

TREASURE COAST WILDLIFE HOSPITAL, INC.

Employee Handbook

formerly Outline of Paid Staff Positions
General and Specific Responsibilities
and Employee Handbook Supplement

Prepared June 1995

Reviewed June 1998, July 2003

Dan Martinelli, Director

Note that as of 23 February 2010 this document has been combined with the formerly separate document titled Employee Handbook - Supplement. Said Supplement contained a section wherein an employee acknowledged, by signature, understanding and acceptance of the provisions of both documents. This combined document is hereby re-titled the Employee Handbook.

Table of Organization - An Overview

Due to the rapid growth of Treasure Coast Wildlife Hospital (TCWH), it seems appropriate to do more than codify present staffing arrangements. It is the intent of this document to provide an orderly plan for the future staff growth that can be expected.

Various models of business organization are available (committee, vertical structure, etc.); the model chosen is a modified “staff command” system. In a staff command, positions are arranged in a hierarchical manner, up to the level of department head. The department heads then constitute the “command staff” and report directly to the ultimate commander, the Executive Director (ExD). Areas of responsibility are defined within departments. Communication up and down the chain is clear and rapid, as is communication between departments. Conflicts in responsibility are resolved at command staff meetings by the ExD, who exercises the ultimate authority. Additionally, the command staff is able to function without the ExD when necessary by deciding “what would the ExD do in this instance”. This allows for continuity of program effort regardless of staff changes. The ExD remains accountable to the Board of Directors but relieves the Board of the minutia of operational direction of the paid staff. (In the discussions to follow, for convenience the role of the Board will be ignored; it may be assumed that the Board remains as the ultimate policy making and governing body.)

Departments are defined by the programs needed to carry out the mission of the organization. At present, the necessary departments are:

Administration- carries out the day to day business of the organization

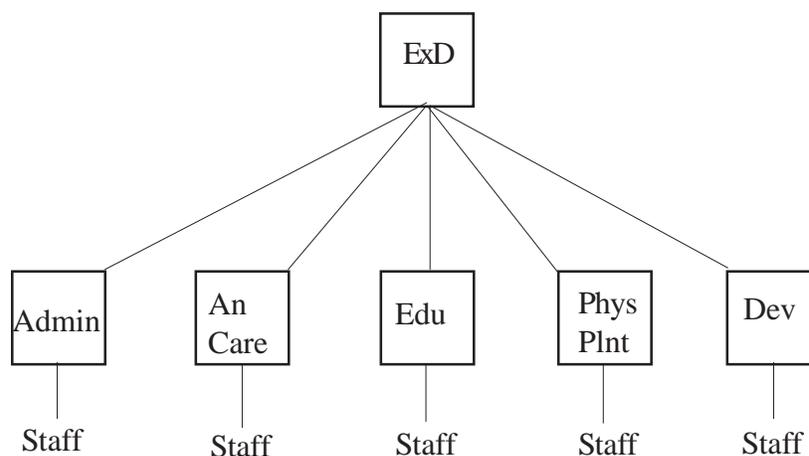
Animal care- admission, triage, treatment, husbandry, etc.

Education- educational philosophy and curricula, outreach education, community programs

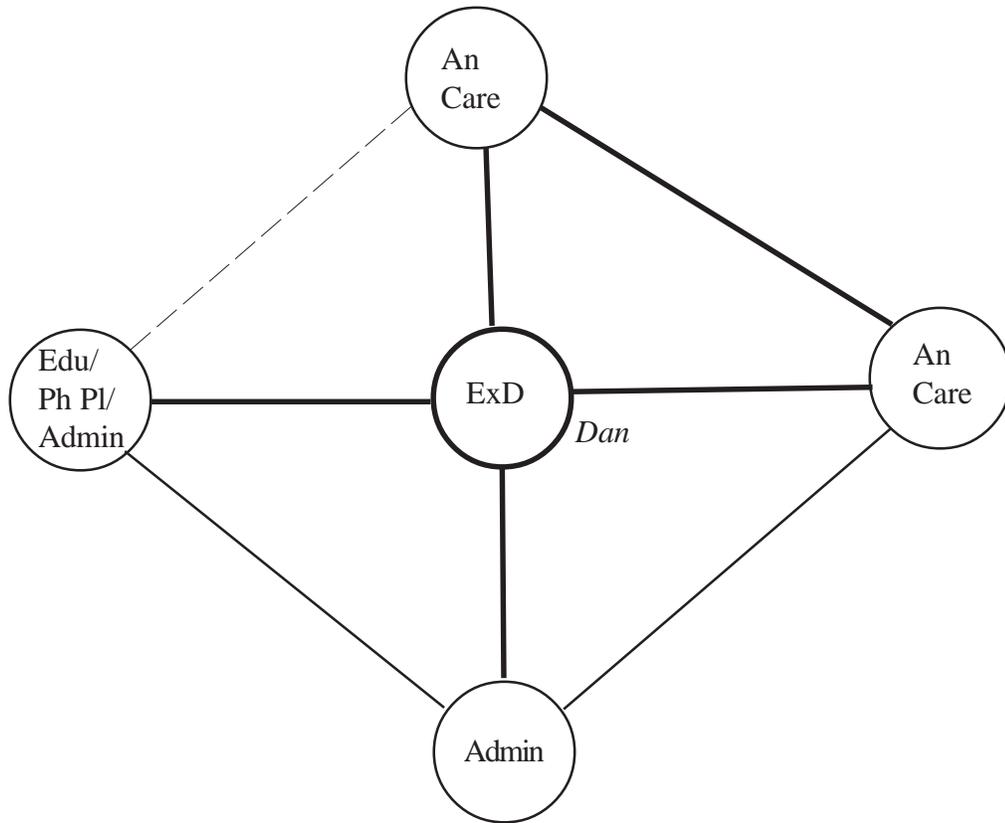
Physical plant development- design and construction, repair and maintenance

Development- euphemism for fund raising

Ideally, each department would have its own head, and sufficient staff to constitute a working department. The arrangement would be:



In actuality, insufficient staff exists to make this possible. The present arrangement functions more in this manner:



From this, it is clear that a number of caveats must exist in the formal job descriptions contained herein. With the exception of the administrative department (and potentially the development department, when it is inaugurated) the business of TCWH is a 24 hour a day, seven day a week program. Since no single employee can keep such a schedule, vast overlap is necessary in duties and responsibilities. Reasonable work schedules, illnesses, vacations, special events, etc. further complicate the organizational picture. This document is intended to define *areas of responsibility* to the extent possible. It must be recognized though that, without increased staffing, no single employee can actually be entirely responsible for any given duty. It is left to the ExD to bear the final responsibility even for routine daily tasks.

General Responsibilities of Employees

All employees are responsible for:

- presenting themselves in a positive manner to the public.
- being timely in arrival at work.
- performing all jobs in a professional manner.
- working diligently throughout the workday.
- taking and/or giving direction in a cooperative fashion.
- being flexible in acceptance and/or delegation of tasks.

Work Hours

Work hours are the number of hours actually spent in performance of the duties assigned by the employer, TCWH. Full-time employees are expected to work a minimum of 40 hours per week. Partial-time employees have a minimum of work hours established at their hire. In all cases, work beyond the minimum hours per week will not be compensated nor will compensatory time off be granted without the prior approval of the ExD.

Because of the nature of the business, there is no *a priori* weight given to particular days of the week (weekends, holidays) or particular times of day. It is intended that reasonable work schedules be adopted, providing appropriate coverage of the necessary tasks. Consideration will be given to each employee's individual needs and desires in such scheduling; however, the ultimate consideration shall be the needs of TCWH. The ExD shall make all decisions regarding work schedules.

Leave Time

No discrimination is made between "paid vacation" and "paid sick" time off. All paid leave is herein described as "leave time". This is intended to allow for reasonable scheduling of employees and to avoid potential abuses of "sick leave".

For full time employees, leave time will be earned at the rate of 0.288 days per week worked for a total of 15 leave days per calendar year (first 3 years of employment). After 3 years of employment, leave time will be earned at the rate of 0.385 days per week worked, for a total of 20 leave days per calendar year. At present, no further increases in leave time can be earned.

Part time employees earn a proportional number of leave days, based upon their proportion of a 40 hour weekly schedule.

No leave shall be considered earned within the first 26 weeks of employment. At the end of 26 completed weeks of employment, one half the total annual leave time shall be available to the employee. Leave time shall not be accumulated in excess of the annual total. Leave days not taken shall be considered lost. No additional compensation will be given for lost leave days.

How this works:

Think of your leave time as a piggy bank. Every week you work, a few pennies go into your leave time “bank”. So your bank keeps filling up as long as you work. You can “spend” days from your bank whenever you need or desire; your remaining bank balance will reflect the withdrawal.

If you spend nothing from your bank, at the end of a year it will have 15 days (first three years employment) or 20 days (four or more years employment) in it. But at that time your bank is *full*. As you keep working, more pennies go to your bank, but since it is full those pennies *fall off onto the ground and are picked up by your kid brother*. That is what is meant by “Leave time shall not be accumulated in excess of the annual total.” Note that this *does not* mean you have to use up all your days by the end of a year. It just means that, once your bank is full, you have to spend some of it before any more can fit inside. The days in your bank *do not go away* at the end of a year or any other time; you just can’t get any more inside without making room for them. This is to prevent someone from working for, say, several years while taking almost no time off, then wanting to go away for several months at a time.

It is up to you to decide at what level you want to keep your bank. You could keep it empty by using every earned leave day as soon as it is available. Or you could keep it full all the time, available for any “let’s take off for the mountains for a couple of weeks” opportunity, by letting it accumulate to the maximum then just spending one or two days out for every new one that’s trying to get in. Or you can do something in between.

Except for emergencies, any leave time will be taken only by prior arrangement through the ExD. In all cases, leave shall be taken at such time as not to unnecessarily disrupt the normal operation of TCWH. While illness or emergencies cannot be pre-planned, it is the responsibility of each employee to communicate immediately with the ExD when such occasion arises. Time missed shall be deducted first from available leave time, then from the employee’s pay. **Note that:**

1) failure to show up for work without notice shall be sufficient grounds for dismissal. TCWH shall have the option to retain such an employee without prejudice, in that retention of the employee after the first occurrence will not guarantee retention upon any succeeding occurrences.

2) excessive absence from work with or without notice (defined as absence in excess of available earned leave) shall be sufficient grounds for dismissal. TCWH shall have the option to retain such an employee without prejudice, in that retention of the employee after the first occurrence will not guarantee retention upon any succeeding occurrences.

In all cases, consideration will be given to the employee’s needs and desires, such that taking of earned leave will not be unfairly, unnecessarily, or discriminatorily withheld.

Job Descriptions

Job descriptions and titles are given for the present staff. It is expected that, as staff is increased, a separation of responsibilities will be possible bringing reality closer to the ideal discussed earlier. Note that not all positions may be filled, but in such case all employees shall still be responsible for accomplishing all tasks necessary. The words “*work with the ExD and/or other staff to accomplish goals*” may be assumed to be implicit in all job descriptions.

Director of Patient Care (and/or Patient Care Coordinator, to such an extent as skills and experience allow) This is the only position that presently has subsidiary staff (the Hospital Assistant), to which certain duties may be delegated. However, ultimate responsibility and accountability remain with the Director/Coordinator. Primary responsibilities include:

- admit patients
- perform triage on admissions
- develop treatment schedule for patients and exhibit animals
- perform medical procedures as experience permits
- develop husbandry routines for patients and exhibit animals
- identify proper diets for patients and exhibit animals
- keep records of patient and exhibit animal care
- train and direct subsidiary animal care staff (if available) both employees and volunteers
- track usage and on-hand supplies of consumable items (animal food, cage cleaning supplies, etc.) and plan procurement as needed. Ordering and other procurement shall be coordinated through the Administrative staff
- maintain clinic and other animal care areas in a clean and safe manner

Secondary responsibilities include:

- develop exhibit animals into educational tools
- continue education in rehabilitation to benefit TCWH

Hospital Assistant Position is intended to supplement the Director of Patient Care/Patient Care Coordinator, and involves direct hands-on supervision of the care given to patients and exhibit animals. Responsibilities include:

- supervise the activities of feed-and-clean volunteers
- direct the preparation and distribution of diets
- clean, feed, treat and medicate patients as experience permits

Director of Education This position is a hybrid, with duties from the Education, Maintenance, and Administrative departments. At some point in the future, additional staffing should allow a division of these responsibilities. Responsibilities include:

- develop ongoing curriculum for educational offerings
- develop educational tools, living and static
- maintain falconry and other equipment (travel kennels, etc.) used by education animals
- maintain and develop other educational materials and/or equipment (show trailer, sign boards, public barriers, etc.) as needed
- schedule and perform educational programs and maintain proper records of same
- educate/instruct volunteers
- design, coordinate and/or perform construction as needed
- coordinate and/or perform routine repair and maintenance of the physical plant as adjunct to, or at the request of, maintenance staff
- photodocument significant events/developments/projects
- write articles for inclusion in TCWH newsletter
- supervise/perform collation and mailing of newsletters

Maintenance This position is intended to provide for the maintenance of the physical plant, and to supplement the efforts of all other employees. Maintenance staffer shall take primary and independent responsibility for assessing and addressing the needs of the physical plant; the assistance (advice and/or physical help) of other staff members should be requested as needed. Maintenance staffer shall also make himself/herself available to assist all other staff (paid and unpaid) in a cooperative manner subject to current needs and work load; any conflicts in priorities shall be resolved by the ExD. Procurement of needed supplies and/or equipment shall be coordinated through the Administrative staff. Responsibilities include:

- groundskeeping to include mowing, edging, weed removal, trimming, mulch, etc.

replacement/replenishment of consumable items (e.g., light bulbs, hoses)
physical plant maintenance and repairs to include buildings, A/C systems and filters, plumbing systems and plumbing fixtures, lighting systems and lighting fixtures, cages, and other structures
vehicle (cars and trucks, mowers, tractor, boat, trailer, etc) maintenance. Cars and trucks shall be checked weekly for fluids and tire inflation and replenished as needed. Weekly general inspection shall also be performed on tire wear and/or other significant defects, which shall be immediately reported to the ExD or in his absence to the Administrative Assistant. Other vehicles shall be inspected (and replenished or reported) as appropriate to their use
minor equipment (string trimmer, chain saw, air compressor, etc.) maintenance as needed
general cleaning of all public, non-public, and work areas. Keep all areas clean and unobstructed by removing garbage and trash. Put away tools, equipment and/or supplies that may be left out of place. (If necessary, check with other staff- occasionally a project underway may require tools or supplies to remain temporarily out of place.) Mop, wash, sweep, or otherwise clean as needed
daily specific cleaning.
Inspect the restroom daily; re-supply and clean as needed
Inspect Animal Drop Off daily; clean cages, re-supply green sheets, towels, additional cages as needed
Inspect all trash and garbage containers daily, empty as needed
Inspect drinking water bottles, re-supply as needed
weekly specific cleaning
Inspect car(s) and truck(s) weekly for interior and exterior cleanliness; clean, vacuum, wash as needed
Remove accumulated trash and garbage to dumpster. Empty morgue freezer to dumpster. Remove recyclables to recycle bin

Administrative Assistant Intended to perform routine office duties as an aid to all staff. Also functions as special aid to the ExD. Responsibilities include:

telephone work
track and pay accounts payable
track and invoice accounts receivable
maintain check register and bank balances
prepare bank deposits
accept gift shop payments for purchases
filing
correspondence
computer data entry
prepare routine reports from computer data
maintain ExD's calendar
stock, inventory, arrange gift shop

Note once again that the daily business of TCWH is diverse and is performed on an around-the-clock basis; for this reason, it is impossible to over emphasize the tremendous overlap in actual duties. This document attempts to separate *duties* from *responsibilities*. In that light, the descriptions offered herein should serve to guide the future evolution of staffing at TCWH.

This section was formerly titled “EMPLOYEE HANDBOOK - Supplement”. As of 23 February 2010 it has been incorporated into the larger work. Some small changes were made to reflect the fact that this is no longer a separate document. For example, references to “the Supplement” or “this Supplement” below have been changed to “this section” or similar, or simply removed in favor of a prior reference to “this Handbook”. No substantive changes to the text of either formerly separate document have been made in the combining of the two documents into a single document.

OVERVIEW

The TCWH Employee Handbook has been developed to provide general guidelines about TCWH policies and procedures for employees. It is a guide to assist you in becoming familiar with some of the privileges and obligations of your employment, including TCWH’s policy of voluntary at-will employment. None of the policies or guidelines in the Handbook are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time, or any specific type of work. Additionally, with the exception of the voluntary at-will employment policy, these guidelines are subject to modification, amendment or revocation by TCWH at any time, without advance notice.

The personnel policies of TCWH are established by the Board of Directors, which has delegated authority and responsibility for their administration to the Executive Director. The Executive Director may, in turn, delegate authority for administering specific policies. Employees are encouraged to consult the Executive Director for additional information regarding the policies, procedures, and privileges described in this Handbook. Questions about personnel matters also may be reviewed with the Executive Director.

TCWH will provide each individual a copy of this Handbook upon employment. All employees are expected to abide by it. The highest standards of personal and professional ethics and behavior are expected of all TCWH employees. Further, TCWH expects each employee to display good judgment, diplomacy and courtesy in his or her professional relationships with members of TCWH’s Board of Directors, committees, membership, staff, and the general public.

APPLICABILITY

This Handbook constitutes the understanding between TCWH and its employees. In the event that statements contained in this Section conflict with statements in the preceding *Outline of Paid Staff Positions - General and Specific Responsibilities*, this Section shall control.

VOLUNTARY AT-WILL EMPLOYMENT

Unless otherwise provided in a written employment agreement with TCWH, each employee’s employment at TCWH is “at-will.” That means that employees may be terminated from employment with TCWH with or without cause, and employees are free to leave the employment of TCWH with or without cause. Any representation by any TCWH officer or employee contrary to this policy is not binding upon TCWH unless it is in writing and is signed by the Executive Director with the approval of the Board of Directors.

SEPARATION

Either TCWH or the employee may initiate separation. TCWH encourages employees to provide at least two weeks (10 business days) written notice prior to intended separation. After receiving such notice, an exit interview will be scheduled by the Executive Director or his or her designee. The Executive Director has authority to employ or separate all other employees.

Circumstances under which separation may occur include:

1. Resignation. Employees are encouraged to give at least 10 business days written notice. Since a longer period is desired, the intention to resign should be made known as far in advance as possible. Employees who resign are entitled to receive accrued, unused Vacation benefits.
2. Termination or Lay-off. Under certain circumstances, the termination or lay-off of an employee

may be necessary. Employees who are terminated or laid off are entitled to receive accrued, unused Vacation benefits.

The Executive Director has authority to discharge an employee from the employ of TCWH. As stated above, all employment at TCWH is "at-will." That means that employees may be terminated from employment with TCWH with or without cause, and employees are free to leave the employment of TCWH with or without cause. Reasons for discharge may include, but are not limited to:

- Falsifying or withholding information on your employment application that did or would have affected TCWH's decision to hire you (this conduct will result in your immediate termination);
- Falsifying or withholding information in other personnel records including personnel questionnaires, performance evaluations or any other records;
- Performance at work below a level acceptable to TCWH or the failure to perform assigned duties;
- Failure to complete required time records or falsification of such time records;
- Insubordination;
- Refusing to work reasonable overtime;
- Negligence in the performance of duties likely to cause or actually causing personal injury or property damage;
- Destroying or willfully damaging the personal property of another, including TCWH's property, while performing duties at TCWH's physical location or elsewhere;
- Breach of confidentiality;
- Using or appearing to use for personal gain any information obtained on the job, which is not readily available to the general public or disclosing such information;
- Placing oneself in a position in which personal interests and those of TCWH are, or appear to be, in conflict or where such personal interests might interfere with the ability of the employee to perform the job as well as possible;
- Using TCWH property or services for personal gain or taking, removing or disposing of TCWH material, supplies or equipment without proper authority;
- Gambling in any form on TCWH property;
- Dishonesty;
- Theft;
- The possession, use, sale or being under the influence of drugs or other controlled substances or alcoholic beverages during working hours or on the TCWH premises at any time in violation of TCWH's policies;
- Excessive tardiness or absenteeism whether excused or unexcused;
- Unauthorized absence from work without proper notice; and
- Engaging in discriminatory behavior, including sexual harassment.

The above list is meant to be illustrative. At the sole discretion of the Executive Director, the employee may be asked to leave immediately or be given a period of notice.

RETURN OF PROPERTY

Employees are responsible for TCWH equipment, property and work products that may be issued to them and/or are in their possession or control, including but not limited to:

- Telephone cards,
- Credit cards,
- Identification badges,
- Office/building/gate keys including electronic keys,
- Office/building security passes,
- Computers, computerized diskettes, electronic/voice mail codes, and

- Intellectual property (e.g., written materials, work products).

In the event of separation from employment, or immediately upon request by the Executive Director or his or her designee, employees must return all TCWH property that is in their possession or control. Where permitted by applicable law(s), TCWH may withhold from the employee's final paycheck the cost of any property, including intellectual property, which is not returned when required. TCWH also may take any action deemed appropriate to recover or protect its property.

OUTSIDE EMPLOYMENT

Individuals employed by TCWH may hold outside jobs as long as such employees continue to meet the performance standards of their job with TCWH. Employees should consider the impact that outside employment may have on their ability to perform their duties at TCWH. All employees will be evaluated by the same performance standards and will be subject to TCWH scheduling demands, regardless of any outside work requirements.

If TCWH determines that an employee's outside work interferes with his or her job performance or his or her ability to meet the requirements of TCWH, as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain employed with TCWH.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals or organizations for materials produced or services rendered while performing their jobs with TCWH. The Executive Director shall determine whether particular outside employment constitutes a conflict of interest.

NON-DISCLOSURE OF CONFIDENTIAL INFORMATION

Any information that is not otherwise publicly available that an employee learns about TCWH, its members, donors, staff or volunteers as a result of working for TCWH constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by TCWH or to other persons employed by TCWH who do not need to know such information to assist in rendering services.

The protection of privileged and confidential information, including trade secrets, is vital to the interests and the success of TCWH. The disclosure, distribution, electronic transmission or copying of TCWH's confidential information is prohibited. Such information includes, but is not limited to, the following examples:

- Compensation data.
- Program and financial information, including information related to donors.
- Information about pending projects and proposals that has not been released to the public.
- Personnel data and/or personal information about employees, volunteers, donors, or others.
- Any other proprietary information the disclosure of which would or could impair TCWH's ability to perform its mission.

Employees are required to sign a CONFIDENTIALITY POLICY AND PLEDGE agreement as a condition of employment. Any employee who discloses confidential TCWH information will be subject to disciplinary action (including possible separation and any legal remedy), even if he or she does not actually benefit from the disclosure of such information.

Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information. Conversations regarding confidential information generally should not be conducted on cellular phones, or in elevators, restrooms, restaurants, or other places where conversations might be overheard.

While close working relationships between staff and volunteers are desired, this is not to be construed as permission for the inclusion or involvement of volunteers in personnel disputes. Personnel issues are to be strictly confined to the involved staff member(s) and the Executive Director in order to avoid violations of confidentiality.

Furthermore, volunteers shall not be made a party to disputes regarding the course of care chosen

for an animal, for the treatment provided or not provided, or for the animal's ultimate disposition. Such decisions are the province of the Animal Care staff as delegated, subject to the ultimate authority of the Executive Director. Employees, including Animal Care employees, shall not involve themselves in insubordinate behaviors or discussions with other staff members, with volunteers, or with members of the public regarding animal care decisions in a manner that would or could impair TCWH's ability to perform its mission.

COMPUTER AND INFORMATION SECURITY

This section sets forth some important rules relating to the use of TCWH's computer and communications systems. These systems include any access to individual PCs provided to employees, centralized computer equipment, all associated software, and TCWH's telephone, voice mail and electronic mail systems.

TCWH has provided these systems to support its mission. Although limited personal use of TCWH's systems is allowed, subject to the restrictions outlined below, no use of these systems should ever conflict with the primary purpose for which they have been provided, TCWH's ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed.

All data in TCWH's computer and communication systems (including documents, other electronic files, e-mail and recorded voice mail messages) are the property of TCWH. TCWH may inspect and monitor such data at any time. No individual should have any expectation of privacy for messages or other data recorded in TCWH's systems. This includes documents or messages marked "private," which may be inaccessible to most users but remain available to TCWH. Likewise, the deletion of a document or message may not prevent access to the item or completely eliminate the item from the system.

TCWH's systems must not be used to create or transmit material that is derogatory, defamatory, obscene or offensive, such as slurs, epithets or anything that might be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, or religious or political beliefs. Similarly, TCWH's systems must not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.

Security procedures in the form of unique user sign-on identification and passwords have been provided to control access to TCWH's host computer system, networks and voice mail system. In addition, security facilities have been provided to restrict access to certain documents and files for the purpose of safeguarding information. The following activities, which present security risks, should be avoided:

Attempts should not be made to bypass, or render ineffective, security facilities provided by the company.

Passwords should not be shared between users. If written down, password should be kept in locked drawers or other places not easily accessible.

Document libraries of other users should not be browsed unless there is a legitimate business reason to do so.

Individual users should never make changes or modifications to the hardware configuration of computer equipment. Requests for such changes should be directed to the Executive Director.

Additions to or modifications of the standard software configuration provided on TCWH's PCs should never be attempted by individual users (e.g., autoexec.bat and config.sys files). Requests for such changes should be directed to the Executive Director.

Individual users should never load personal software (including outside email services) to company computers. This practice risks the introduction of a computer virus into the system. Requests for loading such software should be directed to computer support or the Executive Director.

Programs should never be downloaded from bulletin board systems or copied from other computers outside the company onto company computers. Downloading or copying such programs also risks the introduction of a computer virus. If there is a need for such programs, a request for assistance should be directed to computer support or management. Downloading or copying documents from outside the

company may present a security risk.

Users should not attempt to boot PCs from floppy diskettes. This practice also risks the introduction of a computer virus.

TCWH's computer facilities should not be used to attempt unauthorized access to or use of other organizations' computer systems and data.

Computer games should not be loaded on TCWH's PCs.

Unlicensed software should not be loaded or executed on TCWH's PCs.

Company software (whether developed internally or licensed) should not be copied onto floppy diskettes or other media other than for the purpose of backing up your hard drive. Software documentation for programs developed and/or licensed by the company should not be removed from the company's offices.

Individual users should not change the location or installation of computer equipment in offices and work areas. Requests for such changes should be directed to computer support or management.

There are a number of practices that individual users should adopt that will foster a higher level of security. Among them are the following:

Turn off your personal computer when you are leaving your work area or office for an extended period of time.

Exercise judgment in assigning an appropriate level of security to documents stored on the company's networks, based on a realistic appraisal of the need for confidentiality or privacy.

Remove previously written information from floppy diskettes before copying documents on such diskettes for delivery outside TCWH.

Back up any information stored locally on your personal computer (other than network based software and documents) on a frequent and regular basis.

Should you have any questions about any of the above policy guidelines, please contact the Executive Director.

INTERNET ACCEPTABLE USE POLICY

At this time, desktop access to the Internet is provided to employees when there is a necessity and the access has been specifically approved. TCWH has provided access to the Internet for authorized users to support its mission. No use of the Internet should conflict with the primary purpose of TCWH, its ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed. Serious repercussions, including termination, may result if the guidelines are not followed.

TCWH may monitor usage of the Internet by employees, including reviewing a list of sites accessed by an individual. No individual should have any expectation of privacy in terms of his or her usage of the Internet. In addition, TCWH may restrict access to certain sites that it deems are not necessary for business purposes.

TCWH's connection to the Internet may not be used for any of the following activities:

- The Internet must not be used to access, create, transmit, print or download material that is derogatory, defamatory, obscene, or offensive, such as slurs, epithets, or anything that may be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, disability, medical condition, marital status, or religious or political beliefs.
- The Internet must not be used to access, send, receive or solicit sexually-oriented messages or images.
- Downloading or disseminating of copyrighted material that is available on the Internet is an infringement of copyright law. Permission to copy the material must be obtained from the publisher. For assistance with copyrighted material, contact the Executive Director.
- Without prior approval of the Executive Director, software should not be downloaded from

the Internet as the download could introduce a computer virus onto TCWH's computer equipment. In addition, copyright laws may cover the software so the downloading could be an infringement of copyright law.

- Employees should safeguard against using the Internet to transmit personal comments or statements through email or to post information to news groups that may be mistaken as the position of TCWH.
- Employees should guard against the disclosure of confidential information through the use of Internet email or news groups.
- Employees should not download personal email or Instant Messaging software to TCWH computers.
- The Internet should not be used to send or participate in chain letters, pyramid schemes or other illegal schemes.
- The Internet should not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job related purposes.
- The Internet should not be used to endorse political candidates or campaigns.
- The Internet provides access to many sites that charge a subscription or usage fee to access and use the information on the site. Requests for approval must be submitted to the Executive Director.

REPORTING MISFEASANCE, MALFEASANCE, AND NONFEASANCE

Misfeasance, malfeasance and nonfeasance are serious matters and may even rise to the level of criminal conduct. Assertions of such conduct against employees, including senior management, will be investigated fully. Employees are encouraged to report such conduct to their supervisor, or to the Executive Director. In the event of an assertion of such conduct on the part of the Executive Director, an employee should report directly to the President of the Board of Directors, whose current name and address will be appended below.

Due to the gravity of any such assertion, the reporting employee must put into writing:

- the details of the misconduct;
- the names of any additional witnesses to the misconduct;
- documentary evidence that such misconduct occurred; and
- the identity of the reporting employee.

If TCWH determines that such misconduct has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report, in good faith, assertions of serious misconduct and employees who cooperate with investigations into alleged serious misconduct will not be subject to retaliation. However, assertions of serious misconduct which upon investigation are deemed not to have been made in good faith may be treated as harassment, insubordination, or other prohibited actions. Upon completion of the investigation, TCWH will inform the employee who made the complaint of the results of the investigation.

If you have any questions regarding any of the policy guidelines listed above, please contact your supervisor, or the Executive Director.

The Executive Director reports to the Board of Directors. Where applicable in these policies and procedures, The Board shall have the authorities granted to the Executive Director in this Section with respect to the Executive Director's employment.

Adopted 25 September 2006 by the TCWH Board of Directors

Jim Haugk, President
5909 SE Federal Hwy
Stuart, FL 34997-7871

EMPLOYEE RECEIPT AND ACCEPTANCE

I hereby acknowledge receipt of the TCWH Employee Handbook (composed of sections formerly titled *Outline of Paid Staff Positions - General and Specific Responsibilities and Supplement*). I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the TCWH Employee Handbook is not an employment contract for any specific period of employment or for continuing or long-term employment. Therefore, I acknowledge and understand that unless I have a written employment agreement with TCWH that provides otherwise, I have the right to resign from my employment with TCWH at any time with or without notice and with or without cause, and that TCWH has the right to terminate my employment at any time with or without notice and with or without cause.

I have read, understand and agree to all of the above. I have also read and understand the TCWH Employee Handbook (composed of sections formerly titled *Outline of Paid Staff Positions - General and Specific Responsibilities and Supplement*) and agree to abide by the policies contained within.

Signature _____

Print Name _____

Date _____

CONFIDENTIALITY POLICY AND PLEDGE

Any information that is not otherwise publicly available that an employee learns about TCWH, or its members or donors, as a result of working for TCWH constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by TCWH or to other persons employed by TCWH who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of TCWH's confidential information is prohibited. Any employee who discloses confidential TCWH information will be subject to disciplinary action (including possible separation and any legal remedy), even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature _____

Print Name _____

Date _____

