YMCA of Northwest North Carolina Employee Handbook Amendments 4.15.15

The effective date of the following amendments is April 15, 2015

I. INTRODUCTION

1. REPLACE CURRENT "HISTORY OF THE OF YMCA OF NORTHWEST NORTH CAROLINA" WITH THE FOLLOWING:

The YMCA of Northwest North Carolina (hereafter referred to as "Y") has been meeting the needs of the community since its inception in 1888. It is among the largest human services agencies in northwest North Carolina.

The Y serves a leadership role in providing quality programs and services to address high profile community issues by promoting Youth Development, Healthy Living, and Social Responsibility.

The Y has created a tradition of enhancing the lives of people in the community through an ever-growing list of programs and opportunities. Healthy, Fit and Strong, Adventure Guides, Livestrong at the YMCA, Y Diabetes Prevention Program (YDPP), Youth in Government, Literacy Initiative, Black Achievers, Latino Achievers, school-aged child care, programs to reduce summer learning loss, summer day camp and resident camp, environmental education, teen leader programs, and values oriented youth sports enable the Y to collaboratively work with schools, churches and other community partners to address critical community needs.

The Y is truly a community asset, collaborating with schools, businesses, and other not-for-profit organizations for the benefit of citizens and the community.

2. REPLACE “HEALTHY COMMUNITIES 2015” (OLD STRATEGIC PLAN) WITH THE FOLLOWING:

MOVING OUR MISSION FORWARD

In 2012, the Association Board of Directors of the YMCA of Northwest North Carolina adopted a new strategic plan, Moving Our Mission Forward. The plan is the result of many months of collaborative work by volunteers, staff and community leaders. It represents a collective insight into our strategic advantages, the impact of the Y, and ways to continue to strengthen our community by nurturing the potential of children, promoting healthy living, and fostering a sense of social responsibility.

The priorities and goals of Moving Our Mission Forward were determined by asking three big questions:

• How do we become proactive in addressing community needs?
• How do we position the Y as a cause-driven organization in the community?
• How do we insure financial sustainability and the organizational capacity to take on new initiatives?
The resulting plan is organized into our three areas of focus, Youth Development, Healthy Living, and Social Responsibility, plus Organizational Capacity. Primary strategies to deliver our strategic plan include the following:

**Youth Development**
- Reduce Summer Learning Loss
- Close the Education Achievement Gap
- Recognized as the “go to place” for the holistic development of children

**Healthy Living**
- Be a Recognized Catalyst for Healthy Living
- Be a Visible Partner in Delivery
- Reduce Youth and Adult Obesity

**Social Responsibility**
- Improve Engagement of Diverse Populations
- Enhance and Expand Advocacy Efforts
- Strengthen Families as a Source and Resource for Affordable Programs and Services
- Support International Partnerships

**Organizational Capacity**
- Develop and Retain Cause-Driven Leaders/ Stakeholders
- Optimize Marketing and Communication
- Develop Comprehensive Facilities and Capital Plans
- Shared Services/ Mergers
- Relationships with Like Organizations
- Align Core Competencies with Identified Needs
- Organizational Finances

**II. EMPLOYMENT WITH THE YMCA OF NORTHWEST NORTH CAROLINA**

3. **REPLACE CURRENT “ATTENDANCE AND ABSENCES” WITH THE FOLLOWING:**

One of the most important responsibilities of all employees is to be reliable. It is essential that employees report to work when scheduled, arrive and be prepared to begin work duties on time, and work until the end of the scheduled work period. Habitual absenteeism or tardiness, sleeping on the job, or performing personal work while on the job at the Y, will not be permitted and will be cause for corrective action, up to and including termination.

An employee who must be absent from or late to work due to an illness or some other problem must notify his or her supervisor promptly. As much advance notice as possible is requested, but at least 60 minutes prior to the employee’s scheduled start time is required. Employees must follow established departmental procedures regarding supervisor notification, and may be required to ensure work coverage, which may include securing a substitute.

Except in the case of an emergency, if the absence continues for more than one workday, the employee must keep his or her supervisor informed daily so arrangements can be made to cover the work. Absence for three (3) consecutive workdays without notification will be viewed as job abandonment and considered a voluntary resignation.
If an employee knows in advance of an upcoming need to be absent or tardy, the employee should discuss the situation with his or her supervisor as far in advance as possible. Family and Medical Leave Act (FMLA) covered absences are addressed in the FMLA policy.

Employees will be held accountable for any excessive absenteeism, excessive tardiness or any patterns of absenteeism or tardiness whether excused or not excused. Corrective action will be taken to address the situation and could include termination.

IV. EMPLOYMENT POLICIES, PROCEDURES AND EXPECTATIONS

4. REPLACE CURRENT “INCLEMENT WEATHER” WITH THE FOLLOWING:

Normally, facilities will be open regardless of local weather conditions and employees are expected to make every effort to come to work as scheduled during inclement weather. The best way to prepare is to make arrangements **before inclement weather strikes**. Plans should include:

- Determining how you will get to and from work. This could include getting a ride with a coworker, family member, or neighbor.
- Making alternate arrangements for child care, family care, or other personal commitments if schools, day care facilities, and similar establishments are closed.

Nonetheless, safety is a top priority. If you cannot safely come to work because of inclement weather, it is your responsibility to notify your department leader through your department’s notification procedure, giving as much advance notice as possible.

**Compensation During Periods of Inclement Weather**

Payment for work time missed during inclement weather depends on your employee classification.

**Part-Time Employees:**
- Will be paid for any time worked during inclement weather.
- Will not be paid for missed time due to inclement weather, regardless of whether the facility is open or closed.

**Full-Time Non-Exempt (Hourly) Employees:**
- Will be paid for any time worked during inclement weather.
- Will be allowed to use paid time off (vacation/holiday time) to compensate for any missed time due to inclement weather.
- Will be allowed to make up time during the same work week.
- Will be allowed to take time off without pay upon notifying supervisor.

**Full-Time Exempt (Salaried) Employees:**
- Will be allowed to use paid time off (vacation/holiday time) to compensate for time missed— in half day increments— due to inclement weather.
- Will be allowed to “make up” half or full days missed. “Make up” days must be worked within the same workweek as the half or full day that was missed.
VI. EMPLOYEE BENEFITS

5. REPLACE CURRENT “RETIREMENT PLAN” WITH THE FOLLOWING:
The Y participates in the YMCA Retirement Fund for the benefit of eligible employees and their families. The Fund is a defined contribution, money purchase, church pension plan intended to satisfy the qualification requirements of Section 401(a) of the Internal Revenue Code. The Fund provides retirement, disability, and death benefits. A description of the eligibility rules and benefits is provided in the Fund’s Summary Plan Description, available on the YMCA Retirement Fund website at www.yretirement.org.

Participation in the plan is automatic for eligible employees. All employees are enrolled in the Retirement Plan upon meeting eligibility requirements.

Eligibility
Employees become eligible when they have completed 1000 hours of service during each of any two 12-month periods, beginning with their original date of hire at a participating Y (“anniversary date”). The 12-month periods do not have to be consecutive. Full-time, part-time, seasonal and temporary hours count toward your eligibility.

Employees who are at least 21 years of age and have met the service requirement are enrolled in the Plan on the first of the month following their anniversary date. If their anniversary date falls on the first of the month, they are enrolled on their anniversary date. Once enrolled in the Plan, the employee continues to receive a company contribution during the time they are an active employee, even if they work fewer than 1000 hours in subsequent years.

If the employee is not yet 21 but has met the service requirement, they are enrolled on the first day of the month after they turn 21. If they were born on the first of the month, they are enrolled on their 21st birthday.

Provided there is not a break in service greater than six years, all hours of Y service (full-time, part-time, seasonal and temporary) count toward eligibility, even in cases where the employee is under age 21 or works at multiple participating Ys. An employee who leaves the Y, and is away for more than six years, is treated as a new hire, and prior service will not count towards eligibility.

Enrollment and Vesting
Employees meeting these qualifications are automatically enrolled and immediately vested. If an employee was previously enrolled in the Plan by the YMCA of Northwest North Carolina or another Y that participates in the YMCA Retirement Fund, he/she is immediately eligible for enrollment in the Plan upon hire, regardless of the length of time since prior Y employment.

Eligibility Examples
Sam, age 23, was hired May 20, 2009. He worked 1200 hours from May 20, 2009 to May 20, 2010, meeting the first 12-month service requirement. Because of school requirements, he worked only 600 hours from May 20, 2010 to May 20, 2011. After graduation, Sam was hired full-time by the Y. He worked 2080 hours between May 20, 2011 and May 20, 2012, meeting the second 12-month service requirement. Sam was enrolled in the Retirement Plan on June 1, 2012.

Kim, age 36, was hired on February 15, 2011. She worked 1000 hours in the 12-month period beginning February 15, 2011. From February 15, 2012 to November 30, 2012, she completed another 1000 hours of service before leaving her Y. On January 3, 2013 she was hired by another participating Y. Because Kim had
already met the service eligibility and age requirements, her new Y enrolled her in the Retirement Plan on March 1, 2013, the first of the month following her original date of hire.

Tim started working for the Y while he was in high school, and by the time he was 19 years old he had met the service eligibility requirements. Tim turned 21 on June 15, 2013. He was enrolled in the Retirement Plan on July 1, 2013, the first day of the month after his 21st birthday.

**Contributions**

Currently, the Y contributes 12% of the eligible employee’s gross monthly earnings to the Plan. Employees are vested immediately upon commencing participation in the Plan, and may elect to make additional contributions to the Plan on a pre-tax basis (see “Tax-Deferred Savings Plan” below).

**Distributions**

Eligible employees may start an annuity as early as age 55 regardless of the number of years of service, provided they have also terminated employment from the Y. To qualify for a lifetime annuity, an employee must have more than $5,000 in either the Retirement Plan or Savings Plan. While still employed at a participating Y, an employee does not have to begin the annuity at any specific age. Once they are no longer employed at a participating Y, they must begin receiving benefits no later than April 1 of the year following the year they reach age 70½ or the year they stop working for the Y, whichever is later. The Plan also provides a death benefit and disability benefits after the employee meets certain requirements. Employees will receive information from the Y Retirement Fund when they meet the eligibility requirements.

**Tax-Deferred Savings Plan**

The Fund also sponsors the Tax-Deferred Savings Plan, which is a church retirement income account plan as defined in Code Section 403(b)(9).

Opening a 403(b) Smart Account in the Tax-Deferred Savings Plan allows employees to save additional pre-tax amounts through payroll deduction. This account is available to all full-time, part-time, seasonal and temporary employees, regardless of age, service, or number of hours worked. Contributions are subject to certain limitations under federal law.

Employees may also roll over money from eligible employer plans or IRAs into a Rollover Account in the Tax-Deferred Savings Plan.

Any employee interested in opening a 403(b) Smart Account, or rolling in eligible amounts to the Tax-Deferred Savings Plan, should contact Human Resources.

The Y reserves the right to amend its participation in the Plan at any time within the terms and conditions set by the Y, the Plan, and the YMCA Retirement Fund. The Fund may amend the Plan at any time, and it may also be amended at any time to conform to applicable federal law. Interpretations, definitions, and requirements related to this Plan are determined by the Retirement Fund’s board of trustees, and each participating Y administers the Plan locally. If any inconsistencies arise between this material and the Retirement Fund Plan Documents, the language in the official Plan Documents will govern.
X. CORRECTIVE ACTION PROCESS

CORRECTIVE ACTIONS
Generally, employees work very hard to meet certain performance standards and meet the guidelines of our policies, but occasionally, a performance or conduct issue may arise that needs to be corrected. Depending on the seriousness of the problem, there may be several steps taken to achieve the desired results. These steps may be:

Coaching Discussion(s) (prior to formal corrective action process)

Steps in Formal Corrective Action Process*
- Documented Oral Warning
- Written Warning
- Final Warning
- Termination

Gross misconduct or disregard for a performance issue or policy could result in bypassing any or all of the above mentioned corrective action steps and could result in an immediate dismissal. The type of corrective action will depend upon the violation committed. Examples of unacceptable behavior include but are not limited to falsifying records, bringing or drinking intoxicants, substance abuse, stealing, refusal to obey instruction, use of foul language, sleeping on the job, possession of firearms, falsification of information on the employment application, disclosure of confidential information, failure to adhere to dress code, excessive absences and/or tardiness, failure to notify the supervisor of tardiness or absence, poor work performance, fighting or assaulting, etc.

There may be situations in which it is advisable to remove an employee from active employment temporarily pending a fact-finding investigation into allegations of serious misconduct such as, but not limited to, child abuse, theft, violence, or harassment. In such situations, and under the advisement of Human Resources, the employee may be placed on Administrative Leave. At the conclusion of the investigation, depending on the outcome, the employee may be returned to work or corrective action may be taken, up to and including termination of employment.

Supervisors are responsible for administering any of the above procedures, documenting the process and forwarding all related documents to Human Resources to be placed in the employee’s personnel file. Human Resources should be notified in the event of a serious safety violation or behavioral incident. The Executive Director and Human Resources must be involved before a termination decision is made.

PROBLEM-SOLVING PROCEDURES
From time to time employees have questions or concerns about their jobs. An employee with such a question or concern on the job should speak with his or her immediate supervisor. If for any reason an employee feels they cannot speak directly with their immediate supervisor about the question or concern, the issue may be addressed with the next level of management, up to the President/CEO if necessary.

Employees and supervisors are responsible for promoting open communication and safe working conditions. Employees are expected to raise issues as they occur and provide possible solutions. All employees are expected to use individual accountability and initiative in resolving problems.