



Arkansas Workforce Center at Little Rock

Standard Operating Policy and Procedure (SOP)

LITTLE ROCK WORKFORCE DEVELOPMENT BOARD

5401 South University Ave, Ste 146, Little Rock, AR 72209

Tel: 501-682-0228/ TDD: (800) 250-6691

POL 2019 Complaints Grievance	Complaints / Grievance Procedures
Date of Issuance/Impact	POLICY IMPACT
December 6, 2018	One Stop Career Center Operator
Effective Date	Revision Date
Immediately	

REFERENCE

WIOA § 3(24)

PURPOSE

This policy establishes procedures for processing both services related and discrimination complaints of our customers, staff, and partnering agencies.

PROCEDURES

The Arkansas Workforce Center at Little Rock is committed to serving customers that the Workforce Development Act of 2014 requires. This policy applies to:

1. WIOA eligible participants seeking assistance in locating a job, or training as needed to upgrade skill levels to qualify for a better job; 2. Employers in the Little Rock Metropolitan Area that are seeking assistance in locating and placing the most-qualified employees as possible; 3. LRWDB staff, Arbor E&T, LLC/Rescare or Partner Agency.

Staff is defined as any full or part-time employees of Arbor E&T, LLC dba Rescare or persons receiving employment related training under the supervision of Arbor E&T, LLC dba Rescare staff.

Partner agencies are those agencies who, either through a Memorandum of Understanding (MOU) or those defined in Section 121(b), provide services to our mutual customers.

The Arkansas Workforce Center at Little Rock is prohibited from discriminating on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief. This policy applies to the Center itself, staff, or any agency the Center contracts with for the delivery of services.

It is the policy of the Center that when a complaint is filed, the following steps shall be taken to ensure compliance with the rules set forth in the law.

Complaints that are found to be a result of discrimination MUST be brought to the attention of the area Equal Opportunity Officer for their disposition.

Local Level EEO/HR Representative
Little Rock Workforce Development Board
5401 S. University Ave, Ste 146
Little Rock, AR 72209
PH: 501.682.8038
TDD/TTY: (800) 250-6691

INFORMAL COMPLAINT PROCEDURES

1. When a customer, staff member, or partner agency makes a service related complaint to a staff member, that person will work to immediately resolve the issue.
2. If the staff member is unable to resolve the complaint to the person's satisfaction, the staff member will take the complainant to their immediate supervisor.
3. If the immediate supervisor is unavailable or unable to resolve the complaint to the person's satisfaction, the supervisor or staff member, when the supervisor is unavailable, will take the complainant to their Program Manager.
4. If the Program Manager is unavailable to or unable to resolve the complaint to the person's satisfaction the Program Manager, supervisor or staff member, when the Program Manager is unavailable, will contact the Human Resources Representative.
5. A customer, staff member, or partner agency's complaint will be considered satisfied when their needs are met, and they verbally acknowledge their satisfaction.
6. Should a customer, staff member, or partner agency not be satisfied with the results, they will be invited to file a formal complaint.

FORMAL COMPLAINT PROCEDURES

1. Any formal complaint made by a client may be filed verbally, by telephone, or e-mail, but once received by a staff member, must be recorded in writing for processing using the Grievance Form (attachment a).
2. The EEO/HR Representative will maintain a "complaint log" (attachment b).
 - a. All formal complaints, regardless of point of origin, must be recorded in the complaint log.
 - b. The EEO/HR Representative will either process the complaint directly when related to services or pass to the Executive Director of the Little Rock Workforce Development Board when discrimination is alleged.
 - c. Prior to a decision being rendered, a review and approval of the recommended course of action(s) to resolve the complaint will be made by the Arbor E&T, LLC/Rescare Human Resources Representative.
 - d. A monthly report (attachment b) will be submitted by the Arbor E&T, LLC/Rescare Program Director to the LRWDB Executive Director outlining the number of complaints, areas of concern, resolution, and follow-up action(s).

3. The decision regarding the formal complaint must be rendered within 14 business days or as soon as reasonable/practical to ensure a comprehensive investigation.
4. Should the customer, staff member, or partner agency not be satisfied with the resolution of the Workforce Center, they may file a complaint within 30 days to the Little Rock Workforce Development Board.

Executive Director
Little Rock Workforce Development Board
5401 S. University Ave, Ste 146
Little Rock, AR 72209
PH: 501.683.3843
TDD/TTY: (800) 250-6691

Contact Person W. J. Monagle, Executive Director	Expiration Date Indefinite
Authorized By Bryan Day, Chair	Resolved

Policy Review Date: 12/6/18

GRIEVANCE FORM: Attachment A

This form is to be used by the employee/partner/customer in filing a formal grievance. It must be filled in completely and will serve, without amendment, as the source document for the grievance process. All supporting documentation must be attached to this form.

Name: _____ Job Title/Services Sought: _____

Work Location: _____
(Staff or Partner Agency Use Only)

Immediate Supervisor's Name: _____
(Staff or Partner Agency Use Only)

Grievance Respondent: _____

GRIEVANCE STATEMENT

In order for a formal grievance to be processed, the following four elements must be addressed: (Attach additional pages if needed)

1. What was the date of occurrence and what specific behavior, condition or violation of policy or procedure occurred which you consider constitutes a grievance?

2. How have you been adversely affected by this grievance situation?

3. For Employees, Partner Agencies or Customers - What specific action have you taken to reconcile and improve this situation, including discussing it with your immediate supervisor? What has been the outcome of these efforts?

4. What specific remedy do you expect?

Grievant's Signature: _____

Arkansas Workforce Center at Little Rock Complaint Log Attachment B

[illegible]



Arkansas Workforce Center at Little Rock

LRWDB Employee Policies and Procedures

LITTLE ROCK WORKFORCE DEVELOPMENT BOARD
5401 South University Ave, Ste 146, Little Rock, AR 72209
Tel: 501-682-0228/ TDD: (800) 250-6691

POL 2018 Employee Policies	LRWDB Employee Policies and Procedures
Date of Issuance/Impact	POLICY IMPACT
December 6, 2018	LRWDB Employees
Effective Date	Revision Date
Immediately	

Welcome to the Team,

We are glad you have decided to work with us. We strive to meet our commitment to provide training, development, education, and career growth for all of our employees.

To accomplish this, we emphasize a positive work environment and look for career opportunities to improve our work with the community and support our employee's goals.

The Employee Policies and Procedures outlined in this document are designed to provide effective administration and supervision of the Little Rock Workforce Development Board's (LRWDB) personnel.

The Little Rock Workforce Development Board is an equal employment opportunity employer. Policies shall be administered without regard to race, color, age, religion, gender, national origin, marital status, or disability.

The Employee Policies and Procedures may refer to other policies for greater detail on a given topic. Please ask the LRWDB Executive Director for more information or clarification if needed.

GENERAL INFORMATION

Ethical Standards of Conduct

The Little Rock Workforce Development Board strives to maintain the highest level of ethical standards.

The LRWDB recognizes and respects the rights of employees to engage in activities outside of employment, which are private in nature and do not in any way reflect adversely of the LRWDB. However, the following activities are prohibited:

1. Using an LRWDB position or giving the perception of using an LRWDB position for private gain by the employee, his family, or persons with whom financial or business ties may exist.
2. Engaging in practices or procedures that violate laws regulating the conduct of Little Rock Workforce Development Board's business.
3. Providing confidential or proprietary information to outside sources.
4. Accepting Gifts and Gratuities of significant value that may create an appearance of compromise or conflict of interest. Such Gifts and Gratuities must be reported in writing to the Executive Director and Board Chairman.

At-Will Employment

Employment with the LRWDB is at-will and of indefinite duration. Any severance of the employer-employee relationship, whether employer or employee initiated, constitutes a separation from employment. Either the employee or LRWDB is free to terminate the employment relationship at will, for any reason, with or without prior notice, and any representations to the contrary which may have been made are unauthorized and formally rescinded.

Drug Free Workforce

It is the LRWDB's intent to provide a drug free work environment for all employees. All employees shall remain drug free while acting within the scope of their employment. The unlawful manufacture, distribution, possession, or use of controlled substance on LRWDB premises or while conducting LRWDB business off LRWDB premises is prohibited. Violations will result in disciplinary action, up to and including termination, with the possibility of legal consequences.

Workplace Violence

LRWDB has a duty and responsibility to provide a safe workplace. In order to preserve a safe work environment, the LRWDB has adopted a "zero tolerance for violence" policy and we will make every effort to prevent violent incidents from occurring.

The LRWDB expects all employees to report to work without weapons and to perform their jobs without committing violent acts toward any other individual. Violence, for the purpose of this policy, includes physically harming another, shouting, shoving, pushing, harassment, intimidation, coercion, brandishing weapons, harming or threatening to harm any person or property on LRWDB premises or at LRWDB functions, harming or threatening to harm any LRWDB property wherever located, and threats or talk of violence. Violent acts or threats of violence include contact against persons or property that is sufficiently severe, offensive or intimidating to alter the employment conditions at LRWDB, or to create a hostile, abusive, or intimidating work environment for one or more employees.

The use, possession, or sale of any weapon in any LRWDB office space or at LRWDB functions is prohibited, whether or not the employee has a valid permit to carry or possess the weapon.

Reporting of Incidents

Each LRWDB employee has a responsibility to report incidents of threats or acts of physical violence of which he/she is aware. Violence, threats of violence, or concerns about potential violent behavior should be promptly reported to the Executive Director, so a thorough investigation can be conducted. If an employee reports a threat or suspicion or an individual exhibits violent/threatening behavior, makes threatening comments, or writes threatening notes, the Executive Director should immediately contact the LRWDB Chairman or, if appropriate, the local law enforcement agency. The LRWDB will not tolerate any retaliation against any employee for making a good faith report under this policy. Any retaliatory action may be grounds for disciplinary action up to and including termination.

Harassment

It is the policy of LRWDB to treat all employees equally in its terms and conditions of employment. The harassment of any employee is contrary to this policy and may be considered a violation of federal law and will be considered justification for disciplinary or other appropriate action. This policy applies to all employees, agents, and non-employees who have contact with employees during working hours.

LRWDB expressly prohibits any form of unlawful harassment based on race, color, religion, sex, sexual orientation, marital status, ancestry, national origin, age, religion, genetic information, disability, or status as a Vietnam era, special disabled or war veteran in accordance with local, state, and federal law. Harassment may include any of the following:

1. Verbal abuse or ridicule. This includes but is not limited to epithets, derogatory comments, slurs or unwanted sexual advances, invitations, or comments.
2. Interference with an employee's work. This includes physical contact such as assault, blocking normal movement, or interference with work directed at an individual because of his/her sex or other protected status.
3. Displaying or distributing sexually offensive, racist or derogatory materials. This includes derogatory posters, cartoons, drawings or gestures.
4. Discriminating against any employee in work assignments or job-related training.
5. Intimate physical contact.
6. Making sexual or racial innuendos.
7. Demanding favors (sexual or otherwise), explicitly or implicitly, as a condition of employment, promotion, transfer or any other term or condition of employment.
8. Retaliation for having reported harassment.

It is every employee's responsibility to ensure that his or her conduct does not include or imply harassment in any form. If however, harassment or suspected harassment has or is taking place, the following will apply:

1. Any harassment or suspected harassment should be reported to the person's supervisor. If the harassment involves the supervisor, then the harassment should be reported to the EEO Administrator. A written statement by the complainant setting forth all pertinent facts may be required.
2. Any supervisor who receives a report or has knowledge of harassment shall promptly inform the EEO Administrator, who will then determine whether further investigation is warranted.
3. Each complaint shall be investigated by the EEO Administrator and a determination including discharge may then be taken.
4. The investigative files, including the complaint, shall be maintained by the EEO Administrator. Any disciplinary action taken will also be documented in the employee's personnel file.
5. LRWDB will not tolerate harassment or any form of retaliation against an employee who has either instigated or cooperated in an investigation of alleged harassment. Violation of this provision may result in disciplinary action up to and including termination.

Dispute Resolution/Open Door Policy

The LRWDB promotes an open-door policy that encourages each employee to discuss workplace concerns directly with his or her supervisor. The open door policy is intended to promote a productive exchange of information as the first step in the dispute resolution process.

Each in-person discussion between employee and supervisor should include a review of the facts and any relevant policies or documents. As appropriate, the employee and supervisor should bring copies of related documents to be reviewed during the meeting. The discussion between employee and supervisor should include the issue being disputed and the desired outcome of the dispute process.

Items that are not resolved during discussion between an employee and supervisor may be escalated to a member of the management team, up to the Executive Director, for additional dispute resolution dialogue.

If management discussions do not result in a satisfactory resolution, the employee may contact his or her Human Resources contact as the final step in the dispute resolution process. A written notice to the Human Resource contact should include a summary of the concern, any related documents and the outcome desired by the employee. When possible, this written notice should be an e-mail to the Human Resource contact with the documents attached.

Dress Standard

The policy of the LRWDB is to judge each employee's appearance in relation to a standard of generally accepted, conservative, business attire.

Extremely casual styles of dress are inappropriate for work. These styles include, but are not limited to: shorts, tee-shirts, tank tops, sweat suits, sneakers beach-type sandals, denim material, blue jeans, revealing clothing.

Smoking and Smoke Break Policy:

The LRWDB offers a smoke-free work environment to employees. Smoking, including e-cigarettes and vaping, is prohibited in all work areas. Smoke breaks must be taken outside the building in accordance with state law.

Smoke breaks are allowed in fifteen-minute allotments in a manner that does not inhibit the employee from completing his or her required work. Smoke breaks are included in the two (2) fifteen (15) minute breaks referenced in the Hours of Work section of this document; they are not considered as separate, additional breaks.

Emergency Procedures

In all emergency cases where an employee's condition appears to be life threatening, call 911 and then the Executive Director at 501 683.3843 or Office Manager at 501.683.3845.

In cases of minor accidents, First Aid kits containing band-aids, ointments and antiseptic are available.

Inclement Weather Conditions

During public school terms, if the Little Rock Public School District or Pulaski County Special School District is closed due to inclement weather, the LRWDB will also be closed.

At all other times, when a decision is made to close due to inclement weather the Executive Director will notify all employees as far in advance of closing time as possible. The absence will be considered an excused absence and will not be charged to earned leave time.

Introductory Period

Regular, full-time employees are in introductory status for ninety (90) days. If regular status is not being granted, the Board Chairman and/or Executive Director shall inform the employee no fewer than seven (7) days prior to the completion of the Introductory Period.

Hours of Work

The Board Chairman and/or Executive Director may change or adjust hours of work to provide the best service to the community, safer working conditions, and increased productivity. Normal working hours for the LRWDB are 8:00 A.M. to 4:30 P.M., Monday through Friday, with thirty (30) minutes for lunch break and two (2) fifteen (15) minute breaks. Meal and break time periods may vary according to workloads.

Attendance

Employees are expected to be at their work sites on time, and to work the number of hours scheduled. Unauthorized absences result in a hardship on other employees and will not be tolerated. Recurring unauthorized absences will lead to disciplinary actions up to and including termination of employment.

Employees unable to report to work due to illness are expected to notify their supervisor by telephone each day of the illness by 10:30 a.m. unless an illness or injury renders the employee physically or mentally unable to do so.

Recording Time

In order to ensure appropriate work records and leave balances, employees are required to complete detailed time sheets for each pay period.

Current Address

Employees are required to have current addresses and telephone numbers and an emergency contact recorded with the LRWDB. All changes shall be reported in writing to the Executive Director.

Immigration and Naturalization Service (INS) Requirements

All persons hired by the LRWDB must complete the INS I-9 Form (required by the Immigration Reform and Control Act of 1986) before beginning employment and must present documentation of identity and employment eligibility in accordance with the federal guidelines.

Employee Parking

Free parking is provided to all employees in designated areas. Parking in restricted areas may result in fines or towing of the vehicles.

Nepotism

It is the LRWDB's policy to avoid bringing family relationships into the workplace whenever possible. However, on occasion more than one family member may work for this organization. The following guidelines will govern these situations:

- No employee will be permitted to hire a relative
- When related person work for the LRWDB, one relative may not supervise another relative.
- Related persons will not be involved in evaluating each other's job performance or in making recommendations for salary adjustments, promotions or other budget decisions.

Outside Employment

Employees are prohibited from engaging in any business, trade, occupation, profession, or outside business interest that would interfere with the satisfactory performance of his/her job duties, reflect badly on the LRWDB, discredit the employee, or represent a conflict of interest.

Employees shall recognize the LRWDB as their primary employer and request written approval from the Board Chairman and/or Executive Director before seeking outside employment. An employee can be directed to terminate outside employment if it interferes with his or her LRWDB job.

Conflict of Interest

To avoid a possible conflict of interest, or the appearance of a conflict of interest, the Little Rock Workforce Development Board has prepared a written conflict of interest statement. Upon hire, all employees will be asked to complete and sign the written disclosure statement. The signed disclosure statement will be maintained in the employee's personnel file.

Waste & Fraud

It is the policy of the Little Rock Workforce Development Board to ensure full compliance with WIOA regulatory provisions to prevent fraud, wastes and/or abuse. Suspicion of fraud, waste and or abuse shall be reported to management or by contacting:

Website: www.gao.gov/fraudnet/fraudnet.htm

E-mail: fraudnet@gao.gov

Automated answering system: (800) 424-5454; Fax: (202) 512-2841

Mailing Address: GAO FraudNet, 441 G Street NW, Mail Stop 4T21, Washington, DC 20548

Solicitation in the Workplace

Soliciting donations or gifts from LRWDB or Little Rock Workforce Center employees is prohibited. Such solicitation may cause an employee to feel pressured to make a donation due to potential impact on the employee's position.

Political Activity

LRWDB employees shall not participate in partisan politics during work hours. This includes devoting time or labor during office hours toward the campaign of any candidate for office or soliciting others to support political causes or participate in partisan activities.

Unemployment Insurance Benefit

The Arkansas Employment Security Law covers employees of LRWDB. The law provides Unemployment Insurance Benefits for unemployed workers under certain conditions. If and when you know you are going to be out of work for a calendar week or more, **you should promptly:** File a claim for benefits through the Local Employment Security Office nearest you. The Local Employment Security Office will answer questions and supply further information.

E-mail and Internet Use

Internet access and an e-mail account are provided to conduct LRWDB business. Excessive personal use, use of improper language, or viewing of illicit materials are prohibited.

Electronic media cannot be used for knowingly transmitting, retrieving, posting, or storing any communication that is:

1. Discriminatory or harassing;
2. Derogatory to any individual or group;
3. Obscene;
4. Defamatory or threatening; or
5. Engaged in for any purpose that is illegal or contrary to the LRWDB's policies or business interests

Privacy - Employees should **not** assume electronic communications or media are private. Accordingly, if they have sensitive information to transmit, they should use other means.

Mobile Phones

If LRWDB provides reimbursement for a personal phone, an employee must comply with all cell phone reimbursement policies. LRWDB expects employees to refrain from using phones for personal calls during work hours unless an emergency arises. Additional details can be found in the LRWDB Finance, Procurement, Financial and Programmatic Monitoring policy.

Drivers of a vehicle should never use a mobile phone for calls, texting or other communication while driving (this includes hand held and hands-free models). Please refer to the LRWDB Driving Policy for more information.

Freedom of Information Act

The LRWDB complies with rules governing requests for information under the Arkansas Freedom of Information Act (FOIA). The purpose of FOIA is to ensure that public business is performed in an open and transparent manner.

Please sign the document enclosed in the Arkansas FOIA Handbook provided to you, acknowledging your receipt. Review and retain the Handbook for reference.

LEAVE TIME AND HOLIDAYS

Regular full-time employees earn leave from the first day of employment. Accumulated leave may be used after completion of the Introductory Period, and upon written approval.

Paid Time Off (PTO)

Paid Time Off (PTO) leave may be used for vacation, personal illness, funeral leave/attendance, and illness of a family member or other personal business. Employees requesting PTO should complete and submit a written leave request to for approval in advance. Approval and scheduling of PTO is based upon the operating needs of the LRWDB.

Regular, full-time employees shall earn PTO leave at the following rate:

Up to 3 Years of Service	160 hours per year
3 to 10 years of Service	200 hours per year
10 to 20 years or Service	224 hours per year
20 Years of Service and Over	256 hours per year

Paid Time Off shall accumulate up to a maximum of 320 hours. Proportional accruals shall be available after each pay period.

Upon termination of employment, an employee will receive payment of all PTO leave balance.

Short-Term Disability Leave (STD)

Short-Term Disability may be used for extended personal illness requiring that the employee to be absent more than three (3) days. Employees requesting Short-Term Disability Leave are required to submit a written leave request to the Executive Director.

All full-time regular employees earn Short-Term Disability (STD) at the rate of six (6) days per year up to a maximum of 1,000 hours. Employees unable to report to work due to illness or accident are expected to notify the Executive Director each workday of the illness, unless the illness or injury renders the employee physically or mentally unable to do so.

Short-Term Disability shall accumulate up to a maximum of 1,000 hours. Proportional accruals shall be available after each pay period.

HOLIDAYS AND OTHER LEAVES

Paid Holidays

Regular, full-time employees receive the following paid holidays each year:

New Year's Day
Martin Luther King's Birthday
President's Day
Memorial Day
Independence Day
Labor Day
Veteran's Day
Thanksgiving Day
Day after Thanksgiving Day
Christmas Eve
Christmas Day
Employee's Birthday

In the event a holiday falls on a weekend, LRWDB will observe the preceding Friday or following Monday as the holiday, to be determined. Employees may use their birthday holiday on another day provided the day is approved in advance by their Supervisor. The birthday holiday may also be used as a sick day, provided the illness is reported to the employee's supervisor in advance. A terminating employee will not receive pay for an unused birthday holiday.

Jury Duty

Employees in full time regular positions shall be granted a leave of absence of time required to serve on jury duty and shall be compensated at their regular rate of pay. Employees will be required to provide written verification of the time spent for jury selection and duty.

Civil Leave

An employee required to be absent from work by lawful subpoena issued by a court or legally constituted commission, which compels his presence as a witness in a case to which he is not a direct party, shall be granted an administrative leave with compensated at his or her regular rate of pay for such absence. Employees will be required to provide written verification of the time spent in such activity.

Military Leave

Full time regular employees attending annual training or performing other duties in an official military duty status will be entitled to a paid leave of absence for the duration of the annual training program or assignments, not to exceed fifteen (15) work days, plus necessary travel time in any one (1) calendar year. An employee requesting such leave must present a copy of his/her orders for each assignment requiring his/her absence.

Employees called to duty in an emergency situation by the Governor or by the President of the United States shall be granted a paid leave of absence for the duration of the emergency situation, not to exceed thirty (30) workdays.

Military leave for periods exceeding thirty (30) consecutive working days shall be treated as Veteran's Reinstatement.

Family and Medical Leave

Employees who have been employed by the LRWDB for at least one year and who have worked at least 1250 hours in that year, may be eligible for unpaid family and medical leave. Eligible employees shall be entitled to a total of 12-work weeks of leave during a twelve-month period for the following reasons:

- For the birth and care of the newborn child of an employee;
- For placement with the employee of a child for adoption or foster care;
- To care for an immediate family member (spouse, child, or parent) with a serious health condition;
- To take medical leave when the employee is unable to work because of a serious health condition;

- Or for any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is a military member on covered active duty or call to covered active duty status

An eligible employee may also take up to 26 workweeks of leave during a "single 12-month period" to care for a covered servicemember with a serious injury or illness, when the employee is the spouse, son, daughter, parent, or next of kin of the servicemember.

Under some circumstances, employees may take FMLA leave on an intermittent or reduced schedule basis. That means an employee may take leave in separate blocks of time or by reducing the time he or she works each day or week for a single qualifying reason.

The LRWDB will require that the employee use accrued paid time off or other available paid leave first, followed by unpaid leave.

The employee is required to provide written notice to the Executive Director at least 30 days in advance if the leave is foreseeable, or as much as is possible and practical under the circumstances. Employees shall be required to submit documentation from a health care provider certifying the need for family medical leave, containing the following information:

- The date the medical condition began;
- The probable duration of the medical condition;
- The appropriate medical facts regarding the condition as known to the health care provider;
- A statement that the employee is needed to care for the ill family member or (in the case of his/her own illness) is unable to perform his/her job;
- Additional information stating this kind of leave is medically necessary and the amount of leave needed (if leave is to be on an intermittent or reduced schedule basis)

The LRWDB may also require second or third medical opinions (at a reasonable expense paid by employer) and periodic recertification of a serious health condition.

Absences, which occur because of improper notification or without proper certification, shall be considered as unauthorized, and shall be handled in accordance with established disciplinary procedures.

The LRWDB will continue health coverage under the same terms and conditions as if the employee had not taken leave. The employee has the responsibility to make arrangements for method of payment for any share of premiums owed while on Family Medical Leave.

Seniority and benefits will not continue to accrue during the unpaid portion of the Family Medical Leave.

Upon return to work, an employee shall be restored to the position held before the leave or to a position with equivalent pay, benefits, and other terms and conditions of employment. An employee who does not return to work at the conclusion of the twelve (12) weeks is subject to established disciplinary procedures.

JOB DESCRIPTION

Each employee will be provided with a written job description of his or her position. The job description will be reviewed at least annually or as otherwise needed by the employee's supervisor to incorporate any changes in duties.

PERFORMANCE APPRAISAL

Each employee shall receive, at least once per year, a written performance appraisal to assess his or her performance and accomplishments relative to the job description for assigned position. Each employee may also provide written comments on his or her performance appraisal.

A copy of the performance appraisal, signed by the employee and supervisor, will be placed in the employee's confidential personnel file. Each employee shall also receive a written copy of his or her annual performance appraisal.

PERFORMANCE IMPROVEMENT PLAN

When an employee's supervisor notices that any area of an employee's performance is not meeting expectations, the supervisor will discuss with the employee specific action/steps to be taken by both the supervisor and the employee to improve performance. The supervisor may initiate steps to facilitate performance improvement, including: (1) Counseling on a systematic, job-related basis; (2) Regular and careful review of work; (3) On/off-site training and/or (4) referral to the Employee Assistance Program (EAP).

Where performance improvement efforts do not result in improved performance, the supervisor may initiate a formal written Performance Improvement Plan. The formal Performance Improvement Plan will be developed with the participation of the employee and subject to approval by the Board Chairman.

DISCIPLINARY ACTIONS

Employees are employed by the LRWDB on an "at will" basis. The LRWDB may terminate an employee's employment at any time with or without notice or cause.

Certain actions, in particular, warrant termination of employment on the first occurrence. These offenses include but are not limited to:

- Use or possession of illegal drugs on LRWDB premises or while operating LRWDB equipment;
- Possession of a deadly weapon while on duty or on LRWDB premises;
- Fighting or provoking violence at LRWDB facilities;
- Insubordination;
- Breach of confidentiality or theft of property;
- Intentional Damage to LRWDB property

COMPENSATION

Pay Periods

Employees are paid twice a month on the 5th and 20th day of the month. Whenever a payday falls on a LRWDB observed holiday, paychecks/statements are distributed on the preceding workday.

Employees may arrange for direct deposit service.

Salary Increases

Regular full-time employees may receive pay increases on an annual basis during the performance appraisal process. Increases are subject to individual employee merit and the availability of funding.

Benefits

The Employee Policy and Procedures handout does not modify or change the actual benefits to which you may be entitled. Employee benefits are fully described in the certificates, master contracts and other legal documents, which govern the administration of the plans and are the final and definitive sources.

Health Insurance

Regular full-time employees are eligible for health insurance coverage. The LRWDB pays the total premium for employee health insurance coverage. For

employees electing dependent coverage, the LRWDB pays the premium amount for employee coverage only. Amounts are subject to change.

Life Insurance

Regular full-time employees are eligible for life insurance coverage equal to two (2) times the employee's annual salary. No dependent coverage is available.

Accidental Death and Dismemberment (AD & D) Insurance

Regular full-time employees are eligible for AD & D coverage equal to one (1) times the employee's annual salary. No dependent coverage is available.

The AD & D benefit is in addition to the life insurance benefit. AD & D coverage has certain exclusions that do not apply to the basic life insurance benefit.

Dental Insurance

Regular full-time employees are eligible for dental insurance coverage. Optional dependent coverage is available for employees' eligible dependents. The LRWDB pays the total premium for employee dental coverage. The LRWDB pays 75% for employee and dependent dental coverage.

Optical Insurance

Regular full-time employees are eligible for optical insurance coverage with no cost for employee only coverage. The LRWDB pays 75% of the premium for dependent optical and medical coverage. The optical program is provided on a self-funded basis. Specific contribution levels for dependent coverage are subject to adjustment annually.

Disability Insurance

Regular full-time employees are eligible for Long-Term Disability (LTD) insurance coverage. No dependent coverage is available. The effective date for LTD insurance is following 6 months of employment. The full premium for LTD coverage is paid by the LRWDB.

LTD benefits will not be paid until six (6) months after the last date the employee was at work, performing normal, assigned duties for at least one-half the regularly scheduled day. Any LTD benefits are paid directly by the insurance carrier in accordance with Plan rules and regulations.

Pension Plan

Regular fulltime employees shall be required to participate immediately upon employment. Participation is mandatory. An enrollment form shall be completed as part of the initial employee orientation process.

Contributions are mandatory for both the employee and the LRWDB. Contribution rates are Employee – 4.5% of salary; LRWDB – 9% of salary. For

Pension Plan purposes, salary includes paid Holidays, Paid Time Off (PTO) and paid Short Term Disability (STD) leave.

Employee mandatory contributions (4.5%) are deducted from the employee's pay on a before-tax basis.

On-the-Job Injuries

The LRWDB provides Workers' Compensation coverage for all employees. This coverage provides medical and salary continuation benefits to employees who are injured on the job. Injuries occurring while traveling to or from work or occurring away from the place of work during unpaid lunch or break time are not covered. The LRWDB pays the entire cost of the Workers Compensation insurance premium. The insurance carrier will determine the benefits, if any, the employee may receive.

The employee shall report the injury to the Executive Director or Office Manager immediately. If the injury renders the employee physically or mentally unable to report it, the injury must be made known to the employer as soon as possible following the injury. The Little Rock Workforce Development Board shall not be responsible for disability, medical, or other benefits prior to receipt of the employee's notice of injury. The foregoing shall not apply when an employee requires emergency medical treatment outside the employer's normal business hours; however, the employee shall file a report of the injury to the employer on the employer's next day of business. Failure of an employee to document job-related injuries may result in disciplinary action.

Employee Assistance Program (EAP)


It is the LRWDB's intent to provide a confidential counseling and referral service to any employee who experiences personal issues which may affect health, work performance, or other life areas. The benefit is available to regular full-time employees and their dependents. The EAP program covers a variety of life areas, including: personal, family, marriage, legal, financial, drug and alcohol.

The LRWDB's EAP provider, South West EAP, is a local agency with counseling available during business hours and on an emergency basis 24 hours a day, 7 days a week. The confidential nature of medical records and private counseling shall be preserved, and such information shall not be provided to the LRWDB without a signed release from the employee.

Self-Referral - Employees may personally recognize the need to contact the EAP. In such cases, appointments, except emergencies, should be during the employee's non-working hours. An appointment may be made by calling South West EAP directly at 501-663-1997 or 800-777-1797.

Referral - A supervisor may mandate an employee to the EAP in lieu of disciplinary action or more severe disciplinary action. Formal referrals are not considered a disciplinary action and should not be noted on a disciplinary action form. The formal notice of the EAP mandate should be completed and a copy given to the employee. The employee is responsible for complying with the formal referral and cooperating with the recommendations and treatment established by the counselor. The Executive Director shall monitor the employee's compliance with the EAP recommendations. Employees shall be granted leave with pay for the initial consultation for a formal referral. In cases of formal referral, the EAP will verify to Executive Director whether the employee kept the first appointment and is following a plan of treatment. An employee who fails to comply with the mandated referral or with the recommended treatment plan or continues to violate rules, regulations or policies is subject to further disciplinary action up to and including termination of employment.

No employee shall have his or her job security or promotional opportunities jeopardized because of a request for counseling or referral assistance. There is no charge for initial consultations with the EAP counselors. Any ongoing service with any other community agency may be covered by the health insurance program. EAP counselors, in cooperation with the LRWDB, can assist in providing information regarding such costs.

Contact Person W. J. Monagle, Executive Director	Expiration Date Indefinite
Authorized By Bryan Day, Chair 	Resolved

Policy Review Date: 12/6/2018

**LITTLE ROCK WORKFORCE DEVELOPMENT BOARD
EMPLOYEE ORIENTATION CHECKLIST**

The LRWDB Executive Director is tasked with reviewing the policies and procedures included but not limited to topics listed below:

- Attendance
- Compensation Information
- Disciplinary Actions
- Drug Free Workplace
- E-mail and Internet Use
- Employee Benefits Overview
- Employee Parking
- Freedom of Information Act (FOIA)
- Hours of Work
- Leave Time
- Holidays
- Nepotism
- On-the-Job Injuries
- Outside Employment
- Pay Periods
- Introductory Period
- Salary Increases
- Harassment Policy

RECEIPT AND ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the LRWDB Employee Policies and Procedures Handbook, including information on the above listed topics. I have also received a copy of the Freedom of Information Act (FOIA) Handbook.

I understand that these Employee Policies and Procedures do not form a contract nor give contractual rights to employees. I also acknowledge that the LRWDB reserves the right to change the policies and procedures contained herein at any time in whole or in part, with or without prior notice.

These topics have been explained to me, and I was given the opportunity to ask questions. I understand that this Receipt and Acknowledgement document will become a part of my personnel file.

Employee Name (Please Print)

Employee Signature

Date