

Civicorps Corpsmember Handbook



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Corpsmember Policy Handbook

Welcome! As a Corpsmember at Civicorps, you are an important member of a team effort. We hope that you will find your time with Civicorps rewarding, challenging, and productive.

Civicorps was founded in 1983 to provide job training, work experience and education to young adults, ages 18 to 26, in the East Bay. Since then, thousands of young adults have gone through Civicorps Corpsmember program and many have moved on to exciting jobs because they worked hard and took advantage of our programs.

The Civicorps Corpsmember Academy is a public high school that encompasses education and work training. The work at Civicorps is not to be considered an on-going job. The program is designed to assist you in obtaining your high school diploma and gaining the skills that you will need to continue your education journey in college or trade school and/or to obtain full-time, permanent work outside of Civicorps.

The Corpsmember Academy is designed as a one year program after which you can ask for an extension. Extension may be granted after review of request for an extension.

This handbook describes our programs, Civicorps policies and what is expected of corpsmembers. It supersedes all previously issued handbooks and any policy or benefit statements or memoranda that are inconsistent with the policies described here. Your supervisor will be happy to answer any questions you may have.

Mission

Civicorps' mission is to re-engage young adults, so they can earn a high school diploma, gain job skills, pursue college, and embark on family sustaining careers.

Civicorps is a 501(c)(3) nonprofit organization located in Oakland, California and was formerly known as the East Bay Conservation Corps. We run a public charter high school that enrolls youth ages 18-26. Students in the Civicorps Academy participate in paid job training on environmental and community beautification projects. Our recycling program provides additional job training opportunities.

At-will Employment Status

Civicorps Corpsmembers are employed on an at-will basis. Employment at-will may be terminated with or without cause and with or without notice at any time by the corpsmember or Civicorps. Nothing in this handbook shall limit the right to terminate at-will employment. No manager, supervisor, or corpsmember of Civicorps has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment on other than at-will terms. Only the Executive Director (ED) of Civicorps has the authority to make any such agreement, which is binding only if it is in writing.

Integration Clause and Right to Revise

This Corpsmember Handbook contains the employment policies and practices of Civicorps in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded.

Civicorps reserves the right to revise, modify, delete or add to any and all policies, procedures, work rules or benefits stated in this handbook or in any other document, except for the policy of at-will employment. Changes may be made with or without advance notice to corpsmember and become effective immediately unless otherwise stated. No oral statements or representations can in any way alter the provisions of this handbook.

This handbook sets forth the entire agreement between you and Civicorps as to the duration of employment and the circumstances under which employment may be terminated. Nothing in this corpsmember handbook or in any other personnel document creates or is intended to create a promise or representation of continued employment for any corpsmember.

Equal Employment Opportunity and Americans with Disabilities Act

Civicorps is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. Civicorps' policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, age, national origin or ancestry, physical or mental disability, and medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Civicorps is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in the operations of Civicorps and prohibits unlawful discrimination by any employee of Civicorps, including supervisors and co-workers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, Civicorps will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact Human Resources and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. Civicorps will then conduct an investigation to identify the barriers that interfere with the equal opportunity of the applicant or employee to perform his or her job. Civicorps will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, Civicorps will make the accommodation.

If you believe you have been subjected to any form of unlawful discrimination, submit a written complaint

to Human Resources or the Executive Director. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. Civicorps will immediately undertake a thorough and objective investigation and attempt to resolve the situation. If Civicorps determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense, up to, and including, termination. Appropriate action also will be taken to deter any future discrimination. Civicorps will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management, employees or your co-workers.

Unlawful Harassment and Civil Rights Policy

Civicorps maintains a zero tolerance policy that prohibits harassment in any form against any person involved in Civicorps. This prohibition includes sexual harassment and cyber-bullying.

Civicorps maintains a strict policy of prohibiting sexual harassment and harassment because of gender, race, color, age, national origin, ancestry, religious creed, marital status, sexual orientation, gender identity, political belief or activity, veteran status, pregnancy or medical condition, physical or mental disability, or any other characteristic protected under federal and state laws and regulations. Our non-harassment policy applies to all persons involved in Civicorps, including all agents, company vendors, suppliers and customers. Harassment in any form, including verbal, physical and visual conduct, threats, demands and retaliation, is prohibited. It is a violation of this policy for staff to harass Corpsmembers, males to harass females or other males, and for females to harass males or other females.

Harassment defined:

Harassment includes, but is not limited to, the following forms of offensive behavior:

- Act or threat of physical aggression,
- Act or threat of intimidation,
- Verbal conduct such as making or using derogatory comments, offensive jokes, slurs, and inappropriate comments about a Corpsmember's body or attire;
- Verbal sexual advances or propositions; verbal abuse of sexual nature; graphic verbal commentary about an individual's body; sexually degrading words to describe an individual; suggestive or obscene letters, notes or invitations; visual conduct such as leering or making gestures;
- Displaying sexually suggestive objects or pictures, derogatory posters, photography, cartoons, drawings or gestures; web-surfing sexually explicit sites;
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work;
- Threats and demands to submit to sexual requests in order to retain employment or avoid some other loss; offers of job benefits in return for sexual favors;
- Flirtation and sexual innuendoes which could be perceived as sexual harassment even when well intended;
- Retaliation for having reported or threatened to report harassment; making or threatening reprisals after receiving a negative response to sexual advances.
- Using peer pressure to discourage harassment victims from complaining

Cyber-Bullying defined:

"Cyber-Bullying" is the use of electronic information and communication devices, to include but not be limited to, email messages, instant messaging, text messaging, cell phone communications, internet blogs, internet chat rooms, internet postings, and defamatory websites. Examples of this behavior include but are not limited to:

- Sending false, cruel, vicious messages
- Posting student pictures without their permission
- Creating posts that have stories, cartoons, pictures, and/or jokes ridiculing others

Bullying and harassment of this nature creates a hostile, disruptive environment at Civicorps and is a violation of a Corpsmember's right to be safe and secure.

If you are the victim of, or a witness to, harassment or in violation of your civil rights in the workplace you are required by Civicorps to follow the Uniform Complaint Procedure below, and may: **If appropriate, confront the harasser and ask him/her to stop.** The harasser may not realize that his/her conduct is offensive. **If it is appropriate and sensible for you to do so,** you may tell the harasser the behavior is unwelcome and ask him/her to stop.

Complaint Procedure

Civicorps shall follow uniform complaint procedures when addressing complaints alleging unlawful discrimination based on age, sex, gender, sexual orientation, gender identity, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability in any program or activity that receives or benefits from state financial assistance. Uniform complaint procedures shall also be used when addressing complaints alleging failure to comply with state and/or federal laws in adult education, consolidated categorical aid programs, migrant education, vocational education, child care and development programs, child nutrition programs, special education programs, and federal school safety planning requirements. In addition, the uniform complaint procedure may be initiated by a student against another student, an instructor, an administrator, or any member of the staff.

The uniform complaint procedure does **not** apply when a corpsmember disagrees with a disciplinary action. Disagreements about disciplinary action must be handled through the appeal process, please refer to Appeal Process on page 13 of this handbook.

Civicorps acknowledges and respects every individual's right to privacy. Discrimination complaints shall be investigated in a manner that protects the confidentiality of the parties and the facts. This includes keeping the identity of the complainant confidential except to the extent necessary to carry out the investigation or proceedings, as determined by the ED or ED's designee on a case-by-case basis.

The ED or ED's designee shall ensure that employees designated to investigate complaints are knowledgeable about the laws and programs for which they are responsible. Such employees may have access to legal counsel as determined by the ED or ED's designee.

Civicorps prohibits retaliation in any form for participating in complaint procedures, including but not limited to the filing of a complaint or the reporting of instances of discrimination. Such participation shall not in any way affect the status, grades or work assignments of the complainant.

Civicorps recognizes that a neutral mediator can often suggest a compromise that is agreeable to all parties in a dispute. In accordance with uniform complaint procedures, whenever all parties to a complaint agree to try to resolve their problem through mediation, the ED or ED's designee shall initiate mediation. The ED or ED's designee shall ensure that mediation results are consistent with state and federal laws and regulations.

Civicorps designates the ED as the compliance officer. The compliance officer shall receive and investigate complaints and ensure compliance with the law. The designee appointed by the ED may conduct the investigation.

Procedures

The following procedures shall be used to address all complaints that allege that Civicorps has violated federal or state laws or regulations governing educational programs. Compliance officers shall maintain a record of each complaint as required for compliance with the California Code of Regulations.

- **Complaint:** a complaint shall be presented in writing by way of a Civicorps Community Complaint Form to the Human Resources Manager, and the complaint must be initiated no later than six (6) months from the date when the alleged discrimination occurred or when the complainant first

obtained knowledge of the facts of the alleged discrimination, unless the ED or ED's designee grants an extension of time under 5 CCR 4630(b). A copy of this complaint form is attached to the end of this handbook.

- Mediation: Within five (5) days of receiving the complaint, the compliance officer or designee shall informally discuss with the complainant the possibility of using non-binding mediation, and if the information mediation does not resolve the problem within the parameters of the law, the compliance officer or designee shall proceed with this or her investigation of the complaint.

Investigation of Complaint

The compliance officer or designee shall hold an investigative meeting within ten (10) days of receiving the complaint or an unsuccessful attempt to informally mediate the complaint. The investigative meeting shall provide an opportunity for the complainant or his/her representative to repeat the complaint orally. The complainant and/or his/her representative shall have an opportunity to present information relevant to the complaint. Parties to the complaint may discuss the complaint and question each other or each other's witnesses.

Response/Resolution

An investigation shall be completed, resolved and decision rendered within sixty (60) days after receiving a request for direct investigation or an appeal request, unless the complainant agrees in writing to an extension of time. The complaint officer or designee shall prepare and send to the complainant a written report of the investigation and decision. The written report shall contain: Findings and disposition of the complaint; corrective actions (if any); rationale for such disposition; and procedures for initiating an appeal within fifteen (15) days of receiving the written report to the California Department of Education.

Alternative Dispute Resolution

All Civicorps employees and corpsmembers agree that if a resolution is not possible within this process further action will be done under the Alternative Dispute Resolution. Civicorps has implemented a policy requiring binding arbitration, which is described in the [Mutual Agreement to Arbitrate Claims](#). This policy establishes procedures to quickly and inexpensively resolve disputes regarding employment or termination of employment. Binding arbitration ("arbitration") provides the opportunity for employees and Civicorps to have employment disputes heard and resolved in a private and informal setting by an impartial person with experience in the employment field. For more information about the arbitration procedures, please contact Human Resources to request a copy of the [Mutual Agreement to Arbitrate Claims](#).

Liability for Harassment

Harassers may be personally liable for their actions. If you, as an employee, are found to have engaged in any form of harassment or if you, as a supervisor, know about such conduct and condone or ratify it, you may be personally liable for monetary damages. Civicorps will not pay damages assessed against you personally in such instances.

In addition, Civicorps will take appropriate measures – up to and including termination –against any employee or contractor who engages in any form of harassment, including sexual harassment, or who condones or knowingly permits harassment to take place.

Whistleblower Policy

General

Civicorps' Corpsmember Handbook and Governance Code require directors, officers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Employees, Corpsmembers and representatives of Civicorps must practice honesty and integrity in fulfilling responsibilities and comply with all applicable laws and regulations. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within the

organization prior to seeking resolution outside the organization.

Reporting Responsibility

It is the responsibility of all Corpsmembers to comply with the Corpsmember Handbook and the Governance Code and to report violations or suspected violations in accordance with this policy.

No Retaliation

Civicorps will not permit any negative or adverse actions to be taken against any employee, Corpsmember or individual for making a good-faith report of a possible fraudulent or dishonest conduct, or violation of Civicorps' policies, even if the report is mistaken, or against any employee, Corpsmember or individual who assists in the investigation of a reported violation. Retaliation in any form will not be tolerated. Any act of alleged retaliation (including but not limited to, threats of physical harm, loss of job, punitive work assignments, or impact on salary or fees) should be reported immediately and will be promptly investigated, and appropriate corrective measures taken if allegations of retaliation are substantiated. 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 protection from retaliation is not intended to prohibit supervisors from taking action, including disciplinary action, in the usual scope of their duties and based on valid performance-related factors.

Reporting Violations

Civicorps has an open-door policy and encourages employees 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 you are not satisfied with your supervisor's response, you are encouraged to speak with someone in Human Resources or anyone in management who you are comfortable approaching. Supervisors and managers are required to report suspected violations to Civicorps' Chief Financial Officer, who has specific responsibility to investigate all reported violations. The Chief Financial Officer has direct access to the Audit Committee of the Board and is required to report to the Audit Committee at least annually on compliance activity. For suspected fraud, or when you are not satisfied or uncomfortable with following Civicorps' open-door policy, individuals should contact the Chair of the Civicorps Audit Committee directly.

Accounting and Auditing Matters

The Audit Committee of the Board will address all reported concerns or complaints regarding corporate accounting practices, internal controls, or auditing. The Chief Financial Officer will immediately notify the Audit 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 Civicorps' policies must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the policies. 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.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential except to the extent necessary to conduct an adequate investigation or permit review of Civicorps' operations by the Board, Audit Committee, independent public accountants and legal counsel.

Handling of Reported Violations

The officer receiving the complaint (either the Chief Financial Officer or the Chair of the Audit Committee) will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Employment and Education Policies and Practices

Education Policy

All corpsmembers who have not received a high school diploma participate in the Civicorps Academy public high school. You are expected to attend on-site education classes that encompass education and employment training through a competency-based diploma program.

Those corpsmembers who have their high school diploma will be required to attend college courses while active in the program.

Access to Educational Services

Civicorps Academy holds high expectations for all of its students and is committed to supporting students who are not achieving expected outcomes. Students who are struggling to achieve desired outcomes will be identified through diagnostic measures, teacher recommendation, progress reports, test scores, and/or other assessment measures. Should students appear to require additional assistance, Civicorps Academy will recommend individualized instruction and small group work.

Students with Individualized Education Plans (IEP's) or 504 Plans will be identified and provided with the accommodations and modifications as documented and Civicorps will ensure appropriate individualized goals are set for qualifying students.

Education Schedule

Classes are scheduled Monday through Thursday from 8:00 a.m. to 3:00 p.m. and 4:10 p.m. to 6:00 p.m. Learning Academy corpsmembers are required to attend class each day from 8:00 a.m. to 3:00 p.m. All corpsmembers in the Job Training Program are required to attend class **two** nights per week. In addition, corpsmembers are required to attend all Friday educational sessions.

Progress Reports

Corpsmembers will receive feedback on their educational progress at regular intervals while in the Academy. Official portfolio check-ins and progress reports will be conducted and distributed at the end of each term (roughly August, October, December, February, April and June)

Educational Retention and Promotion Policy

All corpsmembers without a high school diploma or GED are reported as 12th grade students and are therefore not subject to retention and/or promotion into other grade levels. Corpsmembers are promoted to High School Graduate upon completion of the Portfolio Graduation Requirements.

Students will be given individualized portfolio check-ins which document educational strengths and areas for growth and set individualized benchmarks for student achievement. Student progress will be monitored quarterly to assure continuous growth and to adapt educational strategies when necessary. Retention in the program and/or promotion through the program will be determined through careful examination of each student's overall achievement on assessment measures, student progress reports and teacher recommendations. For students with special needs and English Language Learners, mastery and promotion will be dependent on their respective IEP and/or English proficiency levels.

Positions within Civicorps

Corpsmember

Everyone begins the program in the Learning Academy before beginning their work in the Job Training Program on a crew on outdoor projects that help improve the community, such as preventing floods, fires and mudslides, building trails, and improving park areas.

Crew Leader

Civicorps provides Crew Leader training to train corpsmembers in leadership, advanced tool training, project management, safety, and first aid. Crew leaders are assigned to land management crews to help supervisors manage the crews and complete the work projects. Corpsmembers who successfully complete Crew Leader training may apply for open Crew Leader positions. Corpsmembers who are promoted to crew leader positions must attend and pass all related training sessions.

Recycling Intern

The Recycling Intern works on the Civicorps recycling team. The job may include driving to different sites in the East Bay to pick up recyclable materials and sorting recyclable materials. Corpsmembers who have demonstrated strong leadership skills and responsibility as well as good attendance at work and school may apply for open Recycling Intern positions.

External Intern

External Interns work with public agencies and private companies. Sponsors are located throughout the East Bay and may include office or recycling operations positions. Work includes answering telephones, using a forklift, helping the public, completing general office duties, and marketing recycled products. Corpsmembers who have demonstrated strong leadership skills and responsibility as well as good attendance at work and school may apply for open External Intern positions.

Operations Intern

Operations Interns work with the Civicorps Operations department staff. They help to maintain, monitor and repair vehicles, tools and supplies. Corpsmembers who have demonstrated strong leadership skills and responsibility as well as good attendance at work and school may apply for open Operations Intern positions.

In-house Intern

In-house Interns work with the Civicorps staff to help file information, monitor attendance, running the food program and work at the front desk. Corpsmembers who have demonstrated strong leadership skills and responsibility as well as good attendance at work and school may apply for open In-house Intern positions.

Conservation Intern

Conservation Interns work in the Job Training Program on projects sponsored by local agencies such as EBMUD, Caltrans, and East Bay Regional Parks. These positions may be temporary and require Corpsmembers to have a high school diploma or GED as well as excellent attendance and strong leadership skills.

Please see page 30 for educational requirements.

Job Duties

Your supervisor will explain your job responsibilities and the performance standards expected of you. Be aware that your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects or to assist with other work necessary or important to the

operation of your department or Civicorps. Your cooperation and assistance in performing such additional work is expected.

Civicorps reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions or assign additional job responsibilities.

Work Schedules

Civicorps is normally open for business between the hours of 7:30 a.m. and 6:00 p.m. Monday through Thursday and 8:00 a.m. through 4:00 p.m. on Friday. In certain circumstances, your supervisor will assign your individual work schedule. All corpsmembers are expected to be at lineout, at their worksite or their intern location at the start of their scheduled shifts in uniform (see Dress Code and Other Personal Standards, page 15), ready to work.

The workweek begins at 12:01 a.m. Monday and ends at midnight on Sunday.

Meal and Rest Periods

Corpsmembers are provided with an unpaid 30-minute meal period, to be taken approximately in the middle of the workday. They also are given a 10-minute rest period for every four hours of work or major portion thereof. Your supervisor will schedule your meal and rest periods.

You are expected to observe your assigned working hours and the time allowed for meal and rest periods. Do not leave the premises during your rest period and do not take more than 10 minutes for each rest period. Due to the nature of the work that we do, you will not have the opportunity to leave the premises during your meal period. Store visits are not allowed when working on a crew.

Timekeeping Requirements

All corpsmembers are required to use a crew roster to record time worked for payroll purposes. A supervisor must initial any handwritten marks or changes on the crew roster. Completing another corpsmember's crew roster, allowing another corpsmember to complete your crew roster, or altering a crew roster is not permissible and is subject to disciplinary action.

Any errors on your crew roster should be reported immediately to your supervisor.

Payment of Wages

Paychecks are normally available by 12:30 p.m. and must be picked up from your supervisor. If you observe an error on your check, please report it immediately to your supervisor.

Paydays are scheduled bi-weekly; every other Friday. If a regular payday falls on a holiday, corpsmembers will generally be paid on the previous business day or, if not, on the next business day.

Civicorps offers direct payroll deposit for all corpsmembers. You may begin and stop direct payroll deposit at any time.

To begin direct payroll deposit, you must complete the Direct Deposit form (available from payroll) and return it to payroll no later than the final day of the pay period in which the service is to begin. Direct Deposit generally takes one pay period to activate.

To stop automatic payroll deposit, complete the Direct Deposit form (available from payroll) and return it to payroll no later than the final day of the pay period (15th or the last day of the month) in which the service is to end. You will receive a regular payroll check on the first pay period after the receipt of the form, provided it is received on time.

Overtime for Corpsmembers

Corpsmembers may be required to work overtime. Only actual hours worked in a given workday or workweek can apply in calculating overtime. Civicorps will attempt to distribute overtime evenly and accommodate individual schedules. A supervisor must authorize all overtime work in advance. Civicorps provides compensation for all overtime hours worked by corpsmembers in accordance with state and federal law as follows:

- All hours worked in excess of eight hours in one workday or 40 hours in one workweek will be treated as overtime. A workday begins at 12:01 a.m. and ends at midnight 24 hours later. Workweeks begin each Monday at 12:01 a.m.
- Compensation for hours in excess of 40 for the workweek, or in excess of eight and not more than 12 for the workday, and for the first eight hours on the seventh consecutive day of work in one workweek, shall be paid at a rate one-and-one-half times the corpsmember's regular rate of pay.
- Compensation for hours in excess of 12 in one workday and in excess of eight on the seventh consecutive workday in a workweek shall be paid at double the regular rate of pay.

Corpsmember Records

You have a right to inspect certain documents in your corpsmember file, as provided by law, in the presence of a designated staff member. Corpsmembers wishing to review their personnel file must complete and submit a "Request to Review Personnel Records" form.

The personnel file must be inspected at the Civicorps Academy office. Corpsmembers are not allowed to remove any document from their file nor may they make any changes in their file. A corpsmember may take notes during the review of their file. No copies of documents in a corpsmember's file may be made, with the exception of documents that the corpsmember has previously signed. The corpsmember will be required to sign a receipt for any copies of documents. If a corpsmember disagrees with or challenges any information in their file, they can submit a written request explaining why such a change must be made. This procedure does not apply to documents concerning disciplinary matters, pay and promotion, or performance appraisals. Disagreements concerning these matters are provided for in applicable procedures.

Civicorps will attempt to restrict disclosure of your personnel file to authorized individuals within Civicorps. Any request for information from personnel files must be directed to staff. Disclosure of personnel information to outside sources will be limited. Only Payroll or Human Resources are authorized to release information about current or former corpsmembers. However, Civicorps will cooperate with requests from authorized law enforcement or local, state or federal agencies conducting officially documented investigations and as otherwise legally required.

Corpsmember Records Names and Addresses

Civicorps is required by law to keep current all corpsmembers' names and addresses. Corpsmembers are responsible for notifying Civicorps in the event of a name or address change.

Corpsmember Verifications

All requests for employment verifications must be directed to Payroll or Human Resources. No other manager, supervisor, corpsmember, or employee is authorized to release verifications for current or former corpsmembers. By policy, Civicorps discloses only the dates of employment and the title of the last position held by former corpsmembers. If the corpsmember authorizes the disclosure in writing, Civicorps will also inform prospective employers of the amount of salary or wage last earned.

Performance Evaluations

Each corpsmember, crew leader, and intern will receive monthly performance reviews conducted by his or her supervisor.

A corpsmember's first performance evaluation will take place after completion of one calendar month of employment with subsequent performance evaluations conducted monthly thereafter. Crew Leaders and Interns will also be reviewed monthly. Performance evaluations may review factors including the quality and quantity of your work, your job knowledge, initiative, goal achievement, educational performance, and your attitude toward others. In addition, you will be evaluated on your attendance. The performance evaluations are intended to make you aware of your progress, areas for improvement, and objectives or goals for future work performance.

The performance evaluations are based on a monthly review by the corpsmember's supervisor. After the review, you will be required to sign the evaluation report simply to acknowledge that it has been presented to you, that you have discussed it with your supervisor, and that you are aware of its contents.

Open-door Policy (Conflict Resolution)

Suggestions for improving Civicorps are always welcome. At some time, you may have a complaint, suggestion, or question about your job, your working conditions, or the treatment you are receiving. Your good-faith complaints, questions, and suggestions also are of concern to Civicorps. We ask you to first discuss your concerns with your supervisor, following these steps:

1. Immediately after an occurrence, bring the situation to the attention of your immediate supervisor, who will then investigate and provide a solution or explanation.
2. If the problem persists, you may describe it in writing and present it to your supervisor's supervisor, i.e., the Job Training Program Manager, the Head of School, or the Recycling Manager, who will investigate and provide a solution or explanation. We encourage you to bring the matter to the Job Training Program Manager, Head of School, or Recycling Manager as soon as possible after you believe that your immediate supervisor has failed to resolve it.
3. If the problem is not resolved, you may present the problem in writing to the Executive Director, who will confirm the earlier resolutions or under exceptional circumstances work out a new and final one.
4. For additional information on grievance process, see page 3.

When necessary, Human Resources will be consulted to ensure Civicorps is in compliance with all polices and state and federal laws. This procedure, which we believe is important for both you and Civicorps, cannot guarantee that every problem will be resolved to your satisfaction. However, Civicorps values your observations and you should feel free to raise issues of concern, in good faith, without the fear of retaliation.

Employment of Relatives

Relatives of Corpsmembers may be eligible for employment with Civicorps only if individuals involved do not work in a direct supervisory relationship, or in job positions in which a conflict of interest could arise such as working on the same crew. Civicorps defines "relatives" as spouses, children, siblings, parents, in-laws, and step-relatives. Present corpsmembers who marry will be permitted to continue working in the job position held only if they do not work in a direct supervisory relationship with one another or in job positions involving conflict of interest such as working on the same crew.

Conflicts of Interest

All Corpsmembers must avoid situations involving actual or potential conflicts of interest. Personal or romantic involvement with a partnering or sponsoring agency, supplier, or subordinate corpsmember of Civicorps, which impairs a corpsmember's ability to exercise good judgment, creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships can lead to

supervisory problems, possible claims of sexual harassment and morale problems. Therefore, staff may not fraternize with participants or students.

A corpsmember involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to his or her immediate supervisor, or Human Resources, for a determination of whether a potential or actual conflict exists. If an actual or potential conflict is determined, Civicorps may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action.

Involuntary Separation and Discipline

Violation of Civicorps policies and rules may warrant disciplinary action. Civicorps has established a system of **progressive discipline that includes verbal warnings, written warnings, counseling and contracts, and suspension**. The system is not formal, except regarding attendance (see below), and Civicorps may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to, and including, long-term suspension (separation) of employment. Civicorps' policy of discipline in no way limits or alters the at-will employment relationship.

In addition, corpsmembers need to be aware that any staff person at Civicorps may initiate disciplinary action anytime.

Attendance Policy & Progressive Discipline

The following outlines the progressive disciplinary process for attendance and punctuality for work, school, workshops, Community Meetings, and Crew Meetings. Progressive discipline can/will also be applied to behavior concerns. As an education and job training program the value of being on time and in attendance on a daily basis is emphasized throughout the program, therefore it is extremely important that you adhere to the attendance and punctuality guidelines in order to continue to be in good standing. Remember, communication is crucial!

Excused Absences will not count against a Corpsmembers unless it becomes excessive. An excused absence is when an absence is planned ahead and communicated to the supervisor and approved by the supervisor. In addition the Corpsmember is required to provide a note from their doctor, probation/parole office, or a court employee if absences are related to medical or legal issues. If a pattern of excused absences exists there may be disciplinary action taken. For example; 3 excused absences within a one month period may be considered excessive and could result in disciplinary action such as warnings, job holding, contract, etc.

Unexcused Absences are unacceptable and will be handled with the following progressive discipline.

- One unexcused absence = Verbal warning for first unexcused absence
- Two unexcused absences = Written warning
- Three unexcused absences = Assigned to job holding workshop. Corpsmember will be required to attend **two** one-hour Job Holding Workshop with one of the Case Counselors. Suspension from work is also a possibility.
- Four unexcused absences = Written contract agreement put in place which may include terms for future unpaid suspension from Job Training, additional mandatory meetings with Case Counselors, and/or possible long-term suspension (separation) from the program if the problem persists.

Please Note:

- If the issue persists after 30-day contract expires, progressive discipline will begin again with Written Warning.
- Suspension is not used while in Learning Academy and suspensions for absenteeism never apply to class time (i.e.: Corpsmembers are always required to be in class even when suspended from Job Training for excessive absenteeism)
- Suspension due to fighting or threats of violence may include suspension from class time in addition to suspension from job training.
- Job holding is not used when in Recycling
- **It is important to note that different attendance policies may be imposed for intern level positions in Recycling and with outside agencies**

Punctuality: Corpsmembers will be considered tardy if they are not at school, at lineout, at their worksite or their intern location at the start of their scheduled shifts in uniform (see Dress Code and Other Personal Standards), ready to work (must have hardhat, gloves, water bottle), or if they are not in class on time with their portfolio binder.

Being on time is important for success. Excessive tardiness will lead to disciplinary actions.

Voluntary Separation

Voluntary separation results when a corpsmember voluntarily resigns his or her employment. All Civicorps-owned property, including hard hats, must be returned immediately upon separation from employment. Corpsmembers will be charged for Civicorps -owned equipment that is not returned. It will be deducted from their final pay check in accordance with their prior written authorization.

Job Abandonment: Civicorps will assume a Corpsmember has left the program after four days of no contact with his/her supervisor or no contact to the front office. The Corpsmember will be placed on long-term suspension (separation) and may request return by submitting a letter to the front desk for review by the Appeal Panel (see Return Policy).

Exiting the Program

Civicorps Corpsmember Academy is a training program and is not a permanent job or a school to linger in. All corpsmembers will receive an exit letter after one year in the program, at which point they will be required to submit a request for extension. The written request will be considered by the Corpsmember program managers and the corpsmember's individual gains made in both school and work will be reviewed. If it is found that gains are not being made, the corpsmember's individual situation will be reviewed and steps will be recommended that the corpsmember must take in order to remain in the program. A written reply will be provided to the corpsmember articulating the expectations and revised exit date. Failure to submit an extension request by the stated deadline will result in a one week suspension if the extension is granted.

If the corpsmember does not meet the established goals, he or she may be asked to leave the program.

Prior to graduation, Corpsmembers will be scheduled to meet with the College and Career Counselors to begin the exit process. All corpsmembers will meet with the College and Career Counselors prior to exiting the program in order to plan for post-Corps success.

Appeal Process

Civicorps strives to give corpsmembers a voice throughout the discipline process. If a corpsmember disagrees with the discipline assigned to them (contract, separation, etc.), they have the right to complete the written appeal form within three days of the incident and submit it to the Academy Compliance Specialist. The appeal will be reviewed by the Appeal Panel which meets once a week, and is made up of

trained Corpsmembers in good standing. The appeal panel will issue a response to the appeal within 3 days of that meeting.

Return Policy

Civicorps allows former corpsmembers to apply for re-enrollment and rehire. To re-apply to the program, corpsmembers must write a letter to the Academy explaining their reason for leaving and the reasons they wish to return, including goals and objectives. The peer Appeal Panel will review the letter and take into consideration such things as: the number of times the Corpsmembers has been in the program, how they left the program, what standing they were in when they were last in the program, and their level of readiness for full participation in the program. After the Appeal Panel makes a determination, the corpsmember will be informed via telephone. If the corpsmember is eligible to return they will be invited to the upcoming orientation or invited to apply for an intern level position.

Corpsmembers are eligible to return to the program after they have been out of the program a minimum of 30 days.

Standards of Conduct

Prohibited Conduct

The following conduct is prohibited and will not be tolerated by Civicorps. This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, Corpsmember welfare and Civicorps' operations also may be prohibited and will result in disciplinary action.

- Falsifying employment records, employment information, or other Civicorps records;
- Sagging pants while in uniform or in street clothes in or around Civicorps will not be tolerated;
- Recording the work time of another Corpsmember or allowing any other Corpsmember to record your work time, or falsifying any time sheet, either your own or another Corpsmember's;
- Theft and deliberate or careless damage or destruction of any Civicorps property, or the property of any Corpsmember, staff or sponsoring agency;
- Removing or borrowing Civicorps property without prior authorization;
- Unauthorized use of Civicorps equipment, time, materials, or facilities;
- Provoking a fight, fighting or threatening violence during working hours or on Civicorps property or at an offsite workplace;
- Participating in horseplay or practical jokes on Civicorps time or on Civicorps premises or offsite workplace;
- Carrying firearms or any other dangerous weapons on Civicorps premises or offsite workplace at any time;
- Engaging in criminal conduct whether or not related to job performance;
- Causing, creating, or participating in a disruption of any kind during working hours on Civicorps property or offsite workplace;

- Using abusive language at any time on Civicorps premises or offsite workplace;
- Failing to obtain permission to leave work for any reason during normal working hours;
- Failing to observe working schedules, including rest and lunch periods;
- Failing to provide a physician's certificate when requested or required to do so;
- Not working as required;
- Unauthorized use of telephones, cell phones, e-mail, faxes, mail system or other employer owned equipment;
- Working overtime without authorization or refusing to work assigned overtime;
- Wearing disturbing, unprofessional or inappropriate styles of dress or hair while working;
- Wearing drug or gang related styles of dress;
- Violating any safety, health, security or Civicorps policy, rule, or procedure;
- Committing a fraudulent act or a breach of trust under any circumstances;
- Committing or involvement in any act of unlawful harassment of another individual.
- Possession, distribution, sale, transfer or use of alcohol, illegal drugs or controlled substances in the workplace, while on duty, when acting as a representative of Civicorps, or while operating employer owned vehicles or equipment;
- Unpermitted use of cell phones, tablets, headphones, or other portable media devices is prohibited while involved in any Civicorps work or education activity;
- Gambling of any kind during work or education activities and on or around the work site at any time;
- Requesting your supervisor to drive you to a store (supervisor are not allowed to make such trips);
- Plagiarism;
- Violation of any Corpsmember policies.

This statement of prohibited conduct does not alter Civicorps' policy of at-will employment. Either you or Civicorps remain free to terminate the employment relationship at any time, with or without reason or advance notice.

Off-duty Conduct

While Civicorps does not seek to interfere with the off-duty and personal conduct of its corpsmembers, certain types of off-duty conduct and social media practices may affect Civicorps' legitimate business interests and may be harmful to the safety of participants, and/or be in conflict with the youth development principles of Civicorps. For this reason, corpsmembers are expected to conduct their personal affairs in a manner that does not adversely affect Civicorps' or their own integrity, reputation or credibility. **Please be aware that while in uniform whether it is on- or off-duty, corpsmembers are expected to act as a representative of Civicorps and conduct should be reflective of this, i.e., shirts must be tucked in, pants must not be sagging, no undergarments showing, and the uniform must be kept clean.** Off-duty conduct by a Corpsmember that adversely affects Civicorps' legitimate business interests (illegal conduct, use of alcohol or drugs while in uniform, etc.) or the corpsmembers' ability to perform his or her job will not be tolerated.

Drug and Alcohol Abuse

Civicorps is concerned about the use of alcohol, illegal drugs, or controlled substances as it affects the workplace. Use of these substances, whether on or off the job can detract from a Corpsmember's work

performance, efficiency, safety, and health. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other corpsmembers and employees and exposes Civicorps to the risks of property loss or damage, or injury to other persons.

Furthermore, the use of prescription drugs and/or over-the-counter drugs also may affect a Corpsmember's job performance and may create a safety concern.

The following rules and standards of conduct apply to all corpsmembers either on Civicorps property or during the workday (including meals and rest periods). Behavior that violates Civicorps policy includes:

- Possession or use of an illegal or controlled substance or alcohol, or being under the influence of an illegal or controlled substance or alcohol while on the job;
- Driving a Civicorps vehicle while under the influence of an illegal or controlled substance or alcohol; and
- Distribution, sale, or purchase of an illegal or controlled substance or alcohol while on the job.

Violation of these rules and standards of conduct will not be tolerated. Civicorps also may bring the matter to the attention of appropriate law enforcement authorities.

In order to enforce this policy, Civicorps reserves the right to conduct searches of Civicorps property or Corpsmember's personal property, and to implement other measures necessary to deter and detect abuse of this policy.

Any Corpsmember who is using prescription or over-the-counter drugs that may impair the Corpsmember's ability to safely perform the job, or affect the safety or well-being of others, must notify a supervisor of such use immediately before starting or resuming work.

Civicorps will encourage and reasonably accommodate corpsmembers with alcohol or drug dependencies to seek treatment and/or rehabilitation. Corpsmembers desiring such assistance should request a treatment or rehabilitation leave. Civicorps is not obligated to provide assistance to cover the cost of the treatment or rehabilitation plan. In addition, Civicorps is not obligated to continue to employ any person whose performance of essential job duties is impaired because of drug or alcohol use, nor is Civicorps obligated to re-employ any person who has participated in treatment and/or rehabilitation if that person's job performance remains impaired as a result of dependency. Additionally, corpsmembers who are given the opportunity to seek treatment and/or rehabilitation, but fail to successfully overcome their dependency or problem, will not automatically be given a second opportunity to seek treatment and/or rehabilitation. This policy on treatment and rehabilitation is not intended to affect Civicorps's treatment of corpsmembers who violate the regulations described previously. Rather, rehabilitation is an option for a Corpsmember who acknowledges a chemical dependency and voluntarily seeks treatment to end that dependency.

Punctuality and Attendance

You are expected to be punctual and reliable in attendance. Any tardiness or absence causes problems for your fellow corpsmembers and your supervisor. When you are absent, others must perform your assigned work.

Corpsmembers are expected to report to work as scheduled, on time, in uniform, with their lunch and prepared to start work. Corpsmembers also are expected to remain at work for their entire work schedule. Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive and will not be tolerated.

If you are unable to report for work or school on any particular day, Job Training Corpsmembers must call the front desk by 7:30 a.m., Learning Academy students must call the front desk by 8:00 a.m., and Intern Corpsmembers must call their supervisor by the start of their work day of the day you will absent. In all cases of absence or tardiness, corpsmembers must provide their supervisor with an honest reason or

explanation. Corpsmembers also must inform their supervisor of the expected duration of any absence. Excessive absenteeism or tardiness will not be tolerated. Civicorps's definition of excessive absenteeism and tardiness is outlined under "Involuntary Separation and Progressive Discipline".

Dress Code and Other Personal Standards

Because each corpsmember is a representative of Civicorps in the eyes of the public, corpsmembers must report to work and school properly groomed and wearing appropriate clothing. Corpsmembers are expected to dress neatly and in a manner consistent with the nature of the work performed and in the interest of professionalism. Corpsmembers who report to work or school inappropriately dressed will be asked to leave. This includes but is not limited to: sagging pants, revealing tops or bottoms, clothing with drug or gang related designs.

All Corpsmembers in the Job Training Program and Recycling are required to wear Civicorps uniforms and must take care of their uniforms and report any wear or damage to their supervisors. Supervisors will inform you of additional requirements regarding acceptable attire. Certain corpsmembers may be required to wear safety equipment or clothing. Your supervisor must approve any deviations from these guidelines.

Prior to your first crew assignment you will be given a Job Training Uniform consisting of:

- 1 shirt
- 1 pairs of pants
- 1 pair of work gloves
- 1 hard hat

You must return these items in good condition at the end of the program. If you leave the program before completing six months in the Job Training Program, the items must be returned or the cost of the items will be deducted from your last paycheck.

The uniform consists of black pants, gray work shirts, steel toed work boots, Civicorps hat, and Civicorps work jacket. Shirts must be tucked in, the Civicorps hat must be on, pants must not be sagging, i.e., no undergarments showing, and the uniform must be kept clean. Corpsmembers are prohibited from wearing any head covering other than the Civicorps hat or head covering for religious purposes.

We require professionalism and therefore you must wear your uniform properly. Sagging and/or untucked uniforms will not be tolerated on or off duty. If seen sagging or with your uniform untucked disciplinary action will be taken.

Work Relations

Corpsmembers are expected to be polite, courteous, prompt, and attentive to all members of the public. A corpsmember should contact his or her supervisor immediately if they encounter an uncomfortable situation that he or she does not feel capable of handling.

Work project sponsors and education partners are to be treated courteously and given proper attention at all times. Never regard a sponsor's question or concern as an interruption or an annoyance. You must respond to inquiries from sponsors, whether in person or by telephone, promptly and professionally.

Through your conduct, show your desire to assist the sponsor in obtaining the help he or she needs. If you are unable to help a sponsor, find someone who can.

Never argue with a sponsor. Ask your supervisor to intervene if a problem develops, you feel uncomfortable, or if a sponsor remains dissatisfied.

Confidentiality

Each corpsmember is responsible for safeguarding the confidential information obtained during

employment. In the course of your work, you may have access to confidential information regarding Civicorps, its suppliers, its sponsors, or perhaps even fellow corpsmembers. You have a responsibility to prevent revealing or divulging any such information unless it is necessary for you to do so in the performance of your duties. Access to confidential information should be on a "need-to-know" basis and must be authorized by your supervisor. Any breach of this policy will not be tolerated and legal action may be taken by Civicorps.

Business Conduct and Ethics

No corpsmember may accept a gratuity or sizeable or excessive gift from any sponsor, vendor, supplier, or other person doing business with Civicorps because doing so may give the appearance of influencing business decisions, transactions or service.

Operational Considerations

Employer Property

Lockers, computers, desks, vehicles and other employer-owned property are Civicorps property and must be maintained according to Civicorps rules and regulations. They must be kept clean and are to be used only for work-related purposes. Civicorps reserves the right to inspect all Civicorps property to ensure compliance with its rules and regulations, without notice to the corpsmember and at any time, not necessarily in the corpsmember's presence.

Civicorps voice mail and/or electronic mail (e-mail) are to be used for business purposes only. Civicorps reserves the right to monitor voice mail messages and e-mail messages to ensure compliance with this rule, without notice to the corpsmember and at any time, not necessarily in the corpsmember's presence.

Personal locks may be used on Civicorps -provided lockers with the understanding that Civicorps reserves the right to inspect the locker without notice to the corpsmember and at any time, not necessarily in the corpsmember's presence.

Civicorps may periodically need to assign and/or change "passwords" and personal codes for voice mail, e-mail or computer access. These communication technologies, related storage media and databases are to be used only for Civicorps business and they remain the property of Civicorps. Civicorps reserves the right to keep a record of all passwords and codes used and/or may be able to override any such password system.

Prior authorization must be obtained before any Civicorps property may be removed from the premises.

For security reasons, corpsmembers may not bring or leave personal belongings of value in the workplace. Personal items are subject to inspection and search, with or without notice, and with or without the corpsmember's prior consent.

Separated corpsmembers should remove any personal items at the time they leave the agency. Personal items left in the workplace are subject to disposal if not claimed at the time of a corpsmember's separation.

Computer and Telecommunication Resources Policy

Civicorps has created this Computer and Telecommunication Resources Policy to ensure that its

resources are used properly by all personnel, including but not limited to employees, participants, consultants, and other persons working with Civicorps who use the e-mail system. The rules and obligations described in this policy apply to all users of the resources, wherever the user may be located. It is every person's obligation to use the resources responsibly, professionally, ethically and lawfully.

1. **Business Use.** The e-mail system is meant to be used for business purposes of Civicorps.
2. **Ownership.** All email accounts and all information and messages that are created, sent, received or stored on the e-mail system of Civicorps is the sole property of Civicorps and are not the properties of the employee or other personnel.
3. **E-mail Review.** All e-mail is subject to the right of Civicorps to monitor, access, read, delete, copy, disclose and use such e-mail without prior notice to the originators and recipients of such e-mail. E-mail may be monitored and read by authorized personnel for any violations of law, breaches of Civicorps policies, communications harmful to Civicorps, or for any other reason.
4. **E-mail Content.** Emails should be professional, courteous and in compliance with all applicable laws. Use of "All Civicorps" emails are limited to supervisor level and above. If employees want to send an "All Civicorps" email; please obtain authorization from your supervisor prior to sending.
5. **Security.** The e-mail system is only to be used by authorized persons, and personnel must have been issued an e-mail password in order to use the system. Personnel shall not disclose their codes or passwords to others and may not use someone else's code or password without express written authorization from an authorized officer of Civicorps.
6. **No Presumption of Privacy/Confidentiality.** E-mail communications should not be assumed to be private and security cannot be guaranteed. Highly confidential or sensitive information should not be sent through e-mail. Personnel are required to use email in a manner that will not risk the disclosure of proprietary and other information to persons outside Civicorps. In addition, Civicorps reserves the right to monitor its employees' email communications.
7. **Message Retention and Creation.** Users expressly waive any right of privacy in anything they create, store, send, or receive on or through the resources, regardless of whether such material may be protected by password or other special entry code or procedure. Civicorps makes its resources available to users solely to assist them in the performance of their jobs. Access to resources is within the sole discretion of Civicorps and use of the resources is a privilege that may be revoked at any time. Generally, users are given access to our various technologies based on their job functions. Only employees whose job performance will benefit from the use of Civicorps' resources will be given access to the necessary resources.
8. **Viruses.** Any files downloaded from e-mail received from non-Civicorps sources must be scanned with Civicorps' virus detection software. If a computer does not have a virus protection system and/or any viruses, suspected tampering or system problems should be immediately reported to our network administrator.
9. **Passwords.** All passwords must be made known to network administrator. The use of passwords to gain access to our computer systems or to access specific files does not provide users with an expectation of privacy in connection therewith.
10. **Retention in the Event of Litigation, subpoena, or Regulatory Inquiry.** It is Civicorps' policy to comply with all legal proceedings. In the event of any litigation, subpoena, regulatory inquiry, criminal proceeding, or the like, our personnel are prohibited from deleting, discarding, or destroying any emails or any other documents relating in any way to the litigation, subpoena, regulatory inquiry, criminal proceeding, or the like.

11. No Waiver. Any delay or failure to discipline personnel for violations of this policy will not constitute a waiver of the rights of Civicorps.

12. Prohibited Acts. Users may not use the resources of Civicorps for any illegal purpose, violation of any Civicorps policy, in a manner contrary to the best interests of Civicorps, in any way that discloses confidential information of Civicorps or third parties, or for personal or pecuniary gain. Provided below is a non-exclusive list of prohibited acts associated with use of the resources of Civicorps and our email system. When considering the appropriateness of engaging in a particular act, users should be guided by both the specific prohibitions and the other mandates set forth in this policy. Prohibited activities include:
 - a. Using any words, images or references that could be viewed as libelous, harassing, illegal, derogatory, discriminatory, or otherwise offensive.
 - b. Using the resources of Civicorps to transmit, receive, or store any information that might be considered inappropriate in the workplace, including, but not limited to, messages or images that are lewd, obscene, sexually explicit, or pornographic (e.g., sexually explicit or racial messages, jokes, or cartoons).
 - c. Creating or transmitting messages or images that might be considered inappropriate, harassing or offensive due to their reference to race, sex, age, sexual orientation, marital status, religion, national origin, physical or mental disability, or other protected status.
 - d. Downloading, copying or transmitting documents or software protected by third party copyrights in violation of those copyrights. Without prior consultation with the Network Administrator, users may not do any of the following: (1) copy software for use on their home computers; (2) provide copies of software to any independent contractors or participants of Civicorps programs or to any other third party; (3) install software on any of Civicorps' workstations or servers; (4) download any software from the Internet or other on-line service to any Civicorps' workstations or servers; (5) modify, revise, transform, recast, or adapt any software; or (6) reverse-engineer, disassemble, or decompile any software. Any user with a question concerning a copyright issue, or who becomes aware of any misuse of software or violation of copyright law, should contact the Human Resources Department.
 - e. Using encryption devices and software that have not been expressly approved by Civicorps.
 - f. Deliberately performing acts that waste any of the resources or unfairly monopolize any of the resources to the exclusion of others. These acts include, but are not limited to, using the e-mail system for other than business-related communications (or occasional and necessary personal communications, as described in section b), sending multiple pictures using the e-mail system (unless specifically authorized to do so and business-related), sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in on-line chat groups, printing multiple copies of large documents, undertaking excessively large OCR scanning projects, or otherwise creating unnecessary network traffic.

Note: Questions regarding e-mail technical usage or terms contained in this policy should be directed to the Network Administrator and/or the Human Resources Department.

Questions about access to electronic communications or issues relating to security should be addressed to Human Resources.

Off-duty Use of Facilities

Corpsmembers are prohibited from remaining on Civicorps premises or making use of Civicorps facilities while not on duty or in school except with permission from staff. Corpsmembers are expressly prohibited from using Civicorps facilities, Civicorps property, or Civicorps equipment for personal use.

Corpsmember Property

A Corpsmember's personal property, including but not limited to packages, purses and backpacks, may be inspected upon reasonable suspicion of unauthorized possession of Civicorps property.

Security / Workplace Violence

Civicorps has developed guidelines to help maintain a secure workplace. Be aware of persons loitering for no apparent reason in parking areas, walkways, entrances and exits, and service areas. Report any suspicious persons or activities to your supervisor. Secure your personal belongings, do not leave valuable and/or personal articles in or around your workstation that may be accessible. The security of facilities as well as the welfare of all corpsmembers depends upon the alertness and sensitivity of every individual to potential security risks. You should immediately notify your supervisor when unknown persons are acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are found.

The Civicorps workplace security and anti-violence program is described in detail in Civicorps' Illness and Injury Prevention Program (IIPP) and in the Emergency Management Plan (EMP).

Health and Safety

All corpsmembers are responsible for their own safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must be safety-conscious at all times. Report all work-related injuries or illnesses immediately to your supervisor or to the Human Resources department. In compliance with California law, and to promote the concept of a safe workplace, Civicorps maintains an Injury and Illness Prevention Program. The Injury and Illness Prevention Program is available for review by corpsmembers and/or corpsmember representatives in the Human Resource's office.

In compliance with Proposition 65, Civicorps will inform corpsmembers of any known exposure to a chemical known to cause cancer or reproductive toxicity.

All corpsmembers are required to use safety equipment when operating power or hand tools and when working in an area with poison oak. Safety equipment consists of a hard hat, eye and ear protection, chaps, gloves, Tyvek suit, and Technu.

Use of safety equipment is not optional. If it is not being used disciplinary action will be taken.

Ergonomics

Civicorps is subject to Cal/OSHA ergonomics standards for minimizing workplace Repetitive Motion Injuries (RMIs). Civicorps will make necessary adjustments to reduce exposure to ergonomic hazards through modifications to equipment and processes and corpsmember training. Civicorps encourages safe and proper work procedures and requires all corpsmembers to follow safety instructions and guidelines.

Civicorps believes that reduction of ergonomic risk is instrumental in maintaining an environment of personal safety and well-being, and is essential to our business. We intend to provide appropriate resources to create a risk-free environment.

If you have any questions about ergonomics, please contact Human Resources.

Smoking

Smoking is not allowed in any enclosed area of the facilities, in any vehicles, while loading or unloading tools, or in any regional park area. Smoking is not allowed within 30 feet of any doorway. Smoking

breaks are allowed only in designated areas after receiving permission from your supervisor. Cigarette butts must be disposed of properly.

Housekeeping

All corpsmembers are expected to keep their work areas clean and organized. People using common areas such as lunchrooms, locker rooms, and restrooms are expected to keep them sanitary. Please clean up after meals and dispose of trash properly.

Parking

Corpsmembers may not use parking areas specifically designated for visitors, other companies, or Civicorps vehicles. Civicorps is not responsible for any loss or damage to corpsmember vehicles or contents while parked on Civicorps property.

Solicitation and Distribution of Literature

Corpsmembers are expected to avoid solicitations and distribution of literature that disrupt the efficient operation of Civicorps's business and/or their co-worker's productivity. No corpsmember shall represent Civicorps in support of any cause or organization unless directed to do so by his or her supervisor. Any corpsmember who is in doubt concerning the application of these guidelines should consult with his or her supervisor.

Conducting Personal Business

Corpsmembers may not conduct personal business or business for another employer during their scheduled working hours.

Vehicle Safety Program for Corpsmembers who are required to Drive

Corpsmembers may operate agency owned, rented or personal vehicles as part of their jobs. Corpsmembers are expected to operate vehicles safely to prevent accidents/damage, which may result in injuries and/or property loss. It is the policy of Civicorps to provide and maintain a safe working environment to protect our corpsmembers and the citizens of the communities where we conduct business from injury and property loss. Civicorps considers the use of automobiles part of the work environment. Civicorps is committed to promoting a high level of safety awareness and responsible driving behavior in its corpsmembers. Our efforts and the commitment of corpsmembers will prevent vehicle accidents and reduce personal injury and property loss claims.

Civicorps will obtain and review a Motor Vehicle Record (MVR) prior to employment for those individuals seeking positions that require driving a Civicorps or rented vehicle.

Once employed, the Human Resources Department will receive from the DMV every 12 months an updated MVR for every corpsmembers insured under our plan unless there is activity on the corpsmember's MVR.

Each MVR will be evaluated using either an applicant or corpsmember point system and will be retained in the corpsmember's driver file. Applicants with a disqualifying score will make them ineligible to be hired. Corpsmembers with a disqualifying score will lead to immediate revocation of driving privileges. In most cases, revocation of driving privileges will lead to separation.

Applicants and corpsmembers who will be driving their personal vehicles on behalf of Civicorps business, are required as part of our general liability insurance, to submit proof of auto insurance and registration. This policy covers any individual who will submit mileage reimbursement for the use of a personal vehicle in the course of work or volunteering for Civicorps. Each person is required to furnish proof of auto

insurance and registration annually.

Corpsmembers who drive their own vehicles on Civicorps business will be reimbursed at the state rate per mile that may be adjusted from time to time.

Corpsmembers who drive as a part of their job requirement are required to immediately report to their supervisors any of the following:

- Any type of moving violation, speeding ticket, parking ticket or accident either while driving a Civicorps or non- Civicorps vehicle;
- Any type of violation that would affect the corpsmember's driving status, e.g., court ordered driver's license suspension for child support violations; and
- Loss or denial of personal auto insurance or registration.

Failure to inform Civicorps of any of the above described incidents that would affect the corpsmember's driving status may lead to revocation of driving privileges for Civicorps business. In most cases, revocation of driving privileges will lead to separation.

In addition, Corpsmembers agree to the following:

- To complete daily vehicle inspections, and if there are any safety problems with the vehicle, the vehicle will not be driven and the Operations Supervisor will be notified immediately;
- To operate all vehicles in a safe manner; to wear seat belts whenever the vehicle is in motion and require other occupants to do so; to use a spotter at all times; to remove all tools and equipment from the vehicle daily with the exception of those items assigned to the vehicle; and to not use a cellular phone or similar device unless the vehicle is safely parked;
- To clean the interior of vans daily and wash the exterior weekly, before Friday afternoon;
- Only insured Civicorps Corpsmembers/participants operate agency vehicles;
- To maintain a valid California driver's license;
- Corpsmembers are responsible for the coverage of passengers while driving personal vehicles to conduct agency business.

For a complete description of this policy, please review the Vehicle Safety Program handbook.

Corpsmember Committees

Civicorps encourages Corpsmembers to voice their thoughts and ideas about what they would like to see in their program. Corpsmembers are welcome to identify needs and activities (such as prom, trips, talent shows, etc.) they would like to see at Civicorps and to form committee's to plan and execute such events or activities. If you are interested in forming a committee please speak with the Head of School.

Corpsmember Benefits

Paid Sick Leave

Corpsmembers earn 1 sick day for every 30 days of work. The maximum number of hours that can be accumulated is 72. In order to use sick days, corpsmembers must submit a form within 3 days of their absence, and only if the absence has a valid excuse.

Holidays

Civicorps observes the following unpaid holidays:

- January 1st - New Year's Day
- Martin Luther King Jr.'s Birthday
- Presidents' Day
- Memorial Day
- July 4th - Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- December 25th

When a holiday falls on a Saturday, it will be observed on the preceding Friday and when it falls on a Sunday, it will be observed on the following Monday.

Bonus and Stipend Plan

Corpsmembers in the Job Training Program can earn an additional \$100 per pay period for having 100% attendance during that pay period.

Corpsmembers in the Academy who attend evening classes (JTC and C Group) have the opportunity to earn an attendance incentive.

- Corpsmember attending evening classes at Civicorps Academy can earn additional pay per term (6 terms per school year):
 - 100% attendance.....\$50.00
 - 95% to 99% attendance.....\$37.50
 - 90% to 94% attendance.....\$25.00
- No unexcused absences.
 - *Unexcused absence = \$0 Academy Bonus pay*

Corpsmembers enrolled in the Learning Academy (A & B Groups) can receive up to \$100 per week living expense stipend for attending class. The purpose of this stipend is to help with Corpsmember living expenses from the time they begin at Civicorps until such time that they begin to earn a wage from work at the Job Training Center or promote out of B Group. Once enrolled at the Job Training Center or in C Group, Corpsmembers are no longer eligible for this Living Expense Stipend.

Stipends will be earned weekly and distributed according to a published schedule (approximately every two weeks). All stipends earned in a given two week period will be paid out the following Friday. No stipends will be earned on days which a Corpsmember is absent, regardless of whether the absence is excused. Stipends can be withheld at the sole discretion of Academy management for any reason (e.g; disciplinary, enrollment status, etc.).

Insurance Benefits

Health Insurance: Civicorps offers a comprehensive health insurance plan for eligible employees. Employees who are scheduled to work an average of 30 hours or more per week are eligible for health insurance the first day of the month following completion of 60 days of service. Holidays and days where work is not scheduled due to Academy activities (i.e.; testing and graduation) are counted as non-scheduled workdays.

Employees pay a portion of the monthly premium for employee health benefits. Civicorps pays the remainder of the premium for eligible employees up to the designated benchmark. Employees will be notified of their contribution amount at the time they sign up for the specific benefit. Eligible employees are also responsible for a portion of the monthly premium costs for their dependents' coverage.

In the event of an increase in health insurance premium rates, all employees may be required to contribute to the cost of increased premiums to retain coverage. Details about health insurance coverage are available in a separate publication from Human Resources.

Disability Insurance: As participants in a work training program, corpsmembers do not contribute to the State of California's disability insurance. **Corpsmembers are not eligible to receive State Disability Insurance** while in the corpsmember program. Specific rules and regulations governing disability are available from the Employment Development Department or Human Resources.

Unemployment Compensation: Civicorps does not contribute to the California Unemployment Insurance Fund on behalf of its Corpsmembers as the Corpsmember program is considered a work training program not a job. Therefore, **corpsmembers are not eligible to receive unemployment compensation** when they leave the Corpsmember program. Specific rules and regulations governing unemployment insurance are available from the Employment Development Department.

Social Security (OASDI: Old Age Disability and Survivor Insurance): Social Security is an important part of every corpsmember's retirement benefit. Participants make payroll contributions based on earnings. Benefits are paid to insured workers and eligible family members when they retire or become disabled and to the survivors of deceased workers.

Workers' Compensation: You are protected by Civicorps's workers' compensation insurance policy while employed by Civicorps, at no cost to you. The policy covers you in case of occupational injury or illness.

Counseling Services

A small issue can sometimes become a big problem. There may be times when you will need to talk to someone about your situation. The Case Counselors can help you deal with issues involving personal or family relationships, health issues, housing, childcare, transportation, or other needs. You can make an appointment with a Case Counselor who will put you in contact with agencies and resources in the community that may be able to help.

College & Career Services

Civicorps has College and Career Counselors who can help you prepare for a job outside of Civicorps and for college. The Career Counselor receives information about job openings and is available to assist with your cover letter and resume, interview skills, and job application if you are interested in exploring a particular job or career and as you plan for exiting Civicorps. The College Counselor will assist you with college enrollment, financial aid, and post-secondary training programs.

Leaves of Absence

Civicorps may grant personal leaves of absence of up to 30 days to corpsmembers in certain circumstances. Request any leave in writing as far in advance as possible, keep in touch with your supervisor during your leave, and give prompt notice of any change in your anticipated return date. If your leave expires and you fail to return to work without contacting your supervisor, Civicorps will assume that you do not plan to return and that you have terminated your employment.

Upon returning from a leave of absence, you will be offered the same position you held at the time your leave began, if available. If your former position is not available, a comparable position will be offered. If neither the same nor a comparable position is available, your return to work will depend on job openings existing at the time of your scheduled return. Civicorps makes no guarantees of reinstatement, and your return will depend on your qualifications for existing openings.

Any leave taken under this provision qualifying as leave under the state and/or federal family/medical leave acts will be counted as family/medical leave and charged to your entitlement of 12 workweeks of family/medical leave in a 12-month period. California workers' compensation laws govern work-related injuries and illnesses leaves. California pregnancy disability laws govern leaves taken because of pregnancy, childbirth, and related medical conditions.

Family Medical Leave Act (FMLA)/California Family Rights Act (CFRA)

Eligibility for FMLA/CFRA Leave

Corpsmembers who have more than 12 months of service, who have worked at least 1,250 hours during the previous 12-month period before the date the leave is to begin, and who are employed at a work site where Civicorps maintains on the payroll (as of the date of the leave request) at least 50 part- or full-time corpsmembers within 75 miles (measured in road miles) of the work site where the corpsmember requesting the leave works, are eligible under federal (FMLA) and state (CFRA) family leave laws to take up to a maximum of 12 workweeks of unpaid family/medical leave within a 12-month period. Family/medical leave time is permitted for the birth of the corpsmember's child or placement of a child with the corpsmember for adoption or foster care, to care for the corpsmember's spouse, child or parent who has a serious health condition, or for a serious health condition that makes the corpsmember unable to perform his or her job.

Requests for FMLA/CFRA Leave

Please contact Human Resources as soon as you realize the need for family/medical leave.

If the leave is based on the expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the corpsmember or a family member, the corpsmember must notify Civicorps at least 30 days before leave is to begin. The corpsmember must consult with his or her supervisor regarding scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of Civicorps. Any such scheduling is subject to the approval of the health care provider of the corpsmember or the health care provider of the Corpsmember's child, parent or spouse. If the corpsmember cannot provide 30 days' notice, Civicorps must be informed as soon as practical.

If the FMLA/CFRA request is made because of the corpsmember's own serious health condition, Civicorps may require, at its expense, a second opinion from a health care provider that Civicorps chooses. The health care provider designated to provide a second opinion will not be one who is employed on a regular basis by Civicorps.

If the second opinion differs from the first opinion, Civicorps may require, at its expense, the corpsmember to obtain the opinion of a third health care provider designated or approved jointly by the employer and the corpsmember. The opinion of the third health care provider shall be considered final and binding on Civicorps and the corpsmember.

When both parents are employed by Civicorps and request simultaneous leave for the birth, adoption or foster care of a child, Civicorps will not grant more than 12 workweeks total of family/medical leave for both parents.

Leave granted under any of the reasons provided by state and federal law will be counted as family/medical leave and will be considered as part of the 12-workweek entitlement in a 12-month period.

The 12-month period is measured forward from the date any corpsmember's first family/medical leave begins. No carryover of unused leave from one 12-month period to the next 12-month period is permitted.

Corpsmembers may take FMLA/CFRA leave intermittently (in blocks of time, or by reducing their normal weekly or daily work schedule) if the leave is for the serious health condition of the corpsmember's child, parent or spouse, or of the corpsmember, and the reduced leave schedule is medically necessary as determined by the health care provider of the person with the serious health condition. The smallest increment of time that can be used for such leave is 1 hour.

Certification by Health Care Providers

Civicorps requires corpsmembers to provide certification as explained below within 15 days of any request for FMLA/CFRA leave, unless it is not practicable to do so. Civicorps may require recertification from the health care provider if additional leave is required.

- If the leave is needed to care for a sick child, spouse or parent, the corpsmember must provide a certification from the health care provider stating:
 - Date of commencement of the serious health condition;
 - Probable duration of the condition;
 - Estimated amount of time for care by the health care provider; and
 - Confirmation that the serious health condition warrants the participation of the corpsmember.
- If a corpsmember cites his or her own serious health condition as a reason for a leave, the corpsmember must provide a certification from the health care provider stating:
 - Date of commencement of the serious health condition;
 - Probable duration of the condition; and
 - Inability of the corpsmember to work at all or to perform any one or more of the essential functions of his or her position because of the serious health condition.

Civicorps will require certification by the Corpsmember's health care provider that the corpsmember is fit to return to his or her job.

Failure to provide certification by the health care provider of the corpsmember's fitness to return to work will result in denial of reinstatement for the corpsmember until the certificate is obtained.

Return from Family/Medical Leave

Under most circumstances, upon return from family/medical leave, a corpsmember will be reinstated to his or her original job or to an equivalent job with equivalent pay, benefits and other employment terms and conditions. However, a corpsmember has no greater right to reinstatement than if he or she had been continuously employed rather than on leave. For example, if a corpsmember on family/medical leave would have been laid off had he or she not gone on leave, or if the corpsmember's job is eliminated during the leave and no equivalent or comparable job is available, then the corpsmember would not be entitled to reinstatement. In addition, a corpsmember's use of family/medical leave will not result in the loss of any employment benefit that the corpsmember earned before using family/medical leave.

California Paid Family Leave Insurance

As of July 1, 2004 most California employees are eligible for up to six weeks of partial pay, per twelve month period, while taking time from work to care for a new child or sick family member. The payments are distributed by the EDD, a state agency, not by Civicorps. California's Paid Family Leave program does not create a right to take a leave of absence if one does not exist under the law.

Corpsmembers may take this leave in order to:

- Care for a child, husband, wife, domestic partner, or parent because of a serious health problem; or
- Bond with a new baby, adopted or foster child (this is for both mothers and fathers).

For additional information, please call 1-877-238-4373 or go to www.edd.ca.gov.

Family Leave and Pregnancy

Time off from work because of the corpsmember's disability due to pregnancy, childbirth or related medical condition is not counted as time used for CFRA leave, but is counted as time used for FMLA leave. Pregnant Corpsmembers may have the right to take a pregnancy disability leave in addition to family or medical leave. Such corpsmembers should contact Human Resources regarding their individual situation. Any leave taken for the birth, adoption or foster care placement of a child does not have to be taken in one continuous period of time. CFRA leave taken for the birth or placement of a child will be granted in minimum amounts of two weeks. However, Civicorps will grant a request for a CFRA leave (for birth/placement of a child) of less than two weeks' duration on any two occasions. Any leave taken must be concluded within one year of the birth or placement of the child with the corpsmember.

Pregnancy Disability Leave

Requests for Pregnancy Disability Leave

Any female corpsmember planning to take pregnancy disability leave should advise the Human Resources department as early as possible. The individual should make an appointment with Human Resources to discuss the following conditions:

- Corpsmembers who need to take pregnancy disability leave must inform Civicorps when a leave is expected to begin and how long it will likely last. If the need for a pregnancy disability leave or transfer is foreseeable, corpsmembers must provide notification at least 30 days before the pregnancy disability leave or transfer is to begin. If 30 days' advance notice is not possible, notice must be given as soon as practical. Corpsmembers must consult with their supervisor regarding the scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of Civicorps. Any such scheduling is subject to the approval of the Corpsmember's health care provider.
- Upon the request of a corpsmember and recommendation of the corpsmember's physician, the corpsmember's work assignment may be changed if necessary to protect the health and safety of the corpsmember and her child. Requests for transfers of job duties will be reasonably accommodated if the job and security rights of others are not breached.
- Temporary transfers due to health considerations will be granted when possible. However, the transferred corpsmember will receive the pay that accompanies the job, as is the case with any other temporary transfer due to temporary health reasons.
- Pregnancy disability leave usually begins when ordered by the corpsmember's physician. The corpsmember must provide Civicorps with a certification from a health care provider. The certification indicating disability should contain:
 - The date on which the corpsmember became disabled due to pregnancy, childbirth, or related medical conditions;
 - The probable duration of the period or periods of disability; and
 - A statement that, due to the disability, the corpsmember is unable to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy, or to other persons.

- Returns from pregnancy disability leave will be allowed only when the corpsmember's physician sends a release.
- The duration of this leave is based on the corpsmember's health care provider's determination and certification of the period(s) during which the corpsmember is actually disabled due to pregnancy, childbirth or a related condition, up to a maximum of four months. This includes leave for severe morning sickness and for prenatal care.

Leave does not need to be taken in one continuous period of time and may be taken intermittently, as needed. Leave may be taken in increments of 1 hour.

Return from Pregnancy Disability Leave

Under most circumstances, upon submission of a medical certification that a corpsmember is able to return to work from a pregnancy disability leave, a corpsmember will be reinstated to her same position held at the time the leave began or to an equivalent position, if available. A corpsmember returning from a pregnancy disability leave has no greater right to reinstatement than if the corpsmember had been continuously employed. (For example, if a corpsmember on pregnancy disability leave would have been laid off had he or she not gone on leave, or if the corpsmember's job is eliminated during the leave and no equivalent or comparable job is available, then the corpsmember would not be entitled to reinstatement.)

Return to the corpsmember's previously held job or in some circumstances to a comparable position shall be guaranteed for four months provided that the corpsmember complies with the terms of the leave.

Military Leave

Corpsmembers who wish to serve in the military and take military leave should contact Human Resources for information about their rights before and after such leave. You are entitled to reinstatement upon completion of military service, provided you return or apply for reinstatement within the time allowed by law.

Jury Duty and Witness Leave

Civicorps encourages Corpsmembers to serve on jury duty or as a witness when called. Any regular full-time or part-time Corpsmember summoned to serve on jury duty or as a witness will continue to receive their regular rate of pay while serving on a jury for up to five business days. Part-time corpsmembers will be paid in proportion to the number of hours or days they normally work. You should notify your supervisor of the need for time off for jury duty as soon as a notice or summons from the court is received. You will be required to provide written verification from the court clerk of performance of jury service. If work time remains after any day of jury selection or jury duty, you will be expected to return to work for the remainder of your work schedule. You may retain any mileage allowance or other fee paid by the court for jury services.

Time Off for Voting

Civicorps encourages all corpsmembers to fulfill their civic responsibilities by voting. All corpsmembers will be allowed a reasonable amount of time off to vote in elections either at the beginning or at the end of the workday, provided the polls are not open sufficient time outside working hours.

Time off for voting must be requested at least two working days in advance and must be approved by your supervisor. A maximum of two hours of time off to vote will be paid, and proof of voting may be required.

School Activities

Corpsmembers are encouraged to participate in the school activities of their child or children. The absence is subject to all of the following conditions:

- Parents, guardians, or grandparents having custody of one or more children in kindergarten or grades one to 12 may take time off for a school activity;
- The time off for school activity participation cannot exceed eight hours in any calendar month, or a total of 40 hours each school year;
- Corpsmembers planning to take time off for school visitations must provide as much advance notice as possible to their supervisor;
- If both parents are employed by Civicorps, the first corpsmember to request such leave will receive the time off. The other parent will receive the time off only if the leave is approved by his or her supervisor;
- Corpsmembers must provide their supervisor with documentation from the school verifying that the corpsmember participated in a school activity on the day of the absence for that purpose.

If a corpsmember who is the parent or guardian of a child facing suspension from school is summoned to the school to discuss the matter, the corpsmember should alert his or her supervisor as soon as possible before leaving work. In agreement with California Labor Code Section 230.7, no discriminatory action will be taken against a corpsmember who takes time off for this purpose.

External Corpsmember Education

Some Corpsmembers may need to attend college courses, training programs, seminars, conferences, lectures, meetings or other outside activities for the benefit of Civicorps or the individual corpsmember. Attendance at such activities that conflict with regular work hours, whether required by Civicorps or requested by individual corpsmembers, requires the written approval of the corpsmember's supervisor. To obtain approval, any corpsmember wishing to attend an activity must submit a written request detailing all relevant information, including date, hours, location, cost, expenses and the nature, purpose and justification for attendance. Attendance at any such event is subject to the following policies on reimbursement and compensation:

- For attendance at events required or authorized by Civicorps, customary and reasonable expenses will be reimbursed upon submission of proper receipts. Acceptable expenses generally include registration fees, materials, meals, transportation and parking. Reimbursement policies regarding these expenses should be discussed with your supervisor in advance.
- Corpsmember attendance at authorized outside activities will be considered hours worked for corpsmembers and will be compensated in accordance with normal payroll practices.

This policy does not apply to a corpsmember's voluntary attendance, outside of normal working hours, at formal or informal educational sessions, even if such sessions generally may lead to improved job performance. While Civicorps generally encourages all corpsmembers to improve their knowledge, job skills and promotional qualifications, such activities do not qualify for reimbursement or compensation under this policy unless prior written approval is obtained as described previously. Such trainings and classes may be required as part of the training aspect of Civicorps.

Recreational Activities and Programs

Civicorps or its insurer will not be liable for payment of workers' compensation benefits for any injury that arises out of a corpsmember's voluntary participation in any off-duty recreational, social, or athletic activity that is not a Civicorps sponsored event.

Workers' Compensation

Civicorps, in accordance with state law, provides insurance coverage for Corpsmembers in case of work-related injuries. Corpsmembers who become injured or ill resulting from their work at Civicorps must:

- Immediately report any work-related injury or illness to your supervisor;

- Seek medical treatment at the agency's chosen health care provider and follow-up care if required;
- Complete a written Claim Form and return it to your supervisor; and
- Ensure that Civicorps receives certification from the health care provider regarding the need for workers' compensation disability leave, as well as your eventual ability to return to work from the leave.

Upon submission of a medical certification that a corpsmember is able to return to work after a workers' compensation leave, the corpsmember under most circumstances will be reinstated to his or her same position held at the time the leave began, or to an equivalent position, if available. A corpsmember returning from a workers' compensation leave has no greater right to reinstatement than if the corpsmember had been continuously employed rather than on leave. For example, if the corpsmember on workers' compensation leave would have been laid off had he or she not gone on leave, or if the corpsmember's position has been eliminated or filled in order to avoid undermining Civicorps's ability to operate safely and efficiently during the leave, and no equivalent or comparable positions are available, then the corpsmember would not be entitled to reinstatement.

A corpsmember's return depends on his or her qualifications for any existing openings. If, after returning from a workers' compensation disability leave, a corpsmember is unable to perform the essential functions of his or her job because of a physical or mental disability, Civicorps's obligations to the corpsmember may include reasonable accommodation, as governed by the ADA (Americans with Disabilities Act).

The law requires this agency to notify the workers' compensation insurance company of any concerns of false or fraudulent claims.



CIVICORPS COMMUNITY COMPLAINT FORM

Please use this form to inform Civicorps Staff of any complaint you may have regarding the personnel, facilities or equipment at the school. **The ombudsperson at Civicorps is Audrey Blanson, Human Resources Manager who can be reached at Audrey.blanson@cvcorps.org or 510-992-7815**

This form should be submitted to Human Resources or the Executive Director. Upon receipt, the complaint will be reviewed and the required steps will be taken to mediate and/or investigate the complaint. Please attach any documentation you feel necessary.

As ever, at Civicorps, we hope to use a conflict resolution process to resolve issues within the community and we encourage all community members to seek the help of the Administrative Team when needed.

NAME: _____ Address: _____

Phone (day) _____ Phone (evening/other) _____

1. Who is your complaint against?

Name: _____ Title: _____

2. Has this been discussed with them? YES _____ NO _____ Date: _____

3. Has this been discussed with the Manager/Sup/Head of School? YES _____ NO _____ Date _____

Description of Complaint:

Please include all important information such as location, names, dates, who was present, and to whom it was reported. Please use additional paper if more space is needed.

What remedy of action do you suggest?

Signature: _____ Date: _____

Date Received by Civicorps Compliance Officer/HR: _____



Civicorps Corpsmember Handbook Confirmation of Receipt

I have received my copy of the Civicorps Corpsmember Handbook. I understand that it is my responsibility to read and familiarize myself with the policies and procedures contained in the handbook.

I understand that except for employment at-will status, any and all policies and practices can be changed at any time, with or without prior notice, by Civicorps. Civicorps reserves the right to change my hours, wages, and working conditions at any time. I understand and agree that, other than the Executive Director (ED), no manager, supervisor, or representative of the Civicorps has the authority to enter into any agreement, expressed or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the ED has the authority to make any such agreement and then only signed and in writing.

I understand and agree that nothing in the Corpsmember Handbook creates or is intended to create a promise or representation of continued employment and that employment at Civicorps is at-will; employment may be terminated at any time by either party.

My signature certifies that I understand that the foregoing agreement on at-will status is the sole and entire agreement between Civicorps and me concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreement, understandings, and representations concerning my employment with Civicorps.

Corpsmember's Name (Please Print)

Corpsmember's Signature

Date

Dates of Orientation