conduct interferes with the orderly and efficient operations of a department, disciplinary measures will be taken.

INITIAL DISCUSSIONS
When taking corrective action, the supervisor will meet with the employee to explain why the need for corrective action is warranted.

Grounds for corrective discipline, up to and including immediate discharge, may include but are not limited to: violation of organization policies or safety rules; insubordination; poor performance; excessive absenteeism and/or tardiness; possession of firearms; theft or dishonesty; willful destruction of organization property; physical, verbal or sexual harassment of employees, suppliers or customers; possession, use or sale of illicit drugs or alcohol on organization property; reporting to work under the influence of drugs or alcohol; or other misconduct.

CORRECTIVE ACTION
Depending upon the severity of the matter, disciplinary measures may include a verbal warning, written warning, suspension, or discharge. The appropriate corrective action will be determined by the organization. The organization does not guarantee that one form of action will necessarily precede another.

Disciplinary suspension (up to three months) may be initiated by a written warning to the employee by their immediate supervisor. The written warning should define and document the problem, note the previous counseling or warning, and advise the employee of the consequences of failure to improve. Copies of the written warning to the employee on disciplinary suspension must be sent to the CEO for inclusion in the employee’s personnel file. At the conclusion of the disciplinary suspension period, a written report should be sent to the CEO concerning the employee’s continuation in service. If the report request termination, the matter must be approved by the CEO.
3.15 SEPARATION

Since there is no contractual employment agreement between the Girl Scouts of Western New York and its employees, employment is for no definite duration and is at will, and therefore, employees may resign at any time, and an employee may be terminated at any time without notice for reasons determined solely by management. In such instances, management will be guided by the Council’s CEO.

NOTIFICATION PERIODS
In the interest of business continuity and professionalism, please give a minimum of two weeks notice, more if possible.

An employee may continue to work during the notification period. However, the Council, if it chooses, may give a lump sum payment in lieu of working the notice period.

The Council is not required to give advance notice of pay in lieu of notice.

REASONS FOR INVOLUNTARY TERMINATION
In most circumstances, the Council will initiate the release of an employee only after full consideration and documentation of all factors involved. Reasons for the Council to initiate termination usually fall into one or more of the following categories:

- unsatisfactory work performance;
- failure to satisfy the conditions of employment;
- excessive absenteeism or lateness;
- cause, e.g. violation of the policies of the Council such as misconduct or insubordination
- failure to perform the essential duties of a position;
- reduction of staff necessitated by factors such as budget considerations, revisions of work or reorganization.

Progressive discipline is attempted whenever possible. Certain types of misconduct may be so serious as to necessitate immediate dismissal without notice.

GENERAL WORK RULES
The following is a list of general work rules and is not presented as an all-inclusive list of rules of conduct. Rather, these rules are intended as examples of some of the types of behavior that will be considered cause for disciplinary action. Discipline for any one or a combination of rule violations may result in discipline, up to and including discharge.

- Discrimination against anyone associated with the Council in violation of the Council’s anti-discrimination provisions.
- Willful damage to Council property or the personal property of other staff members.
- Threatening, intimidating or coercing other Council personnel.
- Insubordination of the refusal to perform assigned duties.

Girl Scouts of Western New York
3.15 SEPARATION (continued)

- Unauthorized possession of drugs, narcotics, intoxicants, or weapons while on the job.
- Being under the influence of illegal drugs, narcotics, or intoxicants while on the job.
- Theft, pilfering, fraud or other forms of dishonesty.
- Gross negligence of duty.
- Absence without cause or without authorization.
- Disorderly conduct or fighting on Council premises.
- Malicious gossip or derogatory attacks.
- Being under the influence of illegal drugs, narcotics, or intoxicants while on the job.
- Theft, pilfering, fraud or other forms of dishonesty.
- Gross negligence of duty.
- Absence without cause or without authorization.
- Disorderly conduct or fighting on Council premises.
- Malicious gossip or derogatory attacks concerning anyone associated with the Council.
- Falsifying our Council records, including false recording of time worked.
- Soliciting or accepting gratuities.
- Failure to report and/or concealment of an accident.
- Misuse or removal from premises of employer lists, employee rosters, company records, books, instruments, valuable or confidential information of any kind.
- Unauthorized possession of confidential documents, keys, materials, etc.
- Reckless driving with Council-owned vehicles.
- Being uncooperative, disrespectful, rude, or using abusive language to other staff members and volunteers.
- Engaging in unauthorized surveillance or bringing devices on Council premises to accomplish such acts.
- Excessive absenteeism or tardiness.
- Inaccurate expense account reporting.
- Tampering with another employee’s performance, delaying or otherwise restricting operations or influencing others to do so.
- Neglecting or carelessly performing assigned duties and responsibilities, failing to produce acceptable quantity or quality.
- Reporting to work in a condition which makes the employee unfit to perform assigned duties.
- Selling or soliciting for outside activities during working hours.
- Spending inappropriate amounts of time on non-business matters that interfere with assigned work duties.
- Unauthorized use of the Council’s equipment, including telephones, copying machines, fax machines, computers, etc.
- Willfully destroying, misusing, sabotaging, damaging or wasting the Council’s property.
3.15 SEPARATION (continued)

JOB ELIMINATION AND OUTPLACEMENT
When jobs must be eliminated and employees are displaced because of budget considerations, reorganization, or other business necessity, the Council will make a reasonable effort to provide continuous employment for employed staff whose performance is satisfactory. However, this does not guarantee continued employment or a permanent job position within the Council or that job accountabilities will remain the same. Staff members affected by job elimination should be informed by their supervisor of the availability of outplacement services, if available.

COUNCIL PROPERTY
Employees are responsible for all property, equipment, materials, keys, access/credit cards, or written information issued to them or in their possession or control. Employees must return all GSWNY property immediately upon request or upon separation of employment. GSWNY may also take all action deemed appropriate to recover or to protect its property.

SEVERANCE PAY
Severance pay is granted to regular full-time and regular part-time employees when termination is initiated by the Council due to no fault of the employee, for such reasons such as lack of work, budgetary cuts, or restructuring of job functions.

To be eligible for severance pay, staff must work to the date specified by the Council.

Employees with 0-6 months of service – No Severance Pay
Employees with 6 months to 2 years of service – 1 week of Severance Pay
Employees with 2-5 years of service – 2 weeks of Severance Pay
Employees with more than 5 years of service - 1 week of Severance Pay for every 2 years of employment over 5 years, with a maximum of 26 weeks, in addition to the base of 2 weeks.
Employees will not be eligible for Severance Pay if a comparable job is offered to them and they reject it.

Employees who voluntarily resign their employment are not eligible to receive severance pay. The Council is not required to provide severance pay when termination is a result of failure to satisfy conditions of employment or for cause.
3.15 SEPARATION (continued)

EXIT INTERVIEW
The Council conducts an official exit interview with each separating staff member. The exit interview is conducted by Human Resources. If circumstances prevent the exit interview from being conducted in person, an exit interview form should be completed and returned to the Council.

Employees must return all property belonging to the Council. Employees will be advised of benefit plan provisions and conversion options during the exit interview.

In the case of the CEO, the exit interview will be conducted by the Officers of the Council.

VOLUNTEERING AFTER SEPARATION
Separated employees may not serve in a volunteer capacity with GSWNY for a period of one (1) year based on separation date.
SECTION FOUR

BENEFIT PROGRAMS
4.01 HOLIDAYS

GSWNY observes the following paid holidays each year, for regular full-time and regular part-time employees. GSWNY observes the following holidays for each year, for regular full-time and regular part-time employees. Full-time employees will be paid 7.5 or 8 hours depending upon their normal workday schedule. Part-time regular employees normally scheduled to work the day a holiday is observed will be paid consistent with the hours they are scheduled to work on that day. Part-time regular employees will not be paid holiday pay for days they are not scheduled to work.

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OUR OBSERVED HOLIDAYS ARE

New Year's Day  Martin Luther King Jr. Day
Memorial Day    Independence Day
Labor Day       Thanksgiving Day
The Day after Thanksgiving  Christmas Day
The week between Christmas and New Year's Day

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ELIGIBILITY

All employees are eligible for observed paid holidays immediately upon hire.

HOLIDAY PAY

Your holiday pay is based at your straight time hourly rate. If a supervisor approves a non-exempt employee to work on a holiday, the employee will receive holiday pay plus straight time for the hours approved to work for the holiday.

HOLIDAY DURING PTO

Eligible employees who are on PTO when a paid holiday is observed will receive holiday pay and will not be charged for the PTO.

WEEKEND HOLIDAYS

When one of the observed holidays falls on a Saturday, we will generally be closed on the preceding Friday. When a holiday falls on Sunday, it will generally be observed on the following Monday.
4.02 PAID TIME OFF (PTO)

Paid time off (PTO) will be credited to employees on January 1 of each year. The amount of PTO hours credited will vary according to an employee’s anniversary date.

Full-time and regular part-time employees (pro-rated) are eligible for PTO in accordance with the following schedule:

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>PTO hours</th>
<th>Number of Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 year</td>
<td>150</td>
<td>20</td>
</tr>
<tr>
<td>3 years</td>
<td>187.5</td>
<td>25</td>
</tr>
<tr>
<td>7 years</td>
<td>213</td>
<td>28</td>
</tr>
<tr>
<td>10 or more years</td>
<td>225</td>
<td>30</td>
</tr>
</tbody>
</table>

Staff hired from another Girl Scout council with a break in service of 90 days or less will receive PTO based upon the number of continuous years of service while employed by the Girl Scouts.

CARRYOVER
An employee may carryover up to 75 hours of PTO to the following calendar year. An employee may not begin a new calendar year with greater than 75 hours of PTO.

SCHEDULING
Employees must submit requests to use PTO to supervisors at least 48 hours in advance of the date(s) needed. All requests are subject to supervisors’ approval. Every effort will be made to permit employees to use PTO when requested.

NEW STAFF
Full-time
New staff will receive a prorated amount (1/12th of 150 hours per month) based on their date of hire. An employee must be hired before the 15th of the month to earn an accrual for that month. New employees with accrue benefits monthly until the 1st of January after they have completed one year of service.

Part-time
Regular part-time employees will receive PTO prorated based on FTE status as reflected in the Council’s annual budget.

New regular part-time staff will receive the benefit (PTO), prorated based on FTE status as reflected in the Council’s annual budget.

PAYOUT UPON SEPARATION
Upon separation, employees who have completed at least six months of continuous service will receive pay for their available PTO balance, not to exceed 75 hours.

Employees who resign will not be allowed to schedule PTO during their final two (2) weeks of employment.
4.03 COUNCIL SPONSORED ELECTIVE BENEFITS

For a description of the elective benefits the council provides, please see Human Resources.

THE COUNCIL MAINTAINS THE RIGHT TO ALTER, MODIFY OR TERMINATE ANY EXISTING BENEFITS THAT ARE NOT STATUTORY.

Regular part-time employees who elect to participate in the council’s elective benefits will be required to pay the full cost of the premium as required by each carrier.
4.04 STATUTORY BENEFITS

The following benefits are those which employers are required to provide to employees by state and federal regulations.

SOCIAL SECURITY
All employees are covered by this federal program, known officially as the Federal Insurance Contributions Act (FICA).

Social Security is an important benefit for you and your family as it provides death, disability and retirement benefits. It also provides you with health insurance if you are elderly or become disabled.

The cost of this coverage, by law, is divided equally between you and our organization. The rates are subject to change in accordance with legislated amendments by Congress.

Questions regarding this program should be directed to Human Resources or the CEO.

NEW YORK STATE SHORT TERM DISABILITY INSURANCE
A loss of income due to disability can be destructive to a family’s security. For this reason our organization provides eligible employees with short-term disability insurance. This insurance program is designed to provide partial income in the event that you are disabled due to pregnancy or an off-the-job injury or illness.

ELIGIBILITY
All employees who cannot work due to a non-job related disability are covered under this short-term disability insurance program if they meet the eligibility requirements of the New York State Disability Benefits Law.

BENEFITS
The benefits begin on the eighth calendar day (generally the sixth working day) of the disability and may continue for up to 26 weeks. Your disability benefits are 50 percent of your average weekly wage (based on your last eight weeks of employment) up to a specified maximum amount.
4.04 STATUTORY BENEFITS (Continued)

NEW YORK STATE SHORT TERM DISABILITY INSURANCE (Continued)

LENGTH OF LEAVE
Employees are eligible for a disability leave. See the Disability Leave policy for more information.

EMPLOYEE’S RESPONSIBILITY
Employees must notify their supervisor and Human Resources or the CEO immediately if they anticipate being on a medical leave beyond seven calendar days.

WORKERS’ COMPENSATION
Our organization carries a Workers’ Compensation Insurance Policy which covers all employees in the event that they are injured or become disabled due to on-the-job or occupational illness or injury while on the job.

If you are injured while on the job, your medical expenses and loss of earnings up to the specified maximum normally will be covered by our Workers’ Compensation Insurance Policy. Compensation under this plan is based on a formula using your average weekly wages.

Benefits for lost earnings begin after the seventh day of disability. If your disability continues beyond two weeks, the benefits will also be paid for the first week of disability. Payment of medical expenses begins on the first day of disability.

Employees are eligible for a disability leave. See the Disability Leave policy for more information.

The organization pays the entire premium for this insurance policy.

Reports of accidents or injuries, even if minor, must be filed within 24 hours with Human Resources or the CEO. Failure to receive medical treatment in a timely manner may result in serious complications and also may jeopardize your eligibility for medical benefits.

UNEMPLOYMENT INSURANCE
The Council is a covered employer under the New York State Unemployment Compensation Law and pays for this benefit on behalf of all employees.
4.04 STATUTORY BENEFITS (Continued)

CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT (COBRA)
The following is a summary of the Consolidated Omnibus Budget Reconciliation Act (COBRA). This law requires most employers to offer employees and their families continued group health insurance coverage at group rates in certain circumstances.

CONTINUATION COVERAGE
Federal law requires most employers to offer employees and their families the opportunity to temporarily continue group health insurance coverage (called "continuation coverage") at group rates in specified circumstances where coverage under the plan would otherwise end.

ELIGIBILITY
If you are an employee of the organization and are covered by organization group medical/dental coverage, you have a right to choose this continuation coverage if you lose your group medical/dental coverage because of a reduction in your hours of employment or the termination of your employment (for reasons other than gross misconduct on your part).

The spouse or dependent child of an employee covered by the organization group medical/dental coverage also has the right to choose continuation coverage if they lose group health coverage under certain qualifying events.

OPTIONS
If you do not choose continuation coverage, your group health insurance coverage will end. If you choose continuation coverage, the organization is required to give you coverage which is identical to the coverage provided under the plan to similarly situated employees or family members. You will be required to pay the entire premium for your continuation coverage.

The law also says that, at the end of the continuation coverage period, you must be allowed to enroll in an individual conversion health plan if such option is available under the organization’s group medical/dental coverage.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPPA)
In compliance with the Department of Health and Human Services, the Council will abide by the HIPPA privacy rules as required. The CEO has appointed Human Resources as the privacy officer to ensure that adequate privacy procedures are adopted and followed. All medical information will be kept confidential, unless authorized in writing by the individual whose medical information has been requested to be disclosed.
4.05 JURY DUTY

Our organization considers service on a jury to be an important civic duty except when such duty would cause undue hardship to the Council. If an employee is called to serve, (s)he will be paid their normal rate of pay during jury service, less any juror’s fees.

DOCUMENTATION

If called for jury duty, an employee must provide the Council with a copy of the summons as soon as possible before the beginning of service. The Council reserves the right to request a deferral of service within the limitations prescribed by applicable law. You must submit a copy of the Jury Duty Attendance Certificate to your supervisor which indicates the dates you served. You will receive this statement when you receive your fee from the state.

TIME AWAY FROM WORK

In fairness to the organization, you are expected to return to work if you are excused from such duty during your regular working hours.
4.06 MILITARY LEAVE

The organization recognizes the obligation of those employees who are called for military service, whether by draft, enlistment or with a reserve unit. Your employment status within the organization is protected by the Uniformed Services Employment and Reemployment Rights Act of 1994.

COMPENSATION
An employee will be paid the difference between his/her normal weekly compensation (base rate) and military duty pay for up to 10 working days per year. GSWNY is committed to preserving the job rights of employees absent on military leave in accordance with law.

LEAVE OF ABSENCE
Employees who serve on active duty for a period greater than two weeks in one year will be granted an unpaid leave of absence up to the maximum time required by law.

HEALTH CARE CONTINUATION
Employees on military leave can continue health insurance for up to the number of months permitted by law and in accordance with COBRA if they choose to pay the full premium for the coverage. For more information on health care continuation contact Human Resources.

NOTIFICATION OF SUPERVISOR
You are expected to inform your supervisor as far in advance as possible of your military leave. You also must submit a copy of the military orders to your supervisor.
4.07 DISABILITY LEAVE

Our organization offers employees a leave of absence due to an injury or illness, including pregnancy-related disability.

ELIGIBILITY
All employees are eligible for this leave.

LENGTH OF LEAVE
In most cases, the maximum amount of leave is for a period not to exceed three months. After three months employment with the organization may be terminated. A reasonable accommodation such as extension of the leave, will be made if required by the Americans with Disabilities Act or state law.

PAY DURING LEAVE
Disability leaves are unpaid except to the extent an employee is eligible to receive Workers' Compensation benefits, short-term disability benefits or paid sick leave or vacation days. (See those policies for details.)

MEDICAL CERTIFICATION
Prior to the granting of such leave, you must provide Human Resources or the CEO with a physician's certificate stating the nature of the disability and the expected date of return.

HEALTH INSURANCE DURING LEAVE
Our organization will continue to provide health insurance coverage for employees on authorized disability leave if required under FMLA (see FMLA policy for details). Employees are required to continue to pay their portion of premium costs during the leave. The employee may then be entitled to COBRA continuation coverage at the employee's expense. (See COBRA policy for details.)

RETURN TO WORK
Before returning to work, you are required to present documentation from your health care provider certifying that you are able to return to work.

JOB REINSTATEMENT
We will make all reasonable efforts to return you to the same or similar position as held prior to the disability leave, subject to our staffing and business requirements. Your continued absence from work beyond your disability will be deemed a voluntary termination of your employment.
4.08 FAMILY & MEDICAL LEAVE ACT

The Family and Medical Leave Act of 1993 (FMLA) is a federal law that requires employers of a certain size to allow employees to take job-protected leave in certain situations. FMLA leave may be paid, unpaid, or a combination of paid and unpaid time, depending on the circumstances of the leave and as specified in this policy.

BASIC FMLA LEAVE ENTITLEMENT

GSWNY complies with federal and applicable state requirements for providing eligible employees with up to 12-weeks of FMLA leave per rolling calendar year for the following reasons:

- Incapacity due to pregnancy, prenatal medical care, or childbirth.
- To care for the employee’s child following birth, or placement of the child with the employee for adoption or foster care.
- To care for the serious health condition of the employee’s spouse, child, or parent.
- The employee’s own serious health condition that renders her/him unable to perform her/his job.
- To address certain qualifying exigencies in connection with the “covered active duty” or “called to covered active duty” status of the employee’s spouse, child, or parent (for example, to attend certain military events, to arrange for alternative childcare, to address financial and legal arrangements, to attend certain counseling sessions, or to attend post-deployment reintegration briefings). Qualifying exigency leave may be taken on an intermittent basis.

MILITARY FAMILY LEAVE ENTITLEMENTS

Amendments to the FMLA, under the National Defense Authorization Act (NDAA), also provide up to 26 weeks of unpaid leave during a single 12-month period for eligible employees to care for a covered service member under certain conditions:

- A covered service member is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

- The FMLA definitions of “serious injury or illness” for current service members and veterans are distinct from the FMLA definition of “serious health conditions”. The definition of a serious injury or illness for current service members includes an injury or illness: (1) that was incurred by the covered service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of her or his office, grade, rank, or rating or (2) that existed before the beginning of the member’s active duty and was aggravated by service in the line of active duty in the Armed Forces. In the case of a veteran, serious injury or illness may include an injury or illness that was incurred or aggravated by the member in the line of duty on active duty in the Armed Forces and manifested itself before or after the member became a veteran.
4.08 FAMILY & MEDICAL LEAVE ACT (Continued)

ELIGIBILITY
Employees become eligible to apply for a Family and Medical Leave after completing 12 months of employment with our organization and working 1,250 hours within the 12-month period immediately preceding the beginning of the leave; employees are eligible if at least 50 employees are employed by the council within a 75 mile radius.

LEAVE USAGE
- The organization will use a rolling 12-month period measured backward from the date an employee uses any leave under this policy.
- Absences due to an employee's serious health condition that are also covered by disability or Workers' Compensation are counted as part of the leave time available under the Family and Medical Leave Act.
- Leaves taken for the birth or the placement of a child with the employee for adoption or foster care must be completed within 12 months of that birth or placement.
- Leaves may be taken intermittently or on a reduced leave schedule when medically necessary for their own serious health condition or to care for a family member with a serious health condition.
- Intermittent or reduced leave for family reasons (leave to care for a newborn or newly adopted child or a child placed in foster care) may be taken only if the company and employee agree to the arrangement.
- If both spouses are employed within our organization and wish to take leave to care for a newly arrived child, their aggregate leave is limited to 12 weeks. If the leave is because of the employee or child's serious health condition, or the serious health condition of the other spouse, each spouse is entitled to up to 12 weeks of leave.

SUBSTITUTION OF PAID LEAVE
An employee may use any accrued paid time off to receive pay during FMLA leave. The Council may require the employee to use accrued paid time off during FMLA, provided that it will reserve at least one week of paid time to be used in the employee's discretion. The substitution of paid leave time for unpaid time does not extend the 12-week leave period.
EMPLOYEE RESPONSIBILITIES

- Employees must provide 30 days’ advance notice of the need to take FMLA leave when the leave is foreseeable. When 30 days is not possible, the employee must provide notice as soon as practicable and must generally comply with the council’s normal call-in and reporting off procedures.

- Employees must provide sufficient information for the council to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic certification supporting the need for leave.

- Before returning to work, employees who have taken a leave for their own serious health condition are required to present documentation from their health care provider certifying that they are able to return to work.

COUNCIL RESPONSIBILITIES AS THE EMPLOYER

- The council will inform the employee requesting leave whether she/he is eligible under FMLA. If she/he is eligible, the notice will specify any additional information required as well as the employee’s rights and responsibilities. If the employee is not eligible, the council will provide a reason for the ineligibility.

- The council will inform the employee if leave will be designated as FMLA protected and the amount of leave counted against the employee’s leave entitlement. If the council determines that the leave is not FMLA protected, the council will notify the employee.

UNLAWFUL ACTS BY EMPLOYERS UNDER FMLA

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA.
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for getting involved in any proceeding under or relating to FMLA.

ENFORCEMENT

An employee may file a complaint with the US Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

FMLA section 109 (29 U.S.C. 2619) requires FMLA covered employers post notice of FMLA.
OTHER REQUIREMENTS

Employees may be required to periodically report on their leave status and on their intent to return to work as directed by Human Resources before or during their leave.

EMPLOYMENT AND BENEFITS PROTECTION

- Employees will receive health benefits under the same terms and conditions as if they were on the job.

- Employees are required to pay their portion of the premium by the 15th of each month. Coverage will cease if an employee's premium payment is more than 30 days late. If the health care premium is overdue for 15 days, the company will notify the employee that their health insurance coverage will terminate if the premium is not received within the next 15 days.

- Employees who provide a statement of notice of their intent not to return to work are not entitled to continuation of health care benefits, except as covered by COBRA. (Refer to COBRA policy.)

- Employees who fail to return from the leave, except for reasons of continuation, recurrence or onset of a serious health condition, or something else beyond the employee's control, must repay the organization's share of health coverage premiums incurred during the leave.

- An employee (other than a key employee) who qualifies for a leave, will return either to the same position (s)he had before or to a position equivalent in pay, benefits and other terms and conditions of employment.

- Key employees may not be eligible for reinstatement to the same or an equivalent position if it would cause grievous economic harm to the company.

Note: This leave runs concurrently with the company's Disability Leave.
4.09  BREAKS FOR NURSING MOTHERS

Under the provisions of the Fair Labor Standards Act as amended in 2010, GSWNY will provide a reasonable break time for nursing mothers. The Council will provide a private space for an employee to either breastfeed or express milk for infants up to one year after the child’s birth. This time is separate and apart from any other break time the Council offers employees and is considered compensated time.
4.10 PERSONAL LEAVE

LENGTH OF PERSONAL LEAVE WITHOUT PAY
Following a leave without pay that does not exceed thirty days, the employee may return to her or his same position at the end of the period of leave. During the period of leave, an employee’s participation in the council’s benefit plans will continue in return for the employee’s usual share of the cost of the coverage, if any. A leave without pay of less than thirty days is counted as additional service with the organization.

During a leave without pay that exceeds thirty days, GSWNY will in most cases fill the employee’s position. The employee then may return from leave only if a suitable position is available. (Questions regarding a leave for purposes of serving in the military should be referred to our organization’s Military Leave policy and Human Resources.)

Information concerning the effects that a leave without pay has upon eligibility to participate in the organization’s benefit plans may be found in the summary plan descriptions for these plans or with Human Resources.
4.11 BEREAVEMENT LEAVE

In the event of the death of an immediate family member, GSWNY provides bereavement leave so employees may attend to personal needs and support themselves and their loved ones.

BENEFIT

Employees may request Bereavement Leave in the event of the death of an immediate family member. The term "immediate family" includes, but is not limited to; spouses, domestic partners and their immediate families, parents, children, stepchildren, sisters, brothers, parents-in-law, sons/daughters-in-law, stepparents, grandparents, grandchildren, foster children or family members residing in the same household. Depending upon the circumstances, regular full-time and part-time employees who have successfully completed the introductory period may be granted time off with pay up to a maximum of three working days.

The amount of time granted depends upon, (1) the distance to be traveled, and (2) the responsibility of the employee and other relevant considerations. However no more than three paid days will be allowed for any loss. Bereavement leave is per occurrence and does not accrue.

Employees using bereavement leave shall notify their supervisor prior to the start of the first work day absent if at all possible. Employees will be required to provide documentation following the leave.
4.12 PROFESSIONAL ASSOCIATIONS

We recognize that membership in professional associations can enhance the skills and effectiveness of both the employee and the council. The council provides membership dues in organizations, civic and professional, that help the council achieve its long- and short-term goals.

ELIGIBILITY

Eligibility for the payment of professional dues includes the following elements:

- Available to regular full and regular part-time staff;
- Must be job related;
- Limited to $200 per calendar year for individual membership dues for professional organizations;
- Must be part of GSWNY’s budgeting process and have the proper prior approvals;
- No payment will be made in advance;
- An employee becomes eligible to apply for the first renewal or enrollment period that occurs after completing the six-month introductory period;
- Professional licensing fees are explicitly excluded from payment.
4.13  BONDING

The Council provides bonding to cover employees whose duties involve the handling of Council monies.
SECTION FIVE

SAFETY POLICIES
5.01 SAFETY IN GIRL SCOUTING

Your safety is a high priority at GSWNY. We accept responsibility for providing you with a safe working environment, and we expect you to take responsibility for performing your work in accordance with our safety standards and practices.

Safety will only be achieved through teamwork at our organization. We must all join together in promoting safety and taking every reasonable measure to assure safe working conditions exist throughout our organization.

The security of GSWNY’s offices and facilities is of the utmost importance. To control building security, all visitors who require access to our facilities must sign in at the reception area.

EVERYONE IS RESPONSIBLE FOR SAFETY
When you notice an unsafe condition, notify your supervisor. Immediate action will be taken to correct the situation.

ACCIDENTS
Report any injury received at work to your supervisor immediately, even if it appears minor, and explain how the injury occurred.

EMPLOYEE RESPONSIBILITIES
An unsafe worker is a danger to the worker and fellow employees. Attention to all safety procedures is essential, not only to prevent injury, which is paramount, but also to protect property and the tremendous investment that it represents.

Each employee is responsible for safety. To accomplish this, you should:

- Know and apply safety measures at all times.
- Know the locations, contents and use of first aid and firefighting equipment, and material safety data sheets.
- Understand your job fully.
- Seek guidance from your supervisor when unfamiliar conditions are encountered.
- Report any accident or near accident to your supervisor promptly.
- Cooperate in the application of improved work measures.
- Properly use all required safety equipment.
5.01 SAFETY IN GIRL SCOUTING (Continued)

SAFETY VIOLATION
Violation of a safety measure is in itself an unsafe act. A violation will be grounds for disciplinary action, the extent of which will be determined by the nature of the violation.

PARKING
The organization is not responsible for loss, damage or theft in our parking area. Employees must adhere to normal traffic laws while driving in our parking lot. This includes full adherence to stop signs and speed limits.

VISITORS
Visitors requiring access to GSWNY’s offices must sign in. Visitors should only have access to the areas/offices within the building needed to conduct business. Delivery people are seldom thought of as visitors, but they are and should be treated as any other visitor.

PROHIBITED ITEMS
The following articles may not be brought onto organization premises:
- Firearms, weapons, explosives;
- Narcotics or alcoholic beverages;
- Other items similar in effect or purpose to any of the above, as well as items which may be considered illegal under local, state, or federal laws or contrary to standard industrial practice.

SEARCHES
GSWNY reserves the right to conduct searches of any person, vehicle or object that enters onto organization property.

Please be aware that the organization reserves the right to search lockers, desks, briefcases, baggage, toolboxes, lunch sacks, clothing, purses, vehicles parked on organization property and any other item in which something may be hidden. Additionally, the organization may search organization-owned vehicles that are primarily used by the employee, regardless of whether the vehicle is located on organization property at the time. Searches may be conducted by GSWNY management. The organization also reserves the right to authorize searches by law enforcement on its property with or without the employee being present.
5.01 SAFETY IN GIRL SCOUTING (Continued)

BLOODBORNE PATHOGENS
Blood borne pathogens are microorganisms that in human blood can cause disease in humans. They include but are not limited to the hepatitis B virus and the human immunodeficiency virus (HIV). The OSHA standards mandate work practices, controls, and personal protective equipment that, combined with training, will reduce the risks for all employees who may be exposed to blood.

PROCEDURES
The following precautions should be followed:

- Gloves should be worn whenever there is a possibility of contact with blood or body fluids.
- Hands should be washed immediately if they come in contact with blood or other body fluids.
- Spills of blood or body fluids should be cleaned with a solution of household bleach and water in a 1:100 solution for smooth surfaces and 1:10 for porous surfaces.

The organization has procedures for confidential medical evaluation and follow-up in the event of a blood borne pathogens exposure. Should an exposure incident occur, immediately inform your supervisor. Each exposure must be documented on an Incident Report and submitted to your supervisor. Copies of these forms are available from your supervisor.

ADDITIONAL INFORMATION
For more information, please see the GSWNY Risk Management Plan and Safety-Wise.
5.02 ALCOHOL/DRUG-FREE WORKPLACE

GSWNY is committed to providing employees with a work environment that is free of the problems associated with the use and unlawful possession of controlled substances, illegal drugs or alcohol. As a condition of employment with our organization, all employees are required to fully comply with the provisions of this policy.

DEFINITION OF CONTROLLED SUBSTANCES
"Controlled substances" are defined as those drugs listed in Schedules I through V of Section 202 of the federal Controlled Substances Act, 21 U.S.C. 812, and include, but are not limited to: marijuana, cocaine (including "crack" and other cocaine derivatives), morphine, codeine, phenobarbital, heroin, amphetamines, and many barbiturates.

UNAUTHORIZED PRESENCE
The unauthorized use, sale, purchase, possession, distribution, dispensation, formulation, manufacture or transfer of alcohol or controlled substances on organization property, in organization vehicles or while on organization business is strictly prohibited.

Further prohibited is the unauthorized use, sale, possession, distribution, dispensation, formulation, manufacture or transfer of controlled substances on non-working time to the extent such actions impair an employee's ability to perform his/her job or otherwise adversely affects the organization's business interests.

Employees are prohibited from reporting to work while under the influence of alcohol or illegal drugs.

Alcohol is not permitted at any event in which girls may attend.

TREATMENT
The Council recognizes that alcoholism and drug addiction may affect staff members. The Council urges employees to voluntarily refer themselves for treatment before job performance is impaired. If the employee is diagnosed with alcoholism or drug addiction and the staff member submits to treatment, the rules governing disability leave will be applied. The Council may make reasonable accommodations for an employee who is participating in or has successfully completed a supervised substance abuse rehabilitation program and is no longer engaging in the illegal abuse of drug, or in the abuse of alcohol which interferes with the employee’s job performance.

SEARCHES
Searches may be conducted by GSWNY management. The organization also reserves the right to authorize searches by law enforcement on its property with or without the employee being present.

FOR MORE INFORMATION
Human Resources is responsible for the administration of this policy.
5.03 ANTI-CHILD ABUSE POLICY

Because some positions within GSWNY have direct contact with children, GSWNY supports and maintains environments that are free of child abuse and neglect. All 50 states have passed some form of mandatory child abuse and neglect reporting law in order to qualify for funding under the Child Abuse Prevention and Treatment Act (CAPTA). The Act was originally passed in 1974, has been amended several times and was most recently amended and reauthorized by the Child Abuse Prevention and Treatment and Adoption Act Amendments of 1996. CAPTA mandates “minimum definitions” for child abuse and sexual abuse.

DEFINITION

Child abuse or neglect is: any recent act or failure to act “resulting in imminent risk of serious harm, death, serious physical or emotional harm, sexual abuse, or exploitation of a child by a parent or caretaker who is responsible for the child’s welfare.” (The definition of ‘child’ may vary from state to state, but is usually a person under the age of 18).

Sexual abuse is defined as: “employment, use, persuasion, inducement, enticement, or coercion of any child to engage in, or assist any other person to engage in, any sexually explicit conduct or any simulation of such conduct for the purpose of producing any visual depiction of such conduct; or rape, and in cases of caretaker or inter-familial relationships, statutory rape, molestation, prostitution, or other form of sexual exploitation of children, or incest with children.”

Sexual abuse may also include sexual touching and bodily contact, exhibitionism, voyeurism and/or involvement of children in pornographic material.

Child abuse and neglect are unlawful acts and against GSUSA’s policy for any employed staff, male or female, to physically, sexually or mentally abuse or neglect any girl member.

In accordance with legal statutes, GSWNY will neither condone nor tolerate:

- Infliction of physically abusive behavior or bodily injury upon girl members;
- Physical neglect of girl members, including failure to provide adequate safety measures, care and supervision in relation to Girl Scout activities;
- Emotional maltreatment of girl members, including verbal abuse and/or verbal attacks.

Child abuse and neglect are forms of behavior that negate the integrity of the adult/girl leadership relationship.
5.03 ANTI-CHILD ABUSE POLICY (Continued)

REPORTING
Should an employee observe or be made aware of a potential child abuse or neglect allegation, that employee is required to immediately report the allegation to their supervisor, Human Resources or the CEO. Failure to report may be grounds for immediate termination of employment. Employees are required by New York State law to report any known incidence of child abuse to the CEO and proper authority.

The Council supports and maintains an environment that encourages any girl member who believes that she has been a victim of child abuse or neglect as defined in the organization's policy to report the incident(s) immediately either to her leader or the CEO of the Council.

The Council reserves the right to refuse membership, to dismiss or to exclude from affiliation with the organization any employee or volunteer who is found guilty of child abuse or neglect or has been convicted of child abuse or neglect. Local (more stringent) prevailing statutes may supersede Girl Scout policies.

The Council will consider any violation of this policy as the basis for progressive disciplinary action which can include dismissal or termination from the organization.
5.04 SMOKE-FREE WORKPLACE

The following smoking provisions have been adopted in the interest of providing a safe and healthy environment for both employees and visitors to our building.

SMOKING RESTRICTIONS
The Council will provide its employees with a smoke-free environment in which to work. Smoking is not permitted in any building or structure owned by GSWNY. Outdoor designated smoking areas will be posted or assigned at the Service Centers and areas at our camps. Smoking is not permitted in the presence or view of girls.

COMPLIANCE
Employees and visitors are required to comply with this smoking policy while on organization premises.
5.05 VIOLENCE IN THE WORKPLACE

Our organization is committed to providing a safe environment for employees, customers and visitors. The organization has a zero tolerance for violence. Employees who display any violence or threaten violence in the workplace are subject to disciplinary action up to and including termination. No talk of committing violence or joking about committing violence will be tolerated.

DEFINITION

Violence in the workplace includes, but is not limited to: physically harming another, shoving, pushing, brandishing weapons and explicit or implicit threats or talk of committing violence.

WEAPONS

All employees** are prohibited from carrying a weapon while in the course and scope of performing their job for GSWNY, whether they are on organization property at the time or not and whether they are licensed to carry a handgun or not. This policy also prohibits weapons at any organization-sponsored functions such as parties or picnics.

Failure to abide by this policy may result in disciplinary action up to and including termination. Further, carrying a weapon onto organization property in violation of this policy will be considered an act of criminal trespass and will be grounds for immediate removal from organization property and may result in prosecution. This policy shall not be construed to create any duty or obligation on the part of the organization to take any actions beyond those required of an employer by existing law. Any employee who fails to report a weapon is subject to disciplinary action, up to and including termination.

**RANGERS

Occasionally, firearms may be approved for use by a Ranger. Each situation or request is evaluated and approved or denied by the CEO.
5.05  VIOLENCE IN THE WORKPLACE (Continued)

REPORTING VIOLENCE
It is everyone's responsibility to prevent violence in the workplace. You must report what you see in the workplace that could indicate that a co-worker is in need of help. You must report any incident that may involve a violation of the organization's policies that are designed to provide a safe workplace environment. Concerns may be presented to your supervisor or any other member of management. All reports will be investigated and information will be kept confidential, except where there is a need to know in order to facilitate a solution to the problem.

DOMESTIC VIOLENCE
GSWNY is committed to providing a workplace in which domestic violence is not tolerated or excused. The workplace should be a safe environment. If you are a victim of domestic violence, please contact Human Resources, your supervisor or a member of senior management for assistance.
You may also contact the National Domestic Violence Hotline at 1-800-799-7233
SECTION SIX

EMPLOYEE PROGRAMS & PROCEDURES
6.01 MEMBERSHIP RELATIONS

The professional treatment of our members as well as the impression that we make on our community are important. Our organization's reputation is based on excellence and quality. To maintain our reputation as the preeminent organization for girls requires the active participation and cooperation of every employee.

EACH EMPLOYEE'S RESPONSIBILITY

The opinions and attitudes that volunteers, girls, customers and potential customers have toward our organization may be determined for a long period of time by the actions of one employee. Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

QUALITY SERVICE

Quality service can only be achieved when every employee understands that customers are critically important to the success of our organization.

Some of us have internal customers and visitors (co-workers) for whom we provide service and some of us work with individuals external to the organization who have given us the privilege of their business. In both situations, we are presented with opportunities each day to show care and concern for these people through both words and actions and to use our abilities to turn potential problems into winning situations.
6.02 MEDIA RELATIONS

Communication with news reporters and other journalists is sensitive in nature. Therefore, contact with the media may be handled only by designated senior managers of our organization.

MEDIA REQUESTS FOR INFORMATION

Any telephone calls or visits from members of the media should be directed to the CEO or the Communications Department. Employees may not discuss any business-related matter with the media.
6.03 SOCIAL MEDIA POLICY

Purpose: To establish a policy on employee use of social media in the workplace and to offer fraud protection advice on how employee’s use of social media personally can prevent harm to the Girl Scouts of Western New York.

Background: As the popularity of technology evolves so must the use of social media and other digital forms as a tool to effectively communicate with the Girl Scouts of Western New York audiences. While the primary audience for Girl Scouts is young and vibrant, we want to use sound judgment when utilizing these communication tools. According to the Girl Scouts of Western New York’s Code of Conduct (section 2.04), “GSWNY expects and requires honesty and integrity in all business interaction. Girl Scouting is founded on faith, trust and confidence and holds all employees to high standards in personal and professional conduct. These fundamental principles are especially critical for a human service agency like the Girl Scouts whose success in the community is dependent upon the highest standards of ethical conduct.”

Definitions: "Social media" and “Web 2.0” are umbrella terms that encompass the various activities that integrate technology, social interaction, and content creation. Social media use many technologies and forms, such as blogs, wikis, photo and video sharing, podcasts, social networking, and virtual worlds.

If you currently maintain a social media platform for the Girl Scouts of Western New York (GSWNY) please adhere to the following:

- Disclose the platform and use to the Communications Department.
- Respect copyright, trademarks, publicity rights or other rights. Secure the appropriate permissions prior to using protected information.
- Always protect sensitive information and personally identifiable information.
- Do not publish or report on conversations that are meant to be internal to Girl Scouts of Western New York unless given permission by management.

Personal Use of Social Media

Girl Scouts of Western New York does not intend to interfere with any employee’s private life, but communications that can be viewed publically are not private. All GSWNY staff must use good judgment and discretion when using social media.

If you want your use of technology to be private, do not allow it to be seen in the electronic public forum. If you or your words are public, make sure they are not contradicting with your role at GSWNY and they are reflective of the mission and values of the Council.

Remember that anyone, including your colleagues, may be actively reading what you publish online. In choosing your words and your content, it’s a good practice to imagine that your supervisor and your family are reading everything you post. Using social media to bash or embarrass GSWNY, our members, our donors or your co-workers isn’t smart or professional.
6.03 SOCIAL MEDIA POLICY (Continued)

Be aware of your Girl Scouts of Western New York association in online social networks. If you identify yourself as a GSWNY employee or have a public-facing position for which your GSWNY association is known to the general public, ensure your profile and related content (even if it is personal and not official) is consistent with how you wish to present yourself as a professional, appropriate with the public trust associated with your position.

If you choose to post to a personal website, or to participate in social media, chat rooms or blogs, the following guidelines must be followed:

- Under no circumstances should an employee encourage access or provide access to information to his or her personal website or blog to a GSWNY girl member under the age of (18) eighteen.
- The use of photos, logos or images of GSWNY is prohibited.
- If you use GSWNY’s name (including names of camps, cookies or other programs) in any personal social media communication, you should be careful to support and certainly not harm or ridicule GSWNY’s image or mission and must include a disclaimer stating that the views expressed are yours alone and that they do not necessarily reflect the views of GSWNY.
- You are strictly forbidden from posting GSWNY copyrighted material or any intellectual property that belongs to the Council.
- GSWNY staff must uphold the Council’s Code of Conduct avoid making defamatory statements about GSWNY’s supervisors, employees, members, or other stakeholders.

Be Vigilant with Personal Information

For the protection of the Girl Scouts of Western New York and its employees, please be aware of Phishing and Social Engineering attempts by fraudster to gain company information.

Definition: Phishing is the act of attempting to acquire information such as usernames, passwords, and credit card details (and sometimes, indirectly, money) by masquerading as a trustworthy entity in an electronic communication. Communications may appear to be from popular social web sites, auction sites, online payment processors or IT administrators are commonly used to lure the unsuspecting public.¹

Social Engineering is when a hacker’s goal is to obtain information that will allow him/her to gain unauthorized access to a valued system and the information that resides on that system.²

To minimize the inherent risk with Social Media, here are recommended tips to protect your personal information and proprietary information about the Girl Scouts of Western New York.

¹ Mashable.com
² Symantec.com
6.03 SOCIAL MEDIA POLICY (Continued)

- Minimize the amount of work-related information (e.g. titles, responsibilities) shared especially on networking sites which makes it relatively easy for a hacker to gather bits of pieces to gain access to company proprietary information.
- Be careful in accepting friend request from people that you do not know.
- Limit discussions on blogs, comments, etc. that detail your responsibilities within GSWNY.
- Conduct online searches to manage your online reputation.

Workplace Access to Social Media

Please remember that blogging and other social networking activities are personal and should be done on your own time unless you have specifically been assigned to perform an online activity related to your GSWNY responsibilities as an employee.
6.04 PROFESSIONAL ATTIRE AND UNIFORMS

The impression that we make on visitors to GSWNY is important. There is no substitute for neatness, propriety of dress, good grooming and speech and a professional attitude. Sensitivity to these areas will ensure that our good relationships with customers are maintained and fostered.

DRESS CODE
GSWNY employees are expected to present a clean and professional appearance when representing the organization, regardless of whether an employee is inside or outside the office. You are asked to wear attire that is appropriate for your position and the work that you do. Your clothing should not constitute a safety hazard.

UNIFORMS
Girl Scouts wear uniforms to show their pride in belonging to a movement whose mission is held in high regard by the American people. Employees may be expected to wear a Girl Scout Uniform at certain functions. The employee’s manager will indicate when this is required. If a position (or business occasion) requires a uniform, GSWNY will provide a uniform for nonexempt employees, up to $75. Exempt employees should purchase and maintain their own uniforms to be worn at designated business functions.

ADDITIONAL INFORMATION
You should contact your supervisor if you have questions regarding the dress code or the uniforms policy.
6.05 EMPLOYMENT OF RELATIVES & NON-FRATERNIZATION

The employment of relatives is a sensitive issue that could possibly create a conflict of interest situation for the related individuals. Hiring decisions and continued employment must be handled in accordance with the following provisions.

LIMITATIONS

It is the organization’s policy that employees will not be hired into, or work in, a department where they directly or indirectly supervise or are supervised by an immediate family member or someone with whom they are romantically involved. Employees will not be placed in a position where they work with, or have access to, sensitive or confidential information about an immediate family member or someone with whom they are romantically involved.

The term "immediate family" includes, but is not limited to; spouses, domestic partners, parents, children, stepchildren, sisters, brothers, parents-in-law, sons/daughters-in-law, stepparents, grandparents, grandchildren, or family members residing in the same household.

NON-FRATERNIZATION

Due to the potential for morale, confidentiality and supervisory problems and the appearance of a conflict of interest, the organization expects supervisors to refrain from romantic relationships with employees whom they directly or indirectly supervise. If two employees marry or otherwise become immediate family members or romantically involved, GSWNY management will resolve the matter of complying with this policy. GSWNY may require one or both of these employees to transfer or resign.

TRANSFERS/PROMOTIONS

When an employee qualifies for a promotion or transfer but cannot assume the new responsibilities without violating this policy, the promotion or transfer will not become effective until an opportunity arises to promote or transfer the employee without violating this policy.
6.06 SEVERE WEATHER

Inclement weather is to be expected during the winter months. Driving, although rarely impossible, may be difficult at times. When caution is exercised, you normally will find the roads are passable.

NOTICES OF OFFICE CLOSINGS

Except in cases of severe storms, we will work regular hours. Property staff members who are not already on site and who are scheduled must report unless there is a driving ban. Employees who live in other counties or who must commute through other counties to reach the workplace will not be required to report to work if there is a driving ban in such counties. Any alteration in our regular schedule will be decided by the CEO and communicated over local radio stations or telephone.

If GSWNY closes an office or employees are unable to commute to the workplace due to driving bans, employees scheduled to work will be compensated. If the office closes early only staff who reported to work will be compensated. Employees who do not report to work will be allowed to use PTO. Employees who request to leave work early must secure their supervisor’s approval and must use PTO for the time away from work.
6.07 BUSINESS COMMUNICATION TOOLS

The council provides many avenues for business communications, including voice mail, e-mail, Internet access, telephones, faxes, computers and bulletin boards. All business communication tools are to be used for organizational business, and they are owned solely by and are the property of the organization. All communications, information, files or materials delivered via such resources must be transmitted, stored, and accessed in a manner that safeguards appropriate confidentiality. Employees may not solicit, nor may they distribute literature or sell merchandise for any purpose other than directly related to their position, using Council facilities or on Council property. Persons not employed by the Council are not permitted to solicit or distribute literature or offer merchandise for sale on council premises.

GSWNY reserves the right to monitor, for any purpose, communications and to access usage via the organization or client computer systems. Thus, employees should have no reasonable expectation of privacy as to the items contained in such property.

As with all organization communications, messages or files of a discriminatory or harassing nature may not be transmitted on any business or computer tool. Employees are expected to use professional and respectful language when communicating over organization computer or phone systems.

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E-MAIL AND INTERNET:

E-mail and Internet access are included among the business communication tools and all users are reminded to follow the appropriate English writing and grammar rules. Employees and others working for GSWNY or its customers may not:

- Under any circumstances, transmit, access, or download offensive, fraudulent, or defamatory images or text, such as pornography or off-color jokes, or anything that may be construed as illegally harassing or offensive to others.
- Transmit or download copyrighted images, games, or text belonging to third parties without the copyright-holder's express permission.
- Transmit GSWNY or client information to third parties without the express permission of GSWNY or the client, as appropriate.
- Download or open any file received from any source outside GSWNY without first scanning the same for viruses using an approved virus-checking program. Employees must notify their supervisor or the CEO immediately if they have any reason to believe a virus has been introduced into the computer system or that any person may have accessed data which they were not authorized to view.
- Download or install programs without the prior written approval of the GSWNY technology liaison.
6.07 BUSINESS COMMUNICATION TOOLS (Continued)

TELEPHONES AND FAXES:
Telephone and fax systems are for business use and it is important that our telephone lines by free during working hours for customers and other business-related calls. Personal calls, whether on GSWNY lines or personal cellular phones, must be kept to a minimum, must not interfere with business operations, and must be placed during non-working periods. The cost of any personal long distance calls must be reimbursed to the organization.

VIOLATIONS
This policy includes all GSWNY locations and locations at which any employee may be working. Employees who violate this policy may be subject to disciplinary action, up to and including immediate termination.

Employees using organization computers or other systems for defamatory, illegal or fraudulent purposes also are subject to civil liability and criminal prosecution.
6.08  JOB-RELATED AND BUSINESS TRAVEL EXPENSES

It is the policy of the organization to pay reasonable expenses incurred by staff members in carrying out the job, including who travel on organization business. Examples of expenses that may be reimbursed include mileage, parking fees, tolls, meal costs when required to attend a luncheon or banquet; transportation, meals and lodging when away from home on authorized overnight trips. Staff members are expected to exercise judgment in selecting the most economical method of transportation, taking into consideration the time involved as well as actual costs, and in selecting hotel rooms at reasonable cost. Travel arrangements must be approved in advance by the employee's authorized supervisor. Travel advances and reimbursement will be administered in accordance with current organization procedures and provisions. Out of council travel expenses should be submitted within seven days of incurred expenses, with all receipts attached. Local expenses should be submitted monthly with all receipts attached.

PERSONAL VEHICLES

Employees may be required to drive their own personal vehicle for the purposes of conducting organization business. Employees must comply with N.Y.S. law, including having a valid driver's license, current vehicle registration and adequate personal automobile liability insurance. The organization is not responsible for any damages or fines incurred while conducting organization business in a personal vehicle. Staff are expected to assume transportation costs between home and work.

For additional guidelines regarding business travel, please see your supervisor.
6.09 USE OF CELL PHONES AND ELECTRONIC DEVICES

This policy outlines the use of personal cell phones and electronic devices at work and the safe use of council provided cell phones or electronic devices by employees while driving.

Procedures

1. Personal Cellular Phones/Electronic Devices
While performing their work duties employees are expected to exercise the same discretion in using personal cellular phones and electronic devices as is expected for the use of employer provided phones. Excessive personal calls and texting during the work day, regardless of the phone used, can interfere with employee productivity and be distracting to others. Employees are expected to make personal calls on non-work time where possible and to ensure that friends and family members are aware of the GSWNY policy.

GSWNY will not be liable for the loss of personal cellular phones or electronic devices brought into the workplace.

2. Personal Use of Council-Provided Cellular Phones/Electronic Devices
Where job or business needs demand immediate access to an employee, the Council may issue a business cell phone or electronic device to an employee for work-related communications.

Employees in possession of company equipment such as cellular phones or electronic devices are expected to protect the equipment from loss, damage, or theft. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the phone for return or inspection.

3. Safety Issues for Cellular Phone and Electronic Device Use
All employees are expected to follow applicable state or federal laws or regulations regarding the use of cell phones or electronic devices at all times. Employees should not text and drive.

Employees whose job responsibilities include regular or occasional driving and who are issued a cell phone or electronic device for business use are expected to refrain from using their phone while driving; use of a cell phone or electronic device while driving is not required by the council. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are required to pull off to the side of the road and safely stop the vehicle before placing or accepting a call or use hands-free operations. Employees are expected to refrain from discussion of complicated or emotional matters while driving and keep their eyes on the road. Special care should be taken in situations where there is traffic or inclement weather, or the employee is driving in an unfamiliar area.
6.09 USE OF CELL PHONES AND ELECTRONIC DEVICES

Hands-free equipment will be provided with council issued phones and electronic devices to facilitate the provisions of this policy.

Employees who are charged with traffic violations resulting from the use of their phone or electronic device while driving will be solely responsible for all liabilities that result from such actions.

4. Video or Audio Recording Devices
The use of camera phones, electronic devices, or other audio or video recording capable devices within the council may constitute not only an invasion of the personal privacy of employees, girls, volunteers, and other visitors, but may breach confidentiality of council protected information. Therefore, the use of camera or other video-capable recording devices within the council is prohibited without the express prior permission of senior management and of the person(s) present at the time. This prohibition is specifically but not solely applicable to restrooms, changing areas, locker rooms, camper resident housing, and sleeping quarters.

5. Special Responsibilities for Managerial Staff
As with any policy, management staff is expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

Violations of this policy will be subject to progressive discipline, including termination.
I acknowledge receipt of the Girl Scouts of Western New York Employee Handbook which describes organization policies, my employee benefits and my obligations.

I understand that the policies contained in this handbook are not intended to create a contract of employment nor is any other communication by a management representative, either expressed or implied, intended to be a contract.

I understand that this handbook is not a guarantee of employment for any set period and that either I or the organization may terminate my employment at any time, with or without reason. Furthermore, I understand that the policies and benefits described in this handbook may be added to, revised or deleted at any time.

I agree to read and study the contents of this manual. It is understood that Girl Scouts of Western New York retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the organization.

______________________________
Employee's Signature

______________________________
Date