



Lower Bucks Family YMCA
601 South Oxford Valley Road
Fairless Hills, PA 19030

Policies & Procedures Manual

Adopted: February 22, 2006

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YMCA
*We build strong kids,
strong families, strong communities.*

Lower Bucks Family YMCA

www.lowerbucksymca.org

Association Office
601 S. Oxford Valley Road
Fairless Hills, PA 19030
215-949-3400
215-946-9329 fax

Welcome new employee!

On behalf of your colleagues and our Board of Directors, I welcome you to the Lower Bucks Family YMCA and wish you every success here.

We believe that each employee contributes directly to the Lower Bucks Family YMCA's growth and success, and we hope you will take pride in being a member of our team. As stated at the bottom of this page, our vision and mission clearly indicate the commitment we have to all people within our community. This commitment extends not only to our YMCA Members, Clients and Volunteers, but to our staff as well. We want to do everything in our power to help you strengthen your Spirit, Mind and Body while together we serve the needs of our community.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. You should familiarize yourself with the contents of the employee handbook as soon as possible, for it will answer many questions about your employment with the Lower Bucks Family YMCA.

We hope that your experience here will be challenging, enjoyable, and rewarding. If I can be of any assistance to you in carrying out your responsibilities at the Lower Bucks Family YMCA, please do not hesitate to contact me.

Again, welcome!

Sincerely,

Eric W. Stark
Chief Executive Officer

Vision: A Lower Bucks Community where ALL can enjoy safe and healthy opportunities to strengthen Spirit, Mind and Body.

Mission: To create relationships and offer programs that provide a healthy start for children, growth for youth and teens, wellness for adults, and unity for families.

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ORGANIZATION DESCRIPTION

I. About Us

The Lower Bucks Family YMCA is a dynamic, growing organization meeting the needs of individuals and families throughout the Lower Bucks County area. We have grown to three permanent locations while also providing childcare services at a number of additional sites throughout the area.

We are a multi-faceted organization with programs and services for everyone. We are here to make a positive difference in your life - - and give you the chance to do the same for someone else.

We believe that the long-term solution to many of the social problems facing our community today is to challenge individuals to accept and demonstrate positive values. Individual character development has been a cornerstone of the YMCA for over 150 years. The YMCA promotes Caring, Honesty, Respect and Responsibility in all of our programs and services.

II. Facilities and Location(s)

The Lower Bucks Family YMCA comprises of the following locations:

Lower Bucks Family YMCA
Association Office
601 South Oxford Valley Road
Fairless Hills, PA 19030
215-949-3400

Fairless Hills Branch
601 South Oxford Valley Road
Fairless Hills, PA 19030
215-949-3400

Morrisville Branch
200 North Pennsylvania Avenue
Morrisville, PA 19067
215-736-8077

Tri-Hampton Branch at Chandler Hall
190 Sycamore Street
Newtown, PA 18940
215-579-6200

Hours

Fairless Hills Branch
Monday - Friday 5:30 am - 11:00 pm
Saturday 7:00 am - 6:00 pm
Sunday 9:00 am - 4:00 pm

Hours

Tri-Hampton Branch at Chandler Hall
Monday - Friday 6:00 am - 9:00 pm (Pool Closes at 9:45 pm)
Saturday 7:00 am - 5:00 pm
Sunday 8:00 am - 2:00 pm

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III. The History of Lower Bucks Family YMCA

Our History

In 1935, 21-year old John C. Burriss was working as a Bristol High School Latin teacher. He contacted the Pennsylvania YMCA and expressed his interest in beginning a YMCA in Bristol. He then started Hi-Y, the first service group for boys. The program spread to each of the area high schools and was soon followed by Tri-Hi-Y clubs for girls.

In 1948, Mr. Burriss was one of the founding Trustees and Vice President of the Board of Directors as the “Bristol” YMCA was incorporated. The YMCA operated out of the high school and later the firehouse on Mansion Street. In 1956, the YMCA changed its name to the Lower Bucks YMCA and in 1960, the facility in Fairless Hills was built.

To remember Mr. Burriss, the Bristol Borough YMCA Summer Camp has been renamed Camp Burriss in his honor.

IV. Management Philosophy

We build strong kids, strong families, and strong communities.

Our Vision: We envision a Lower Bucks Community where ALL can enjoy safe and healthy opportunities to strengthen Spirit, Mind and Body.

Our Mission: To create relationships and offer programs that provide a healthy start for children, growth for youth and teens, wellness for adults, and unity for families.

Our Guiding Principles: Caring, Honesty, Respect and Responsibility

The Lower Bucks YMCA is truly a part of the fabric of Lower Bucks County. We serve the entire community without discrimination and embrace people of all faiths, backgrounds, races, ages, and sex. All of our fundraising efforts support our financial aid program, and we are proud to say that no one is turned away due to an inability to pay.

INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with the Lower Bucks Family YMCA and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by the Lower Bucks Family YMCA to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As the Lower Bucks Family YMCA continues to grow, the need may arise and the organization reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or the Lower Bucks Family YMCA to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

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EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about the Lower Bucks Family YMCA, and I understand that I should consult the Human Resources Department regarding any questions not answered in the handbook.

I have entered into my employment relationship with the Lower Bucks Family YMCA voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or the Lower Bucks Family YMCA can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to the organization's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Chief Executive Officer of the Lower Bucks Family YMCA has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

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MEMBER RELATIONS

Members are among our organization's most valuable assets. Every employee represents the Lower Bucks Family YMCA to our members and the public. The way we do our jobs presents an image of our entire organization. Members judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any member or potential member. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to members.

Members who wish to lodge specific comments or complaints should be directed to the Membership & Marketing Director for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of the Lower Bucks Family YMCA. Positive member relations not only enhance the public's perception or image of the Lower Bucks Family YMCA, but also pay off in greater member

101 Nature of Employment

Effective Date: 1/1/2006

Revision Date:

Employment with the Lower Bucks Family YMCA is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, the Lower Bucks Family YMCA may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between the Lower Bucks Family YMCA and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at the Lower Bucks Family YMCA's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Chief Executive Officer of the Lower Bucks Family YMCA.

102 Employee Relations

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that the Lower Bucks Family YMCA amply demonstrates its commitment to employees by responding effectively to employee concerns.

103 Equal Employment Opportunity

Effective Date: 1/1/2006

Revision Date:

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the Lower Bucks Family YMCA will be based on merit, qualifications, and abilities. The Lower Bucks Family YMCA does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

The Lower Bucks Family YMCA will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

104 Business Ethics and Conduct

Effective Date: 1/1/2006

Revision Date:

The successful business operation and reputation of the Lower Bucks Family YMCA is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of the Lower Bucks Family YMCA is dependent upon our member's trust and we are dedicated to preserving that trust. Employees owe a duty to the Lower Bucks Family YMCA, its members, volunteers, and board members to act in a way that will merit the continued trust and confidence of the public.

104 Business Ethics and Conduct (continued)

The Lower Bucks Family YMCA will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Human Resources Department for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Lower Bucks Family YMCA employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

105 Hiring of Relatives

Effective Date: 1/1/2006

Revision Date:

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. The Lower Bucks Family YMCA also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment.

107 Immigration Law Compliance

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with the Lower Bucks Family YMCA within the past three years, or if their previous I-9 is no longer retained or valid.

Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

108 Conflicts of Interest

Effective Date: 1/1/2006

Revision Date:

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which the Lower Bucks Family YMCA wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Association Office for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee or board member is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of the Lower Bucks Family YMCA's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of the Lower Bucks Family YMCA as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee, board member or relative has a significant ownership in a firm with which the Lower Bucks Family YMCA does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving the Lower Bucks Family YMCA.

110 Outside Employment

Effective Date: 1/1/2006

Revision Date:

Employees may hold outside jobs as long as they meet the performance standards of their job with the Lower Bucks Family YMCA. All employees will be judged by the same performance standards and will be subject to the Lower Bucks Family YMCA's scheduling demands, regardless of any existing outside work requirements.

Employees may not engage in work activity that is in conflict with, or appears to conflict with the interest of the Lower Bucks Family YMCA or the employee's ability to perform his or her work for the Lower Bucks Family YMCA. This includes performing work or services for any person, Corporation, Supplier, Partnership or other entity which does business with the Lower Bucks Family YMCA. Employees may not receive any income or material gain from individuals outside the Lower Bucks Family YMCA for materials produced or services rendered while performing their jobs.

114 Disability Accommodation

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

The Lower Bucks Family YMCA is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. The Lower Bucks Family YMCA will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. The Lower Bucks Family YMCA is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

116 Job Posting

Effective Date: 1/1/2006
Revision Date:

The Lower Bucks Family YMCA provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although Lower Bucks Family YMCA reserves its discretionary right to not post a particular opening.

Job openings will be posted on the employee bulletin board and normally remain open for 30 days. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 90 calendar days in their current position. Employees who have a written warning on file, or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job posting application to the Human Resources Department listing job-related skills and accomplishments. It should also describe how their current experience with the Lower Bucks Family YMCA and prior work experience and/or education qualifies them for the position.

The Lower Bucks Family YMCA recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the organization.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization.

201 Employment Categories

Effective Date: 1/1/2006
Revision Date:

It is the intent of the Lower Bucks Family YMCA to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and Lower Bucks Family YMCA.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by the Lower Bucks Family YMCA management.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work the Lower Bucks Family YMCA's full-time schedule. Generally, they are eligible for the Lower Bucks Family YMCA's benefit package, subject to the terms, conditions, and limitations of each benefit program.

202 Access to Personnel Files

Effective Date: 1/1/2006
Revision Date:

The Lower Bucks Family YMCA maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of the Lower Bucks Family YMCA, and access to the information they contain is restricted. Generally, only supervisors and management personnel of the Lower Bucks Family YMCA who have a legitimate reason to review information in a file are allowed to do so.

With reasonable advance notice, employees may review their own personnel files in the Lower Bucks Family YMCA's offices and in the presence of an individual appointed by the Lower Bucks Family YMCA to maintain the files.

203 Employment Reference Checks

Effective Date: 1/1/2006

Revision Date:

To ensure that individuals who join the Lower Bucks Family YMCA are well qualified and have a strong potential to be productive and successful, it is the policy of Lower Bucks Family YMCA to check the employment references of all applicants.

Lower Bucks Family YMCA will respond in writing only to those reference check inquiries that are submitted in writing or by telephone. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held.

204 Personnel Data Changes

Effective Date: 1/1/2006

Revision Date:

It is the responsibility of each employee to promptly notify the Lower Bucks Family YMCA of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Department.

208 Employment Applications

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

209 Performance Evaluation

Effective Date: 1/1/2006

Revision Date:

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled approximately every 12 months, coinciding generally with the anniversary of the employee's original date of hire for Part-Time Employees and on every March 1st for Full-Time Employees.

210 Job Descriptions

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

The Lower Bucks Family YMCA maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The Hiring Manager prepares job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the Human Resources Department if you have any questions or concerns about your job description.

212 Salary Administration

Effective Date: 1/1/2006

Revision Date:

The salary administration program at the Lower Bucks Family YMCA was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, the Lower Bucks Family YMCA is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other similar organizations in the area.

Compensation for every position is determined by several factors, including the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. The Lower Bucks Family YMCA periodically reviews its salary administration program and restructures it as necessary. Merit-based pay adjustments may be awarded in conjunction with superior employee performance documented by the performance evaluation process.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The Human Resources Department is also available to answer specific questions about the salary administration program.

280 YMCA of the USA Classifications

Effective Date: 1/1/2006

Revision Date:

General Employees: Employees related to operational functions such as clerical, maintenance, housekeeping, child care and other support services.

Staff Associates: All new entrants and those not yet certified as Directors employed in full-time program or administrative exempt positions so designated by the Personnel Committee.

Directors and Senior Directors: Full-time exempt professional employees who have met the requirements determined by the YMCA of the USA for obtaining the status of Director or Senior Director.

281 Orientation

Effective Date: 1/1/2006

Revision Date:

All Full and Regular part time employees are required to attend, within 30 days of employment, a formal orientation session. Time Spent during the orientation will be considered regular working time.

282 Adjustment Period

Effective Date: 1/1/2006

Revision Date:

An employee should use the initial period after being hired or rehired to determine whether the new position meets his or her expectations. The employer uses this period to evaluate employee capabilities, attitude, and work habits.

All new and rehired employees work on an adjustment period basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend the adjustment period by the length of the absence. If the employer determines that the designated adjustment period does not allow sufficient time to thoroughly evaluate the employee the employer may extend the adjustment period for a specified period.

Employees will assume "regular" status upon satisfactory completion (as determined by the employer) of the adjustment period. During the adjustment period, new employees are eligible for those benefits that are required by law, such as workers compensation insurance and Social Security.

301 Employee Benefits

Effective Date: 1/1/2006

Revision Date:

Eligible employees at the Lower Bucks Family YMCA are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- * Auto Mileage
- * Bereavement Leave
- * Child Care Assistance
- * Dental Insurance
- * Educational Financial Assistance
- * Employee Assistance Program
- * Employee Discounts
- * Health Insurance
- * Holidays
- * Jury Duty Leave
- * Life Insurance
- * Long-Term Disability
- * Membership Dues
- * Paid Time Off (PTO)
- * Pension Plan
- * Short-Term Disability

Some benefit programs require contributions from the employee, but many are fully paid by the Lower Bucks Family YMCA.

305 Holidays

Effective Date: 1/1/2006

Revision Date:

Lower Bucks Family YMCA will grant holiday time off to all employees on the holidays listed below:

- * New Year's Day (January 1)
- * Memorial Day (last Monday in May)
- * Independence Day (July 4)
- * Labor Day (first Monday in September)
- * Thanksgiving (fourth Thursday in November)
- * Christmas (December 25)

Lower Bucks Family YMCA will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- * Regular full-time employees

If a recognized holiday falls during an eligible employee's paid absence (such as PTO), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If a holiday falls on a weekend, the day must be taken within the pay period in which the holiday falls or be forfeited.

If eligible nonexempt employees work on a recognized holiday, they will receive holiday pay plus wages at their straight-time rate for the hours worked on the holiday.

In addition to the recognized holidays previously listed, eligible employees will receive 2 floating holidays and one personal day in each anniversary year. The first floating holiday must be taken before June 30, and the second must be taken before Dec 31 or they will be forfeited. These days must be scheduled with the prior approval of the employee's supervisor.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

306 Workers' Compensation Insurance

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

309 Bereavement Leave

Effective Date: 1/1/2006

Revision Date:

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Up to Five (5) days of paid bereavement leave will be provided to eligible employees in the following classification(s):

- * Regular full-time employees

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

The Lower Bucks Family YMCA defines "immediate family" as the employee's Spouse, Parent, Child, Sibling; Mother/Father-in-law, Stepchild, Sibling, Son/Daughter -in-law, Stepparent, Grandparents, Grandchildren and Domestic Partner. Special consideration will also be given to any other person whose association with the employee was similar to any of the above relationships.

Additionally, One (1) day of bereavement leave will be granted for "Other Family Members" defined as Aunts, Uncles, Nieces, Nephews, Brother/Sister-in-law, and Grandparents-in-law. Bereavement leave for "Other Family Members" will normally be granted unless there are unusual business needs or staffing requirements.

Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

311 Jury Duty and Court Appearances

Effective Date: 1/1/2006

Revision Date:

The YMCA permits employees to fulfill their civil responsibilities by serving Jury Duty when required.

Necessary time off without loss of pay shall be granted to employees called for jury duty. A similar absence is granted for an employee's subpoenaed testimony in court if called as a witness. Employees will receive necessary time off without loss of pay unless required to appear in court as a result of employment outside of the YMCA. All compensation received for court services may be retained by employees.

A paid absence will not be granted if the employee is a plaintiff or a defendant in any case, unless he or she is a defendant within the scope of his or her employment with the YMCA.

Employees must show the Jury Duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate the employee's absence.

When excused by the court during scheduled working hours, an employee must report immediately to his or her department for work.

313 Benefits Continuation (COBRA)

Effective Date: 1/1/2006

Revision Date:

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the Lower Bucks Family YMCA's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at the Lower Bucks Family YMCA's group rates plus an administration fee. The Lower Bucks Family YMCA provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under the Lower Bucks Family YMCA's health insurance plan. The notice contains important information about the employee's rights and obligations.

314 Educational Assistance

Effective Date: 1/1/2006

Revision Date:

Each member of the staff, exempt and nonexempt, shall be encouraged and assisted by the Association to further his/her growth through academic study or by such other means as will contribute to further service while not conflicting with assigned duties. To this end, a consultation between each staff member and his/her supervisor should be held at least annually to plan the employee's development program.

The Association recognizes the quality of its work is related to continued career growth and training opportunities for employees. Based on the employee's individual career plan, the job responsibilities, and the Association goals being achieved, the YMCA provides educational and training opportunities for employees.

Payment of fees for individual growth experiences shall be made available to full-time, regular employees who have completed at least one year of service and when approved by the related supervisor and Chief Executive Officer or designated representative and when such plans:

Are submitted in advance for approval;

Are deemed to be of special or needed benefit to the individual's career development with the organization;

Will not interfere with the satisfactory discharge of responsibilities;

Are included in the sponsoring unit's budget. Payment of costs is dependent on the employee's satisfactory completion of the program.

Assistance shall be given for:

Career Development Programs sponsored by the YMCA of the USA—100% of tuition, room/board and travel will be paid by the Association.

Graduate/Undergraduate Education sponsored by approved academic institutions - 100% tuition for one course per term will be reimbursed by the Association for educational courses applicable to an employee's career development providing: (1) submission of evidence of having a grade of "B" or higher; and submission of the tuition bill from the School. (2) that prior written approval has been given by the CEO.

Workshops, Seminars, Conferences - Payment of all authorized expenses shall be assumed by the Association, including travel, hotel, meals and registration, when such events are of benefit to the employee's job related and career development assignments. Prior approval must be given, in writing, by the CEO.

315 Paid Time Off (PTO)

Effective Date: 1/1/2006

Revision Date:

Paid Time Off (PTO) is an all purpose time-off policy for eligible employees to use for vacation, illness or injury, and personal business. It combines traditional vacation and sick leave plans into one flexible, paid time-off policy. Employees in the following employment classification(s) are eligible to earn and use PTO as described in this policy:

- * Regular full-time employees

Once employees enter an eligible employment classification (after 90 days of continuous employment), they begin to take their PTO according to the schedule below. They can request use of PTO after it is earned.

The amount of PTO employees receive increases with the length of their employment as shown in the following schedule. Employees will be allotted one half or 50% of their maximum eligible PTO on January 1 and the remaining one half or 50% on July 1.

- *Upon initial eligibility the employee is entitled to 8 PTO days each year.
- *After 1 year of eligible service the employee is entitled to 16 PTO days each year.
- *After 3 years of eligible service the employee is entitled to 21 PTO days each year.
- *After 8 years of eligible service the employee is entitled to 26 PTO days each year.
- *After 13 years of eligible service the employee is entitled to 31 PTO days each year.

The length of eligible service is calculated on the basis of hiring date. An employee's eligibility may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

PTO can be used in minimum increments of one-half day. Employees who have an unexpected need to be absent from work should notify their direct supervisor before the scheduled start of their workday, if possible. The direct supervisor must also be contacted on each additional day of unexpected absence.

To schedule planned PTO, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

PTO is paid at the employee's base pay rate at the time of absence. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

In the event that available PTO is not used by the end of the year (December 31st), employees may carry over a maximum of 5 days that must be used in the next calendar year or be forfeited.

Upon termination of employment, employees will be paid for unused PTO that has been earned through the last day of work.

316 Health Insurance

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA's health insurance plan provides employees and their dependents access to medical and dental insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan on the first of the month following 30 days of employment.

- * Regular full-time employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between the Lower Bucks Family YMCA and the insurance carrier.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the Human Resources Department for more information about health insurance benefits.

317 Life Insurance

Effective Date: 1/1/2006

Revision Date:

Life insurance offers you and your family important financial protection. The Lower Bucks Family YMCA provides a basic life insurance plan for eligible employees.

Employees in the following employment classifications are eligible to participate in the life insurance plan on the first of the month following 30 days of employment:

- * Regular full-time employees

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between the Lower Bucks Family YMCA and the insurance carrier.

Details of the basic life insurance plan including benefit amounts are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Department for more information about life insurance benefits.

318 Short-Term Disability

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA provides a short-term disability (STD) benefits plan to eligible employees who are unable to work because of a qualifying disability due to an injury or illness. Employees in the following employment classifications are eligible to participate in the STD plan on the first of the month following 30 days of employment:

- * Regular full-time employees

Eligible employees may participate in the STD plan subject to all terms and conditions of the agreement between the Lower Bucks Family YMCA and the insurance carrier.

Disabilities arising from pregnancy or pregnancy-related illness are treated the same as any other illness that prevents an employee from working.

Details of the STD benefits plan including benefit amounts, when they are payable, and limitations, restrictions, and other exclusions are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Department for more information about STD benefits.

319 Long-Term Disability

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA provides a long-term disability (LTD) benefits plan to help eligible employees cope with an illness or injury that results in a long-term absence from employment. LTD is designed to ensure a continuing income for employees who are disabled and unable to work.

Employees in the following employment classifications are eligible to participate in the LTD plan on the first of the month following 30 days of employment:

- * Regular full-time employees

Eligible employees may participate in the LTD plan subject to all terms and conditions of the agreement between the Lower Bucks Family YMCA and the insurance carrier. Eligible employees may begin LTD coverage only after completing 90 calendar days of service.

Details of the LTD benefits plan including benefit amounts, and limitations and restrictions are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Director for more information about LTD benefits.

324 Employee Assistance Program

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA cares about the health and well-being of its employees and recognizes that a variety of personal problems can disrupt their personal and work lives. While many employees solve their problems either on their own or with the help of family and friends, sometimes employees need professional assistance and advice.

Through the Employee Assistance Program (EAP), the Lower Bucks Family YMCA provides confidential access to professional counseling services for help in confronting such personal problems as alcohol and other substance abuse, marital and family difficulties, financial or legal troubles (referral only) and emotional distress. The EAP is available to all employees and their immediate family members offering problem assessment, short-term counseling, and referral to appropriate community and private services.

The EAP is strictly confidential and is designed to safeguard your privacy and rights. Information given to the EAP counselor may be released only if requested by you in writing. All counselors are guided by a Professional Code of Ethics.

Personal information concerning employee participation in the EAP is maintained in a confidential manner. No information related to an employee's participation in the program is entered into the personnel file.

There is no cost for employees to consult with an EAP counselor. If further counseling is necessary, the EAP counselor will outline community and private services available. The counselor will also let employees know whether any costs associated with private services may be covered by their health insurance plan. Costs that are not covered are the responsibility of the employee.

Minor concerns can become major problems if you ignore them. No issue is too small or too large, and a professional counselor is available to help you when you need it. Call the EAP (Beacon Worksite Services) at 1-800-232-2666 to contact an EAP counselor.

380 Tax Deferred Account

Effective Date: 1/1/2006

Revision Date:

As a new member of the YMCA staff, you may immediately open and make contributions to a voluntary tax deferred 403(b) savings plan under the YMCA Retirement Fund-Tax Deferred Contribution Plan. You may also roll in money from other qualified pension funds as long as you are scheduled to work 20 or more hours per week.

Contributing to a tax deferred account will reduce the tax that you owe now and builds wealth for retirement at the same time. Contact the Human Resources Department for more information. You can also go to www.yretirement.org for current contribution limits and other rules

381 YMCA Membership and Program Opportunities

Effective Date: 1/1/2006

Revision Date:

Full-time regular employees and their dependents and retired employees living in the service area of The Family YMCA of Lower Bucks County may, upon request, be granted membership privileges in The Family YMCA of Lower Bucks County.

Full-time regular employees receive a Full Family Membership.

Full-time regular employees and the dependent members of their families may participate in programs where there is a fee by paying one-half of the full member rate for those programs. Full-time and part-time regular employees may also participate in most non-aquatic wellness programs at no cost.

Employees can only participate in program activities where their participation does not exclude other members or add directly to the cost of the activity. Equipment and supplies will be paid by the participant unless other arrangements are made by the Branch Executive.

All part-time and temporary employees, regardless of hours worked, will be given full membership privileges at all operating units during their period of employment.

All part-time and temporary employees, regardless of hours worked, will be given the option of purchasing an upgraded membership at the regular cost of such membership, minus the value of an individual full membership.

381 YMCA Membership and Program Opportunities (continued)

All part-time employees with a minimum of ten (10) hours per week of scheduled work and any of their dependents who are members will have the following program fee structure:

No Fee Reduction:

International and Domestic Trips, Teen Leadership Programs, Competitive Teams and Programs, and contracted programs (e.g., Scuba and Ranch Camp).

50% Fee Reduction: Child care and all other programs. However, free babysitting for employee's children will be available (during scheduled hours) while employee is teaching/instructing a class or participating in recreational activities at the YMCA, to a maximum of three hours per day. To qualify for a Child Care Program Fee reduction, employee must have child care fees paid at a fixed rate through payroll deduction. A child care fee reduction is only available to employees while on duty at the YMCA.

All YMCA employees and their dependents are eligible for financial assistance.

383 Retirement

Effective Date: 1/1/2006

Revision Date:

Employees will be enrolled in the YMCA Retirement Fund after they have satisfied the three enrollment eligibility requirements:

- Two years of continuous employment with the YMCA, and
- 1,000 hours of employment for any two years, and
- Minimum age of 21 by the end of the second year.

Employees already participating in the Retirement Fund who transfer to the Family YMCA of Lower Bucks County will automatically be continued in the Fund. Employees who transfer from another participating Association but who are not yet enrolled in the Fund will get credit for the months of employment with the other Association. The Family YMCA of Lower Bucks County will participate in the Retirement Fund at a rate of 12.0% with the Association paying the full 12.0%.

All active, employed participants with two or more years of service will be fully vested in their Association's contributions and interest.

All participants who reach age 60 while employed by a participating YMCA will be eligible for Normal Retirement no matter how many years of service they have. All participants who reach age 55 can begin an Early Retirement Allowance with just five years of service.

There is a death benefit for beneficiaries of participants who die in active service. All beneficiaries can choose either a refund of the deceased participant's personal contributions and interest plus the Association's death benefits or an annuity on that amount.

384 Expenses and Allowances

Effective Date: 1/1/2006

Revision Date:

Expenses incurred while on authorized YMCA business shall be recognized and reimbursed. The following are normally recognized as proper charges against expense accounts and should be provided for in the budget.

Telephone calls pertaining to YMCA business.

The reasonable cost of meals where attendance is required by YMCA business.

384 Expenses and Allowances (continued)

Traveling expenses, including fares, hotel bills and meals on approved business trips.

Expenses incurred for the use of personally owned vehicles used for official YMCA business at a rate set by the Board of Directors and subject to annual review.

Attendance at conferences, seminars and conventions, including travel expenses, board, room and registration fees, when authorized.

Membership dues and meals in a service club, professional society or community organization where the membership in such a group is deemed by the Chief Executive Officer to be advantageous to YMCA interests.

401 Timekeeping

Effective Date: 9/23/2005

Revision Date:

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require the Lower Bucks Family YMCA to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will review and then initial the time record before submitting it for payroll processing.

403 Paydays

Effective Date: 1/1/2006

Revision Date:

All employees are paid semi-monthly on the 3rd and 17th days of the month. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will be paid on the first day of work following the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to the Lower Bucks Family YMCA. Employees will receive an itemized statement of wages when the Lower Bucks Family YMCA makes direct deposits.

405 Employment Termination

Effective Date: 1/1/2006

Revision Date:

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- * Resignation - voluntary employment termination initiated by an employee.
- * Discharge - involuntary employment termination initiated by the organization.
- * Layoff - involuntary employment termination initiated by the organization for nondisciplinary reasons.
- * Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

405 Employment Termination (continued)

Since employment with the Lower Bucks Family YMCA is based on mutual consent, both the employee and the Lower Bucks Family YMCA have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

409 Administrative Pay Corrections

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of their Supervisor who will contact Payroll Coordinator so that corrections can be made as quickly as possible.

501 Safety

Effective Date: 1/1/2006

Revision Date:

To assist in providing a safe and healthful work environment for employees, customers, and visitors, the Lower Bucks Family YMCA has established a workplace safety program through the Risk Management Committee. This program is a top priority for the Lower Bucks Family YMCA. The Director Of Operations has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

The Lower Bucks Family YMCA provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications. A safety advisory group has been established to assist in these activities and to facilitate effective communication between employees and management about workplace safety and health issues.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Association Office Manager. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

502 Work Schedules

Effective Date: 1/1/2006

Revision Date:

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

504 Use of Phone and Mail Systems

Effective Date: 1/1/2006

Revision Date:

Employees may be required to reimburse the Lower Bucks Family YMCA for any charges resulting from their personal use of the telephone if it is deemed excessive.

The use of the Lower Bucks Family YMCA-paid postage for personal correspondence is not permitted.

To ensure effective telephone communications, employees should always state their name, title (if applicable) and department, and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

505 Smoking

Effective Date: 1/1/2006

Revision Date:

In keeping with the Lower Bucks Family YMCA's intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace.

This policy applies equally to all employees, members, and visitors.

507 Overtime

Effective Date: 9/23/2005

Revision Date:

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. PTO, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Employees who work overtime without receiving prior authorization from the supervisor may be subject to disciplinary action, up to and including possible termination of employment.

510 Emergency Closings

Effective Date: 1/1/2006

Revision Date:

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. In the event that such an emergency occurs during nonworking hours, local radio and/or television stations will be asked to broadcast notification of the closing.

When the decision to close is made AFTER the workday has begun, employees will receive official notification from their immediate supervisor. In these situations, time off from scheduled work will be paid for full-time employees. When the decision to close is made BEFORE the workday has begun, time off from scheduled work will be paid for full time employees.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees may request available paid leave time such as unused PTO benefits.

Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

512 Business Travel Expenses

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the immediate supervisor.

Employees whose travel plans have been approved are responsible for making their own travel arrangements.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by the Lower Bucks Family YMCA. Employees are expected to limit expenses to reasonable amounts.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by the Lower Bucks Family YMCA may not be used for personal use without prior approval.

When travel is completed, employees should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses.

512 Business Travel Expenses (continued)

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

516 Computer and Email Usage

Effective Date: 1/1/2006

Revision Date:

Computers, computer files, the email system, and software furnished to employees are the Lower Bucks Family YMCA property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

The Lower Bucks Family YMCA strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, the Lower Bucks Family YMCA prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

Employees should notify their immediate supervisor, the Chief Financial Officer or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

517 Internet Usage

Effective Date: 1/1/2006

Revision Date:

Internet access to global electronic information resources on the World Wide Web is provided by the Lower Bucks Family YMCA to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of the Lower Bucks Family YMCA and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of the Lower Bucks Family YMCA. As such, the organization reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

517 Internet Usage (continued)

Abuse of the Internet access provided by the Lower Bucks Family YMCA in violation of law or the organization's policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- * Sending or posting discriminatory, harassing, or threatening messages or images
- * Using the organization's time and resources for personal gain
- * Stealing, using, or disclosing someone else's code or password without authorization
- * Copying, pirating, or downloading software and electronic files without permission
- * Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- * Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- * Sending or posting messages or material that could damage the organization's image or reputation
- * Participating in the viewing or exchange of pornography or obscene materials
- * Sending or posting messages that defame or slander other individuals
- * Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- * Using the Internet for political causes or activities, religious activities, or any sort of gambling
- * Jeopardizing the security of the organization's electronic communications systems
- * Sending or posting messages that disparage another organization's products or services
- * Sending anonymous email messages
- * Engaging in any other illegal activities

522 Workplace Violence Prevention

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, the Lower Bucks Family YMCA has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the Lower Bucks Family YMCA without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

The Lower Bucks Family YMCA will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

The Lower Bucks Family YMCA encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Human Resources Department before the situation escalates into potential violence. The Lower Bucks Family YMCA is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

526 Cell Phone Usage

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA provides cellular telephones to some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they may conduct business. Cell phone use is primarily intended for business-related calls. However, occasional, brief personal use is permitted within a reasonable limit. Cell phone invoices may be regularly monitored.

As a representative of the Lower Bucks Family YMCA, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

580 Use of Equipment and Vehicles

Effective Date: 1/1/2006

Revision Date:

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using YMCA property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Employees are expected to notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles can result in disciplinary action, including discharge.

581 Controversial Issues

Effective Date: 1/1/2006

Revision Date:

Employees are expected to exercise their rights and obligations as citizens and shall have the full liberty of their personal convictions, within the law, on social, economic, religious and all other questions. If employees choose to participate in the discussion or promotion of controversial or partisan issues, they must not assume to speak for the Association nor shall they use or permit or approve the use of the Association's name, facilities or publicity media in this connection. All such participation shall be on the employee's time.

582 Working for YMCA Members

Effective Date: 1/1/2006

Revision Date:

Employees are often asked to provide child care, lifeguarding, personal training or other services on their own time to YMCA members and their families. Employees who are approached by members should notify the member that the Lower Bucks Family YMCA discourages employees from providing services to members and their families on the employees' time including at any YMCA location.

583 Personal Property

Effective Date: 1/1/2006

Revision Date:

The YMCA is not responsible for personal property brought into any YMCA program location or office.

602 Family Leave

Effective Date: 9/23/2005

Revision Date:

The Lower Bucks Family YMCA provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, or parent with a serious health condition. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.

Family Medical Leave Act requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to "eligible" employees for certain family and medical reasons. Employees are eligible if they have worked for a covered employer for at least one year, and for 1,250 hours over the previous 12 months, and if there are at least 50 employees within 75 miles.

Eligible employees should make requests for family leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

Employees requesting family leave related to the serious health condition of a child, spouse, or parent may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.

Eligible employees may request up to a maximum of 12 weeks of family leave within any 12 month period. Any combination of family leave and medical leave may not exceed this maximum limit. Married employee couples may be restricted to a combined total of 12 weeks leave within any 12 month period for childbirth, adoption, or placement of a foster child; or to care for a parent with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans, the Lower Bucks Family YMCA will continue to provide health insurance benefits for the full period of the approved family leave.

Benefit accruals, such as PTO or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide Lower Bucks Family YMCA with at least two weeks advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, the Lower Bucks Family YMCA will assume that the employee has resigned.

605 Military Leave

Effective Date: 9/23/2005

Revision Date:

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as PTO or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave, must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Human Resources Department for more information or questions about military leave.

680 Leave Transfer Program

Effective Date: 1/1/2006

Revision Date:

Full Time YMCA employees may complete a Leave Transfer Form by which other YMCA full time employees who have been approved as leave recipients under personal emergency circumstances, may draw.

DEFINITIONS:

YMCA Leave Bank: A pool of Paid Time Off (PTO) donated by full time employees of the Lower Bucks Family YMCA to be used by other full time employees who experience a personal emergency and have been approved to receive donated PTO. This leave does not have to be repaid by the recipient employee.

Leave Donor: Any full time employee of the Lower Bucks Family YMCA who submits a voluntary written request to transfer a portion of their available PTO into the YMCA Leave Bank. An employee may donate no more than one-half of the annual PTO he/she earns each calendar year and each donation must be in 8 hour increments. Donations cannot be made from the donor's bank of accumulated sick time under the old benefit policy.

Leave Recipient: Any full time employee of the Lower Bucks Family YMCA who has a personal emergency, applies for consideration and is approved to receive donated PTO from the YMCA Leave Bank. The employee must have exhausted all their available personal PTO to receive donated hours from the YMCA Leave Bank.

Personal Emergency: Any catastrophic or debilitating medical situation, severely complicated disability, severe accident case, family medical emergency or other hardship situation that is likely to require an employee's absence from duty for a prolonged period of time and will result in a substantial loss of income to the employee due to the unavailability of normal paid leave.

Eligibility to Donate: Any full time employee may voluntarily donate available PTO by completing the Leave Transfer Form for a specified number of hours of PTO to be transferred to the YMCA Leave Bank with the understanding that such leave will be distributed to approved Leave Recipients.

Request for Leave: Any full time employee with a personal emergency may request PTO from the YMCA Leave Bank by completing a Leave Bank Request Form.

Leave Approval: Upon receiving the completed request, a Committee to include the Chief Executive Officer, Chief Financial Officer and Director of Operations will review the request within 48 hours and respond to the employee in writing. Under no circumstances will the amount of additional PTO awarded exceed the total number of PTO hours available in the YMCA Leave Bank at the time of approval.

Leave Bank Parameters: PTO time accumulated in the Leave Bank will roll over from year to year up to a maximum of 1,000 hours (125 days). At the end of each calendar year, the YMCA will record the value of the hours accumulated in the Leave Bank as a liability on its audited financial statements using the then – current average salary pay rate of all full time employees.

701 Employee Conduct and Work Rules

Effective Date: 9/23/2005

Revision Date:

To ensure orderly operations and provide the best possible work environment, the Lower Bucks Family YMCA expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- * Theft or inappropriate removal or possession of property
- * Falsification of timekeeping records
- * Working under the influence of alcohol or illegal drugs
- * Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- * Fighting or threatening violence in the workplace
- * Boisterous or disruptive activity in the workplace
- * Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- * Insubordination or other disrespectful conduct
- * Violation of safety or health rules

701 Employee Conduct and Work Rules (continued)

- * Smoking in prohibited areas
- * Sexual or other unlawful or unwelcome harassment
- * Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- * Excessive absenteeism or any absence without notice
- * Unauthorized use of telephones, mail system, or other employer-owned equipment
- * Violation of personnel policies
- * Unsatisfactory performance or conduct

Employment with the Lower Bucks Family YMCA is at the mutual consent of the Lower Bucks Family YMCA and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

702 Drug and Alcohol Use

Effective Date: 1/1/2006

Revision Date:

It is the Lower Bucks Family YMCA's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on the Lower Bucks Family YMCA premises and while conducting business-related activities off the Lower Bucks Family YMCA premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of the Employee Assistance Program. They may also wish to discuss these matters with their supervisor to receive assistance or referrals to appropriate resources in the community.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify the Lower Bucks Family YMCA of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

703 Sexual and Other Unlawful Harassment

Effective Date: 9/23/2005

Revision Date:

The Lower Bucks Family YMCA is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- * Unwanted sexual advances.
- * Offering employment benefits in exchange for sexual favors.
- * Making or threatening reprisals after a negative response to sexual advances.
- * Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- * Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- * Verbal sexual advances or propositions.
- * Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- * Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual

703 Sexual and Other Unlawful Harassment (continued)

- * Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- * Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Human Resources Department or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Department or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

704 Attendance and Punctuality

Effective Date: 1/1/2006

Revision Date:

To maintain a safe and productive work environment, the Lower Bucks Family YMCA expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on the organization. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

705 Personal Appearance

Effective Date: 1/1/2006

Revision Date:

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the image the Lower Bucks Family YMCA presents to customers and visitors.

During business hours or when representing the Lower Bucks Family YMCA, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

706 Return of Property

Effective Date: 1/1/2006

Revision Date:

Employees are responsible for items issued to them by the Lower Bucks Family YMCA or in their possession or control, such as the following:

- * keys
- * uniforms

Employees must return all Lower Bucks Family YMCA property immediately upon request or upon termination of employment.

708 Resignation

Effective Date: 1/1/2006

Revision Date:

Resignation is a voluntary act initiated by the employee to terminate employment with the Lower Bucks Family YMCA. Although advance notice is not required, Lower Bucks Family YMCA requests at least 2 weeks' written notice of resignation from nonexempt employees and 4 weeks' notice from exempt employees.

If an employee does not provide advance notice as requested, the employee may be considered ineligible for rehire.

712 Solicitation

Effective Date: 1/1/2006

Revision Date:

In an effort to ensure a productive and harmonious work environment, persons not employed by the Lower Bucks Family YMCA may not solicit or distribute literature in the workplace at any time for any purpose.

The Lower Bucks Family YMCA recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty.)

In addition, the posting of written solicitations on company bulletin boards is restricted. These bulletin boards display important information, and employees should consult them frequently.

If employees have a message of interest to the workplace, they may submit it to the Director of Operations for approval.

716 Progressive Discipline

Effective Date: 1/1/2006

Revision Date:

The purpose of this policy is to state the Lower Bucks Family YMCA's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

The Lower Bucks Family YMCA's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with the Lower Bucks Family YMCA is based on mutual consent and both the employee and Lower Bucks Family YMCA have the right to terminate employment at will, with or without cause or advance notice, the Lower Bucks Family YMCA may use progressive discipline at its discretion.

Disciplinary action may call for any of three steps -- verbal warning, written warning, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; and, still another offense may then lead to termination of employment.

The Lower Bucks Family YMCA recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and the Lower Bucks Family YMCA.

718 Problem Resolution

Effective Date: 1/1/2006

Revision Date:

The Lower Bucks Family YMCA is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Lower Bucks Family YMCA supervisors and management.

The Lower Bucks Family YMCA strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with the Lower Bucks Family YMCA in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Human Resources Department or any other member of management.
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Employee presents problem to Human Resources Department if problem is unresolved.
4. Human Resources Department counsels and advises employee, assists in putting problem in writing, visits with employee's manager(s), if necessary, and directs employee to Chief Executive Officer for review of problem.
5. Employee presents problem to Chief Executive Officer in writing.
6. Chief Executive Officer reviews and considers problem. Chief Executive Officer informs employee of decision and forwards copy of written response to Human Resources Department for employee's file. The Chief Executive Officer has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

722 Workplace Etiquette

Effective Date: 9/23/2005

Revision Date:

The Lower Bucks Family YMCA strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. The Lower Bucks Family YMCA encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Director of Operations if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- * Return copy machine and printer settings to their default settings after changing them.
- * Replace paper in the copy machine and printer paper trays when they are empty.
- * Retrieve print jobs in a timely manner and be sure to collect all your pages.
- * Keep the area around the copy machine and printers orderly and picked up.
- * Be careful not to take or discard others' print jobs or faxes when collecting your own.

722 Workplace Etiquette (continued)

- * Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- * Try to minimize unscheduled interruptions of other employees while they are working.
- * Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- * Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- * Refrain from using inappropriate language (swearing) that others may overhear.
- * Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- * Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- * Clean up after yourself and do not leave behind waste or discarded papers.

780 Grievance

Effective Date: 1/1/2006

Revision Date:

Definition

For the purpose of this Policy, a grievance or complaint is an alleged violation of an approved Personnel Policy or procedure or of an applicable State or Federal Law.

Informal Grievance Procedure

An employee should, in the first instance, discuss any grievances, either express or implied, with his/her immediate supervisor. If not satisfied with the supervisor's action, discussion with the head of an employee's department and then unit should be held to assist in trying to reach a fair and equitable solution.

Formal Grievance Procedure

If informal efforts to resolve a grievance have failed, a formal grievance may be submitted in writing to the CEO within 10 working days after receiving the decision of the department head and/or unit head. If the employee files a written grievance with the CEO, the CEO shall, within 10 working days after the grievance is received, set up an impartial staff committee to hear the case and make a ruling which may be accepted or appealed to the Chief Executive Officer. The decision of the Chief Executive Officer shall be final upon consultation with the Staff Development Committee of the Board of Directors.

806 Suggestion Program

Effective Date: 1/1/2006

Revision Date:

As employees of the Lower Bucks Family YMCA, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All regular employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit the Lower Bucks Family YMCA by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making the Lower Bucks Family YMCA a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.

Submit suggestions to your supervisor and, after review, they will be forwarded to the Senior Management Staff Committee. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition will be given to employees who submit a suggestion that is implemented.

881 Bloodborne Pathogen Guidelines

Effective Date: 1/1/2006

Revision Date:

In compliance with the OSHA Bloodborne Pathogen Standard, employees whose job classifications may have occupational exposure to blood or other potentially infectious materials, will be offered the Hepatitis B vaccine at no cost to the employee. The job classifications and associated tasks for these categories are as follows:

<u>Job Classification</u>	<u>Task/Procedure</u>
Lifeguard	First Aid, Sick Member
Swim Instructor	First Aid, Sick Member
Child Care Worker	First Aid, Sick Member
Van Driver	First Aid, Sick Member
Sports Instructor	First Aid, Sick Member
Housekeeping	Housekeeping Tasks/Laundry
Maintenance	Maintenance Tasks/Laundry
Fitness	First Aid

Any employee rendering first aid which involves the presence of blood or other potentially infectious materials, must use the emergency response safety kits which include latex gloves, mask and eyeshield, CPR microshield, and wipeout disinfectant towelettes.

All employees identified above who decline the Hepatitis vaccine must sign a waiver, which uses the wording in Appendix A of the OSHA standard. Employees should not be vaccinated if they have already received the complete Hepatitis B vaccination series and have acquired positive immunity.

Any employee rendering first aid must complete the standard Lower Bucks YMCA "Accident/Incident Report" form. If the situation involved the presence of blood or other potentially infectious material, a detailed description of the "exposure incident" must be submitted by the employee.

882 Administration

Effective Date: 1/1/2006

Revision Date:

The Board of Directors of The Family YMCA of Lower Bucks County employs a Chief Executive Officer to whom it delegates responsibility for the administration of personnel matters according to this adopted Policy. The direct administration of this Policy and supervision of staff are the responsibility of the Chief Executive Officer. Responsibility and authority, however, may be delegated to others by the Chief Executive Officer, where appropriate.