

**The Potter League for Animals
87 Oliphant Lane
Middletown, RI 02842**

**EMPLOYEE
HANDBOOK
AND
PERSONNEL
POLICIES**



Rev 10/17/19

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Revision of Personnel Policies – 2019

These policies supersede all previous personnel policies, and provide basic guidelines for the working environment, policies, procedures, standards of conduct and employment benefits of the Robert Potter League for Animals, Inc. (hereafter sometimes referred to as the “Potter League”).

WELCOME!

Welcome to the Potter League for Animals! We’re glad you have joined us, and we hope you will find your work to be both challenging and rewarding.

This handbook is prepared for informational purposes only and does not constitute a contract between the Potter League and its employees, and should not be construed as such. The policies and information contained in this handbook may be changed or amended at any time by the Potter League, with or without notice. Employment by the Potter League is “at will,” not for a definite term. Your employment may be terminated by the Potter League or by you at any time, for any reason. No supervisor of the Potter League or any other person, except the President of the Board of Directors of the Potter League, has any authority to enter into any agreement for employment for any specified period of time or to make any binding representations or agreements inconsistent with this handbook.

POTTER LEAGUE MISSION AND VALUES

In order that you may contribute to the success of the Potter League, it is important that you have a clear and defined understanding of our mission and vision.

Mission Statement

As the heart of a humane community and in partnership with that community, the Potter League for Animals is dedicated to making a difference in the lives of animals. We promote the humane treatment of all animals and provide shelter and care for lost or unwanted companion animals. Through education, commitment to a standard of excellence in the care of animals, and fostering relationships between people and animals, we enhance the animals’ lives and enrich the human experience.

Core Values

Core Values help to clarify rights and obligations and articulate an unmistakable minimum standard of conduct. Values help to make up for human frailty by guiding the individual on what conduct is acceptable. Values provide a basis for doing principled reasoning and making ethical decisions. To assist in our mission the Potter League for Animals fosters these core values:

Accountability

As a nonprofit animal welfare organization, we adopt industry best practices to create programs to meet the needs of the animals and are accountable to those working at the Potter League and in animal welfare, to the communities we serve and to the collective impact we seek to make. We take pride in being an “animal first” organization.

Humane Care

We believe all living creatures should be treated with respect and dignity. We strive to provide for the physical and psychological needs of animals which may include a humane and dignified death for animals. We extend the same principles of caring and compassion to the people with whom we interact.

Collaboration and Respect

We believe in respectful discourse no matter how challenging the issue or however strongly we believe in our individual opinions or organizational values. We believe that we become informed when we are open to diverse perspectives, assume the best in other’s intent, and that respectful discourse will, in the end, lead to better decisions.

Transparency

We earn the respect and trust of all those in our community because we act honestly and are clear in our intent to address the issues and challenges associated with animal welfare through open dialog and engagement of diverse perspectives. We communicate consistently, truthfully and with integrity inside and outside of the Potter League. In this way we can advance in the best interests of the animals, their caregivers and the community.

Community

We believe that every donor, staff member and volunteer has something of value to contribute to the richness of the animal welfare community, and that each individual should feel welcomed, included and appreciated for their experience and perspective. As the community’s animal resource and education center, we work thoughtfully with everyone.

Operations

We work to support an internal environment that fosters new ideas and different perspectives. We function with a spirit of adaptability and a willingness to change. We invest in talented and passionate staff and volunteers, commit to their training and continued development, and we foster an environment where they can let their creativity thrive.

Stewardship

We operate the Potter League as diligent stewards of the resources our donors and funders contribute. We strive for the greatest efficiency in our operations so that we may focus on the development of programs and services that provide value to our community. We are also committed to environmental stewardship through the use of best practices as we work toward a sustainable future. Our overriding goal is to ensure that we operate as an ethical company. We consider the concept of Do the Right Thing a core value in every decision we make.

POTTER LEAGUE OVERVIEW

Since 1929, the Potter League for Animals has extended the hand of kindness to stray and unwanted animals in Newport County. We shelter and care for companion animals, treat sick and injured strays, and educate the public about humane issues and responsible pet care. We're proud of our reputation.

The Potter League for Animals is an "open-admission" shelter. Companion animal from Newport County and beyond in need of shelter and care are received here. We also work under contract with Newport, Middletown and Portsmouth to house animals for their Animal Control Departments. We offer every animal a refuge, regardless of whether we believe that animal is "adoptable." Unlike "limited-admission" shelters, we do not turn animals away at the door. The Potter League is committed to ending companion animal homelessness through effective community education, behavior and training outreach, and our progressive spay/neuter programs.

We sincerely wish that every animal that comes to us could be adopted to a caring, responsible home. The reality is that animals arriving at the Potter League usually fall into three categories:

- *Adoptable* dogs, cats and small mammals are healthy, friendly animals that are good candidates to be somebody's life-long companion.
- *Potentially adoptable* animals aren't ready for new homes when they come to us but may be with a reasonable commitment of time, effort or medical care. We gladly make that commitment. These animals include those too young or too shy, those who are sick or injured, and those whose former environment didn't include acceptable behavior training.
- *Unadoptable* animals may be suffering from disease, traumatic injury or other infirmities, or they may have a history of aggression that could pose a safety threat. Euthanasia is the most humane alternative for these animals.

Animals that cannot be rehabilitated may be euthanized. This is not a decision we make lightly. It occurs only after we have exhausted all reasonable alternatives and is never a decision that is made without the utmost consideration for all of the factors as we know them.

When an animal is felt to be suffering mentally, emotionally or physically with a poor prognosis, protracted painful recovery or incurable illness, or is deemed to pose an unacceptable danger to other animals, itself, or the public, euthanasia is considered. We also recognize the adoptability of animals may be impacted by temperament, previous history, age, breed, health, ability to cope with kennel stress, space, time of year, foster care resources, human resources, budget, requirements ordered by the courts or animal control departments. Each animal is evaluated in its entirety; taking into account both behavior and medical conditions. We have a strict policy prohibiting the release of any animal for laboratory research.

We consider quality of life paramount. We do not believe indefinite cage confinement or indiscriminate placement is in the best interest of our companion animal friends. We work hard to avoid euthanasia, and our work pays off.

We do not, however, call ourselves a "No-Kill Shelter." "No-kill" is typically defined as a shelter with at least a 90% save rate. The Potter League's save rate is over 90%, certainly fitting the definition. However, the Potter League does not refer to itself as a "no-kill" shelter because the

term does little to help the public understand the decisions a shelter must make in caring for pets.

Some shelters that use the term “no-kill” admit only the healthiest of pets and do not face the challenge of treating and rehabilitating ill animals. A municipal shelter, on the other hand, must accept every pet that comes to its door, including pets who are severely ill or dangerously aggressive. At the Potter League, about half of the pets admitted meet the nationally recognized standard of “healthy.” The remaining pets require medical and/or behavior treatment, sometimes for weeks or months. We are committed to providing the same standard of care for pets at our shelter that an owner would want for their personal pet. We never put time limits on how long pets remain available for adoption, and we never euthanize pets for space reasons. The Potter League believes the public is better served by looking at a shelter’s admission policy and overall treatment record, rather than relying on a vague term such as “no-kill.”

The Potter League also believes protecting animals from homelessness, abuse, abandonment and needless suffering must be a community effort. We work cooperatively with other agencies to develop long-term solutions or legislative changes to problems. We avoid extreme approaches, preferring instead a more conservative but longer-lasting resolution using an efficiently managed animal shelter as a base of operations. As an advocate for all animals, and not just ones in our shelter, the Potter League acts as a community resource by providing, in a professional manner, information and referrals for many animal related concerns.

The Potter League believes in the importance of involving our whole community in strengthening the human / animal bond and recognizes the crucial role animals play in enhancing the quality of life. We are committed to providing opportunities and animal assisted activities for people, including special populations, to solidify this unique bond. Joint programming with other social service agencies is crucial to breaking the cycles of violence of child abuse, domestic violence and animal cruelty. The Potter League is the animal resource center for our community.

The Potter League for Animals’ goal is to keep pets and people together, and we strive to do all we can to repair the broken bonds between a human and his or her companion animal.

PURPOSE and PHILOSOPHY OF HUMAN RESOURCES

The Potter League for Animals strives to recruit, develop, motivate, reward and retain the most competent employees possible to assist the Potter League achieve its mission. These policies are designed to provide consistent and objective personnel administration decisions that are equitable to employees, adhere to State and Federal Labor Laws and are in accordance with the Potter League's objectives.

The Potter League is a small community. An important characteristic that unites a unique collection of individuals into a team is a sense of common goals and values. The following principles are goals to which the League aspires and should be understood and followed by all Potter League employees in their daily work.

The Potter League believes in:

- employing a diverse work force;
- assuring that all employees, regardless of their position are treated with dignity and respect;
- communicating clearly and openly with its employees;
- treating all employees equitably;
- employing a compensation system based on pay-for-performance and market competitiveness;
- developing and retaining its staff;
- providing employees with the professional quality of supervision and management they need to succeed in their jobs;
- recognizing its employee's achievements;

The Potter League expects its employees to perform all duties associated with their positions with integrity and competence.

ADMINISTRATION

Administration

The Board of Directors of the Potter League for Animals employs the Executive Director to whom it delegates responsibility for the overall administration and interpretation of these policies. The direct administration of these policies and the supervision of staff are the responsibility of the Executive Director. However, these responsibilities may be delegated by the Executive Director to a designated representative(s), where appropriate.

Interpretation

All matters pertaining to the interpretation of these Policies are referred to the Executive Director or designated representative(s).

Review

These Policies will be reviewed on a regular basis, and may be changed at any time. These Policies do not preempt or replace applicable State or Federal laws; however, effective January 1, 2016, the information contained in this handbook does supersede and replace all previously-existing Potter League policies, manuals, memoranda, and handbooks.

COVERAGE

Policy Coverage

All employees of the Potter League are covered by these Policies.

Definition of Employment Status

The Potter League uses the following classifications as a basis for its payroll system and for the purpose of describing and reviewing policies.

Employee Classifications

- 1) Full-Time Employees (either exempt or non-exempt) are those persons who are regularly scheduled to work forty (40) hours each week; and who are continuously employed for twelve (12) months during a calendar year with no foreseeable termination date.
- 2) Regular Part-Time Employees are those persons who are employed to work over 1,000 hours per year (over twenty (20) but less than forty (40) hours per week); and who are regularly scheduled to work at least 40 weeks per year with no foreseeable termination date.
- 3) Part-Time Employees are those persons who are employed to work less than 1,000 hours per year (less than an average of twenty (20) hours per week); and who may or may not be regularly scheduled and have no foreseeable termination date.
- 4) Seasonal or Temporary Employees are those persons who are employed for a short-term period of less than one year, or those with an agreed upon end of employment in the foreseeable future, regardless of the number of hours worked per week.

Fair Labor Standards Act (F.L.S.A.) Classification

1. Exempt Employees. Exempt employees are employees who, because of their positional duties and responsibilities and level of decision-making authority, are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA). Exempt employees are expected to work whatever hours are necessary to accomplish the goals and deliverables of their exempt position. Thus, exempt employees have more flexibility in their schedules in order to accomplish their work than non-exempt or hourly employees. There are special requirements, restrictions, and tests that are applied for each type of exemption.
2. Non-Exempt Employees. Non-exempt employees are paid on an hourly basis, and are covered by FLSA provisions for minimum wage, maximum hours and overtime pay, equal pay, child labor, and record keeping.

EMPLOYMENT

The Potter League attempts to select personnel who meet the necessary standards of educational and occupational qualifications and who can effectively advance the objectives of the Potter League.

All employment practices shall be consistent with applicable laws and other such acts and regulations which control the employment relationship.

Rhode Island is an “at will” state and all Potter League employees are hired as “employees at will.” This means that neither the employee nor the employer is bound by any contract - the employee may quit when s/he desires to, and likewise, the employer may terminate the employee at its discretion when it is deemed appropriate to do so. Employment with the Potter League is not for any specific term; and may be terminated at any time for any reason by either the employee or the Potter League.

Open Application

The Potter League will strive to provide the opportunity for promotion from within the organization, whenever possible.

Equal Employment Opportunity

The Potter League for Animals is an equal opportunity employer. Our policy is to recruit, employ, train, promote, compensate, reward, and discipline employees without regard to race, color, age, sex, sexual orientation, religion, national origin, citizenship, disability, veteran status or any other category protected by applicable federal, state and local law. In addition, the Potter League complies with all other federal, state and local laws governing nondiscrimination in employment and expressly prohibits sexual harassment of an individual.

Introductory Period

The first ninety (90) days of employment are considered an Introductory Period. You will receive a basic orientation by your supervisor or a designated representative. During this time you will get to know your supervisor and co-workers as well as the duties involved with your position. Your supervisor will work with you to help you understand the requirements and processes associated with your job.

This Introductory Period is a time for both you, as an employee, and us as an employer, to determine if this is an employment relationship that works well for both parties. It gives us an opportunity to evaluate your work habits, work relationships, integrity, professional manners, attitude, ability to satisfactorily perform your job and meet our high standards and any other areas deemed appropriate by the supervisor, while you decide if we meet your expectations as the type of organization of which you want to remain a part.

Your supervisor will work closely with you to help you understand the needs and processes of your job. The Introductory Period may be shortened or extended at the discretion of your Potter League Employee Handbook-Rev Oct 2019

supervisor.

At the conclusion of the Introductory Period, feedback may be solicited from new employee and supervisor to discuss and document whether the job is as expected. At the end of the Introductory Period, a decision will be made whether to continue employment and if so, you will become a regular member of the Potter League staff. The original date of hire will be the effective start date used for employee benefits eligibility.

Shortly after the end of your Introductory Period, your supervisor may discuss your job performance with you. This review will be similar to the job performance review that is held for regular full-time or part-time employees on an annual basis.

It is important to remember that completion of the Introductory Period does not guarantee employment for any period of time. Nor does it guarantee position, grade or wage, and the employment relationship may terminate at will, at any time, during as well as after the Introductory Period.

CORE POLICIES

Overview of Work Expectations for all Employees

The Potter League expects employees to use good judgment to maintain a satisfactory employee / employer relationship. Your employment at the Potter League will be affected by your attendance record, attention to work, on-the-job behavior, personal conduct and job performance. Examples of appropriate work behavior include, but are not limited to:

- Acting professionally at all times and dressing appropriately for the work environment and your position;
- Maintaining confidentiality of the League's internal operations, records and information and protecting all passwords and restricted access to the League's computer systems;
- Using the League's mail system and official bulletin boards only for League business;
- Ensuring that the work of the League is not disrupted by the presence of anyone who is not employed by the League, such as relatives, children or friends;
- Minimizing personal telephone calls, emails, social media, and text communications and ensuring that all personal phone communications during the work day are brief and do not interrupt your work,
- Ensuring that personal use of non-work-related electronic information systems during work hours is infrequent and does not interfere with work operations;
- Using League equipment, including computers and software, only for League business; and
- Complying with all League policies and procedures.

Hours of Work

Standard work schedules are different for full-time and part-time employees. Immediate supervisors are responsible for the preparation and supervision of the working schedule for all of their employees. All such schedules shall be governed by applicable laws and needs of the Potter League. Under certain circumstances, employees may be allowed to work a nonstandard schedule as developed with and permitted by the immediate supervisor. For hourly employees a monthly schedule will be posted. Adjustments will be made as the needs arise. All changes to the pre-arranged monthly schedule require advance supervisory approval. Non-exempt shelter staff and clinic administrative staff are expected to take a half-hour unpaid meal break daily before they have continuously worked six (6) hours.

Attendance – Absenteeism and Tardiness

Attendance is an essential condition of employment, and we look upon regular attendance as an essential requirement of all jobs at the Potter League for Animals. Employees are expected to report to work as scheduled, on time, in appropriate attire, and be prepared to perform their assigned job duties at the beginning of their shift.

If you are unable to report for work or expect to be late for a scheduled shift, you must make direct contact with your supervisor at their home or at the League at least *ONE HOUR* before the time you are scheduled to begin working that day. A reason and expected length of absence

should be explained to the supervisor. All variations from scheduled hours must be approved by your supervisor.

Two specific steps must be taken if you are unable to report to work as scheduled:

1. Every effort must be made to speak to your supervisor directly, by calling his/her home or cell phone number.
2. If you are unable to reach your supervisor, call your supervisor's supervisor. If you must leave either a voicemail or text message be sure to include contact information.

Prior to leaving work for a portion of the day (i.e. doctor's appointment, child's school event, etc.), you must receive approval and coordinate your schedule with your supervisor.

If you are absent due to illness for three or more consecutive days, you must obtain a release from your doctor to return to work. Documentation must be submitted to your supervisor upon return to work.

Excessive absenteeism or tardiness will not be tolerated and may be subject to discipline up to and including termination.

Employees who miss work and fail to notify their supervisor may be considered to have resigned their job without notice.

Staff Parking

Shelter: Because parking is limited, employees are asked to use the field parking lot by the dog exercise pen during regular hours of operation. If the lot is full, employees may park along the driveway.

Clinic: Due to limited parking, staff is asked to park in the lot across from the clinic.

Staff may use the main lot on Holidays when the shelter is closed to the public.

Emergency Closing

In inclement weather, employees are to make a reasonable effort to get to work. Any employee who cannot get to work may use earned vacation hours or unpaid leave for time not worked. Only the Executive Director or his designee can make the decision to close. Selected employees who may be relied upon to get to work even though the shelter is officially closed to the public will be paid for a full day. When the workday is shortened due to weather, working staff will be paid for the remainder of their scheduled shift. The selection of mandatory staff will be made based on skills required and the anticipated ability to commute to the shelter. Every attempt will be made to coordinate mandatory staffing in advance. When necessary, notification to the staff will be via the existing telephone tree.

Payroll Records

Payroll and time records of all employees will be maintained to meet reporting requirements of applicable federal and state regulations and insurance underwriters. Accurate and up-to-date records are required by accounting for payroll, social security, and benefit purposes. It is the employee's

responsibility to notify the Director of Finance and Administration if there is any change in address, telephone number, email address, marital status, or any other change in vital information. Employee records are confidential.

Both the employee and supervisor are held accountable for the accuracy of time records. Employee's start and end time should be in accordance with their assigned schedule unless any change is approved by their supervisor. Each employee will be provided a confidential login to the timekeeping software. Staff will login to the software to record their shift start, lunch break and shift end times. Payroll is on a bi-weekly basis with payment on Thursdays. Direct Deposit is encouraged.

Overtime

The nature of our business sometimes requires that employees work longer than the regularly scheduled shift and on holidays. It is our desire to hold overtime work to an absolute minimum. Overtime work will typically be scheduled to employees by the supervisor based on the supervisor's analysis of the skills and abilities needed to accomplish the work most efficiently.

All overtime reported by an employee on his/her time card must have *prior* approval of the supervisor. If the supervisor has not previously approved overtime reported by an employee, this may result in discipline for failure to follow established procedures.

Overtime compensation is paid to non-exempt employees as defined by the Fair Labor Standards Act.

Garnishments and Wage Assignments

The Potter League's practice shall be in accordance with all applicable Federal and State laws.

Dress and Appearance

The Potter League dress and appearance requirements are based on establishing a professional workplace image and to ensure the safety of employees. Appearance reflects the type and quality of care given at our facility. It is important that you dress in a manner that is appropriate and consistent with the type of work assigned. Whether you are wearing street clothes or a uniform, you should present a clean, well-groomed and professional appearance. Any clothing, jewelry or tattoos that pose a safety hazard or are potentially offensive are not allowed.

- General attire shall be clean, neat, and moderate in style. All clothing shall conform to accepted business and professional attire appropriate for an animal hospital or shelter.
- For safety reasons appropriate footwear (closed toed, no flip-flops) is critical. Rubber soled shoes should be worn in animal areas.
- Jewelry must not be offensive or pose a safety hazard.
- Animal Care Staff must wear the uniform shirts provided. Two uniform shirts will be provided at the start of employment.
- If an identification badge is provided, it must be worn at all times so that visitors and other staff members may become familiar with you.

- Check with your Supervisor for any specific dress code guidelines that may be appropriate for the duties of your position.

These general guidelines are provided for illustrative purposes only and not for the purpose of limitation. The list is based upon the League's safety concerns and strong desire to increase productivity as well as maintain an atmosphere that is free of harassment of any kind.

Supervisors will be responsible for answering questions and resolving issues related to this policy on a case-by-case basis to ensure unique circumstances are appropriately considered. An environment of mutual cooperation is the League's goal.

Personal Expression on Public Issues

Employees are free to exercise their full liberties as citizens, including the right to express their personal convictions on issues such as; social, economic, religious, animal rights and political subjects. However, they must refrain from giving the impression that their personal views and opinions represent those of the Potter League. Personal expression is limited to verbal. No written communication, posters, announcements, etc. may be placed on Potter League bulletin boards or walls unless authorized by the Executive Director. See also the social media policy in this handbook.

Information to the Press

Only the Executive Director and President of the Board of Directors or other designated individual may give information pertaining to the Potter League and its activities to representatives of the press, including both print and electronic media. Employees should direct all inquiries from the press to one of these persons.

Alcohol / Drug Abuse: Drug Free Workplace

The Potter League values each and every one of our employees, and is firmly committed to assuring the safety, health, and well-being of all. We are just as firmly committed to prohibiting the possession and use of alcohol, illegal drugs, and/or controlled substances at any time on Potter League property, in vehicles owned by the Potter League, and at work-sites at which Potter League duties are performed by League employees.

The Potter League will take all reasonable steps to make sure this policy is followed. Employees who are under the influence of or possess alcohol, illegal drugs, or controlled substances on Potter League property will be subject to disciplinary action ranging from mandatory participation in a substance abuse treatment, counseling or education program to termination of employment and referral for prosecution. Any illegal substances found in the workplace will be confiscated and turned over to the appropriate law enforcement agency. Employees who have a drug or alcohol abuse problem are encouraged to seek assistance. All requests or referrals for treatment will be handled on a strictly confidential basis.

Our policy is designed to ensure that no employee will be subject to undue risks or hazards while at work. We recognize that alcohol and drug abuse in the workplace subjects employees to such risks.

We must work together to guarantee a safe, drug-free workplace.

Workplace Safety

A safe, healthy and environmentally-sound work place for all employees is accomplished through a variety of Potter League activities including, but not limited to, safety education, animal handling, training on the use of certain equipment and materials, job instruction on the work site, and supervision.

The Potter League for Animals is committed to a safe and healthy work environment that is free of recognizable hazards. Therefore, employees are required to comply with all safety regulations and rules. As an employee you are required to carry out all safety requirements applicable to your position, including using all safety equipment provided and inspecting the safety equipment to be sure it is in good working order.

Because it is vital that you are aware of your environment and need to recognize possible warning signs from animals in addition to working with the public, the use of cell phones for personal use and personal music devices is prohibited while working. You may be required to attend safety meetings or safety training sessions as part of your job responsibilities and demonstrate that you can perform certain job duties in a safe manner. You should report any unsafe conditions or acts immediately to your supervisor. If you have any questions concerning your department's safety requirements, contact your supervisor.

If you are injured on-the-job, even slightly, you must immediately report this incident to your supervisor, and get first aid or medical attention. Immediate treatment may prevent complications from developing. Your prompt reporting of an accident also enables your supervisor to complete required incident forms and conduct an investigation. The investigation might reveal a hazardous condition or work practice, which, if not corrected, could lead to additional injuries. You can help reduce accident frequency. Watch for and report accident hazards and needed repairs. Use catch-poles or nets, and gloves when handling fractious animals. Be careful with chemicals and equipment; wear safety goggles and gloves. Keep floors dry. Apply proper lifting techniques. Use a buddy to transport heavy items. Always wear proper and skid-resistant shoes. Take immediate action if you see someone putting themselves or others in danger. Help make the Potter League a safe place to work.

If you are injured while at work:

- 1.) Notify your supervisor immediately.
- 2.) Seek medical treatment. If the injury requires professional medical treatment, report to your doctor. If you need assistance getting to your doctor, a supervisor will arrange transportation for you. In an emergency, please call 911.
- 3.) A Potter League Accident Report Form must be filed by your supervisor even if the injury is minor and did not require medical treatment or first aid. This Accident Report must be given to the Director of Finance and Administration.
- 4.) Meet with your supervisor to complete the Follow-Up section of the Potter League Accident Report. In an effort to reduce the number of work-related injuries reported throughout the year, the circumstances surrounding each injury report may be

examined and discussed.

Animal Bites and Scratches:

All animal bites and scratches must be reported to a supervisor immediately. All dog, cat, and ferret bites must be reported to Animal Control. Any dog, cat, or ferret that has bitten/scratched a person will be placed under rabies observation.

Visitor Safety:

All visitor injuries, regardless of how minor, must be documented on a Potter League Accident Report Form and filed with the Director of Operations and Director of Finance and Administration. Injured visitors may be offered use of a first aid kit but employees are prohibited from treating visitor injuries. In an emergency, please call 911.

OSHA:

It is the Potter League's policy to comply with all applicable state and federal codes and regulations including those issued by the Occupational Safety and Health Administration (OSHA). OSHA requires employers to maintain a log that details workers' job-related illnesses or injuries, and to provide employees with a working environment that is free from safety hazards. If you have an emergency involving hazardous chemicals please contact a supervisor immediately. The Hazardous Materials Wall Chart and Material Data Safety Sheets are located in the second floor staff lounge.

For more detailed information on safety in the workplace, please refer to the *Potter League's Safety, Disaster and Emergency Handbook*.

Smoking

The Potter League shelter is a non-smoking facility and use of cigarettes, pipes, or cigars in all areas of the building is strictly prohibited. Smoking is allowed in designated outdoor areas that are physically separated from the building and that are away from doors, windows and air ducts, so smoke does not enter the building. Smoking is only allowed during scheduled breaks. Smoking in company vehicles is prohibited.

Employment of Family

To foster an environment in which integrity, accountability, and objectivity can be maintained, the Executive Director will review employment of family on a case-by-case basis. For purposes of this policy, the term family applies to the following relationships, based on blood, marriage, or other definitions: husband/wife, parent-child, sibling, grandparent, grandchild, aunt/uncle, niece/nephew, stepmother/father-stepchild, cousin, spouse or domestic partners, and persons sharing the same primary residence. Situations of actual or potential conflicts of interest, including employment that affects an employee's ability to perform on behalf of the Potter League, are to be avoided. Where an actual or potential conflict exists, the Potter League may take whatever corrective actions appear appropriate under the circumstance, including the transfer or termination of either or both employees.

Volunteers

It is the policy of the Potter League to encourage the support of non-paid volunteers who help with many programs at the shelter and with activities sponsored by the League. Every attempt is made to ensure that our volunteer programs meet the needs of the League as well of the volunteers. Paid staff members are to understand that volunteers (which include volunteer veterinarians and members of the Board of Directors) are crucial to assisting the Potter League in meeting its mission and goals. Paid employees are expected to treat all volunteers with the same respect and courtesy as any paid member of the staff.

Staff as Volunteers

While we welcome the dedication of our staff, non-exempt staff members may not volunteer for activities that are normally part of their job duties because of possible violation of Fair Labor Standards Act regulations. Exempt employees may volunteer in any capacity. All staff members must be granted prior approval by their supervisor before they can volunteer in any capacity for the Potter League.

Expenses and Allowances

Authorized and documented expenses incurred while on approved Potter League business, shall be reimbursed. Such expenses which must be pre-approved by the Executive Director may include:

- Travel expenses, including fares, mileage, meals and lodging, which are appropriate for the effective conduction of business, subject to limitations of the travel policy.
- Conference and training event expenses, including those related to travel, meals, lodging and registration fees.
- Membership dues and meals in a service club, professional society or community organization where such membership is deemed advantageous to the Potter League's interest.
- Use of personal vehicles.

Travel Policy

The Potter League reimburses expenses for travel, entertainment, meetings, accommodations, services and other items which are appropriate for effective conduct of business. Employees must submit supporting documentation (paid invoices, receipts, sales slips, etc.) to qualify for reimbursement. The reasonable and appropriate cost of transportation by air, bus, rail, or personal vehicle use is reimbursable. All employees traveling on Potter League business are to use tourist (coach) accommodations and obtain discounted fares wherever possible. Employees will be held accountable for Good Planning of business travel to minimize costs. Advance purchases on air travel or car reservations should always be utilized. Double occupancy lodging is normally expected when traveling with a fellow employee of the same gender. All requests for expense reimbursements must be submitted within 30 days of occurrence.

Pets in the Workplace

Unless the animal is required as part of their job duties and approved by the Executive Director, the Potter League does not allow employees to routinely bring their own pets to work. Occasional visits

are allowed when approved by your supervisor or when personal pets are to be used for educational or program activities. Employees are expected to follow local ordinances regarding license and leash laws and to have their animals spayed or neutered. The employee is responsible for any damage or injuries caused by their pets as well as any illness their animal may incur as a result of being in the shelter.

Personal Possessions

The Potter League is not responsible for the loss or theft of personal possessions. It is strongly recommended that employees utilize their assigned lockers or other secured location for storage of personal items during their shift. Employees may use personal padlocks for additional security.

Inspection Procedure

The Potter League reserves the right to conduct inspections to help maintain a safe, healthful and efficient working environment for the benefit and protection of all League employees and to protect League property, equipment, operations, and customers. Cooperation in the conduct of inspections is required as a condition of employment.

Employees on the Potter League premises are subject to questions and search at the League's discretion. The Potter League reserves the right to inspect personal items, such as lunch pails, toolboxes, thermoses, purses, etc. carried by individual employees. If you have personal items that you would not like subject to such inspections, these items should not be brought onto the Potter League premises. A search can also include League property such as League vehicles, lockers, desks, filing cabinets, computer files, E-mail, and Voice-Mail.

A Potter League initiated search does not necessarily imply an accusation of theft or that an employee has broken a rule. Employees refusing to cooperate with or submit to search will be subject to termination.

Gifts and Gratuities

Employees are prohibited from accepting all personal cash gifts or payment for services while on duty. Gifts valued in excess of \$25 or of undetermined value, if not applied for a Potter League purpose or shared widely, should be returned immediately. All donations or gifts must be reported to the Executive Director. Customers who wish to extend personal gratitude are encouraged to make a donation to the Potter League. Supervisors may not accept gifts valued in excess of \$25 from employees they supervise and evaluate. No gifts of cash may be accepted. Any cash gifts offered will be considered gifts to the Potter League.

Employee Use of Donated Items

The Potter League does not make it a practice of giving items to staff if we cannot use the specific item in the shelter. It is our belief that if we were to do this it would put our image into question and would set a bad precedent for those people who put their time and money donating items to us which they think are going for use with shelter animals. On occasion, if there is an item that cannot be used in the shelter, cannot be distributed to another animal welfare

organization or charity or cannot be sold in the shelter, it can be sold to staff for a reasonable fee. Any monies collected for such items go directly to our general revenue. The Potter League's Core Value of Stewardship means that staff and supervisors use good ethical practices to uphold our principles and the public trust.

WAGE AND SALARY ADMINISTRATION

The Potter League's policy is to ensure that all employees are compensated according to fair and consistently applied principles and in relation to the magnitude of their job responsibility, experience and individual job performance. Within the capability to do so, employee pay rates are set at levels that compare favorably with those for similar positions in comparable organizations.

EMPLOYEE BENEFITS

Goal of Benefits

It is the Potter League's goal within the area of employee benefits (non-cash compensation) to produce a reasonable level of basic protection for the employee and eligible dependents.

Eligibility for Benefits

Employee benefits are available for eligible “Full-Time Employees” and on a limited basis to “Regular Part-Time Employees”. Certain programs may be subject to waiting periods.

For the purpose of determining benefits (when years of service are the basis for awarding the benefits), continuous employment while maintaining the required number of hours to retain a “Full-Time” or “Regular Part-Time” employee classification is to be counted. Years of service are counted from the original date of employment in a Full or Regular Part-Time capacity and continue to accrue, as long as that employment remains continuous.

The Potter League periodically reviews employee wages and the benefits, rules and policies set forth in this handbook and these may be changed by the Potter League from time to time. All such changes will be emailed to the employees and employees will be responsible for acknowledging in writing that they have received the changes and that they will follow the new policy. Copies of the signed changes will be kept in the employee’s personnel file.

For purposes of accruing benefits such as vacation and sick leave, the Potter League benefit year begins on January 1 and runs through December 31. For employees hired during the year, benefits will be pro-rated.

Categories of Benefits

Legally-Mandated Benefits

The Potter League complies with all applicable laws regarding employee benefits, such as:

1. Social Security and Medicare (FICA) - All employees are required to participate jointly with the Potter League in federal Social Security and Medicare taxation.
2. Worker’s Compensation Program - Employees are covered against the hazards of occupational accidents and illness on the job through compensation insurance in a manner and to the extent required by the state worker's compensation laws.
3. RI Unemployment and Temporary Caregiver Insurance - The Potter League's practice shall be consistent with state law.

Provisions for Time Not Worked

Holidays

The Potter League provides seven (7) paid holidays for Full-Time Employees per benefit

year. Every effort will be made to ensure that work schedules are set in a manner that distributes the frequency and inconvenience of working holidays as equally as possible.

Currently, the Potter League observes these seven scheduled holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Thanksgiving
Christmas

According to Rhode Island General Laws and an advisory letter from the Rhode Island Department of Labor, the Potter League is a seven day a week business and not required to pay wages at time and one-half for non-exempt employees working on holidays or on Sundays. As a benefit to staff, the Potter League has decided to extend holiday pay to employees.

- Non-exempt staff working on the holiday will be paid for time worked at the rate of 1½ the normal rate of pay.
- Full-time, active employees receive a day's pay at their regular rate for each holiday.
- If a full-time employee is required to work on a scheduled holiday, another day off may be taken within the same pay period or an additional day's pay may be provided in lieu of time off.
- If a scheduled holiday falls on a full-time employee's regularly scheduled day off, another day off in the same pay period or holiday day pay will be arranged.

Vacations

The Potter League believes that it is beneficial to both the eligible employee and the Potter League that the employee takes a paid vacation annually.

All vacation time must be approved in advance by your supervisor. Please do not wait to take your vacation until the end of the year as we may not be able to accommodate all requests. The maximum amount of vacation time that can be accrued at any time is 160 hours.

The number of vacation days available is based on your employment status (full-time, regular part-time, position held) and number of completed years of employment. Your vacation allowance is actually earned throughout the year. You are allowed to take vacation days before they are fully earned with supervisory approval. Any employee with a negative vacation balance as of the last day of employment will have those days deducted from their final paycheck.

Vacation-Allowance Schedule is as follows*:

YEARS OF SERVICE BY END OF BENEFIT YEAR	FULL TIME EMPLOYEES
6 Months	1 Week
1 Year	2 Weeks
5 Years or More	3 Weeks
10 Years or More	4 Weeks

YEARS OF SERVICE BY END OF BENEFIT YEAR	REGULAR PART TIME
1 Year	2.5 Days
5 Years or More	4 Days
10 Years or More	5 Days

*Unless otherwise agreed to in job offer letter

Sickness, Accident or Short-Term Disability: Full-time Employees

Full-time employees who are absent due to personal illness or accident may be eligible for paid sick leave that is based upon the length of your Potter League employment and sick leave accrued. No payment for sick leave will be granted during the first ninety (90) days of employment; however, such leave will be accrued from the date of employment. Upon termination from employment an employee shall have no claim for pay in lieu of unused sick leave.

Sick leave is earned at the rate of seven (7) days per benefit year for all “Full-time Employees.” Like vacation, these days are accrued during the year. At the completion of the benefit year, employees will be paid for one-half of their unused sick leave. The other half of the unused sick leave may be carried over to the next benefit year only and may be used once the annual seven (7) day allotment is exhausted. Therefore, the maximum number of sick days available in any calendar year will be 10.5 days (7 + 3.5 carryover) and the maximum number of unused days paid will be 3.5 (7 X 50%)

For employees who qualify, time-off for the following reasons can be charged against sick leave:

- Any injury sustained on the job during the waiting period prior to the start of Worker's Compensation coverage.
- Personal illness
- Disability
- With the supervisor's approval, time-off may be taken for serious illness of the employee's immediate family (spouse, children or parents).
- For purpose of these guidelines, pregnancy is to be considered the same as any other non-

occupational disability.

In case of disability, a physician's verification will be required, indicating the beginning date of disability and the date on which the employee was certified to be physically able to return to work.

When the employee is physically able (as determined by a physician) to return to work, but does not wish to do so, the Potter League will determine that the employee has voluntarily terminated employment.

Sickness: Part-time Employees

All part-time employees will be awarded 1 hour of paid sick time for every 35 hours they are expected to work at the start of the year (40 hours maximum). Unused sick time will not carry over from year to year and employees will not be entitled for payment of unused time upon termination from employment. Sick leave cannot be used within the first 90 days of employment.

Bereavement Leave. Leaves with pay, not exceeding three (3) working days, shall be granted to all Full-Time Employees in the event of death in the immediate family. Immediate family includes: spouse, child, parents, parents-in-law, grandparents, grandchildren, legal guardian, brother, and sister. Such leaves are subject to the approval of the Executive Director or designate. No leaves with pay will be granted during the first ninety (90) days of employment.

Jury Duty. When Full-Time Employees are called for jury duty the Potter League will pay the difference between the jury allotment and the usual rate of pay for the employee. Proof of the payment received for jury duty must be submitted so that the amount of the employee's adjusted compensation may be determined. If the jury is dismissed before noon, the employee is expected to report to work for the balance of the day.

Military Service. When an employee is called or recalled for active duty in the military, the Potter League will grant an official leave of absence without pay. Re-employment rights correspond to existing applicable laws. Employees who are completing their military tenure in the Armed Forces Reserves or National Guard are required to use their vacation time for such training, and receive their full salary from the Potter League for that period. Upon being informed of a military obligation, every effort should be made by employees to contact their supervisors immediately.

Outside Employment. Employees are permitted to seek additional employment during their off hours. However, the Potter League must be their prime responsibility and outside employment is not an excuse for poor job performance, tardiness, absenteeism, or refusal to work overtime. Employees are required to notify their supervisors in writing that they are taking outside employment and any outside employment must not create a conflict of interest with their primary job at the Potter League.

Outside Consulting. Employees may provide consultant services to other humane societies and/or kindred organizations with goals and objectives similar to the Potter League's, subject to

the approval of the Executive Director. If an employee is released from job responsibilities to provide such services and remuneration is received, then the Potter League must be reimbursed any consulting fee received by those employees. If employees consult during their time-off, then the employees may retain any remuneration.

Retirement Plan

A Simple IRA retirement plan is available to all eligible employees. Eligibility is limited to employees with anticipated earnings of at least \$5,000 during the calendar year. Employees may join the plan when hired or on January 1 or July 1 of each year. In accordance with Internal Revenue Service regulations, the Potter League will match employee contributions up to a limit of 3% of the employee's compensation.

Provisions for Health Insurance Coverage and COBRA

The Potter League will make available a comprehensive hospitalization, major medical and/or health maintenance organization insurance plan for eligible employees and their families who are not covered under any other health insurance policy. The Potter League will contribute a portion of the premium cost for the employee only (based on the composite rate); the employee pays the balance through the convenience of payroll deduction on a pre-tax basis.

Continuation of Health Coverage - Federal law (COBRA) requires that employees and/or their families be offered the opportunity for a temporary extension of their existing health coverage (at full premium cost) in certain cases where it would otherwise terminate.

Eligible individuals are:

- a. Employees who lose coverage because of a reduction in the hours of their employment.
- b. Separated employees (except for those separated for gross misconduct).
- c. Covered dependents in certain circumstances as prescribed in the federal statutes.

Detailed notification of COBRA rights and regulations will be provided by the League to employees who lose coverage. The full premium cost will be the responsibility of the COBRA participant. If a terminated employee does not choose continuation coverage, health insurance will end on the last day of the month of such termination.

Employee Extras

The following employee benefits are for employees only. Benefits do not extend to other family members, roommates, friends, volunteers, or former employees.

Pet Food:

Hill's prescription diet pet food may be purchased from the Potter League at cost plus applicable sales tax. Prescription foods will require veterinary authorization.

Retail Sales:

Items in BloomingTails retail center may be purchased at a 25% discount, excluding sale items.

Dog Training:

Employees receive one free class registration each year. Additional classes are available at a 50% discount and on a space available basis.

Cremation Services:

Employees receive free cremation services for their personal pets.

Adoptions:

Employees are eligible to adopt Potter League animals at no charge upon completion of three months of service. Premium Animals (those with a wait list) can be adopted at no charge once the call list is exhausted. All animals must first be made available for adoption to the public for 48 hours prior to a staff adoption. Employees must follow our animal adoption process and are limited to two animals within a two-year period. This benefit does not extend to employee friends or family. Restrictions, fees or refusal may be imposed if situations warrant.

Pet Boarding:

Staff members receive a maximum of five (5) days/per pet/per year at no charge depending on available space in shelter. Staff will be charged the daily rate for any days over five (5).

Special Events:

When there is a fee for special events, staff members may be able to attend for free or at a discount. This varies based on the event.

Microchips:

Employees will receive microchips for their personal pets at fifty percent (50%) discount from the microchip price the Potter League offers to the public.

Pet Wellness Care:

After completing three (3) months of employment at the Potter League, employees may receive wellness care for their personal adult dogs and cats (over 6 months of age) from the Potter League's veterinarian. Care will be limited to deworming, standard vaccinations and testing for FIV/FELV for cats and heartworm for dogs. Standard vaccinations are as follows: DHPP and Rabies for dogs; FRCP and Rabies for cats. Care will be scheduled at the convenience of the veterinarian and will be limited to a once yearly appointment per animal. Abnormalities, injuries, illnesses and infections found on the wellness exam will require the employee to seek further veterinary care elsewhere with their regular veterinarian and at their own expense. Emergency care, procedures (spay/neuter/dentals) and anything else not covered under this benefit will be the responsibility of the employee's regular veterinarian and will not be covered by the Potter League or our veterinarian. The Potter League veterinarian has the right to refuse examining any animal based on their aggressive behavior.

Medications, heart worm, flea and tick preventatives:

Non-prescription medications, diet supplements as well as heartworm and flea/tick preventatives for personal pets may be purchased at a discounted price through the Potter League. This does not include prescription medications.

STAFF AND CAREER DEVELOPMENT

Performance Appraisal

To ensure that employees perform their jobs to the best of their abilities, it is as important that they be recognized for good performance as it is that they receive appropriate suggestions for improvement in job performance when necessary. Consistent with this goal, an employee's performance will be evaluated on an on-going basis by his or her supervisor. Discussions of performance will be throughout the year as needed to address the existence of performance or disciplinary issues.

All written performance appraisals will be based on overall performance in relation to an employee's job responsibilities and will also take into account the employee's conduct, demeanor, and record of attendance and tardiness.

The employee and supervisor will meet no less than annually to review past performance with a primary focus on future expectations and goals. These goals will be documented and made part of the employee's permanent file and will be the basis for future performance appraisals. These meetings may be around the employee's anniversary date or as preferred by the supervisor.

A performance appraisal does not automatically include a wage increase.

Salary Increments

Individual salaries shall be reviewed annually, and increments (if any) shall be granted solely on the basis of merit.

Staff Development and Training

The Executive Director shall be responsible for providing professional development opportunities for the staff as part of his/her management function.

The Potter League recognizes that the quality of its work is directly related to the continuing career-growth and training opportunities for employees. Developmental training experiences will be provided for employees, based upon the League's goals and an individual's career plan and job responsibilities. Consequently, periodic consultations between employees and their supervisors to identify training and career development needs will be conducted.

Expenses related to career development and other training opportunities may be paid by the Potter League, when such requests are submitted in advance and approved by the Executive Director. Included in these types of training experiences for which the Potter League may pay are: workshops, seminars, courses, and conferences which are directly work related. All requests are subject to the League's ability to fund the request.

LEAVES OF ABSENCE

There are occasions when the best interest of the Potter League and/or the employee will be best served by maintaining an employment agreement during that employee's absence from work. Any such absence should not result in significant additional expense or disruption of the Potter League operation. Situations where absences may be approved and details of these provisions follow:

Short-Term Leave

A leave of absence for up to twenty (20) working days without pay may be granted with the advance approval by the Executive Director or designate. Health benefits may be continued during this period with the employee paying 100% of the expense.

Personal Leave

If a full-time employee, having at least twelve (12) months of service with the League, submits a written request to the Executive Director or designate, a leave of absence may be granted for one of the following reasons:

- the birth or adoption of a child when the request is made during the first six (6) weeks after the birth or adoption
- to care for a child, spouse or parent with a serious medical condition
- because the employee's own serious medical condition renders the employee unable to perform essential job functions

Such requests must be made at least one (1) month before the leave is to begin. The maximum length of the leave shall be for thirteen (13) weeks. In the event the leave requested is for a pregnancy disability, all accrued sick time must be used during the leave and is counted toward the thirteen (13) weeks. Health benefits may be continued during this period with the employee paying 100% of the expense.

This leave would be concurrent with Temporary Caregiver Insurance leave allowed through the RI Department of Labor and Training.

CONFLICT RESOLUTION AND PROGRESSIVE DISCIPLINE

Employee Conflict Resolution

The Potter League will attempt to resolve differences of opinion and disagreements as informally as possible. It is our intent that all employees maintain a positive employee-relations climate in which integrity, trust, and respect for each individual are evident. The optimum opportunity to maintain a positive employee-relations climate rests with each employee. It is recommended that every effort be made to first try to resolve any problem between the persons involved. If no resolution is possible, it should then be discussed with the supervisor in order to quickly and effectively resolve the problem. If the employee still feels the issue is not resolved, the employee may present the matter in writing to the Executive Director. The decision of the Executive Director will be final.

Progressive Discipline

It is the policy of the Potter League for Animals to maintain an environment that is conducive to open communication and fairness in all aspects of employment while recognizing that from time to time there will be disagreement and differences of opinion surrounding issues of employment. As such, we maintain an “open door” policy for employees to confidentially share their concerns and problems with management with the expectation that management will be similarly candid in dealing with concerns surrounding employee performance.

The Potter League expects that all employees will perform their job responsibilities to the best of their ability, respect co-workers, and to abide by our policies and expectations for compassionate and quality care and treatment for animals entrusted to us.

When a problem arises concerning employee performance, attendance or conduct deemed to be unsatisfactory, or has the potential of becoming unsatisfactory; it will be addressed by the immediate supervisor using the following protocol as a guide. The process may be modified as dictated by the nature of the problem and will not necessarily be followed sequentially.

Employee Counseling - The employee is counseled or critiqued by the supervisor or department head about performance or conduct in an effort to eliminate possible misunderstandings, improve job performance, or to explain what constitutes acceptable conduct.

Written Record of an Oral Warning - Documents an oral warning given to the employee regarding misconduct or unsatisfactory job performance.

Written Warning - Formally warns the employee of the level of performance or conduct that must be improved. The warning will outline expectations, dates, and guidelines to assist in correcting the behavior.

Final Written Warning - Informs the employee that sufficient progress has not occurred following earlier steps and that probation or termination will follow if there is no improvement after the final written warning.

Probation - The employee is placed in probationary status for a period to be determined by the supervisor, depending upon severity of the problem, and presented a written plan outlining actions and results expected during the period necessary to avoid termination.

Suspension – Employees may be suspended when an event has occurred that requires further investigation, and while the facts are being determined it would be inappropriate for the employee to continue to work. The suspension may be either paid or unpaid.

Termination - This is the step of last resort, where conduct or performance has simply not improved to an acceptable level, or when an employee commits an offense of such serious nature as to warrant immediate discharge.

Note: All documentation will be treated confidentially and remain in the employee's personnel file.

Grievances

It is our intention to resolve differences promptly, objectively, and fairly through application of the following process designed to promote clear and open communication to deal with problems, complaints or feelings of unfair treatment.

The process is intended to:

- provide any employee an opportunity to be heard;
- alert management to both real and perceived problems and causes of employee dissatisfaction and to provide a forum for timely and equitable response;
- encourage employees to question or offer suggestions or complaints to management without fear of reprisal. The process should start with the employee's supervisor and only when a reasonable solution can't be achieved should the employee consider a meeting with the Executive Director.
- ensure that any issue presented to the Executive Director will be carefully and objectively reviewed, including interviews with relevant parties to determine all the facts. The decision of the Executive Director will be final and rendered no later than five (5) days following the meeting.

PERSONAL CONDUCT OF POTTER LEAGUE EMPLOYEES

STATEMENT OF POLICY:

To ensure orderly operations and provide the best possible work environment, the Potter League expects all employees to follow rules of conduct that will protect the interests and safety of all employees, customers, vendors and visitors.

PROVISIONS:

Employees are expected to be a positive reflection of the Potter League, both inside and out of the workplace, by being courteous to co-workers, customers, vendors and visitors and by complying with the Potter League's policies and practices. For all employees, professional conduct should be a matter of course.

While it is not possible to list all forms of behavior that are considered unacceptable in the workplace, the following are examples of infractions of rules of conduct that may result in suspension without pay and/or other disciplinary action, up to and including termination of employment:

- Theft, damage to or inappropriate removal or possession of the Potter League property or the property of co-workers, or visitors
- Falsification of time keeping, travel or business expenses or any other employment records
- Falsifying any Potter League document
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace, while working or while operating the Potter League-owned vehicle or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Insubordination or other disrespectful conduct
- The use of profanity or threatening, harassing, or abusive language
- Gambling on Potter League property
- Violation of safety or health rules
- Violation of the Potter League's policies regarding equal employment opportunity and sexual or other harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism, tardiness, abuse of meal/break periods, or any unauthorized absence
- Unauthorized use of telephones, the mail system or any the Potter League-owned equipment
- Frequent use of personal cell phones resulting in interference with operations
- Unauthorized disclosure of proprietary or confidential information
- Unsatisfactory job performance or conduct
- Unethical, dishonest or criminal conduct
- Smoking in non-designated areas

- Failure to adhere to Potter League uniform policy when applicable or dressing inappropriately for the work environment and your position
- Breaching Potter League record retention policies and security of funds handling procedures.
- Malicious gossip and back-stabbing will not be tolerated
- Animal cruelty or neglect

If an employee's performance, work habits, overall attitude, conduct, or demeanor becomes unsatisfactory, as determined by the Potter League in its sole discretion, based on violations of this or of any other the Potter League policies, rules, or regulations, the employee may be subject to disciplinary action, up to and including termination of employment.

It is the responsibility of all employees to comply with the Potter League's policies and to report violations or suspected violations of Potter League policies or applicable law. Employees may report violations or suspected violations of this policy to their immediate supervisor, Human Resources, or the Potter League's Executive Director.

NON-HARASSMENT POLICY

The Potter League is committed to providing a work environment that is free from harassment. Harassment based upon an individual's sex, race, ethnicity, national origin, age, religion, sexual orientation, gender identity and expression or any other legally protected class will not be tolerated. We expect all employees, including supervisors and other management personnel, to conduct themselves in a professional manner and to always treat co-workers and business associates with respect. Harassment of any type undermines the victim's sense of personal dignity as well as our focus on teamwork.

While it is not easy to define precisely what harassment is, it includes: slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes and teasing. Harassment may occur through e-mail, voicemail, social media, text messages, pictures, writings, words or gestures. The purpose of this policy is not to regulate the personal morality of Potter League employees. It is to ensure that in the workplace or as a consequence of Potter League employment no employee harasses another or is the recipient of harassment.

Sexual harassment

Sexual harassment of employees occurring in the workplace or in other settings in which employees find themselves in connection with their employment is unlawful and will not be tolerated. Further, any retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated. To achieve our goal of providing a workplace free from sexual harassment, the conduct that is described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with, if encountered by employees.

Because the Potter League takes allegations of sexual harassment seriously, we will respond to complaints of sexual harassment, and where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including appropriate disciplinary action up to and including termination.

While this policy sets forth our intent to provide a workplace free of sexual harassment, the policy is not intended to limit management's authority to discipline or take remedial action for conduct which we deem unacceptable, regardless of whether that conduct satisfies the legal definition of sexual harassment.

Definition of Sexual Harassment

Sexual harassment means sexual advances, requests for sexual favors, and verbal, written or physical conduct of a sexual nature when:

(a) submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; OR

(b) such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as a favorable review, pay increase, promotion, training, increased benefits, or continued employment constitutes sexual harassment. In addition, any sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work place environment that is hostile, offensive, intimidating or humiliating to male or female workers may also constitute sexual harassment.

While it is not possible to list all the additional circumstances that may constitute sexual harassment, the following are some examples of conduct which if unwelcome, may constitute sexual harassment depending upon the circumstances including the severity of the conduct and its pervasiveness:

- Sexual advances—whether or not they involve physical contact
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip, regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess
- Displaying sexually suggestive objects, pictures or cartoons
- Leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments
- Inquiries into one's sexual experiences
- Discussion of one's sexual activities

Complaints of Sexual Harassment

Any employee who feels that he or she is the subject of such harassment or has witnessed harassment should immediately report the incident, either verbally or in writing, to their supervisor (or where appropriate, to another member of management with whom the employee feels comfortable). If the employee's supervisor is the alleged offender, then the next level of management must be notified up to and including the Board President. Supervisors have an affirmative duty to report all incidents of harassment of which they become aware.

Investigation

The Potter League will immediately and thoroughly investigate all complaints of harassment. The investigation may be conducted internally or by an impartial third party from outside the Potter League, but in either case, it will be conducted in such a way as to maintain confidentiality to the extent consistent with a fair and full investigation and practicable under the circumstances. *We consider harassment to be a serious matter.* If it is determined that inappropriate conduct has been committed by one of our employees, we will act promptly to eliminate the offensive conduct, and initiate disciplinary action where it is appropriate. Such action may range from counseling to termination of employment.

In addition to filing a complaint with us, you may file a formal complaint with either or both of the government agencies listed below. Using our complaint process does not prohibit you from filing a complaint with these agencies. Each agency has a short period for filing a claim; EEOC - 180 days and RICHR -1 year from the date of the incident.

<p>THE UNITED STATES EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC) JFK FEDERAL BUILDING GOVERNMENT CENTER BOSTON, MA 02203 (800) 669-4000</p> <p>THE RHODE ISLAND COMMISSION FOR HUMAN RIGHTS 180 WESTMINSTER STREET, 3RD FLOOR PROVIDENCE, RI 02904 (401) 222-2661</p>

If you have any questions regarding the Potter League for Animals policy against harassment or wish to report an incident, contact your Supervisor, Director of Finance and Administration or Executive Director immediately.

USE OF INTERNET, EMAIL, PHONE, DATABASES and SOCIAL MEDIA

Communication systems, Computers and Information Databases at the Potter League are for professional and business use only.

General guidelines for the proper use of the Potter League's computer, Internet resources and electronic mail:

1. All employees of The Robert Potter League for Animals, Inc. have the responsibility to use these resources in a professional, ethical and lawful manner.
2. Employees will abide by the Potter League's Confidentiality policy.
3. Employees are responsible for the material they review and download on the Internet.
4. Employees are responsible for monitoring use of the Internet or e-mail by volunteers.
5. Appropriate etiquette must be followed when accessing any Internet resources. Your participation in any resource is a reflection of The Potter League for Animals.
6. *Volunteers will abide by the same policy and procedures as employees.*

Specific policy issues:

- a) Availability: The Potter League for Animals makes available to its employees the use of the Internet and Electronic mail for official business. Use of the Internet and E-mail for personal purposes is not allowed during business hours.
- b) Prohibited Activities: Downloading, sending, receiving, viewing, displaying, printing or otherwise disseminating fraudulent, harassing, illegal, embarrassing, sexually explicit, obscene, intimidating or defamatory material or content is strictly prohibited. Employees encountering such material should report it to their supervisor or the Executive Director immediately.
- c) Prohibited Uses: Employees may not use The Potter League's computer and Internet resources for commercial or personal advertisements, solicitations, promotions, destructive programs (i.e., viruses and/or self-replicating code), political material or any other unauthorized or personal use. The installation of software, copying or creation of programs is prohibited without prior approval from the Director of Finance and Administration.
- d) Unsolicited Commercial E-Mail (SPAM): The Potter League bans the initiation and the transmission of a commercial e-mail message (also called junk e-mail) that uses a third party's domain name without their permission, hides its point of origin, masks its transmission path or contains false or misleading information on the subject line to an e-mail address. Employees must comply with this and those who receive unsolicited commercial e-mail must report the incident to the Director of Finance and Administration.
- e) Communicating Information: Employees should exercise the same degree of care and caution when they draft e-mail, communicate in chat groups and post items to newsgroups as they would for any other written communication. E-Mail shall not be used for contractual or other communications that commit The Potter League resources or to some agreement or position.
- f) Virus Detection: All material downloaded from the Internet or from computers or networks that do not belong to The Potter League MUST be scanned for viruses and other destructive programs before being placed onto The Potter League's computer system.
- g) Privacy: The records created through the use of e-mail are the property of The Robert Potter League for Animals, Inc. - not its employees, volunteers or clients. The Potter League's

Executive Director or whom he/she designates has the right to monitor any and all aspects of its computer and communications systems including reviewing material downloaded or uploaded by employees, reviewing e-mail sent and received by employees and monitoring sites visited by employees on the Internet.

- h) **Security:** E-mail is not secure. Consider that people for whom it is not intended can view the content. Passwords and security information are confidential to employees only. Notify the Director of Finance and Administration or the Executive Director if any breach in security occurs.
- i) **Compliance:** Employees must comply with all software licenses, copyrights and all other state and federal laws governing intellectual property and online activity.
- j) **Liability:** The Potter League will not be responsible for any damages, direct or indirect, arising out of the use of its Internet resources.
- k) **Disposition:** Most e-mail messages are not records and should be disposed of as soon as they have served their business purpose. Those that are records must be retained for the prescribed retention periods (see Retention Policy later in this handbook) and then be disposed of. Please see the Director of Finance and Administration or the Executive Director for questions on retention periods.

Procedures:

1. All electronic mail must contain to whom the message is for and who it is from. A current e-mail signature at the bottom of the document must accompany all external mail.
2. Periodically clean out electronic mail messaging either by deleting messages more than 30 days old and archiving messages with a longer retention period.
3. When sending messages, check your spelling and grammar. There is a spell check feature available in the e-mail program. Sloppy spelling and grammar can give the reader a poor impression of the sender. E-mail messages should be limited in length - consider if e-mail is the most appropriate way to communicate your message.
4. E-mail should be checked regularly.

Computer Use

The Potter League for Animals makes a variety of information systems available to employees for the transaction of League business. This includes personal computer, hardware, software, internal networks, e-mail, and voicemail, online and interactive services such as the Internet and other electronic data and communication systems. In this section, these will be referred to as "the systems". The goal is to ensure proper use of the systems by League employees and other authorized users. Improper use of the systems will not be tolerated.

General guidelines for use of the League's systems include:

- The systems, as well as all data which is transported over, stored by, or transmitted by the systems, are the property of the Potter League for Animals, regardless of their origin or content.
- Users are permitted access to the systems to assist them in the performance of their jobs.

- Occasional, limited, appropriate personal use of the computer systems is permitted when the use: (1) does not interfere with the user's work performance; (2) does not interfere with any other user's work performance; (3) does not have undue impact on the operation of the systems; (4) is not done on company time; or (5) does not violate any other provisions of this personnel guideline, or standard of the Potter League.
- The Potter League for Animals' computer systems are for the authorized use of League staff and approved volunteers only.
- Employees who use the systems must understand the Potter League does not provide any expectation of privacy of communications transmitted or stored on the systems. The Potter League reserves the right at any time without notice to access, monitor and disclose contents of such systems, including but not limited to e-mail and voice mail regardless of any designation of the contents as private or confidential or whether password protected. By using the systems, employee's consent to any review, retrieval, or disclosure of any information generated or stored within the systems.
- Use of the systems is a privilege that may be withdrawn by the League at any time and ends upon termination of employment.
- Employees are responsible for keeping their passwords secure from use by others.
- All use of the systems shall comply with all League policies and procedures, and all local, state, and federal laws and regulations. To protect the integrity of the systems and minimize the Potter League's risk, all users must abide by the following:
 - E-mail correspondence to outside entities is considered similar to written correspondence and when appropriate should be reviewed by the Executive Director for consistency.
 - No person shall communicate policies or replies on the League's behalf unless authorized to do so.
 - Disclosure of confidential Potter League information for any unauthorized purposes, including illegal purposes, unauthorized transmissions, or illegal use of proprietary, licensed or copyrighted materials is prohibited.
 - Solicitation for any product, service, or event is allowed only according to the League's Conflict of Interest Practice.
 - Communications via the computer shall not be offensive to others, including, but not limited to accessing, transmitting, or downloading of messages which are sexually explicit contain sexual overtures or innuendoes, pornography, defamatory material, or those containing profanity. Such conduct is a violation of the League's Sexual Harassment Policy.
 - No user shall transmit or receive any messages in violation of the League's Sexual Harassment Policy. Any messages containing ethnic or racial slurs or epithets or anything that may be deemed harassment of others based on their race, gender, religion, national origin, sexual orientation, age, disability, veteran status or religious belief are not permissible.
 - Employees are prohibited from installing or removing any software application or hardware on League owned computers without appropriate authorization. Only the Director of Finance and Administration or

Executive Director may approve software and hardware and perform installations of such.

Social Media

The Potter League encourages employees to share information with co-workers and with those outside the League for the purpose of gathering information, generating new ideas, promoting Potter League activities and events, and learning from the experiences of others. Social media (Facebook, Instagram, Twitter, YouTube and the like) provides informal and timely ways to participate in the exchange of ideas and information.

Use of social media may pose a problem if it interferes with employee productivity, has a negative impact on the work environment or harms the reputation of the Potter League within the community. The following guidelines will help avoid these negative consequences:

- If your posts mention the Potter League, its animals, services, events, employees, volunteers or customers you must clearly state that you are an employee of the company and that your views may not represent the views of the company.
- Do not specifically mention Potter League employees, volunteers, customers or Board Members without their prior consent.
- Before posting photos of Potter League animals on personal social media accounts permission must be obtained by the Director of Marketing and Community relations or the Director of Operations.
- Unless given approval, use of the Potter League logo on your posts is not permitted.
- If you see a misrepresentation about the Potter League, please bring it to the attention of the Executive Director, your supervisor or the Director of Marketing and Community Relations. Response must be from authorized staff only.
- All social media postings must comply with the Potter League's confidentiality, harassment and employment conduct policies.
- Links to the Potter League website or posting of Potter League material must be approved by the Director of Marketing and Community Relations in advance.

In all instances, employees are asked to use their professional judgment and act as prudently as possible. Any uncertainty about the appropriateness of a social media posting should be discussed with your supervisor or the Director of Marketing and Community Relations.

Failure to operate within the dictates of this policy may result in disciplinary measures.

CONFLICT OF INTEREST DISCLOSURE POLICY AND PROCESS

All decisions and actions taken by members of the Potter League staff in the conduct of League business shall be made in a manner that promotes the best interest of the Potter League. Employees have an obligation to address both the actual and the appearance of conflicts of interest and commitment and, if they arise, to disclose them to the Executive Director. A conflict of interest can arise when an employee is involved in activity for personal gain, which for any reason is in conflict with the Potter League's mission or business interest.

The Potter League prohibits employees from using their positions with the League for private gain or advantage to themselves or family members. Employees cannot solicit or compete with the Potter League's product or service offerings. Outside work or consulting services cannot be performed on the League's time. Employees cannot use the League's equipment, materials, resources, or 'inside' information for outside work. Employees should not solicit business or clients or perform outside work on the League's premises. The use of the Potter League name and/or logo by employees other than in the context of their responsibilities at the League is prohibited.

If an employee has any situation, which may be an actual or potential conflict of interest, the employee must disclose this to the Executive Director as soon as possible.

Since it is not possible to write a policy that covers all potential conflicts, employees are expected to be alert for and avoid situations, which might be construed as conflicts of interest for themselves, family members and business associates. Generally, a conflict of interest exists if a provider of goods and /or services to the Potter League receives direct benefit as a result of being an employee of the Potter League.

- Employees will notify the Executive Director of any potential conflict of interest when it occurs
- Employees are prohibited from receiving gifts, fees, loans, or favors from suppliers, contractors, consultants or financial agencies, which obligate or induce the employees of the Potter League for Animals to compromise responsibilities to negotiate, inspect or audit, purchase or award contracts, with the best interest of the organization in mind.
- Employees may not have a significant financial interest in any property, which the Potter League for Animals purchases, or a direct interest in a supplier, contractor or other entity with which the Potter League for Animals conducts business.
- Employees are prohibited from knowingly disclosing information about the organization to those who do not have a need to know or whose interests may be averse to the Potter League for Animals, either inside or outside the organization. Nor may an employee in any way use such information to the detriment of the organization.
- In the event that the Potter League decides to engage in a business relationship with an employee, relative of the employee or business associate of the employee, that decision will be approved by the Executive Director and made with the best interests

of the Potter League for Animals in mind and will provide to the Potter League a clear financial benefit that would otherwise be unavailable.

- If the business relationship is with the Executive Director and involves an item already approved for in the budget, the decision to engage in such a business relationship must be made by the Executive Committee. Upon being made, the decision will be shared with the full Board in writing.
- If the business relationship involves an item that is not part of an approved budget, then the matter will be brought before the full Board.

CONFIDENTIALITY AND SECURITY OF RECORDS

The Potter League for Animals, Inc. maintains biographic and gift/pledge information about the League's donors as well as personal and animal information for those participating in our programs. All records about individuals and organizations must be kept confidential and used only by those staff members and other authorized users who need information to further the mission of the Potter League. While some of the information may be public, much of it is exempt from public disclosure. The Executive Director has sole responsibility for responding to requests that involve public records contained in confidential materials.

Employees of the Potter League's Administrative and Development offices may release information in the form of lists, labels, computer files, and reports only to authorized individuals whose work has a direct bearing on shelter or fund-raising activities. Employees of the Potter League may not release information to groups or individuals for any purpose outside the League, unless specifically authorized. It is the responsibility of the individual requesting the material mentioned above to ensure that the documents are secure while in their possession and that the documents are properly disposed of (i.e. shredded) when the users are finished with them.

When a request is received from an individual seeking the current address and phone number of another individual, the inquiry may be sent to the person about whom the information is requested, thereby allowing that person to decide whether to contact the requester. The Executive Director must be notified of any requests for data or information from groups or individuals outside the League when such requests are denied, pursuant to this policy, and the group or individual continues to make the request.

Unless approved by the Executive Director, no information is released for anything that may be construed as fundraising, solicitation, or marketing of any kind. Use of the information for fundraising, solicitation, or marketing purposes is limited to the Potter League for Animals and will be used for the purpose of advancing its goals and overall mission.

To receive access privileges to any of the Potter League databases, including but not limited to the *Raiser's Edge*, *ShelterLuv*, *DogBiz*, *Quickbooks*, *ClinicHQ* or *Volgistics databases* or any files maintained on the Potter League network, users must read and comply with this Confidentiality and Security of Records policy. The purpose of this policy is to maintain the security and confidentiality of records and files on the Potter League network. Each individual who has access to the Potter League's computer network and databases is expected to adhere to the regulations stated below. If you have any knowledge of a violation, you should report it to the Executive Director immediately. Failure to operate within the dictates of this policy may lead to disciplinary measures.

A person who has access to the Potter League network including, but not limited to the *Raiser's Edge*, *ShelterLuv*, *DogBiz*, *Quickbooks*, *ClinicHQ* or *Volgistics databases* **may not**:

- Share information about individuals and organizations with unauthorized individuals.

- Allow any unauthorized use of information contained in Potter League databases.
- Reveal the contents of any record or report to anyone except in the conduct of his or her work assignments at the Potter League for Animals.
- Knowingly include a false, inaccurate or misleading entry in any report or record.
- Knowingly erase or modify a data record or a data entry from any record, report or file, except in the performance of assigned duties.
- Remove any official record, report, file or copy of an official record or report from the office where it is maintained except in the performance of official duties.
- Discuss the Potter League's confidential business with anyone who does not work for the organization

RECORD RETENTION AND DOCUMENT DESTRUCTION POLICY

General

The purpose of the Record Retention/Document Destruction Policy is to establish consistent practices and procedures within the Robert Potter League for Animals as it relates to retention and destruction of business records and information. Retention of business records and information is required for legal compliance and may be required for use in litigation. The Potter League for Animals has put in place this policy as part of its best governance practices and as a means of assuring transparency and accountability. The following policy establishes the guidelines, as recommended by standard and appropriate nonprofit accounting practices, for the proper treatment of records of the Potter League for Animals.

Responsibility

The responsibility of proper retention and destruction of records and adherence to the Policy lies with the Executive Director. The Executive Director will be responsible for designating areas within the organization for storage and for establishing a uniform labeling system for the records. Access to such areas will be for authorized personnel only. The Executive Director will be responsible for the destruction of documents in accordance with the approved retention schedule.

Guidelines

Records should not be kept if they are no longer needed for the operation of the business or required by law. Unnecessary records should be eliminated from the files. The cost of maintaining records is an expense which can grow unreasonably if good housekeeping is not performed. A mass of records also makes it more difficult to find pertinent records.

From time to time, the Potter League may establish retention or destruction policies or schedules for specific categories of records in order to ensure legal compliance, and also to accomplish other objectives, such as preserving intellectual property and cost management. Several categories of documents that warrant special consideration are identified below. While minimum retention periods are established, the retention of the documents identified below and of documents not included in the identified categories should be determined primarily by the application of the general guidelines affecting document retention, as well as the exception for litigation relevant documents and any other pertinent factors.

Exception for Litigation Relevant Documents

The Potter League expects all officers, directors, and employees to comply fully with any published records retention or destruction policies and schedules, provided that all officers, directors, and employees should note the following general exception to any stated destruction schedule: If you believe, or Potter League management or its Board informs you that specific records and/or categories of records are relevant to litigation, or potential litigation (i.e., a dispute that could result in litigation), then you must preserve those records until it is determined that the records are no longer needed. That exception supersedes any previously or subsequently established destruction schedule for those records.

Electronic Documents and Records

Electronic documents will be retained as if they were paper documents. Therefore, any electronic files that fall into one of the following document categories will be retained the appropriate amount of time.

Email retention: In the event there is sufficient reason to keep an email message, the message should be printed in hard copy and kept in the appropriate file or moved to an “archive” computer file folder. Documents in this folder should be retained based on content in accordance with the appropriate category below.

Record Storage Guidelines

Pack like documents with the same “Destroy Date” in the same box. For example, adoption contracts should not be packed with behavior and training records.

Box Size:

To maximize space and provide easier access, all records to be stored should be retained in “Small Bankers Boxes” (15”L, 12”W, 10”H).

Label:

A label should be placed on both ends of the box containing the following information:

- Department & Staff Contact
- Description of Material
- Date Range of Material
- Destroy date or Mark **PERMANENT**
- If Shredding is required for the Contents

Calendar vs Fiscal Year Storage:

All FINANCIAL records must be retained on a FISCAL YEAR Basis. While it is not essential that Shelter Service records that are not financial in nature be maintained on a Fiscal Year basis, it is recommended for simplification.

Where to Store:

All confidential documents (including Board Documents and Personnel records) should be stored in a locked cabinet on the third floor. Documents requiring frequent access may also be stored on the third floor. Due to the shortage of space in the shelter, all other storage files should be moved to the appointed location at the Annex as soon as possible.

Documents ready to be shredded should be moved to the “shred pile” at the Annex. Only documents requiring shredding should be in this pile. Other documents that have met their retention period but do not need to be shredded should be recycled.

Minimum Retention Periods for Specific Categories

TYPE OF DOCUMENT	Retention period
Accident reports/claims (settled cases)	7 years
Accounts payable ledgers and schedules	7 years
Accounts receivable ledgers and schedules	8 years
Audit reports	Permanently
Bank statements	4 years
Capital stock and bond records: ledgers, transfer registers, stubs showing issues, record of interest coupons, options, etc.	Permanently
Cash books	Permanently
Checks (canceled checks for important payments, special contracts, purchase of assets, payment of taxes, etc. Checks should be filed with the papers pertaining to the underlying transactions.)	Permanently
Checks (canceled except those noted above)	7 years
Contracts and leases (expired)	7 years
Contracts and leases still in effect	Permanently
Correspondence, general	2 years
Correspondence, legal and important matters	Permanently
Correspondence, routine with customers/vendors	2 years
Deeds, mortgages and bills of sale	Permanently
Depreciation schedules	Permanently
Employee personnel records (after termination)	4 years
Employment applications	3 years
Endowments	Permanently
Financial statements (year-end other months optional)	Permanently
General ledgers, year-end trial balances	Permanently
Insurance records, current accident reports, claims, policies, etc.	Permanently
Inventory records	7 years
Invoices to customers or from vendors	7 years
Merger records and related key documents	Permanently
Minute books of directors, bylaws and charter	Permanently
Payroll records	Permanently
Petty cash vouchers	4 years
Property records, including costs, depreciation reserves, year-end trial balances, depreciation schedules, blueprints, and plans	Permanently
Receipts including unrestricted contributions	7 years
Restricted Contributions/Grants	7 years after satisfied
Retirement plan contributions, rollovers, transfers and distributions	Permanently
Safety records	6 years
Sales records	7 years
Shelter operation summary data and reports	Permanently
Stock and bond certificates (canceled)	Permanently
Subsidiary ledgers	7 years

Tax returns, revenue agents' reports, and other documents related to determination of income tax liability	Permanently
Time cards and daily reports	7 years
Trademark registrations, patents, copyrights, other intellectual property marks	Permanently
Vouchers for payments to vendors, employees, etc. (includes allowances and reimbursements of employees, officers, etc., for travel and entertainment)	7 years

Additional Shelter Operation Documents-

Note: Majority of Information is maintained in ShelterLuv Database

Adoption Contracts	4 years
Bite Reports	4 years
Complaints	4 years or until resolution of litigation
Controlled Substances log	5 years
Euthanasia Report	5 years
Rabies Certificates, Health Certificates, Exam & Surgery sheets	5 years
Surrender/Intake/Return to Owner Records	4 years
<i>Community Service Log Sheets- added 1/12/16</i>	2 years

WHISTLEBLOWER POLICY

General

The Robert Potter League for Animals' Core Values, By-Laws and Employee Manual all require directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Potter League, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

It is the responsibility of all directors, officers and employees to comply with the Core Values, By-Laws and Employee Manual and to report violations or suspected violations in accordance with this Whistleblower Policy.

No Retaliation

No director, officer or employee who in good faith reports a violation of the Core Values, By-Laws and Employee Manual shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within the Potter League prior to seeking resolution outside the Potter League.

Reporting Violations

Employees are encouraged to share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or still have concerns after speaking with your supervisor then the next level of management must be notified up to and including the Board President.

Compliance Officer

The Potter League's Board President is responsible for investigating and resolving all reported complaints and allegations concerning violations of the Core Values and, at his/her discretion, shall advise the Executive Director.

Accounting and Auditing Matters

The Finance Committee of the Board of Directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Board President shall immediately notify the Finance Committee of any such complaint and work with the Committee until the matter is resolved.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation of the Code must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Core Values. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense up to and including termination.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted confidentially. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Board President will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days of receipt. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation. An outside investigator may be engaged.

PUBLICITY AND WORK PRODUCT RELEASE

From time to time, the Potter League for Animals may release a photograph or video recording of an employee or volunteer for various purposes, such as brochures or videos promoting the Potter League. Employees or volunteers may also sometimes prepare materials or make inventions, which will belong to the Potter League. This confirms the Potter League's rights as to publicity and employee work product and your signature at the end of this handbook affirms your agreement to this release.

The Potter League has the right and permission to use employee names, likeness, and voice, together with employee endorsement or testimonials (whether written or oral), in all types of advertising and promotion. This right and permission includes photographs, video recordings, audio recordings, and all other media in which an employee's name, likeness, or voice may be reproduced.

The Potter League will own any materials and inventions the employee prepares or makes that are related to his/her job, whether or not made on work time or in a volunteer capacity. The Potter League will also own any materials or inventions prepared or made during work or donated volunteer hours or using Potter League resources or facilities. The employee may be asked to sign any additional papers the Potter League requests to allow the Potter League to obtain patent, copyright, or trademark protection in its name for these materials and inventions.

SEPARATIONS

The Potter League has developed many Human Resources policies and will endeavor to apply them fairly and equitably for consistent treatment of employees. However, all employees are hired as “employees at will.” This means that neither the employee nor the employer is bound by any contract - the employee may quit when s/he desires to, and likewise, the employer may terminate the employee at its discretion when it is deemed appropriate to do so.

For purposes of this Policy, the term "separation" shall refer to any and all terminations of the relationship between the employee and employer (regardless of the reason for such termination). Separations are to be categorized as either voluntary or involuntary.

Voluntary Separation - Resignation or Retirement

A decision, freely made by an employee, to terminate his/her working relationship with the Potter League shall be classified as a resignation or retirement. A written notice of the employee’s intentions provided to the Potter League at least thirty (30) days prior to the last day of employment by full-time exempt employees and at least fourteen (14) days prior to the last day of employment for all other employees is appreciated. Employees, who resign or retire with appropriate notice, shall be paid their accrued, but unused, vacation time. Any excess vacation used prior to accrual resulting in a negative vacation balance will be deducted from the final paycheck.

Involuntary Separation

Involuntary separation is the decision initiated and made by the Potter League to end the work relationship between the employee and the Potter League. Involuntary separations are to be classified as a reduction in the work force, a re-organization of staff, or termination.

Notice of Involuntary Separation

1. Reduction in or Re-organization of Work Force - All employees, who have been employed for at least one (1) year, shall be given a minimum of fourteen (14) days notice prior to termination. Severance pay in lieu of notice may be provided at the discretion of the Executive Director.
2. Unsatisfactory Performance - Employees will be given appropriate notice and/or severance pay as determined by the circumstances of the separation and determined by the Executive Director.
3. Misconduct - No notice will be required.

Compensation for Involuntary Separation

All full-time employees, upon involuntary separation, shall be paid for their accrued, but unused, vacation time. Any excess vacation used prior to accrual resulting in a negative vacation balance will be deducted from the final paycheck.

Leaving the Potter League

All employment at the Potter League is “at will” and employment is terminable at will by either you or the Potter League at any time. If you decide to terminate your employment with the Potter League, please provide notice as outlined on page 53, in writing so we can find someone to fill your position.

At the time of separation, please check with the Director of Finance and Administration to be sure that all termination procedures have been completed and arrangements have been made for you to receive information about your final paycheck, insurance and COBRA, exit interview and any other pertinent details.

Former staff members may apply to volunteer at the Potter League and must be approved to volunteer by the Executive Director. Employees who are terminated for just cause or substandard work performance are not eligible to volunteer in any capacity for the Potter League.

Return of Property

Upon separation an employee shall immediately return all Potter League keys, equipment, and materials which might be in the employee's possession.

EMPLOYMENT AT WILL

The Potter League has developed many Human Resources policies and will endeavor to apply them fairly and equitably for consistent treatment of employees. However, all employees are hired as **“employees at will.”** This means that neither the employee nor the employer is bound by any contract - the employee may quit when s/he desires to, and likewise, the employer may terminate the employee at its discretion when it is deemed appropriate to do so.

CONCLUSION

This handbook was developed to outline some of the policies, programs and benefits available to employees. It is not designed to provide specific practices or policies for every situation.

The policies outlined in this handbook will be applied at the discretion of the Potter League. The Potter League reserves the right to deviate from the policies, procedures, benefits and working conditions described in this handbook. Furthermore, the policies and information contained in this handbook may be withdrawn or amended at any time by the Potter League, with or without notice. The Potter League will make every effort to notify employees when an official change in policy or procedure has been made but employees are responsible for their own up-to-date knowledge about Potter League policies, procedures, benefits and working conditions. It is impossible for this handbook to be all-inclusive

The Potter League strives to provide an employee-friendly environment in which goal-oriented individuals thrive as they achieve ever more demanding challenges as well as a work environment in which animal, customer and employee interests are served.

If you have any questions or concerns about anything contained in this handbook, please see the Director of Finance and Administration or Executive Director.

Date _____

**The Robert Potter League for Animals, Inc.
Employee Handbook
Given To:**

There are two (2) copies of this page in your Handbook.
Please sign and date one (1) copy and return it to the
Director of Finance and Administration

I have read the Employee Handbook and understand and agree to the terms, policies and procedure therein.

Signature _____

Date _____

(Employee Copy)

RECEIPT INFORMATION

Date _____

**The Robert Potter League for Animals, Inc.
Employee Handbook
Given To:**

Please sign, date and return to the
Director of Finance and Administration

I have read the Employee Handbook and understand and agree to the terms, policies and procedures therein.

Signature _____

Date _____

(Potter League Copy)