

THE MINISTRY OF CARING INC.



PERSONNEL POLICIES
AND
CODE OF ETHICS

MARCH 22, 2016

115 East 14th Street
Wilmington, Delaware, 19801-3902

WWW.MINISTRYOFCARING.ORG

March 22, 2016



Dear Staff:

Welcome to the Ministry of Caring! We are a nonprofit, tax-exempt corporation that was established in April 1977 to minister to the poor.

The philosophy of the Ministry of Caring is rooted in the commitment to serving the ongoing needs of the poor: food for the hungry, shelter, transitional services, care for persons with AIDS, as well as advocacy and outreach on behalf of the poor. The Ministry of Caring is a place of hospitality and friendship — a place where human needs are served with dignity and respect. It is our firm belief that the poor should not never be treated poorly. Our staff and volunteers minister to the poor not only by offering them the basic necessities of life — food, shelter and employment — but also by restoring their sense of self-worth and hope for the future.

As an employee and coworker, you have a special opportunity to reach out to those who suffer from poverty. Your smile, your kind word, your caring can touch those who so desperately need to know that others care. We ask, therefore, that you always act in a kind and professional manner toward your coworkers and clients.

This handbook outlines the personnel policies of the Ministry of Caring, as well as our code of ethics, so that you will know what we expect of you and what you can expect from us.

On behalf of all the homeless and destitute people we serve, and in the name of the Board of Directors of the Ministry of Caring, I thank you for joining us.

Sincerely,

A handwritten signature in black ink that reads "Frank Modesto". The signature is written in a cursive, flowing style.

Frank Modesto
President, Board of Directors

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INTRODUCTION

The management of the Ministry of Caring Inc., with the approval of its Board of Directors, establishes policies for the organization and is ultimately responsible for the oversight of these policies. The policies set forth in this handbook are upheld and overseen by the Human Resources Department and supervisors. We believe that sound personnel practices are conducive to a high quality of service and an atmosphere of caring.

This handbook outlines the personnel policies of the Ministry of Caring Inc. regarding employment, salaries, benefits and general work regulations. Included in this handbook are personnel regulations which further specify and detail job requirements.

The personnel policies are subject to change by the Board of Directors at any time. This revision became effective March 22, 2016. They remain in effect until such time as the Board chooses to change them. Any past personnel policies are no longer in force. However, personnel policies may be added subsequent to this edition of the handbook, as deemed necessary, by order of the Executive Director.

This handbook is not a contract or guarantee of employment. The Ministry of Caring Inc. is an “At Will” employer. Either party (employer or employee) can terminate the employment relationship at any time with or without cause or advance notice.

NON-DISCRIMINATION

The Ministry of Caring Inc. is committed to the principles of equal employment opportunity, affirmative action and equitable service delivery as set forth in federal, state, and local law. Accordingly, the Ministry of Caring Inc. prohibits any unlawful discrimination in actions related to employment and the delivery of services. Specifically, no Ministry of Caring Inc. employee shall deny service or benefits to any person or engage in any unlawful employment practice because of race, religion, disability, age, gender, marital status, national origin, sexual orientation, sexual self-identification, pregnancy, genetics, military status or past victimization based on sexual abuse, domestic abuse or stalking in accordance with applicable city, state and federal laws. Under Delaware law, employees have the right to be free from discrimination in relation to pregnancy, childbirth, and related conditions, and the right to reasonable accommodation to known limitations related to pregnancy, childbirth, and related conditions such as lactation. In addition, Delaware law prohibits discrimination against employees who have been victims of sexual assault, domestic violence, and/or stalking, and establishes a right to reasonable accommodations for related limitations.

Employees are encouraged to bring any questions or concerns to the attention of their supervisor or, if necessary, to file a complaint with the Human Resources Department. The Human Resources Department will make every effort to investigate the complaint and to respond to the employee within 30 days of receipt. The Ministry of Caring Inc. may reserve certain positions to members of religious orders and other congregations, as permitted by law.

This is an internal policy only. Any employee, applicant for employment, or client, also has the right under the law to file a complaint when believing the law has been violated. Employees may have rights under federal and state laws that supersede this internal policy.

HIRING

It is the policy of the Ministry of Caring Inc. to provide equal employment opportunity to all.

Hiring for positions is the responsibility of the Human Resources Director in consultation with the supervisors or Program Directors who will make recommendations about the applicants to the Executive Director for final authorization.

The Ministry of Caring Inc., at the time of hiring, requires potential employees to have a drug test and a preliminary criminal background check along with a full FBI criminal background check; a review of the state's child and adult abuse registries and the national sex offender registry; three reference letters (two professional letters to confirm positive work ethic and competency, and one letter of a personal nature as a character reference); and verification of educational credentials and certifications (pertinent to the position for which the individual is a candidate for employment).

The Ministry of Caring Inc. currently pays for the drug screen and the preliminary background report; however, the applicant is responsible for the expense to obtain a fingerprint card and the processing fee required to initiate an FBI criminal history report (the exception is that the state of Delaware covers the expense for child care program and House of Joseph II applicants who have previously been employed by an organization overseen by the Division of Long Term Care). Other staff such as long term volunteers, Foster Grandparents, and Wilmington Senior Center workers, who are not employees of the Ministry of Caring Inc. but perform regular service, are subject to screening as well, to include a background check, drug screen, child and adult abuse registries and the national sex offender's registry. Unacceptable results from pre-screening measures for prospective employees or volunteers will be grounds for denying employment or volunteer engagement at the Ministry of Caring Inc.

The applicant chosen for a position will receive a letter stating the job title, the program/site, salary, the classification (exempt or non-exempt), the status (full-time, part-time, pool, temp, etc.), health care benefit eligibility including the model notice required by the Affordable Care Act (ACA); and the starting date. A job description and a copy of these Personnel Policies will be provided as well when the individual is completing new hire paperwork. Before employment begins, each employee will need to sign the job description and the Certificate of Compliance which accompanies the Personnel Policies. New employees are advised to contact their prospective supervisor to obtain their work schedule prior to reporting for work.

During the hiring process, it is necessary to have a tuberculosis (TB) test for the protection of our clients and staff for those who will be working in direct service or who will have occasional contact with our clients. The St. Clare Medical Outreach van can administer this test free of charge. Alternatively, a personal physician can administer the test with applicable

office co-pays/fees. Results of the test must be obtained prior to reporting to the job site for the first day of employment. This is required annually thereafter for employees who work in direct service and is strongly recommended for anyone who has direct contact with the poor. In addition, candidates for employment at child care programs and House of Joseph II are required by state law to have a physical exam before employment.

In addition, these employees working in child care or at House of Joseph II should be immunized for Hepatitis B after the 90-day introductory period. It is the employee's responsibility to schedule the vaccine series through a personal physician or community clinic, and to provide documentation of this to his or her supervisor immediately thereafter. The Hepatitis B vaccine is so strongly recommended, that House of Joseph II employees who do not receive it must sign a declination statement. Likewise, staff at House of Joseph II are asked to obtain an influenza vaccination annually and will need to sign a waiver if they do not do so.

INTRODUCTORY PERIOD

The first 90 days of employment for regular full-time or part-time employees are designated as an introductory period as well as a time for orientation and in-service training. This 90-day period gives new employees and the Ministry of Caring Inc. an opportunity to decide whether the job is a suitable match. There will be a verbal evaluation of new employees after 45 days of employment, which is documented for the employee's file. A formal written evaluation report is done by the Program Director or supervisor before the end of 90 days and, if favorable, the introductory status is lifted. In some cases, and at the discretion of the Executive Director, the introductory period may be extended for a period not to exceed 30 additional days. However, the Ministry of Caring Inc. can terminate the employment relationship at any time, with or without cause or notice during the introductory period. In this instance, the employee does not have access to the Ministry of Caring Inc.'s grievance procedures if termination occurs within the introductory period.

The benefit during this period is the accrual of vacation and Sick and Emergency Time (SET) days, and paid holidays for benefit-eligible employee classifications. However, paid vacation cannot be taken until the employee has successfully completed his or her 90-day introductory period.

If an employee changes positions within the Ministry of Caring Inc., the introductory period begins again. However, fringe benefits will not be affected except those that are based upon salary (i.e. life or long term disability insurance) if indeed the new position has a different pay structure.

If a part-time employee becomes full time or vice versa, there is no introductory period, provided that the position remains the same. However, SET and vacation accruals will be impacted by this change in status. Accrual rates will be adjusted up or down in accordance with the rates noted in this handbook, which provides the SET and vacation accrual rates established for each employee status.

Pool employees will be evaluated from time to time as necessary and appropriate at the discretion of the Ministry. Any pool employee who fails to perform job standards, or who violates policy, will be automatically terminated.

REHIRING

There is not a standard benefit provided to former employees who are rehired. Generally, rehired employees will start with the same waiting periods for benefits as all new hires. At times, there may be exceptions to this but this decision rests solely with the Executive Director who reserves the latitude to negotiate terms of reemployment on an individual basis.

EMPLOYMENT CLASSIFICATIONS

Regular Full-Time Employees are generally required to work a 40-hour week. Programs of the residences where 24-hour operation are necessary (i.e., shelters, House of Joseph II) may have varied weekly shifts. It should be noted that, for the purposes of health benefits only, regular full-time employees are those who regularly work a 30-hour work week or more.

Regular Part-Time Employees work less than 40 hours per week on a consistent basis. Pay is based on the number of hours worked and in accordance with an hourly rate (for non-exempt) or salary (exempt) for the position to which the part-time employee is assigned. [Note: While the threshold established for the part-time classification is less than 40 hours, for purposes of health insurance only, employees who work 30 or more hours consistently are considered to be full-time with regard to eligibility and the employee payroll deduction contribution for participation in the health coverage plan.]

Temporary Employees are full-time or part-time, and are persons who receive an assignment with the understanding that it is short-term employment, normally not to exceed three months. Temporary employees are paid for actual time worked and are not entitled to any fringe benefits.

Exempt Employees are full-time or part-time professional employees who manage a program or who perform work directly related to management or administration, or who supervise other employees, or who perform work requiring specialized education, experience, or skill in a recognized discipline and who exercise independent judgment and decision-making for more than 50% of their time on a consistent basis. Full-time exempt employees are expected to consistently work in excess of forty hours weekly. However, their compensation is in terms of an annual salary; by law, exempt employees are not eligible to receive overtime pay. Exempt employees are classified into three categories at the Ministry of Caring Inc., as noted below:

Executive leadership is comprised of the Executive Director, Deputy Directors, and CFO.

Mid-management are employees who direct a program or site or in the capacity of an associate director or site manager; and who have the responsibility to supervise other employees, conduct performance appraisals, and enforce disciplinary measures. Associate

directors/managers have vicarious authority to act independently when the director is out. In addition, he or she has ongoing independent decision-making authority provided decisions are congruent with standard practices and do not conflict with policies and normal operating procedures.

Specialized skill employees are those who perform a professional level skill, generally requiring advanced education and/or training, but who may not supervise others.

Non-Exempt Employees are full-time or part-time employees who do not meet the requirements for exempt status based upon the criteria set forth by the Fair Labor Standards Act. Non-Exempt employees are further classified as supportive staff. Non-exempt employees are inherently eligible for overtime pay and must be paid as such in accordance with the law, though the working of overtime hours must be approved in advance by the Deputy Director.

Pool Employees are those who work on an as-needed basis to fill staffing needs. Pool employees are not eligible to receive fringe benefits. If a pool employee is hired for a part-time or full-time position, all benefit and fringe benefit eligibility is computed from the date of reclassification to full-time or part-time. No credit is given for time served on a pool basis.

House of Joseph Training Program (HJTP) Employees are men and women who are hired to work at the Ministry of Caring Inc. or one of its sponsored organizations while enrolled in case management. This program is grant-driven and provides participants with an opportunity to acquire marketable job skills, normally for a period not to exceed two years. At the end of the training program employment period, every effort will be made to assist participants in finding regular employment elsewhere or within the Ministry of Caring Inc. through the support of case management and in conjunction with the Job Placement Center. However, the responsibility for job procurement ultimately falls to the individual.

Stipend Employees normally work in the capacity of resident managers, and receive a monthly stipend, which includes housing for services rendered. Stipend employees do not work a set schedule and are not paid an hourly wage, and they are not eligible to receive fringe benefits. If a stipend employee is subsequently or concurrently hired into another benefit-eligible employment classification, SET and vacation accrual rates are established, and commence, in accordance with the date of hire for the non-stipend position. No credit is given for time served on a stipend basis.

Contracted Services are individuals are those who provide a defined service for a particular period of time based upon a mutual agreement. They are paid an hourly fee for services rendered, and do not partake in fringe benefits offered to employees. Typically, they work on a short-term, temporary basis. These individuals bear responsibility for using the federal Form 1099 to report income for tax filing purposes.

Reciprocity of Benefits

When an employee moves from a position in the Ministry of Caring Inc. to a position at one of its sponsored organizations, seniority, benefit coverage, and accrual balances for vacation and SET (Sick and Emergency Time) are carried over in full to the new position. However, the health insurance carrier and plan design may differ, as well as the pension vesting schedule.

Job Openings

When a position is vacant or a new position becomes available, it may be announced in the weekly employee newsletter, *Yo Wazzup in the Ministry*, or on the Ministry of Caring Inc. webpage with the exception of internal promotions which may occur without announcement of the vacancy/opportunity. If an employee wishes to be considered for a position vacancy which is announced, he or she is asked to provide written notification to the Human Resources Department. In addition, he or she must verbally advise his or her direct supervisor that s/he is applying for a different position. A recommendation will be requested from the current supervisor, and past annual evaluations will be reviewed. If the employee meets the minimum qualifications for the position, and if he or she is in good standing and does not have a history of disciplinary probation or performance concerns, he or she may be granted an interview. While consideration will be given to current qualified employees, this does not preclude an external search or hinder management from selecting the most qualified candidate.

Outside School and Work Activities

When an employee wishes to attain employment outside the Ministry of Caring Inc., the Human Resources Department and the employee's direct supervisor must be notified immediately in writing. Approval must be granted by the Human Resources Department, in consultation with the supervisor, in order to ensure that the outside employment is not in conflict with the employee's work schedule at the Ministry of Caring Inc. Likewise, when an employee pursues education outside of work, the class schedule cannot conflict with the employee's regular work schedule or his or her ability to fulfill job requirements. Advanced education is encouraged to the extent that the class schedule and rigors of meeting course requirements do not conflict with the employee's work responsibilities and abilities to perform his or her job to an acceptable standard.

For employees who have outside employment and/or who have enrolled in advanced education, an ongoing evaluation of the impact on work attendance and performance will be done. If there is ever a risk that a conflict may arise, or evidence demonstrates that a conflict does indeed exist due to the negative impact on work performance and/or attendance, employment with the Ministry of Caring Inc. must take precedence over any other employment or educational endeavors and employees will be asked to make modifications to, or to possibly end completely, their outside work and/or educational pursuits.

Religious Employees

The Ministry of Caring Inc. encourages members of vowed religious communities to assist in its service to the poor. The Ministry of Caring Inc. may enter into an agreement with religious and their communities. This agreement may include special arrangements, such as housing, transportation, annual one-week retreat with pay and other arrangements agreed on beforehand with the Executive Director.

Religious employees who join the Ministry of Caring Inc. are expected to comply with the guidelines set forth by the Diocese of Wilmington, with respect to its “Safe Environment Program”, which governs the appropriate relationship in dealing with adults and children. The Ministry of Caring Inc. holds these standards in high regard and, as such, expects compliance on behalf of its religious employees.

PARTNERS OF THE MINISTRY OF CARING INC.

While partners are not employees of the Ministry of Caring Inc. and some of these policies do not apply to them, the Ministry of Caring Inc. asks them to conduct themselves according to the philosophy and expectations outlined herein. Ministry partners include those noted below:

Lutheran Volunteers Corps/AmeriCorps

The Ministry of Caring Inc. has been fortunate in obtaining the services of persons affiliated with the Lutheran Volunteer Corps (LVC). The LVCs serve under a one-year contract, including living allowance, traveling fee, work-related transportation, health insurance and other obligations for which the Ministry of Caring Inc. agrees to be responsible, as set forth in their contracts. The LVCs adhere to these personnel policies with the exceptions which are outlined in their contracts. LVC service workers are enrolled in the AmeriCorps program while fulfilling their LVC placement obligations at the Ministry of Caring Inc. (see AmeriCorps description below).

AmeriCorps

AmeriCorps is a federally-funded program for long-term service. Members are matched with a specific program in which they provide supervised direct and/or capacity-building service on a part-time or full-time basis, typically for one-two years, for a maximum of four years. Members are required to participate in state-wide AmeriCorps activities and to perform volunteer recruitment as part of their service experience. They are also encouraged to assist with special events such as Ministry of Caring Inc. fundraisers. Members receive a living allowance, health benefits, and day care assistance, if needed, during the service term. Upon completing the service term, and meeting all stipulations as set forth by the AmeriCorps program, a monetary educational award is issued by AmeriCorps for up to two terms.

Title V Enrollees (Wilmington Senior Center)

The Ministry of Caring Inc. has been a host agency for the Title V, Senior Community Service Employment Program, since 1978. It is the policy of the Ministry of Caring Inc. to support employment of Title V enrollees of the Wilmington Senior Center who apply for a position and who are able to meet the qualifications. This agency provides supervised work experiences that help to nurture good work habits, responsibilities and skills. These positions normally average 20 hours per week for a duration not to exceed four years.

St. Francis Hospital

In April 1992, the Ministry of Caring Inc. inaugurated St. Clare Medical Outreach van in co-sponsorship with St. Francis Hospital. St. Francis Hospital provides medical services from a van for residents of impoverished neighborhoods within the City of Wilmington. St. Francis Hospital also provides a medical director for House of Joseph II, a permanent residence for people with HIV/AIDS.

Foster Grandparents

Through a program launched by the State Office of Volunteerism in 1992, the Ministry of Caring Inc. has enjoyed the assistance of Foster Grandparents who work directly with staff and children in our child care facilities. This multi-generational pairing has proven to be beneficial to our child care centers while providing a meaningful experience for the Foster Grandparents.

Jewish Family Service of Delaware

Jewish Family Service of Delaware has assisted the Ministry of Caring Inc. through contracted services by offering several of their professional social workers to help the people whom we serve through individual counseling as well as group workshops.

Senior Companions

Senior Companions is a program of the First State Community Action Agency. It is expressly designed to pair seniors affiliated with the program with other seniors who receive their assistance.

Interns

The Ministry of Caring Inc. is grateful for the occasional contribution of student interns from local colleges and universities who are pursuing undergraduate and graduate programs. They provide added staffing resources while building practical skills to supplement their academic learning.

Volunteers

The Ministry of Caring Inc. has benefited from many local volunteers who assist the agency in its service to the poor, especially those from the Ministry of Caring Inc. Guild and the members of nearly 100 religious and civic entities involved with Emmanuel Dining Room. Volunteers take direction and guidance given by a work-site supervisor, and perform under this direction.

Permanent Volunteers

The Ministry of Caring Inc. has benefited tremendously in obtaining the services of permanent volunteers. Permanent volunteers are individuals who assist on a regular basis and address a particular need. They assist the Ministry of Caring Inc. in its service to the community. Permanent volunteers are required to have a criminal history background check, as well as a drug screen test, prior to engaging in long-term volunteer service. In addition, the Human Resources Department checks the state child and adult abuse registries as well as the national sex offender's registry for all permanent volunteers prior to the start of service. If the screening process reveals unacceptable results or findings, the individual will be denied the option of doing volunteer service since the Ministry of Caring Inc. must strive always to protect the vulnerable populations it serves. The liability insurance carried by the Ministry of Caring Inc. provides coverage in the event of a workplace injury to individuals serving as long-term volunteers.

The Ministry of Caring Inc. is very grateful and proud to work with the above-noted agencies, organizations, and individuals as part of our growing family, giving services to the poor.

BENEFITS

All benefit programs are reviewed on an ongoing basis, particularly at annual renewal time, and are subject to change. Therefore, employees should consult with the Human Resources Department regarding any changes that were made subsequent to publication of this handbook.

Health and Dental Insurance

Group health and dental insurance are provided by a carrier through the Ministry of Caring Inc. These fringe benefits and their level are dependent upon availability of funds. Health and dental insurance rates and plans are negotiated with the providers each year and, therefore, are always subject to change. Costs of these benefits are shared between the Ministry of Caring Inc. and employees. Eligibility for the health plan begins immediately upon successfully completing the initial 90-day introductory period for regular full and part-time employees, whereas eligibility for dental insurance is the first of the month following one full year of service for regular part-time or full-time employees.

The Affordable Care Act (ACA) requires all individuals to have health care coverage that meets the minimum standards set forth by the Act. The Ministry of Caring Inc. will ensure

compliance with the ACA by providing plans that meet the minimum coverage standards and that are affordable for full-time employees according to the ACA's guidelines on affordability.

Religious employees may enroll in the Ministry of Caring Inc.'s health plan upon successful completion of the 90-day introductory period or may opt instead to remain on their religious community's plan. If the latter option is elected, the Ministry of Caring Inc. will reimburse the religious community in amounts not to exceed the premiums for the Ministry of Caring Inc. health insurance (less the standard payroll deduction for lay employees with the same coverage election).

Part-time employees are eligible to enroll in the health and dental plans, provided that they work at least 1,000 hours per year. However, the cost to the employee is pro-rated based upon the number of hours worked weekly. For this reason, part-time employees may be eligible for subsidies available through the Marketplace Exchange which provide access for all individuals to purchase health care insurance as part of the ACA requirements. It should be noted that employees who regularly work 30 hours or more weekly are considered as full-time per the ACA with regard to health benefits. [Note: employees who work 30-39 hours per week are classified as part-time for all purposes other than health benefits, such as for the establishment of SET and vacation accruals).

In the case of resignation or release, the employee will remain on the Ministry of Caring Inc. health and dental plans until the end of the month in which the employee ends his or her employment.

COBRA

The Ministry of Caring Inc. participates in the Consolidated Omnibus Budget Reconciliation Act (COBRA) to provide former employees with the opportunity to continue health care coverage at their own expense upon termination or retirement. Notifications and management of enrollments and payments are done by a third-party administrator contracted by our health care provider.

Retirement Plans

The employer-sponsored retirement plan for lay employees Deferred Contribution Pension (DCP) plan is underwritten by Mutual of America, and the benefits under the plan are provided at no cost to eligible employees. Details are provided in the Mutual of America booklet, "Summary Plan Description Retirement Program for Employees of the Ministry of Caring Inc." Some highlights of the plan are:

The eligibility age is 21 years. An employee must have worked for the Ministry of Caring Inc. for a minimum of one year and must be a regular full-time or part-time (working a minimum of 1,000 hours per year) lay employee. Pool and religious employees are not eligible to participate. However, upon reaching one year of employment, the Ministry of Caring Inc. will

contribute to the pension plan of full-time or part-time religious employees with the same percentage as that which is contributed for lay employees to the employer-sponsored plan.

The contribution of the Ministry of Caring Inc. for the retirement plan is determined by the Board of Directors. The Director of Human Resources will inform employees of the current contributory percentage. Full vesting rights are attained after five years of employment; employees age 65 and over are automatically vested regardless of their length of employment. When vested, employees will receive retirement incomes whenever they retire. Normal retirement is age 65, but employees can retire as early as age 55 or work beyond age 65. However, there is a 10% tax penalty for withdrawals made between the ages of 55-59 (except in the case of death, disability, or termination after the age of 55).

Upon enrollment, the employee must designate his or her preferred investment option(s). These initial choices can be changed at any time by requesting to alter investment allocations. Each participant will receive quarterly statements from Mutual of America, which show the contributions, opening and closing balances, interest and investment gains or losses, and any transactions made. In the interest of preserving our environment, employees are encouraged to make and change investment allocations online, and also to opt for receiving paperless reporting of investment activity.

If an employee fails to enroll in the pension plan upon reaching eligibility, he or she will be enrolled by the Human Resources Department in keeping with federal IRS requirements. This is known as a forced enrollment. Individuals for whom a forced enrollment must be done will be enrolled in the default investment alternative, the "Interest Accumulation Account" fund. The employee will be subsequently notified in writing that a forced enrollment has been done on his or her behalf to remain compliant with IRS requirements regarding timely enrollments.

If a vested employee resigns before retirement, the retirement account will continue to earn interest until funds are withdrawn upon retirement.

The Ministry of Caring Inc. includes in the retirement plan a disability annuity credit feature. This allows employees to obtain full retirement benefits if an illness or injury results in a long-term disability, provided they also receive Social Security Disability benefits.

Voluntary Retirement Plan

The Ministry of Caring Inc. also offers employees with the opportunity to participate in the Tax Deferred Annuity (TDA) plan, underwritten by Mutual of America. This plan allows employees to save specific amounts via payroll deduction, before taxes. It is used for savings for retirement in order to supplement pension and Social Security retirement income.

Employees may change the amount or percentage designated for deposit to their TDA account at any time, and may elect to change the fund distribution for the deposits at any time also.

Funds in the TDA plan are immediately vested; however, access to the funds is regulated by federal tax law pertaining to retirement accounts. Loans are permitted with certain conditions, and the loan must be repaid with interest, generally within five years. In some circumstances, a hardship withdraw may be permitted. To be approved, a hardship withdraw must be for purchase of a primary residence, or for certain tuition, home repair, funeral or medical expenses. In addition, a hardship withdraw is permitted to prevent eviction from, or foreclosure of a mortgage on the participant's primary residence. Documentation substantiating a valid hardship need must be supplied before an approval can be granted.

Employees can call the Service Department at Mutual of America (#610-834-1754) to discuss the specifics of each benefit plan.

The Ministry of Caring Inc. has a contractual agreement with each religious order whereby the Ministry pays for pension directly to the order, based upon the same percentage paid to the retirement accounts of its lay employees.

Life Insurance

Eligibility for basic life, Accidental Death and Dismemberment (AD&D), and voluntary life insurance begins on the first day of the month following one year of employment for regular full-time and part-time (who work a minimum of 1,000 hours annually) employees. The Human Resources Department will review the plan options with employees upon reaching eligibility, and provide assistance in completion of enrollment forms.

Basic Life Insurance

The Ministry of Caring Inc. provides a basic life insurance policy, equal to 150% of the employee's annual salary. Benefits reduce to 80% upon reaching age 65 and to 50% upon reaching age 70. Upon termination, the basic life insurance coverage that is currently in place, has a conversion feature, enabling the employee to continue coverage at a higher, non-group rate provided appropriate forms are submitted within 30 days after employment has ceased. The employee must contact Mutual of Omaha directly.

Accidental Death and Dismemberment (AD&D) Insurance

The Ministry of Caring Inc. also provides an Accidental Death and Dismemberment (AD&D) insurance, at no cost to eligible employees. If death results from an accident, the benefit is doubled. If a covered employee suffers dismemberment through an accident, a portion – or, in some cases, the full benefit - will be paid to the employee.

Voluntary Life Insurance

In addition to the basic and AD&D life insurance provided at no cost, the plan also offers optional additional coverage to eligible employees for themselves, a spouse, and/or dependent(s) upon reaching one year of continuous employment for full-time and part-time (who work a minimum of 1,000 hours annually) employees. This voluntary coverage is

available at group rates, and is paid for by the employee via payroll deduction. Voluntary life insurance is portable, meaning that it can be continued upon termination of employment. However, the portability feature becomes invalid upon reaching the age of 70. Full details are available in the literature from the current plan provider; employees are encouraged to become familiar with the plan's details.

Upon termination of employment, enrollment in basic, AD&D and/or voluntary life insurance is canceled at the end of the month in which the employee ceases working. Employees may elect to continue these coverages at their request and by assuming the full non-group rate premium cost in direct communication with the carrier, within certain parameters as noted in plan documentation.

Long Term Disability Insurance

The Ministry of Caring Inc. provides long term disability (LTD) insurance coverage to regular full-time and part-time (who work a minimum of 1,000 hours annually) employees upon reaching one year of continuous service. LTD insurance provides partial earnings (generally 60%, but reduced based upon other sources of income) in the event that an illness or injury renders an employee medically unable to work for 90 continuous days. A claim may be filed during the waiting period if the physician anticipates that the employee will not be able to resume work after 90 days. Upon submission of a claim to the insurance carrier, all pertinent medical information is reviewed and a decision is rendered regarding claim acceptance. If the claim is accepted, LTD benefits will be paid as long as the medical need continues with certain restrictions and considerations as outlined in the plan document (given to employees at the time of enrollment).

AFLAC Voluntary Benefits

The Ministry of Caring Inc. offers four voluntary plans to all regular full-time and part-time (who work a minimum of 1,000 hours annually) who have successfully completed their introductory period. These plans are fully employee paid via payroll deduction and are portable if an employee leaves the Ministry of Caring Inc. The available plans include:

- Hospital Advantage;
- Accident Advantage;
- Lump Sum Critical Illness; and,
- Short-Term Disability

Details for all plans are provided to all new eligible employees upon the fulfillment of the 90-day introductory period. Thereafter, the benefits are offered annually via open enrollment to coincide with the health plan open enrollment. It should be noted that the short term disability plan (STD), if elected, has a two-week waiting period. Within the two week waiting period, SET may be used for payment of sick days, if available. While on STD - which generally pays 60%-70% of regular earnings – SET can be used to supplement the disability benefits, up to the 40% portion that is not paid by STD, if available.

Credit Union

The Ministry of Caring Inc. is a member of the Delaware Alliance Federal Credit Union (DAFCU). Applications for membership in the Delaware Alliance Federal Credit Union can be obtained from the Human Resources Department. Savings and personal borrowing opportunities are available to employees along with other services such as financial counseling, free travelers checks and ATM and VISA card services.

Savings and borrowing opportunities include: Share Savings Accounts, New Car Loans, Share Certificates, Used Car Loans, Christmas Club, Accounts, Signature Loans, Vacation Club Accounts, Share Secured Loans, Home Accounts, Home Equity Lines of Credit, IRA Share Accounts, VISA Credit Card, Checking Accounts, and Vacation Loans.

Blood Bank

The Ministry of Caring Inc. encourages employees to join the Blood Bank of Delaware. This membership can be obtained by paying a minimal fee. Anyone can become a member and there are no age or health requirements for membership. The Blood Bank will replace or pay the replacement cost for blood used by the member, spouse and all those who can be claimed as tax dependents.

Group members have unlimited coverage at all hospitals in the United States. Members are required to make a blood donation every 18-24 months or, in lieu of the donation, pay a fee or have someone else donate on his or her behalf. Members and their families are protected the moment they are enrolled. Additional information is available from the Human Resources Department.

Fitness Center

In 2008, Sacred Heart Village I Inc. opened a state-of-the-art fitness center on its lower level. Primary use was for the Village residents and members of the Francis X. Norton Center. This was subsequently expanded to Ministry of Caring Inc. employees and those committing to one year of service (LVC/AmeriCorps). Employees who join the Fitness Center must pay a one-time, non-refundable nominal fee for an entrance swipe key (this fee is waived for staff doing one year of service). New members must have an initial orientation with the fitness trainer for proper equipment use. Staff members are not permitted to allow entrance to the center to non-members. Members are required to sign-in upon entrance to the fitness center; they must turn off equipment/TV monitors when leaving (and lights if no one else is there). Violation of these usage guidelines may result in loss of membership. Residents of Sacred Heart Village have priority for equipment usage at all times.

Child Care

The children of employees are welcome to enroll in the child care program at the Ministry of Caring Inc. at the regular tuition rate, and must pay for tuition via payroll deduction. Child care is provided based on availability of openings and this may entail being placed on a wait list.

VACATION

Vacation is accrued from the date of hire, according to the tables to follow. However, new employees may not take vacation time until they have successfully passed the 90-day introductory period. At that time, they can take only the amount accrued until reaching six months of employment when some negative vacation usage is permissible as noted below.

Employees must work the last scheduled day before and the first scheduled day after a vacation in order to receive vacation pay unless their immediate supervisor has approved an absence, or unless medical documentation has been supplied to substantiate an illness which occurred immediately before or after a scheduled vacation.

A negative vacation balance that exceeds an employee's total weekly work hours is discouraged (40 hours for regular full-time employees and 32, 30, 24, or 20 hours for regular part-time employees). However, at times this cannot be avoided for vacation plans early in a new year. All employees must sign the Vacation Advance Agreement if they wish to be granted the opportunity to take paid vacation in advance of its having been earned. Pursuant to the Vacation Advance Agreement, employees who leave employment with a negative vacation balance will have this balance deducted from the final paycheck. For a negative balance that exceeds what can be repaid via a payroll deduction, payment will be required directly to the Ministry of Caring Inc. When an employee is out of work on an unpaid leave of absence, such as FMLA, he or she is not permitted to go into a negative vacation balance.

If an employee's employment ends with a positive vacation balance, the Ministry of Caring Inc. will reimburse the individual for the vacation time accrued but not used, provided that he or she has given sufficient resignation notification (30 days for exempt employees and two weeks for non-exempt employees), and that they have not been released for cause. Employees who fail to give sufficient resignation notice and/or who are terminated for cause will forfeit payment of their positive vacation accrual balance.

Non-exempt employees may carry over up to one week of vacation for the next calendar year (forty hours for full-time employees, or the regular weekly work hours for part-time employees). Though this practice is discouraged, it is recognized that there are times when job or personal obligations necessitate it. No special permission is required to exercise this one week carry-over policy for non-exempt employees. Exempt employees, however, are not permitted to carry-over vacation time until they have reached 15 years of service at which time they are permitted to carry-over up to one week of vacation time. The exception is for new exempt employees, during their first year of employment, who may carry over accrued vacation time to the next calendar year.

Vacation schedules are subject to the approval of supervisors based on the needs of the Ministry of Caring Inc. Employees are required to provide a three week notice minimally for vacation requests; this requirement may be waived by their supervisors. Senior employees have the first choice of vacation time. Seniority is determined by the length of service in the employment at the Ministry of Caring Inc.

VACATION ACCRUAL RATES

VACATION TIME FOR FULL-TIME NON-EXEMPT EMPLOYEES

Years Worked	Days Accrued Per Year	Hours Accrued Per Year	Accrual Rate Per Pay Period
0 – 4	10	80	3.08 hours
5 – 9	15	120	4.62 hours
10 - 19	20	160	6.15
20 - 24	25	200	7.69
25+	30	240	9.23

VACATION TIME FOR PART-TIME NON-EXEMPT EMPLOYEES

Years Worked	Days Accrued Per Year			Accrual Rate Per Pay Period		
	20 Hours Weekly	24 Hours Weekly	30 Hours Weekly	20 Hours Weekly	24 Hours Weekly	20 Hours Weekly
0 – 4	40	48	60	1.54	1.85	2.31
5 - 9	60	72	90	2.31	2.77	3.46
10 – 19	80	96	120	3.08	3.69	4.62
20 - 24	100	120	150	3.85	4.62	5.77
25+	120	144	180	4.62	5.54	6.92

VACATION TIME FOR FULL-TIME EXEMPT EMPLOYEES

Years Worked	Days Accrued Per Year	Hours Accrued Per Year	Accrual Rate Per Pay Period
0 – 4	15	120	4.62
5 – 9	20	160	6.15
10 - 19	25	200	7.69
20+	30	240	9.23

VACATION TIME FOR PART-TIME EXEMPT EMPLOYEES

Years Worked	Days Accrued Per Year			Accrual Rate Per Pay Period		
	20 Hours Weekly	24 Hours Weekly	30 Hours Weekly	20 Hours Weekly	24 Hours Weekly	20 Hours Weekly
0 – 4	60	72	90	2.31	2.77	3.46
5 - 9	80	96	120	3.08	3.69	4.62
10 – 19	100	120	150	3.85	4.62	5.77
20 - 24	120	144	180	4.62	5.54	6.92

Note Pertaining to Part-Time Accruals: If an employee’s weekly hours fall between the cut-off numbers noted above, they will receive the accrual of the lower range (i.e. an employee with three years of service, working 28 hours per week, would accrue at the rate of a “24 Hour Per Week” employee, or 2.77 hours per pay period).

SICK AND EMERGENCY TIME (SET)

Sick and Emergency Time (SET) is accrued to provide employees a continued salary when illness, injury, or other hardship arises (described below). When accumulated over time, it can provide a financial cushion to an employee who is facing a prolonged absence from work due to a serious illness or injury. Regular full-time employees will accumulate four hours of SET per pay period, starting immediately upon employment. Regular part-time employees accumulate SET on a pro-rated basis (see accrual table to follow) also starting with the first day of employment. While SET will be paid within the 90-day introductory period, a pattern of repeated absence during this time period will be documented unfavorably on the introductory period performance evaluation and may hinder ongoing employment.

SET may be taken only for illness or for an emergency as described in this section. SET may be accumulated up to 90 work days/720 hours/18 weeks for full-time employees. Part-time employees may accumulate SET up to a maximum level pro-rated according to the number of hours regularly worked (see table below). The number of accumulated hours available to each employee will be updated bi-weekly in the payroll system.

SET may not go into a negative balance under any circumstance. When an employee exhausts his or her SET accrual, time off is unpaid unless the employee has vacation accrual time from which he or she wishes to be paid. If an employee has no SET from which to be paid for an absence, whether a whole day or partial day, he or she cannot make up these hours in order to receive a full paycheck unless there is a program need for the extra work time. SET cannot be converted to vacation time, nor be donated to another employee. In addition, there is no compensation for unused SET when employment is ended. SET cannot be used for personal leave or for other reasons unrelated to episodes of illness or emergency situations.

Monthly Accrual Rate for Part-Time Employees Sick/Emergency Time

20 hours a week	3.7 hours
24 hours a week	4.4 hours
32 hours a week	6.44 hours

Note: If employees' weekly hours fall between the cut-off numbers noted above, they will receive the accrual of the lower range (i.e. an employee working 28 hours per week would accrue at the rate of a "24 Hours Per Week" employee, or 4.4 hours monthly).

Maximum Accrual Rate for Part-Time Employees Sick/Emergency Time

20 hours a week	240 hours
24 hours a week	288 hours
32 hours a week	360 hours

Sick Days

Staff members absent because of illness must notify their supervisors as soon as possible. For programs open seven days a week, staff members must notify their supervisors no later than two hours before reporting time. For programs open five days a week, the notification must be at least one hour prior to the scheduled reporting time. Normally, text messaging or emailing is not an acceptable means of calling out. Failure to report the absence, or to report it on a timely basis, will result in disciplinary action up to and including termination. For multiple days of absence, the employee is required to call out each day on a timely basis. If an illness requires prolonged sick leave (three or more consecutive working days or excessive absences), a certificate from the employee's physician is required upon returning to work. The Ministry of Caring Inc. reserves the right to require a doctor's note whenever a pattern of excessive absenteeism due to illness exists.

If employees are under regular medical treatment and it is necessary to be absent from work, those absences may be deducted from accrued SET. Appointments with doctors, dentists, and other health care practitioners should be made at times other than working hours whenever possible. When this is not possible, employees should consult with their supervisor for approval to take time off during the work day for such appointments, and to use SET for this purpose. If there is no SET available, then vacation time may be used for medical absences/appointments to ensure being paid.

Absenteeism, Abuse of SET, and Tardiness

Because of the importance of providing continuous service to the poor, the Ministry of Caring Inc. expects each of its employees to have a good attendance record, and to be on time - present and punctual – so that they can effectively perform their duties on behalf of our clients. Therefore, habitual absence and lateness will not be tolerated. These are serious violations that will lead to termination if not corrected. Employees have the responsibility to provide justification for questionable use of SET.

Supervisors have a responsibility to address a pattern of tardiness or SET usage. After three occurrences of lateness or SET usage (with occurrence meaning one instance of absence, whether this is one day or a few contiguous days), employees will be subject to termination.

Hardship and Emergency Days

An emergency is defined as a time used by the employee for an unplanned, unexpected emergency need; e.g., sick family members. The unplanned, unexpected need should be communicated to the immediate supervisor. Normally, these days are not consecutive and do not indicate a regular pattern of SET. In addition to unplanned, unexpected emergencies, employees may use up to two SET days per year for other family needs (such as pre-scheduled surgery for a family member). In an emergency, when it is necessary for an employee to be absent, this day will be deducted from accrued SET. If an employee's accrued SET is depleted, any additional need for time off will be charged to accrued vacation, if

available. However, in such instances, the employee may elect to be unpaid and reserve their vacation time for future use. It is the employee's responsibility to clearly articulate their desires to their supervisor, so that the time card may be completed accordingly in the employee's absence. In the absence of any indication, this will be deducted from vacation. If there is no SET or vacation accrual, the time off will be without pay.

Inclement and Emergency Weather Days

The Executive Director makes the final decision concerning when the Ministry of Caring Inc. will be closed, always with full compliance of any "state of emergency" declared by federal, state, or local governments. However, there are programs in the Ministry of Caring Inc. that must remain open in order to serve our clients. These programs include all emergency shelters and programs housing the poor. In addition, every effort will be made to keep Emmanuel Dining Room open since many individuals depend on us so that they may eat. Expectations for each employment classification are noted below, for emergency weather days and inclement weather days. The child care centers will abide by the decisions rendered by the Red Clay Consolidated School District for full day closings, late openings, or early closings.

Emergency Weather Days ("State of Emergency")

These apply when a state of emergency has been officially declared by the federal, state, or local government. During a state of emergency, only essential employees are permitted on the roadways.

Essential Employees: Employees who work in the emergency shelters, House of Joseph II, EDR, maintenance, Program Directors and executive management.

Essential employees have a special notation on their ID badges so they can be easily confirmed as essential staff if they are stopped by law enforcement authorities. Essential non-exempt employees who work during a state of emergency will be paid time and a half. Hours worked by exempt essential employees will be not be directly compensated; however, it will be taken into account when assessing any future requests for executive leave.

Non-Essential Employees: All other employees who do not work in the shelters, House of Joseph II, EDR, or who are not Program Directors or members of the executive management team.

Non-essential employees are not permitted on the roadways during a state of emergency. Since this is a "hardship" situation, non-essential employees will be paid SET (Sick and Emergency Time), as available. If SET has been depleted, they may request vacation pay or will have the day(s) as unpaid.

Inclement Weather Days

This applies when there are severe weather conditions (i.e. snowstorms) but an official state of emergency has not been declared by the federal, state, or local government. Employees are

asked to report to work to the extent that they believe that they can safely navigate roads. If an employee is not able to report to work due to inclement/severe weather, he or she may be paid SET or vacation, based on accrual balances. If an employee's specific program/site is closed (such as child care centers), but he or she is willing and desirous of working, he or she may offer to work at another vital program that assists the poor. Most times, individuals who wish to work on an inclement weather day will be directed to assist at EDR.

Communication During Emergency / Inclement Weather Days

The Deputy Director with program oversight will communicate to all Program Directors about the Ministry of Caring Inc.'s plans for closings. Each Program Director will notify his or her staff to inform them accordingly. In addition, information regarding the Ministry of Caring Inc.'s plans during inclement weather and emergencies will be posted on the Staff Only section of our agency website: www.ministryofcaring.org/staff.

Bereavement Days

In the case of death in the immediate family of regular employees, up to five days off with full pay are allowed with the approval of the immediate supervisor; these days are not deducted from accrued SET or vacation. Immediate family includes: spouse or partner, children, parents, spouse's/partner's parents, grandparents, grandchildren, siblings, legal guardians, step-parents, or relatives living in the employee's household. In the case of death of a close relative outside of the immediate family, two bereavement days will be granted. Close relatives include: aunts, uncles, nieces, nephews, first cousins, brothers-or-sisters-in-law, daughters-or-sons-in-law. If additional days are needed for bereavement purposes, they can be requested as SET, vacation, or as unpaid.

Significant Life Events - Marriage, Religious Profession, Ordination, and Jubilee Days

After being employed for 90 days, an employee will be allowed a leave of three working days with pay at the time of marriage, 25th and 50th wedding anniversaries, religious profession, and Jubilee or ordination, provided there is a commitment to continuing employment with the Ministry of Caring Inc. This will not affect vacation days or SET.

Jury Days

Leave with full pay for jury duty will be granted. However, if the employee receives payment from the state for jury service, this amount will be deducted from the employee's pay. Employees must provide verification of jury summons, jury duty and jury pay.

Employees are expected to report to work each day that they are not selected for jury duty. The court may excuse someone from jury service if this would entail an undue hardship on the public served by the employee. Employees who are summoned are to consult with the Executive Director who will advise them if their absence would so cause a hardship. If this is the case, a letter from the Executive Director or Human Resources Director, describing the

hardship, will be forwarded to the jury commissioner. The decision then rests with the jury commissioner.

Non-Jury Court Days

Employees may be involved in court proceedings pertaining to personal circumstances, or they may be subpoenaed to appear in court for other matters. In either case, the employee will need to use accrued SET or vacation time in order to be paid for the lost time. There is no other remuneration for work time missed for court matters except when required to report for jury duty. If in the course of an employee's employment, however, he or she is summoned to appear in court on a job-related matter, it is considered a part of his or her employment hours.

Parental Leave

A paid parental leave of three days off with full pay for following the birth or adoption of children will be allowed with no loss of accrued SET or vacation. After these initial three days of paid parental leave, SET and vacation accruals are available to continue receiving pay for time off from work thereafter. Parental leave may be taken in conjunction with a leave of absence for up to twelve weeks in accordance with the provisions of the Family and Medical Leave Act.

Reduced Hours

With the approval of the Executive Director, a schedule of reduced hours may be worked by an employee if necessary and pay will be reduced proportionately. The employee keeps any SET or vacation time and seniority earned prior to beginning a reduced-hours schedule. Once the reduced hours schedule has begun, SET, vacation time, as well as benefits, accrue on a pro-rated basis according to actual hours worked. Reduced hours scheduling is available only after one year of continuous employment. The reduced hours schedule will be reviewed on a regular basis to determine whether it can continue to be accommodated based upon the needs of the program

HOLIDAYS

All regular full-time and part-time employees are entitled to ten holidays throughout the year, as follows (provided the celebrated holiday falls on a scheduled work day for a part-time employee, and provided that he or she works 20 hours per week regularly). Paid holidays are not available for pool, temporary, or contract of services employees, nor for part-time employees for whom the regular schedule is less than 20 hours weekly.

New Year's Day	Independence Day
Martin Luther King Day	Labor Day
President's Day	Thanksgiving Day
Good Friday (or alternate religious holiday)	Christmas Day
Memorial Day	Floating Holiday (*)

(*) The floating holiday is observed by administrative staff and programs on the day after Thanksgiving. The exception is employees of residences and the dining rooms who will need to schedule the floating holiday in advance with his or her supervisor.

For five-day weekday programs and administrative offices, weekend holidays will be observed on the previous Friday if the holiday falls on a Saturday; and, on the following Monday if the holiday falls on a Sunday. If a holiday occurs during the period of vacation week, it will not be charged as a vacation day. Holiday pay is equivalent to the normal hours scheduled to work (typically, 8 hours for a full-time employee and 4 hours for a part-time employee).

If the holiday falls on an employee's regularly scheduled day off, he or she will be able to take the holiday on another day; however, this must be scheduled in advance with the supervisor and should be taken within the same pay period.

Employees must work the last scheduled day before and the first scheduled day after a holiday in order to receive holiday pay unless their immediate supervisor has approved an absence, or unless medical documentation has been supplied to substantiate an illness which occurred immediately before or after a holiday.

Holiday-eligible employees must work the last scheduled day before and the first scheduled day after a Ministry of Caring Inc. holiday in order to receive holiday pay unless their immediate supervisor has approved an absence in advance. To be paid for days absent before or after a holiday, an employee must take SET (with appropriate medical or legal documentation) or must have had vacation days approved in advance. Otherwise, those days absent before or after the holiday will be unpaid. If an employee is absent the day before or after a holiday and provides medical documentation supporting his or her absence, he or she will be paid the holiday.

If holiday-eligible employees work on a holiday – whether because it is the regularly scheduled work day, or because they offer to work on behalf of another staff person - they will have a choice between being paid time-and-a-half for the day worked, or else taking a substitute day off within the same pay period.

LEAVES OF ABSENCE

The Ministry of Caring Inc. has identified six categories of permissible leave without pay. With the exception of Sabbatical Leave, all leaves conform to certain prerequisites. Leave is available only after one year of continuous employment. It may be taken only once each year and one full year must pass before leave may be taken again (this is computed based upon a rolling twelve months rather than on a calendar year basis). Up to 12 weeks of leave may be taken (exceptions may be made by the Executive Director). No earned wages are paid, and SET and vacation time accruals cease during leave. If accrued vacation or SET are to be added or integrated into the request for leave of absence for continuation of pay, it should be stated in the employee's letter of request for a leave. During a leave of absence, for a period not to exceed 12 weeks, the Ministry of Caring Inc. will maintain the employee's health and welfare benefits provided he or she continues to pay the usual employee contributions on a timely basis (via payroll deduction if the employee is being paid via accrued SET and/or vacation; or by check or money order if the employee is not receiving a paycheck from

accrued SET or vacation). If the employee is not being paid from SET or vacation, and he or she or he fails to make timely payments of the employee contribution, benefit coverage will be terminated.

For a leave of absence exceeding 12 weeks, the employee is required to pay the full premium for all benefits by the first of the month in order to retain benefit coverage. Failure to pay the full premium amounts on a timely basis will result in the termination of benefit coverage. The exception is an unpaid sabbatical leave of absence, during which the employee must pay for the full premium for benefits to be continued during his or her leave of absence.

1. Family and Medical Leave

In compliance with the Family and Medical Leave Act of 1993 (FMLA), the Ministry of Caring Inc. will allow FMLA-eligible employees (defined below) a maximum of twelve weeks of unpaid leave in any twelve-month period to enable them to handle the following:

- The birth, adoption or placement for foster care of a son or daughter of the employee and the care of such a child. (The leave must be taken during the twelve-month period following the birth, adoption or placement);
- A serious health condition of a qualifying family member (i.e. spouse, son, daughter or parent of the employee) if the employee is needed to care for such a family member;
- A serious health condition of the employee that makes the employee unable to perform any one or more of the essential functions of his or her job;

The term “serious health condition,” as the FMLA defines it, is an illness, injury, impairment or physical or mental condition that involves inpatient care in a hospital, hospice or residential medical care facility and/or necessitates continuing treatment that a health care provider gives and renders the employee unable to perform his or her essential job functions.

According to the FMLA, a FMLA-eligible employee is:

Someone who has been employed with the Ministry of Caring Inc. for a period of twelve months prior to the initiation of the leave, and is someone who has worked at least 1,250 hours during the previous twelve months. The 12-month period on which this benefit is based is on a rolling basis counting backwards continuously from the first date of the leave request.

Parental leave of absence for birth or adoption of a child will be granted under the above conditions upon the written request of the employee. Leave due to the birth, adoption or placement of a son or daughter may not be taken intermittently or on a reduced work schedule basis. Leave due to a serious health condition of the employee or a qualifying family member may be taken intermittently or on a reduced work schedule basis when medically advised.

Employees are required to provide the Ministry of Caring Inc. with:

- At least 30 days advance notice, when foreseeable, of the need for leave;
- The FMLA qualifying reason for the leave;

- Medical certification of the need for the leave within 15 days of requesting the leave;
- The anticipated timing and duration of the leave;
- The treatment schedule if intermittent or reduced schedule leave is requested; and
- Medical certification, at the expiration of the leave, stating that the employee is medically able to return to work and whether or not any medical restrictions are necessary.

When the leave involves a qualifying family member, an employee may also be required to provide reasonable documentation to confirm the relationship. If the need is foreseeable, the employee is required to provide such notice to the Human Resources Director at least 30 days before the commencement of the leave, unless it is impractical to do so under the circumstances, in which case notice must be given as soon as possible.

The Ministry of Caring Inc. may require re-certification to support a request for leave because of a serious health condition. If employees have submitted medical certification signed by their health care providers and the adequacy of the certification is questioned, then the Ministry of Caring Inc. may request that the health care provider representing the Ministry of Caring Inc. contact the employee's health care provider for the purposes of clarification and authentication of the medical certification.

In such cases, the Ministry of Caring Inc. will seek permission from the employees to contact their health care providers. In the case of planned medical treatment for a serious health condition that fits the FMLA's definition, the employee is required to make a reasonable effort to schedule the treatment so as not to unduly disrupt the operations of the Ministry of Caring Inc. Whenever there is a change in the dates of scheduled leave, employees are required to give additional notice as soon as it is practical. The Ministry of Caring Inc. requires employees to report on their status and intent to return to work on bi-weekly basis. Failure to report on a bi-weekly basis may place the employee's job protection in jeopardy.

The Ministry of Caring Inc. will respond to requests for FMLA in writing, usually within two business days of the request, to notify employees concerning their eligibility for leave and the employees' rights and obligations with respect to the leave. In accordance with this policy, the Ministry of Caring Inc. will prepare and provide employees seeking FMLA with a letter detailing the parameters of the approved leave.

FMLA is unpaid with regard to earned wages. However, the employee may opt use any accrued vacation or SET during an otherwise unpaid FMLA as a means to be paid. The employee is not required to use all of his or her vacation or SET as part of the FMLA, however. During the period of approved FMLA, the Ministry of Caring Inc. will maintain employees' health plan and other benefits, with the same terms and conditions that would apply if the employees were actively working. During FMLA, employees will be required to pay their portion of the premium, which they would have otherwise had to make if actively employed. During FMLA, if the employee is continuing to be paid from SET or vacation, the usual benefit deductions will be made. However, if the employee has depleted SET and vacation, and the leave is unpaid, he or she will be responsible to submit payment to the Finance Office for the amount equal to the usual benefit deductions. These payments should

be made on a bi-weekly or monthly basis. Failure to submit such payment in a timely fashion will result in discontinuation of coverage. While an employee is on FMLA, his or her vacation and SET accruals will cease, and he or she will not be eligible for paid holidays. In addition, vacation accruals cannot go into the negative while on FMLA.

If the employee fails to return to work following the expiration of the FMLA for a reason other than a serious health condition or circumstances beyond the employee's control, the Ministry of Caring Inc. is entitled to the repayment by the employee of any premiums paid by the Ministry during the leave. If the date on which the employee is scheduled to return to work from an approved FMLA changes, the employee is required to give the Ministry of Caring Inc. notice of the change, when foreseeable, within two business days of the change. Upon timely return from an approved FMLA, employees will be restored to their original or equivalent position with the Ministry of Caring Inc. with the same salary, benefits and employment terms. Job restoration may be denied if:

Conditions unrelated to the approved leave have resulted in the elimination of the employee's position; and the employee qualifies as a "key" employee, which is generally one of the highest paid 10 percent in the workplace, and if job restoration would cause substantial and grievous economic injury to the Ministry of Caring Inc.. If the Ministry of Caring Inc. decides that job restoration of a key employee would cause substantial and grievous economic injury to it, the Ministry of Caring Inc. will notify the employee of its decision.

FMLA may not exceed 12 weeks in any 12-month period. Employees who are not medically cleared to return to work following twelve weeks of FMLA will need to discuss plans for a return to work with the Human Resources Department and will need to present an updated medical certificate noting the outlook for a return to work. An extension of the leave of absence may be granted on an exception basis when warranted after a careful evaluation of the situation. When an extended medical absence is granted beyond the 12 weeks of FMLA, the Ministry of Caring Inc. cannot guarantee that the employee will be able to return to the same position, classification, schedule, or pay upon his or her clearance to return to work. Furthermore, employees with a leave of absence which is approved beyond the twelve weeks of FMLA must bear the full financial obligation for the continuation of all health and welfare benefits in which he or she was enrolled. Employees who will be out of work beyond the 12 weeks of FMLA are encouraged to file a Long Term Disability (LTD) claim to ensure partial salary continuation. However, no guarantee of LTD benefits can be made by the Ministry of Caring Inc. Rather, review and approval or denial of claims rests solely with the LTD insurance carrier.

Military Provisions Under FMLA

FMLA now offers additional military provisions; specifically: Military Caregiver Leave and Qualifying Exigency Leave, as follows:

2. Military Caregiver Leave

Military Caregiver Leave allows up to 26 weeks of leave in a single 12-month period to be granted to an eligible employee to provide care to an injured service member who is the eligible employee's spouse, son, daughter, parent, or eligible 'next of kin'. 'Next of kin' means the nearest relative other than the covered service member's spouse, parent, son, or daughter, in the following order of priority: relatives who have been granted legal custody of the covered service member by court decree or statutory provisions; brothers and sisters, grandparents, aunts and uncles, then first cousins, unless the service member has specifically designated in writing another relative as his or her nearest relative for purposes of military caregiver leave under the FMLA. When no such designation is made, and there are multiple family members with the same level of relationship to the covered service member, all such family members shall be considered the covered service member's next of kin and may take FMLA leave to provide care to the covered service member, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered service member's only next of kin.

The 26 weeks is inclusive of the 12 weeks of leave already provided under regular FMLA. This leave can only be used once and must be used within one 12-month period. Although the leave is unpaid insofar as earned wages, the employee may be paid from SET/vacation accrual balances as available and desired. During the period of approved Military Caregiver Leave, the Ministry of Caring Inc. will maintain employees' health plan and other benefits, with the same terms and conditions that would apply if the employees were actively working. However, employees will be required to pay their portion of the premium, which they would have otherwise had to make if actively employed. During Military Caregiver Leave, if the employee is continuing to be paid from SET or vacation, the usual benefit deductions will be made. However, if the employee has depleted SET and vacation, and the leave is unpaid, he or she will be responsible to submit payment to the Finance Office for the amount equal to the usual benefit deductions. These payments should be made on a bi-weekly (in conjunction with the payroll cycle) or monthly basis (at the beginning of the month). Failure to submit such payment in a timely fashion will result in discontinuation of coverage. While an employee is on Military Caregiver Leave he or she will continue to accrue SET and will also be eligible for paid holidays during the time of absence.

3. Qualifying Exigency Leave:

Qualifying Exigency Leave allows up to 12 weeks of leave to be granted to an eligible employee who is the spouse, son, daughter, or parent of a service member who is placed on active duty or has been notified of an impending call or order to active duty so that the eligible employee may attend to any of the following 'qualifying exigencies':

1. Family preparations resulting from a short-notice of deployment;
2. Military events and related activities;
3. Child care and school activities affected by the deployment;
4. Financial and legal arrangements affected by the deployment;
5. Counseling related to the deployment;

6. Time with service member during rest and recuperation leave;
7. Post-deployment activities; and
8. Additional activities related to the active duty or call to active duty agreed to by employee and employer.

The 12 weeks is not in addition to the regular 12 weeks of leave available for other FMLA purposes. Although the leave is unpaid insofar as earned wages, the employee may be paid from accrued SET (Sick and Emergency Time) and/or vacation.

During the period of approved Exigency Leave, the Ministry of Caring Inc. will maintain employees' health plan and other benefits, with the same terms and conditions that would apply if the employees were actively working. However, employees will be required to pay their portion of the premium, which they would have otherwise had to make if actively employed. During Exigency Leave, if the employee is continuing to be paid from SET or vacation, the usual benefit deductions will be made. However, if the employee has depleted SET and vacation, and the leave is unpaid, he or she will be responsible to submit payment to the Finance Office for the amount equal to the usual benefit deductions. These payments should be made on a bi-weekly basis (in conjunction with the payroll cycle) or on a monthly basis (if monthly, at the beginning of the month). Failure to submit such payment in a timely fashion will result in discontinuation of coverage. While an employee is on Exigency Leave, accruals for SET and vacation will cease until he or she returns to work.

4. Parental Leave

Parental leave of absence for birth or adoption of children will be granted under the above conditions of FMLA upon the written request of the employee.

5. Drug and Alcohol Leave

Residential treatment and outpatient treatment for alcohol or other drug abuse are sufficient reasons to request a leave of absence without pay. As a preferred alternative to a leave of absence, outpatient treatment should, when possible, be scheduled outside working hours. It should be noted that being under the influence of alcohol or controlled substances during working hours will not be tolerated and is grounds for immediate termination. If the leave of absence requires a prolonged inpatient stay at a medically supervised treatment facility, a FMLA leave may be granted due to the medical inability to work. In this case, the Drug and Alcohol leave would follow the policies set forth for a leave of absence under FMLA.

6. Sabbatical Leave

If an employee has worked ten years or more for the Ministry of Caring Inc. a sabbatical leave of up to one year may be granted. This leave will be granted only if the Executive Director concurs that the leave would be mutually beneficial to the individual and to the Ministry of Caring Inc. There is no salary or holidays during the sabbatical leave of absence. In addition, accruals of vacation and SET cease during the sabbatical leave. Health and welfare benefits will be continued for the employee only if she or he pays the full monthly premiums for each

type of coverage provided by the first of the month during each month of absence. Failure to make timely, full payments monthly will result in the termination of benefits. The employee's job will be reserved if possible. If the position cannot be held, every effort will be made to provide a comparable position upon the conclusion of the sabbatical leave of absence.

PROFESSIONALISM AND RESPECT IN THE WORKPLACE

Staff members are expected to act professionally and respectfully to clients, co-workers, volunteers, benefactors and all other business contacts. This includes discussion with and/or comments directed to or about clients, co-workers, volunteers, benefactors and all others with whom there is contact at any time. Staff members are prohibited from making threats of physical harm or engaging in verbal abuse or making offensive remarks including those specifically directed at one's ethnicity, religion, gender, gender identification, sexual orientation, disability, or age. There will be no tolerance to those who disregard this policy—even if they claim that their words were intended as a joke. Any violation will result in disciplinary action, up to and including immediate termination of employment.

Job Conduct

Employees are expected to conduct themselves at all times in a manner befitting their positions on the Ministry of Caring Inc. staff. Each employee is to maintain a high standard of conduct and adhere to the Code of Ethics, which is attached as Appendix A. While the Ministry of Caring Inc. may terminate the employment relationship at any time, with or without cause or notice, certain serious violations, including but not limited to the following, are most likely to result in immediate termination:

- Involvement in illegal activities on work premises;
- Blatant abusive behavior, both physical and verbal toward clients or supervisors or other staff members;
- Obstinate failure to perform assigned duties as listed in employee's job description;
- Leaving job site without permission of supervisor;
- Leaving the job site for any reason if there are no other employees present to attend to clients, with the exception of a fire emergency;
- Blatant failure to report injuries or jeopardizing the safety of employees or clients, including the failure to assist with medication or administration of direct care;
- Falsifying any records or reports, including, but not limited to, employment applications, time sheets, and client records;
- Possessing, using or being under the influence of alcohol or illegal drugs on work premises;
- Sleeping or being inattentive while on scheduled duty;
- Stealing, embezzling, or misappropriating property of clients, other employees, or the Ministry of Caring Inc.;
- Releasing confidential information about clients or employees;
- Failure to report immediately any incident of abuse or neglect to the proper authorities;
- Any form of harassment;

- Making a false accusation of harassment against a co-worker or client;
- Failure to comply with the whistle-blower policy when one has knowledge of wrongdoing (see Whistle-Blower Policy section);
- Being arrested for, or convicted of, a crime which is in violation of licensing standards, or is believed to place clients/co-workers at risk, or which reduces the employee's trustworthiness in fulfilling his or her job duties;
- Failure to contact the supervisor to report an absence from work on a timely basis;
- Failure to report to work without calling off which is termination for cause due to job abandonment;
- Failure to keep buildings clean and safe, and blatant disregard for safety/fire regulations;
- Failure to act in a professional and respectful manner toward clients at all times;
- Becoming socially involved with a client during or after working hours. Employees are strongly discouraged from developing a social relationship with a client until 3-5 years after the client leaves the Ministry of Caring Inc. When in doubt, this must be discussed with the Human Resources Department;
- Receiving or accepting money from a client; accepting gifts or credit from a client; giving or lending money to a client, extending credit to a client, or giving individual gifts that shows preferential treatment to a client.
- Transporting clients in personal vehicles, unless special authorization is given by the Executive Director (or Deputy Director, in the absence of the Executive Director);
- Smoking in any of our facilities, or within 20 feet of any of our buildings; smoking at any time with the exception of a meal break; smoking when it would leave the job site unattended;
- Smoking in a Ministry of Caring Inc. vehicle or while operating its equipment;
- Time theft, which includes excessive absence, unexcused absence, repeated lateness, extended lunches and extended smoke breaks;
- Speaking to the press without prior senior management permission; and
- Violation of the following Ministry of Caring Inc. policies, or any other policies noted herein: computer usage, cell phone, vehicle usage, or mileage reimbursement.

The Executive Director reserves the right to terminate any employee whose conduct has been found to be contrary to the philosophy of the Ministry of Caring Inc. In addition, knowledge of – but failure to report – any of the above incidences will result in disciplinary action, up to and including termination.

Harassment

The Ministry of Caring Inc. is committed to providing a respectful workplace. Therefore, harassment of any kind is prohibited and will be grounds for disciplinary action up to and including termination. Harassment may be defined as verbal or physical conduct which creates an intimidating, hostile, or offensive work environment.

Harassment further constitutes inappropriate conduct based upon, but not limited to, a person's race, religion, disability, age, gender, marital status, national origin, sexual orientation, sexual self-identification, pregnancy, genetics, military status or past

victimization based on sexual abuse, domestic abuse or stalking. Any employee who feels he or she has been a victim of harassment should report the incident to his or her immediate supervisor who should, in turn, report it to the Human Resources Director. If an employee believes himself or herself to be harassed by the direct supervisor, he or she must report the matter directly to the Human Resources Director.

Sexual Harassment

Sexual harassment is a specific form of harassment which may include any unwelcome action which is sexual in content or implication where submission to the action is either an explicit or implicit term or condition of employment, or where submission to or rejection of the action is used as a basis for employment decisions affecting that employee. It also includes conduct which has the purpose of or effect of interfering with the employee's work performance or creating an intimidating, hostile, or offensive work environment. Such conduct includes unwelcome sexual advances, requests or demands for sexual favors or other verbal, physical, or visual conduct of a sexual nature. Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior with a sexual connotation which is not welcome and which is personally intimidating, hostile or offensive, and debilitates morale and, therefore, interferes with work effectiveness.

Complaint Procedure for Physical, Verbal and Sexual Harassment and Discrimination

It is the policy of the Ministry of Caring Inc. that all employees, staff, and clients should enjoy an environment free from all forms of harassment and discrimination.

If it is proven that an employee has blatantly harassed another, this is grounds for termination. It is the policy of the Ministry of Caring Inc. that harassment of any kind is unacceptable conduct in our facilities and will not be tolerated.

Any employee or client believing that they are a victim of harassment should advise the offending individual that the conduct in question is offensive, and request that it be discontinued immediately. An offending individual may be a supervisor, co-worker, vendor or client.

If the employee or client does not desire to mention the offensive behavior to the offending individual, or if the conduct in question is not discontinued, the employee or client should bring the concerns to the attention of Human Resources.

The Director of Human Resources will investigate the complaint and make every reasonable effort to determine the pertinent facts. Best efforts will be made to hold separate conferences with the complainant and the alleged offending individual within ten working days of the complaint. If the matter can be resolved to the satisfaction of all parties, the matter will be considered closed, pending further complaint or additional information. In cases of recurring complaints, or in cases of flagrant unlawful behavior, termination will be imposed and the proper authorities notified.

All information pertinent to a complaint will be handled with the strictest confidence and will only be disclosed to those who “need to know” in order to thoroughly investigate and resolve the matter. No adverse action will be taken toward anyone making a harassment report, and the Ministry of Caring Inc. will make every reasonable effort to insure that no retaliation occurs.

The prompt and thorough investigation will be conducted by Human Resources with the full knowledge of the Executive Director. If the parties fail to resolve the matter satisfactorily, the Executive Director will review the findings of Human Resources, and render a final decision on the matter.

Making false accusations against co-workers, however, is grounds for immediate termination and may be cause for charges of slander in the civil courts.

Abuse or Neglect

Any employee who witnesses or has knowledge of any incident of abuse or neglect must report it immediately to his or her Program Director or supervisor who, in turn, must report it immediately to the Deputy Director with program oversight for further guidance. He or she will then notify the Executive Director of any substantiated abuse or neglect. The importance of reporting abuse or neglect is the same whether the incident occurs between clients, staff members or between a staff member and a client. Program Directors and supervisors are responsible for providing documentation to the Deputy Director in follow-up to their verbal report of the abuse or neglect. Any employee or staff member who abuses or neglects a client or another employee will be subject to immediate termination. Neglect includes, but is not limited to, withholding proper care, such as failing to feed a baby the proper formula or failure to assist with medications for those suffering from HIV/AIDS.

Abuse or Neglect of Vulnerable Persons

Any employee who knows or reasonably suspects child or senior abuse – or the abuse or neglect of any vulnerable person - shall report this to his or her supervisor and to the State of Delaware Division of Family Services (1-800-292-9582) as required by state law (16 Del.C., Chapter 9, Subsections 901-914) for children, and to Delaware Protective Services (1-800-223-9074) for seniors. The employee must also provide a written report to the supervisor. The supervisor shall at once make a full written report to the Executive Director. All individuals involved with children or seniors should be familiar with the Delaware Code on child or senior abuse, and for vulnerable populations. A copy of the Code is available in each shelter serving children, in each child care program, and in programs specifically serving seniors or vulnerable adults. Failure to report known or suspected abuse or neglect is grounds for immediate termination. Abuse or neglect of any vulnerable person will not be tolerated and must be reported immediately to initiate a criminal investigation.

Arrests and Criminal Convictions During Employment

Employees are required to divulge arrests or criminal convictions which transpire during employment. The nature of the situation will be evaluated in terms of licensing requirements, the position that they hold, and potential risk to clients and may result in suspension or termination of employment.

Whistle-Blower Policy

It is the policy of the Ministry of Caring Inc. that neither it nor its employees will retaliate against anyone because that person has made a complaint regarding alleged illegal or unethical behavior in the workplace. It is important to remember that this must be a legitimate and credible complaint and not a fabricated report by a disgruntled employee. Some examples (but not an exclusive list) of wrongdoing that should be reported if witnessed include:

- An act that is contrary to the Ministry of Caring Inc.'s Code of Ethics;
- Betrayal of the trust of donors and any other funding source;
- Unauthorized destruction of any financial or program documents; and
- Any act that shows misuse or inappropriate use of any of the Ministry of Caring Inc.'s property under the fiduciary responsibility of management.

Procedure for Reporting Wrongdoing (“Whistle-Blower” Policy)

The employee should disclose the alleged concern to his or her immediate supervisor - and to the Deputy Director with program oversight or the Human Resources Director - who will, in turn, communicate it to the Executive Director. He will then investigate the claim. After such investigation, if the claim is substantiated, the wrongdoing will be reported to the Audit Committee and/or the full Board of Directors for resolution.

If the employee so desires, he or she can bring the alleged wrongdoing directly to the attention of the current Audit Committee Chairperson, as noted in the current Ministry of Caring Inc. Directory.

After investigation by the Audit Committee, there will be feedback given within 30 days to the employee reporting the alleged wrongdoing. Corrective action will be taken and the whistle-blower will be informed that action was taken.

If the whistle-blower is not satisfied with the findings and resolution of the Audit Committee, he or she may appeal the case directly to the Board of Directors.

The whistle-blower agrees to comply with the conclusions reached by the Board of Directors and terminate the appeal process.

In conclusion, the employee should always remember that there will be no retaliatory action taken against him or her for reporting credible information concerning illegal practices or violations of adopted policies of the Ministry of Caring Inc.

Computer Usage Policy

Computers are provided to employees exclusively for purposes of performing job duties and in support of business operations. It is expressly prohibited to install any programs on Ministry of Caring Inc. computers, including those downloaded from the internet. Furthermore, use of the internet for non-business purposes is prohibited, including watching DVDs/videos downloaded from the internet, as well as using a personal computer for non-business purposes on work time. Ministry of Caring Inc. employees are prohibited from subscribing to newsletters, online services, or anything else not business-related. Ministry of Caring Inc. email addresses are not to be provided externally, unless for business use. When emailing to external sources for agency-related business, the blind carbon copy (bcc) feature is suggested for Ministry of Caring Inc. employees in order to protect privacy. Email distribution lists are strictly confidential, and are to be used solely for communicating information pertinent to agency operations. Users found to be violating this policy will be subject to disciplinary action.

Right to Monitor

Since computers and telephones (land or cell phones provided by the agency for business use) are provided for the express purpose of conducting business, the law is such that the Ministry of Caring Inc. reserves the right to search and monitor employee documents, emails, and web sites visited, along with business phone calls/voice mail, as long as there is a valid business purpose for doing so. Employees are subject to discipline, up to and including termination, if their computer or phone usage violates the law or provides evidence of Personnel Policies violation, including pornography. In addition, the Ministry of Caring Inc. reserves the right to block access to specific web sites.

Confidentiality

A large part of the work of many of the Ministry of Caring Inc. employees involves the knowledge of private and personal information of those being served. In some cases, such as in the Finance and Development Departments, it also entails knowledge of donor information. And, in the case of Human Resources Department, there is also knowledge about private employee information. Such personal material, either discussed or incorporated in written records, must be treated strictly confidentially.

Private and personal information learned as part of an employee's work is not to be discussed with other clients or in any way revealed. Exception to this policy may be made only with the authorization of the Executive Director or by service of a legal subpoena issued by a court or agency having competent jurisdiction. In order to protect the dignity of Ministry of Caring Inc. clients and to insure their safety, a flagrant violation of this policy will be cause for immediate dismissal. Confidentiality should also be exercised in working with community service providers regarding clients. Program management must be aware of, and ensure compliance with HIPAA (Health Insurance Portability Accountability Act)-specific regulations as well as special HUD-required privacy considerations and regulations, as applicable.

Privacy

The Ministry of Caring Inc. is committed to protecting the privacy of its employees and clients. In an effort to ensure that privacy is guarded, the Ministry of Caring Inc. will not release medical or personal information (such as birth date or social security number), without written employee or client consent, except as permissible/required by law for the following reasons: for judicial proceedings related to legal process; to report information related to abuse, neglect, or domestic violence; to assist law enforcement officials in investigative measures; to avert a threat to the health and safety of the employee/client, or to public health; for compliance with laws related to workers' compensation; to comply with laws related to military service or veteran's affairs; to report information to those designated to act on behalf of the employee/client (such as parents for minors or those who have Power of Attorney); to assist specialized government functions (such as licensing, oversight agencies, or reports required by funders); to relay information to a family member or close personal friend involved in the care of an employee/client in the case of emergency or disaster; and, to report information as needed to third parties which assist with medical treatment, payment, and insurance for clients/employees. Uses and disclosures of employee or client personal or medical information, except for the above purposes, will not be made without written authorization from the employee or client.

Personal Phone Calls

Personal calls should not be made or received from Ministry of Caring Inc. phones or on personal cell phones during scheduled employment. Occasional and necessary personal calls should be kept as brief as possible.

Long Distance Calls

Personal long distance and international calls are prohibited on Ministry of Caring Inc. phones. All long distance business calls are to be logged. The logs are to be filed for possible future review by management.

International Calls

Personal international calls are prohibited on Ministry of Caring Inc. phones. Occasionally, international business calls may be required within the scope of job duties. If so, prior approval must be obtained in advance from the Executive Director or the Deputy Director of Programs. These calls must be logged so that proper backup documentation is in place. These logs are to be forwarded to the Finance Department.

Cell Phone Policy

Ministry of Caring Inc. issued cell phones are provided for business use, for some designated positions. However, it is recognized that there will be the need for occasional personal use, particularly in emergency situations. All employees with Ministry of Caring Inc.-issued cell

phones will be required to pay a monthly fee to cover the cost of personal calls. In addition, a per-call charge will be assessed if the total calls exceed the maximum allowable air time, unless it can be verified that all calls were business-related. If employees assure that they will not use the cell phone for personal use, a letter must be submitted stating that personal calls will not be made or received from the phone. For those submitting this letter, the usual monthly charge will be waived. In addition, any use of the phone which goes over the plan's monthly minute allotment will be charged a per minute fee unless justification is provided to demonstrate that these minutes were work-related. All employees who have been issued a Ministry of Caring Inc. cell phone will realize that this policy is in effect.

Blogging and Social Networking Policy

Blogging and social networking have become popular forms of expression and communication. Employees are prohibited from this form of communication on Ministry of Caring Inc. computers. In addition, while employees have the right to express personal views via blogging and on social networks on personal time, they are forbidden from expressing anything that would be construed as representing the Ministry of Caring Inc. in any way, or that would be considered disrespectful, libelous, or undermining of its mission, practices, staff, benefactors, clients, or others engaged in doing business with the agency. This would also lead to disciplinary action, up to and including termination.

Children of Staff in the Workplace

Staff are not normally permitted to bring children to the workplace, as this may compromise one's ability to adequately perform job duties, and may provide a distraction to co-workers in the completion of their duties. Moreover, having children in the workplace brings unnecessary exposure with respect to liability issues.

Staff who are facing a dilemma with child care, on a particular day, and who have pre-school aged children, may utilize our child care facilities (Il Bambino, Child Care Center, and Guardian Angel Child Care) provided there is space available and also provided the child is not ill. Any staff who wishes to avail themselves of this option would need to contact the child care program to determine whether there is space available on the given date. Please note that there is a daily reduced service fee for employees.

In addition, the following paperwork must be submitted, to ensure compliance with licensing regulations: a current physical exam; and, a parental statement confirming that the child is up-to-date with all immunizations and is free of any communicable diseases.

In non-client areas, exceptions to the above policy may be granted on an hardship basis if there is not ample space in our child care centers to accommodate the child, or if the child is school age and thus not eligible for our centers. Requests for such exceptions must be approved by the supervisor in advance.

Publicity

Normally, communication with the media is done through the Communications Office. All publicity about the Ministry of Caring Inc. must be cleared with the Executive Director before being submitted to the media or to the general public. This includes a reporter's request for commentary from any employee. Employees who provide public statements to the media without advance approval are subject to termination. When authorization for publicity related to clients is needed, supervisors are responsible for assuring that each client who agrees to publicity signs a Standard Release and Consent form, which authorizes us to use their photo, quotations, or story in publications or on social media. Supervisors must supply signed consent forms to the Communications Office. Employees, at the time of employment, consent to have the Ministry of Caring Inc. utilize their photo, video image or voice on audiotape, for publicity purposes, unless they state otherwise in writing. When employment ceases, the Ministry of Caring Inc. retains the right to use previous photos or statements, unless the former employee requests to withdraw this permission in writing to the Human Resources Department.

Dress Code

It is important that employees present themselves in business attire which is appropriate and respectful of co-workers and clients, since they represent the poor. To that end, employees are asked to use good judgment in selecting business-casual work clothing that is fitting to their position. While safety and comfort are important, employees should also take into consideration those whom they will come in contact with during the course of the work shift. Employees should always be well groomed and neat and practice good personal hygiene. Supervisor's judgment will have the final decision if attire is inappropriate and the employee may be sent home without pay if that is the case.

Job Performance and Review

Supervision and assessment are ongoing processes during which the strong and weak points of an employee are evaluated. The evaluation is designed to improve the employee's understanding of the job, the standard of his/her work, and to encourage growth. The employee is evaluated by his or her supervisor. All written evaluations are done on the form called the Employee Performance Appraisal.

Three evaluations of new employees will be conducted during the first year: a documented verbal evaluation at the end of forty-five days, a formal written evaluation at the end of the 90-day introductory period, and a formal written evaluation at the end of one year. Thereafter, all regular full-time and part-time employees will be evaluated annually during the 4th quarter of the year.

Any existing employee who assumes a new position within the Ministry of Caring Inc. is placed on a ninety day introductory period, and will be evaluated at its conclusion to determine whether the employee meets the job expectations. If the transferred employee does

not meet expectations, there is no guarantee of retaining employment, or returning to the former position.

For these evaluations, the supervisors should review with the employees their job performance, attendance, and punctuality along with their relationships with the supervisor, co-workers, and the poor whom we serve. The employee is given the opportunity to comment and to sign each written evaluation.

An employee disagreeing with an evaluation may have further discussion with the supervisor and/or request a conference with the Human Resources Director.

All evaluations, when completed by the supervisor and the employee, are sent to the Human Resources Director and placed in the employee's file. A copy is given to the employee, as well.

An employee who receives an unsatisfactory annual evaluation will be automatically placed on a probationary period, not to exceed 90 days. When an employee is placed on such probation, the employee is to be given a reasonable opportunity to bring his or her performance up to standard. When an employee improves satisfactorily, he or she will be notified in writing by Human Resources that the probationary status has been lifted. However, failure to improve adequately will result in termination. The Executive Director or designated supervisor reserves the right to terminate, at any time, an employee who fails to correct unsatisfactory job performance during the probationary period.

Monthly General Staff Meetings

All exempt employees are required to attend monthly general staff meetings, and non-exempt employees are also to attend at the direction of their supervisors. Meetings are usually held on the fourth Wednesday of the month from 8:00 – 9:00 a.m. at the Francis X. Norton Center. The purpose of these meetings is to provide a sense of continuity and connection with each program and with current projects within the Ministry of Caring Inc.

Recognition of Outstanding Service

The Ministry of Caring Inc. is very proud of its employees. As such, employees are presented with a pin upon reaching one year of service. In addition, to recognize milestone years of ongoing loyal and faithful service, an appreciation dinner has been scheduled in April of each year to honor them. A special tribute will be paid on their fifth anniversary, on each succeeding five years of service, and upon retirement.

Vehicle Usage Policy

Ministry of Caring Inc. vehicles are for agency-related use only; use for personal reason is a policy violation. In addition, agency vehicles are not to be kept/parked at the employee's home, with exception for those assigned to on-call duty. Likewise, gas cards are provided for the purchase of fuel for Ministry vehicles only; it is a policy violation to use gas cards for personal vehicle fuel purchases. Employees in violation will be responsible to repay the Ministry of Caring Inc., and may be terminated as this is an act of theft.

When driving an agency vehicle, employees must obey all traffic laws. If an employee receives tickets/fines for traffic or parking violations, it is the employee's personal responsibility to pay these fees. If an employee pays for fines/tickets to the City of Wilmington or any other municipality, proof must be provided to demonstrate that timely payment was made. Traffic/moving violations of a serious or repeated nature could result in disciplinary action including the loss of driving privileges, and may also lead to job reassignment or the termination of employment. Smoking is not permitted in a Ministry of Caring Inc. vehicles at any time, or while operating its equipment, under any circumstances.

Mileage Reimbursement Policy

The Ministry of Caring Inc. will reimburse employees who use their personal vehicle for necessary work-related driving. Such reimbursement will be at an established rate set by the Executive Director. This rate is intended to cover the cost of gasoline, oil, insurance, wear and tear on the vehicle, etc. In order to receive mileage reimbursement, the employees must complete the "Personal Car Expense for Job Related Business" form and the related "Mileage Log" form (available from the Finance Office) and have them approved by their supervisor. In summary, the "Mileage Log" requires that the following information be provided in order to substantiate any request for reimbursement for travel: date of travel, origination point and destination, beginning and ending odometer readings, total work related miles traveled, and purpose of travel. Finally, approval of the Program Director is required prior to submission for reimbursement.

In addition to the above, any long distance travel requires that the employee obtain prior approval for such travel from their supervisor. Also, any related travel expenses incurred by the employee for parking, tolls, etc. will be reimbursed by the Ministry of Caring Inc. as long as proper receipts are provided in a timely fashion. However, any traffic violations imposed on the traveler will not be reimbursed by the Ministry of Caring Inc. This mileage reimbursement policy will be strictly enforced and excludes any reimbursement for personal travel, as well as travel to and from one's home. Any violation of this mileage reimbursement policy will be grounds for discipline, up to and including termination of employment with the Ministry of Caring Inc.

Purchase Request and Purchase Order Policy

Purchases of furnishings, supplies and services that are not part of an existing service contract, exceeding \$50, require prior approval by the Chief Financial Officer. A Ministry of Caring Inc. Purchase Order form (available from the Finance Office) must be used to detail the expense and to obtain approval prior to sending to the Finance Department for processing. The exception will be ordinary maintenance department supplies required for the basic operations of our programs and facilities.

Detailed Financial Policies and Procedures are available upon request on a need-to-know basis from the Finance Office.

SAFETY, SECURITY, AND WELFARE

The work environment should be consistently comfortable, clean safe and secure. This includes being kept free of insects, pests, rodents, and pets (except for service animals). This reflects the Ministry of Caring Inc. philosophy that “the poor shall not be treated poorly”. All employees should be concerned about the safety of the people served. It is the responsibility of all to keep the Ministry of Caring Inc.’s buildings clean, inside and out. The Maintenance Department is responsible for the inspection and upkeep of buildings and fire/security systems. However, Program Directors and supervisors must conduct monthly fire/security drills, and must send documentation of this to the Director of Maintenance and Safety, copying the Deputy Director overseeing programs. The Ministry of Caring Inc. operates under the City and County Fire Codes. In case of emergency, staff should try to maintain calm and management should provide guidance with immediate evacuation.

Security/Fire Alarm/Carbon Monoxide Alarm Policy

All employees should be aware that every building within the Ministry is secured with a security/fire alarm/carbon monoxide alarm system. This is provided through Security Instrument (302-998-2261) which continually monitors the system. It is the responsibility of all employees to ensure that their building is secure and free from fire. Each authorized employee must have a security code. In addition, these employees must have a card with a pass code number. The pass code number is to be used if it is necessary to call Security Instrument when an employee is certain that there has been a false alarm. When the alarm goes off, immediately contact Security Instrument and ask them to hold while checking the building to determine if the fire/police need to be called. This prevents fire/police from coming to the site needlessly. This is extremely important as we can be fined for false fire alarms. However, when there is any doubt, it is better to call the fire department and allow them to check the building. It is the responsibility of each Program Director to ensure all employees have pass code cards and understand and will comply with this security policy. When an employee leaves, it is the Program Director’s responsibility to collect the employee’s pass code card, and to be sure the code is removed from the system by notification to Security Instrument and the Deputy Director overseeing programs.

False Alarm Policy

The City of Wilmington fines property owners for the cost of false alarms since it utilizes resources which could be better directed/invested toward responding to actual fires. The Wilmington Fire Marshal’s office will issue fines for false alarms requiring the dispatch of emergency response personnel and equipment. Therefore, staff persons must immediately notify Security Instrument of a known false alarm so as to avoid dispatch of city emergency services and/or fines to Ministry of Caring Inc. The responsible staff person must immediately call Security Instrument (302-998-2261) and provide his or her pass code. This must subsequently be reported to the Program Director or site supervisor.

Failure to notify Security Instrument and the Program Director/Site Supervisor of a false alarm will result in the requirement to pay Ministry of Caring Inc. for the fines received: one

false alarm, \$50; two false alarms, \$100; three false alarms, \$150; and every subsequent violation, \$200.

If the fire is real, normal evacuation procedures should commence immediately.

Crisis Management Policy

The Ministry of Caring Inc. has developed comprehensive Crisis Management Plan so that staff is fully aware of how to best respond to a crisis situation. These crisis situations could include but are not limited to: a weapon is seen or believed to be in someone's possession; a hostage situation; shooting, injury or death resulting from the actions of a hostile individual(s); serious threat from a past/present client, person known to a client, or a disgruntled current or former employee; safety of the staff is jeopardized; or environmental hazards such as a gas leak or fire.

The Crisis Management Plan details when a lock-in or lock-out should be initiated and how it should be implemented. It also specifies the role of the Crisis Management Coordinator, and specifies a relocation point for staff when there is a need to vacate the premises. It is essential for all staff to be fully aware of the Crisis Management Plan and to take seriously full adherence to the plan. Any employee who knowingly jeopardizes other staff by failure to engage in the proper crisis management procedures will be subject to disciplinary action.

Agency Property

Employees are asked to take great care to avoid losing company property, such as cell phones and building keys. In the unfortunate event that these items are lost, the employee will be required to provide payment for replacement(s). Lost ID badges, in particular, will entail a \$10 replacement fee.

Smoking/Break Policy

No breaks are permitted outside of the designated break periods. Smoking is not allowed within work premises, since the Ministry of Caring Inc. is a smoke-free environment. Smoking must be done outside Ministry properties, at least 20 feet from the work site, in keeping with state law.

Right to Inspect

The Ministry of Caring Inc. reserves the right to inspect and search personal property and persons on our work premises. That said, the Ministry places a high value on personal privacy, so searches will be done only on grounds of suspicion for the express purpose of ensuring the security, safety, health, and welfare of our staff, clients, and guests.

Searches may include: persons and personal property; pockets; purses/wallets; briefcases/carrying cases/backpacks, etc.; motor vehicles; shopping bags/boxes; offices, desks, lockers, storage areas and spaces individually assigned. If a search is deemed necessary, law enforcement officers will be called upon to conduct the search. Because safety

for all is of the utmost importance, a staff member's refusal to cooperate in a search, inspection or investigation will result in immediate suspension, which can lead to termination.

Weapons in the Workplace

It is strictly prohibited for staff members, clients, vendors, or other guests to possess firearms, explosives or any dangerous weapons or objects on Ministry of Caring Inc. property or agency-sponsored off-site events.

Law enforcement will be called to conduct a search if there is reason to believe that a person is in possession of a firearm, explosives or any other weapon, device, instrument, substance or object that may be capable of producing bodily injury or death.

Drug/Alcohol Use in the Workplace

Possessing, using or being under the influence of alcohol or illegal drugs on work premises is a blatant violation of this policy. Therefore, management reserves the right, at any time during employment, to require a drug/alcohol test without notice. In keeping with the Ministry of Caring Inc.'s right to inspect for probable cause, law enforcement authorities may be called upon to perform a search and investigation if illegal drug activity or use is suspected, or if there is reason to believe that these substances have been brought on to work premises.

Stewardship of Resources

It is important that all employees be aware of the impact of energy usage. Therefore, good stewardship is required. Employees should be sure to turn lights off when closing buildings, keep air conditioning and heating set at reasonable levels, and be conscientious about conserving precious resources which result in high costs to the Ministry of Caring Inc. The value of said resources should be reinforced and monitored with clients.

OSHA-Mandated Requirements

The Ministry of Caring Inc. is required to meet federal and state requirements for employee safety. The guidelines are established by the Centers for Disease Control and the Occupational Safety and Health Administration (OSHA). Objectives of the Infectious Prevention and Control program are to develop, review, revise and monitor, as needed, infection control policies and procedures, including:

- Care of clients, residents, or patients with communicable diseases;
- Work restrictions for employees with communicable diseases;
- Disinfection and cleaning of facilities, equipment and supplies;
- Handling and disposal of hazardous waste;
- Educating all appropriate employees on infection control principles, as well as their specific roles in the Infection Prevention and Control Program of the Ministry of Caring Inc. site in which they work; and

- Appropriate OSHA training and compliance of employees. Each Ministry of Caring Inc. program has a different exposure risk to infectious pathogens and/or bio-hazardous materials.

Food Safety

It is important that good hygiene is practiced at all times, particularly as it relates to food handling practices. When handling food to be served to clients/residents, disposable gloves should be worn at all times. When handling raw meat, gloves should be changed before handling other food. Hair must be covered by wearing a hair net or cap at all times. In addition, thorough hand-washing and drying is absolutely necessary whenever the lavatory is used. Food surfaces should be kept clean and should be disinfected according to universal guidelines. Likewise, food storage Serve-Safe guidelines as required by the Delaware Board of Health should be followed at all times.

Communicable Diseases

All employees should be aware that some of the people they come in contact with may have communicable diseases and we at the Ministry of Caring Inc. are to respond in a loving and compassionate manner. Ordinarily, there is no visible sign when one has a communicable disease. All employees should observe the normal universal precautions as directed by their supervisors.

Workers' Compensation

All employees are subject to the workers' compensation laws of Delaware. Under these statutes, employees are covered beginning on their first day of employment. This coverage has been secured through an insurance policy purchased by the Ministry of Caring Inc.

Any medical expenses incurred by an employee as a consequence of a job-related accident will be paid directly to the health care provider of this service by the Ministry of Caring Inc.'s insurance carrier. The employee should inform the health care provider at the time of treatment that this is a workers' compensation case.

If an employee is unable to work due to an occupational injury or disease, the first three days following the date of injury or disease are not reimbursed under the guidelines set forth for worker's compensation. If the employee has accumulated sufficient SET, he or she is permitted to use it as a means to be paid for days not worked due to an occupational injury or illness. If the employee does not have sufficient SET, he or she will not be paid unless he or she wishes to be paid from accrued vacation time if available.

Workers' compensation claims will be paid for the fourth through seventh day for a disability lasting seven days or less. Beginning with the eighth day, all disability days (including the three-day waiting period) will be paid at 66 2/3%, up to a maximum designated by the state workers' compensation laws. If an employee has used SET to continue drawing a salary while

a claim is under review, the SET will be reinstated upon the Ministry of Caring Inc.'s receipt of reimbursement from the workers' compensation carrier.

It is the employee's responsibility to immediately report a possible workers' compensation claim to his or her supervisor so that immediate care can be provided, and information about the incident can be obtained and documented. Once medical attention is rendered, the supervisor must immediately notify the Human Resources Department and must subsequently complete the First Report of Injury Form. In turn, the Human Resources Department will submit the essential information to the workers' compensation carrier, thereby opening a claim on the employee's behalf. Any incident must be reported even if no medical treatment was sought. The insurance carrier will then complete an investigation to determine whether they will approve the claim and compensate related medical and lost time expenses.

Accidents and Injuries

First aid supplies are available in each program for minor injuries. However, any accident resulting in substantial injury or serious sickness to staff and those under the care of the Ministry of Caring Inc. must be responded to immediately by first calling 911 and then reporting it to the supervisor (see Workers' Compensation section, above, as applicable). When assisting an injured employee or client, caution should be used to avoid risks associated with exposure to blood borne pathogens. In the case of any injury, the employee/co-workers/supervisor should secure the names and addresses of witnesses and get all pertinent information, such as the time, place, and nature of the accident and the injury sustained. Employees should submit this information immediately to the supervisor who, in turn, will forward it to the Human Resources Department.

Referrals should be made to St. Clare Medical Outreach van for uninsured clients; Ministry of Caring Inc. employees are not permitted to use the van for medical service with the exception of new employees in need of the TB test administration.

It is understood that everyone should do his or her part to prevent accidents of any kind. If because of an employee's negligence, an accident occurs resulting in damage to a person, property, or vehicle, the employee will be held responsible for the deductible not covered by the Ministry of Caring Inc.'s insurance and will be subject to disciplinary action.

In the case of an accident involving a Ministry of Caring Inc. owned vehicle, a police report must be obtained, and this information must be forwarded to Director of Maintenance and Safety, as well as to the staff Paralegal and employee's direct supervisor. Failure to obtain a police report will result in disciplinary measures.

ID Badges

Ministry of Caring Inc. employees are expected to wear ID badges at all times when at work. In the spirit of safety and security, it is important that staff are clearly identified. Failure to do so will result in disciplinary action. A fee will be charged for the replacement of a lost ID badge.

Americans With Disabilities Act (ADA)

The Ministry of Caring Inc. complies with the Americans with Disabilities Act (ADA), which provides protection to employees with disabilities. The Ministry of Caring Inc. will not discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment. Exceptions include job applicants or employees who pose a direct threat to safety, or a significant risk to the health or safety of others.

For employees with a known disability – a physical or mental impairment that substantially limits one or more major life activities - the Ministry of Caring Inc. will provide reasonable accommodation so that he or she is able to perform the essential functions (activities that are core to performing the job, and for which the job exists), providing that this does not cause an undue hardship to the agency. A reasonable accommodation means that the Ministry of Caring Inc. would consider such actions as a part-time or modified work schedule, reassignment to a vacant position, acquisition of equipment or devices, or altering existing facilities. However, by law, the Ministry of Caring Inc. is not required to provide such accommodation if it will cause undue hardship to the agency. An undue hardship is that which entails significant difficulty or expense.

DISCIPLINARY ACTION

Should an employee fail to meet the requirements of his or her job description, the supervisor is advised to give one verbal warning and enter a note accordingly in the employee file retained by the supervisor, which identifies the problem area and the improvement required. The supervisor should subsequently notify the Human Resources Department of the verbal warning. Should the employee problem persist after the verbal warning, the supervisor will issue a written warning, identifying:

- The unsatisfactory behavior;
- The corrective action to be taken; and
- The deadline for improvement.

This warning must be signed by the supervisor and by the employee. If the employee refuses to sign the warning, this will be construed as insubordination and further disciplinary action will be taken. It should be noted that the employee's signature does not imply agreement; rather, it is an acknowledgement that the warning was discussed, understood, and issued. The written warning will be forwarded to the Human Resources Director by the supervisor for review and possible additional disciplinary action such as probation, suspension, or termination. While the progressive disciplinary process would normally entail a progressive approach with an initial verbal warning followed by a written warning before invoking more serious forms of disciplinary action, these steps will be bypassed if the severity of the infraction warrants it. Management reserves the right to determine the appropriate disciplinary measure to address a violation of policy or subpar performance.

The Ministry of Caring Inc. makes every effort to support employees with performance improvement plans and support. However, blatant disregard for professional conduct expectations (see Job Conduct section) will result in disciplinary measures up to and including termination. The Executive Director – or, in his absence, a Deputy Director acting on his behalf - reserves the right to terminate, at any time, any employee who fails to correct unsatisfactory job performance through the process of disciplinary action.

Disciplinary Probation

Disciplinary probation is the most serious form of disciplinary action; it is for a period of 90 days unless employment is terminated before the end of the disciplinary period. When an employee is placed on disciplinary probation, the following applies:

- SET and vacation time are not accrued during probation;
- The use of SET is prohibited. Time off for illness or emergency will be unpaid; and
- No paid vacation time is to be taken unless it has been approved by the supervisor in advance of the commencement of the disciplinary probation period.

At the end of the probationary period, the employee will be re-evaluated by the supervisor. If the employee has failed to make substantial improvement against the performance improvement plans, employment will be terminated. Once again, the Ministry of Caring Inc. reserves the right to terminate the employee at any time during the probationary period if improvement is not forthcoming.

PERSONNEL RECORDS

The employee has the right to review his or her own personnel file. This right shall be exercised with the following procedures in order to ensure confidentiality and to protect the mutual rights of the employee and the Ministry of Caring Inc.

- Access to the personnel file shall be granted upon signed and written request of the employee to the Human Resources Director;
- Access shall be at the Ministry of Caring Inc. Human Resources Department at a reasonable time chosen by the Ministry of Caring Inc., not more than two weeks after receipt of the employee's request;
- Access must be in the presence of the Human Resources Director;
- Nothing in the file shall be removed, copied or photographed;
- The employee may take notes based on items contained within the file; and
- An employee may have access only to his or her own personnel file.

The supervisor may also, for good reason, have access to the personnel file of an employee he or she supervises, with the advance permission of the Executive Director. This access must be in the presence of the Human Resources Director. The Executive Director, the Human

Resources Director, and the Deputy Director of Programs have access to the personnel files at all times.

PAYROLL PROCEDURES

Hours of Employment

The work schedule of the employee is set at the discretion of the supervisor, according to the nature of the job. It is important to realize that a schedule may be on a rotating basis, or changed without notice, to attend to the client/enrollment needs. All employees will have a lunch/dinner break. As a benefit to those who work in the shelters, group homes, child care and dining rooms, the Ministry of Caring Inc. staff may enjoy meals or snacks after the residents/clients have been served, at no cost.

Pay Periods

There are 26 pay periods per year, consisting of two weeks each. The work week begins on Sunday and ends on Saturday. Paychecks are issued via direct deposit every other Friday, on the Friday following the end of the pay period. If a normal pay day falls on a holiday, paychecks are sometimes issued on the preceding banking day. The Ministry of Caring Inc. requires its employees to be paid through direct deposit. This process allows the employee's paycheck to be deposited directly into a designated account on payday. A direct deposit form needs to be filled out and returned, with appropriate documentation, to the Human Resources Department. Failure to do so will be cause for disciplinary action, and the cost for live checks may be passed on to the employee.

Employee Loans

It is prohibited for the Ministry of Caring Inc. to make private loans. The Ministry of Caring Inc. encourages its employees to work through the credit union for emergency needs.

Salary Advances

For a serious reason, the Executive Director can approve an advance of the biweekly salary for regular full-time and part-time employees who have worked in the Ministry for one year, not to exceed one advance in any twelve month period.

Time and Attendance Records

All employees will use the payroll system to log in when reporting to work and log out when leaving work. In addition, if a lunch break is taken, he or she must log out and in for that as well. If a "punch" is missed, it is the employee's responsibility to inform his or her supervisor immediately so that the correct time can be recorded in the payroll system.

Supervisors are responsible for approving the employee's payroll information to ensure proper processing, and for entering any special payment codes for SET, vacation,

bereavement leave, etc. It is required that supervisors review the payroll and make necessary corrections on a regular basis. He or she will need to be sure to do all approvals in payroll prior to the deadline established by the Finance Office to allow ample payroll processing.

It is not permissible, under any circumstances, for an employee to ask another employee or staff member to punch in or out on his or her behalf in order to avoid being logged in as arriving late, or as in leaving early. If this occurs, disciplinary action will follow for both employees. Since this is considered theft of time, termination of employment may follow.

The Ministry of Caring Inc. takes great care to ensure that all wage payments and deductions are accurate. If an error is found on a paycheck, the employee should notify the payroll administrator.

Deductions

The following deductions are made from the paycheck of the employee:

- Federal Withholding Tax;
- State Income Tax;
- FICA – Medicare & Social Security;
- City Wage Tax;
- Garnishments for back taxes, child support, or other court or IRS- required withholdings;

The following deductions are based upon employee participation/applicability:

- Medical or dental and voluntary vision, life or Aflac benefits;
- Credit Union;
- United Way of Delaware contribution;
- Tax-Deferred Annuity plan;
- Ministry of Caring Inc. rent;
- Ministry of Caring Inc. child care fees;
- Ministry of Caring Inc. fund raising events; and
- Vehicular or parking fines incurred with Ministry of Caring Inc. vehicles.

Salary Adjustments

When there is a salary increase, it is based on merit. Therefore, raises will be based on the overall score of the employee's performance evaluation, which assesses objectives and general performance factors. Employees who do not meet job or attendance and punctuality expectations will not be eligible for a raise.

Standard evaluation forms are used for professional and administrative personnel and for support staff. Supervisors have the responsibility to conscientiously, critically, and fairly assess the performance of their employees, and to engage in dialogue with them about their performance.

Overtime Policy

As a general policy, overtime is to be avoided. Overtime is payable for all hours over 40 worked per week by non-exempt hourly employees, except where provided otherwise by law (i.e., healthcare workers). Hours that are paid but not worked (holidays, vacations, sick days, etc.) do not count as hours worked toward overtime calculations under the Federal Labor Standards Act (FLSA). Overtime for healthcare workers is calculated as any hours more than 80 actually worked in any particular two-week pay period. Overtime pay rate is one and one-half times the employee's regular rate. Overtime is based on program need only and must be approved by the Executive Director or a Deputy Director at the written request via email of the employee's supervisor prior to work performed except in an emergency. If approved, the email will be returned to the supervisor with a copy to the Finance Office.

Exempt Employee Compensation and Executive Leave

Exempt employees are not paid for overtime. It is realized, however, that these positions require substantial assignments outside of the regular 40-hour work week. Exempt employees are expected to work these additional hours, as their positions require. In the case of extraordinary additional hours accrued, leave time in the form of executive leave may be requested for consideration by the Executive Director. When a request for executive leave is submitted to the Executive Director, he will review the exempt employee's time and attendance records to determine how many additional hours he or she accrued during the calendar year. If it is found that the exempt employee worked excessive hours within a particular week or pay period, the Executive Director may approve the employee's taking leave time by days rather than a full week of executive leave. Leave time must be at the mutual convenience of the Ministry of Caring Inc. and the exempt employee. Executive leave time must be granted through prior approval of the Executive Director, and it must be taken within the calendar year accrued. Up to a maximum of 40 hours executive leave will be considered per calendar year.

Job-Related Expenses

With the approval of the Executive Director, expenses incurred in the performance of job-related duties will be paid by the Ministry of Caring Inc. Airline and train fares will be covered at economy class rates. Lodging and meals at reasonable amounts will be covered. Reimbursement for mileage for job-related driving beyond the city of Wilmington city limits will be paid at the established rate set by the Executive Director. Such transportation does not include traveling to work from one's home. In general, staff cars are to be used for business travel; if automobile rental is approved, reimbursement will be provided.

TERMINATION

This handbook is not a contract of employment. Either the Ministry of Caring Inc. or the employee can end the employment relationship at any time, with or without cause or notice.

However, when a non-exempt employee, regular full-time or part-time, intends to terminate, the employee must give at least two weeks' written notice to the Executive Director (with a copy to the employee's supervisor and the Human Resources Department) in order to receive termination rights; (i.e., accrued vacation time) for the current year. The Executive Director, after consulting with the employee's supervisor, may terminate with similar notice or may substitute two weeks' pay in place of two weeks' notice. Employees discharged for serious violations, including those set forth in the Job Conduct section, will receive no severance pay nor payment for accrued vacation days. When an exempt employee intends to terminate employment, at least 30 days written notice must be given. Failure to provide the required 30 day notice of resignation will result in forfeiture of payment for accrued vacation. When a temporary employee or the Ministry of Caring Inc. wishes to terminate employment, it may be done without advance notice.

Upon termination, a letter will be sent to the employee confirming the last date of employment, cancellation information for benefits, eligibility/ineligibility for vacation pay, and other pertinent details. If the employee files a claim for unemployment compensation benefits, the Ministry of Caring Inc. will promptly respond to all requests for information from the Department of Labor and will then follow their due process. Upon termination, all property belonging to the Ministry of Caring Inc. (uniforms, keys and other job-related equipment) is to be returned to the supervisor who shall verify the return in writing.

GRIEVANCE PROCEDURE

This statement describes the grievance procedure in practice at the Ministry of Caring Inc. A grievance is defined as a difference or dispute between an employee and the Ministry of Caring Inc., although the grievances are usually between an employee and a supervisor. The purpose of the grievance procedure is to provide a formal process for fair and prompt consideration of grievances which the employee has not been able to resolve informally. Every effort, of course, should be made to resolve problems informally and on the employee/supervisor level. However, when necessary, the following steps may be taken. However, this process may be terminated at any step if an agreement is reached.

Step 1: When a grievance with an employee and another staff member, or with an employee and his or her supervisor, cannot be resolved by reaching a mutual agreement, the concerned employee may state that he or she wishes to invoke the grievance procedure. The employee must present the specific point(s) of disagreement in a written statement of grievance to his or her Program Director/supervisor within ten days of the incident. The Program Director/supervisor must give a written response stating reasons for his or her decision within five working days after receipt of the written statement. After discussion of the written materials, if agreement is reached, the grievance procedure is considered to be closed.

Step 2: If the employee chooses to carry his or her grievance further, he or she will notify the Executive Director who in turn will notify the appropriate Program Director/supervisor. The Executive Director shall investigate the facts and meet with the parties. If the Executive Director determines it necessary, he will then have the parties submit written statements. The Executive Director shall render a decision on the employee's grievance within ten working

days from the day the grievance was submitted. The written materials related to the grievance will be kept on file in the Human Resources Department, and the matter will be considered as resolved.

Step 3: If the grievance is not resolved in Step 2, the employee may, within five working days following the Step 2 reply, submit the grievance in writing to the Chairperson of the Human Resources Committee of the Board of Directors. Within ten working days from the Chairperson's receipt of the grievance, he or she shall schedule a meeting of the committee to be held within 30 working days from the date of receiving the complaint. The meeting shall be attended by a majority of the Human Resources Committee, the Executive Director, the Program Director/supervisor, the aggrieved party, and such other persons as the Human Resources Committee shall require including the Human Resources Director. The Human Resources Committee shall hear all parties and report to the Board, and thereafter the Board, through the Human Resources Committee, shall give its report. The Board's decision is final.

APPENDIX A - CODE OF ETHICS PREFACE

The Ministry of Caring Inc. is committed to adherence to the highest standards of honesty, integrity and fairness. Avoidance of unethical conduct and conflicts of interest on the part of Ministry of Caring Inc. directors, employees and volunteers through informed judgment, is essential to the preservation of these standards. Informed judgment requires that the Ministry of Caring Inc. consciously identify and communicate its values and standards to all employees and supporters.

The Ministry of Caring Inc. has accepted a public trust to abide by the highest standards of performance and ethical behavior. The Ministry of Caring Inc. can serve the poor only if it maintains the trust and support of the general public. In order to safeguard the trust and support placed with this agency, the following Code of Ethics will be adhered to faithfully. It is also expected that the Board of Directors will continue to develop and safeguard the Code of Ethics through periodic evaluations.

The Ministry of Caring Inc. will establish a standard ethics committee that reports directly to the Board of Directors which will monitor the policies, principles and procedures as set forth within the Code of Ethics.

The Ministry of Caring Inc. will assess its compliance with the Code of Ethics as part of the formal, periodic, organizational assessment of its staff, volunteers and supporters. The Ministry of Caring Inc. will provide ongoing training to its employees and volunteers on the Code of Ethics.

The Ministry of Caring Inc. will continually assess its published literature and training materials to ensure that communications are in compliance with the Code of Ethics.

The Ministry of Caring Inc. will maintain a comprehensive Code of Ethics which will include, at a minimum, statements relating to:

Personal Integrity and Professional Excellence; Stewardship and Public Accountability; Vendor Relations; Nepotism; Conflict of Interest and Fundraising.

PHILOSOPHY

The Ministry of Caring Inc. is committed to serving the ongoing needs of the poor: food for the hungry; shelter, transitional and permanent housing for the homeless; jobs for the unemployed; clothing and furniture for the needy; child care for homeless children; medical and dental services for the poor; and advocacy and outreach for the disenfranchised. It will at all times continue to reach out to the poor in any way necessary to alleviate their plight in order to break the vicious cycle of poverty.

The Ministry of Caring Inc. espouses hospitality and friendship - providing places where human needs are served with dignity, respect and love. It is the firm conviction of the Ministry of Caring Inc. that the poor should never be treated poorly. The staff and volunteers minister to the poor not only by offering them the basic necessities of life – food, shelter, medical help, child care and employment – but also by restoring their sense of self-worth and hope for the future.

COMMITMENT TOWARD A CODE OF ETHICS

A Code of Ethics is concerned with the application of the concept of rightness, goodness and obligation by a certain group of people functioning within a specific context. The Code represents a system of interacting principles which provides normative guides for decision making on policies and programs, and for choice of action in particular situations. A normative guide defines what ought to be. It directs action toward a desired end. It does not prescribe precisely the policies and practices of an organization in every case.

The adoption of an organization Code of Ethics, defining the moral responsibility of the organization and its administration, will also define the professional responsibilities and constraints placed upon the individuals who choose to work within the organization either as paid staff or volunteers. Only when the organization is ethically based are the people functioning within it completely free to enhance their roles ethically.

In order to remain faithful to the Ministry of Caring Inc.'s philosophy, we are guided by ethical norms; the purpose of these is to assure that each person, as well as the organization itself, upholds a moral responsibility. These principles guide the application of rightness, goodness and obligation that determine policy, procedure and practice, as well as internal and external relationships, in carrying out the philosophy of the Ministry of Caring Inc.. The Ministry of Caring Inc. believes that:

All policies, programs and practices shall support the sanctity and dignity of human life from the moment of conception until death, the value and integrity of the human person, the value of people's social relationships with one another and with the community, and the central role of the family in human life and in society;

It will reach out to help those who are suffering and shall adopt a preference for serving the neediest and the most vulnerable members of the community;

It will acknowledge and support the right of all people to set and pursue their own life goals, within the limits of the common good, whereby they can freely enter into participation with others in order to fulfill their common human potential and contribute to the building of a more humane community;

It will be faithful to biblical values in all its policies, procedures and practices;

It will assure conformance with relevant civil law, and at the same time it will hold itself free to change laws that adversely affect the poor;

It will seek to realize in action the virtues of charity and justice in all relationships with officers, directors, staff, volunteers, the people served and the larger community;

It will recognize confidentiality as a living principle within the agency, and establish policies and procedures to assure protection of the confidentiality of the relationships established with its clients and other relevant bodies;

It will hold itself fully, consistently and publicly accountable for its programs and fiscal operations, and seek objective certification that it meets those standards of quality in its performance that have been established for the field of social service, through accreditation and licensing as appropriate; and,

It will support and advocate those freedoms and structures in society that contribute to pluralism in social welfare and cooperation between public and voluntary sectors.

These norms will be an essential part of orientation of new members of the staff and governing bodies.

ETHICAL CONCERNS

Listed below are several main topics that involve ethical issues. As stated above, it is impossible to address every issue beforehand. The following areas of concern are not in any way meant to be an answer to all ethical concerns; however, addressed are the primary issues that both Board members and employees might face.

A. Conflicts of Interest

The Ministry of Caring Inc. conflict of interest policy applies to employees, officers, directors and volunteers. The Ministry of Caring Inc. is committed to the highest standards of integrity, fairness and conduct so as to ensure the maximum public trust. The criteria set forth herein cannot, however, anticipate every conflict that may be a violation of public trust. It is, therefore, necessary to emphasize that in applying the conflict of interest policy, all persons

are expected to act so as to honor the spirit and the principles of the policy and, in so acting, to be guided by good judgment, personal honesty and sound ethics.

In their activities on behalf of, and in their dealings with the Ministry of Caring Inc., it is the responsibility of each employee, officer, director and volunteer to avoid any actual conflict of interest or even the appearance of a conflict-of-interest. Each person must be free from any activity, association or investment which might influence, or give the appearance of interfering with, the independent exercise of his or her judgment in conducting the Ministry's activities. The following criteria concerning potential conflicts of interest are provided to inform persons who are subject to this policy:

1. Disclosure of Interests:

Each employee, officer, director and volunteer individually and also on behalf of his or her family members, who personally, directly or indirectly, holds or is seeking an ownership interest in an organization which has or is seeking a business relationship with the Ministry of Caring Inc., is responsible for disclosing such interest and relationship and shall not derive any substantial financial gain in any dealings by such organization with the Ministry of Caring Inc..

2. Participation in Decision Making:

An employee, officer, director and volunteer, and his or her family members may not participate in making any decision or recommendation, including voting or participating in the discussion of any such matter, that would result in substantial financial gain, either directly or indirectly, to the employee, officer, director, volunteer or family member as a result of his or her participation in a transaction to be conducted by, for, concerning, or with the Ministry of Caring Inc. In abstaining from voting or participating in the making of a decision or recommendation because of the existence of a conflict of interest or potential conflict of interest, an employee, officer, director or volunteer shall specifically disclose the reason for such action and shall request that the employee's, officer's, director's or volunteer's abstention and non-participation in the matter be noted in the minutes of the meeting at which abstention or non-participation occurs.

3. Acceptance of Gifts:

Only gifts of nominal value may be accepted by employees, officers, directors or volunteers, and only if the acceptance of such gifts is not likely to give the appearance of an impropriety and does not interfere with the exercise of good judgment by the recipients, and provided further, that such gifts are customarily associated with ethical conduct and practices and are not in a form that could be construed as a bribe and do not place the recipient under any actual or perceived obligation.

4. Confidential Information:

Each employee, officer, director and volunteer shall have a continuing duty not to see or disclose confidential or proprietary information obtained as a result of his or her relationship with the Ministry of Caring Inc.

B. Duty to Disclose

At the time a person is employed by the Ministry of Caring Inc. or when elected an officer or director, and at least annually while a person continues to be an employee, officer or a director, each such person shall review the Code of Ethics and sign a Certificate of Compliance with the Code of Ethics in a form to be furnished by the Ministry. If an employee, officer or director believes that he or she is involved in or has knowledge of a matter involving an actual or potential violation of the Code of Ethics, this person shall promptly disclose all such information to the Executive Director or Board of Directors in writing.

C. Duty of a Volunteer

The Ministry of Caring Inc. depends upon the services of volunteers, including those who provide support to various programs and those who belong to the Ministry of Caring Inc. Guild. Without volunteer involvement, it would not be possible for the Ministry of Caring Inc. to operate successfully in fulfilling its purposes and achieving its goals. Volunteers are expected to act at all times in the best interest of the Ministry of Caring Inc. and, in so acting, to be guided by good judgment, personal honesty and sound ethics, and to honor the spirit and the principles of the Code of Ethics. Any question which a volunteer may have concerning his or her duty hereunder should be directed to the executive committee of the Ministry of Caring Inc. Guild, the Program Director/supervisor, or, if necessary, to the Executive Director.

D. Vendor Relations

All vendors of supplies, equipment, and services must be equitably treated. No favoritism or appearance of impropriety shall be shown by any representative of the Ministry of Caring Inc. in dealing with vendors. Vendors, qualified as to their competence, reputation, quality, and timeliness of past and present performance history, solely determined by the proper representatives of the Ministry of Caring Inc., should be afforded the opportunity, when time permits, to offer and qualify themselves and their products and services as being competitive as to price, performance, timeliness, and other requirements of a particular purchase or contract. In purchase situations, where time and the project permit, the Ministry of Caring Inc. shall encourage competitive bidding by qualified vendors, which shall be conducted in a fair, impartial and professional manner by all purchasing representatives of the Ministry of Caring Inc.. The lowest bids submitted are to be considered, but the purchasing representative of the Ministry of Caring Inc. is authorized to exercise discretion in choosing the lowest responsible bid by an approved vendor without being bound to accept the lowest bid price. At all times, for all purchases, the representative of the Ministry of Caring Inc. shall act solely in the best

interests of the organization and shall always avoid all illegality, impropriety or appearance of impropriety, all personal favoritism and/or unfair business practices.

E. Nepotism

Employment decisions, opportunities for career advancements and all business decisions made on behalf of the Ministry of Caring Inc. shall be just, equitable and based on factual determinations rather than personal bias or family relationships. Individual qualifications, experience, work history, proven ability and job performance, character and suitability of the person shall be the prime considerations underlying all such decisions. Persons related by blood or marriage to a member of the Board, the Executive Director, the associate directors, or the Program Directors, may be hired as employees of the Ministry of Caring Inc., if otherwise fully qualified, provided that the Board of Directors approves of the hiring.

F. Fundraising

All activities of the Ministry of Caring Inc. to raise funds shall be carried out with the highest standards of accountability and integrity. No fundraising event shall be in conflict with the philosophy of the Ministry of Caring Inc. All fundraising, including third-party activities, must be examined by the Executive Committee of the Ministry of Caring Inc. Guild, and approved by the Executive Director.

G. Anti-Fraud Practices

The Ministry of Caring Inc. is extremely concerned with protecting the assets of the organization, and in this regard has several anti-fraud policies and practices in place. These policies cover everything from proper employment procedures to the level of purchased insurance if fraud should occur. The Finance Department plays a key role in this watchdog function. Following is a summary of continuing efforts practiced by the Ministry of Caring Inc. in order to protect the organization against fraud.

1. Employees:

The anti-fraud practices begin with doing everything possible to hire the right and honest person for the job. At the Ministry of Caring Inc., this hiring process includes a multiple interview process as well as the completion of background and criminal checks on individuals selected for an open position. If a background check reveals negative factors, the candidate will be barred from employment with the Ministry of Caring Inc.

Once individuals are hired, they are required to become familiar with the Ministry of Caring Inc. Personal Policies and Code of Ethics handbook. They are then required to sign the Certificate of Compliance that requires all employees to be guided by good judgment, personal honesty and sound ethics.

2. Checks and Balances:

As an integral part of the anti-fraud policy, financial functions at the Ministry are divided as much as economically feasible to ensure that there are checks and balances in place. This practice helps to ensure that no individual has complete control over receipts and disbursement of funds. In the Ministry of Caring Inc., efforts are made to segregate duties to the greatest extent possible. In this regard, with respect to the disbursement of funds, invoices must be approved by appropriate people in the Ministry of Caring Inc. before checks are prepared by the Accountant within the Finance Department. The checks are then signed by authorized individuals after they verify that there is appropriate documentation supporting the payment. Checks for \$1,500 and up require two authorized signatures. With respect to receipt of cash, there is also a division of duties. In this regard funds are provided to the CFO, who confirms the amount received and issues a receipt. An accountant then includes these funds in the weekly bank deposit. Payroll work is also divided between the CFO, Associate CFO and an accountant, which also assures proper checks and balances in the system.

3. Audit:

In addition to the above, the Ministry of Caring Inc. has an independent auditing firm that performs a full financial statement audit and a single audit each year. The outside auditors make recommendations to strengthen internal controls, report on compliance, and issue financial statements for the total agency and the various cost centers. The outside auditors report to the Audit Committee of the Board of Directors.

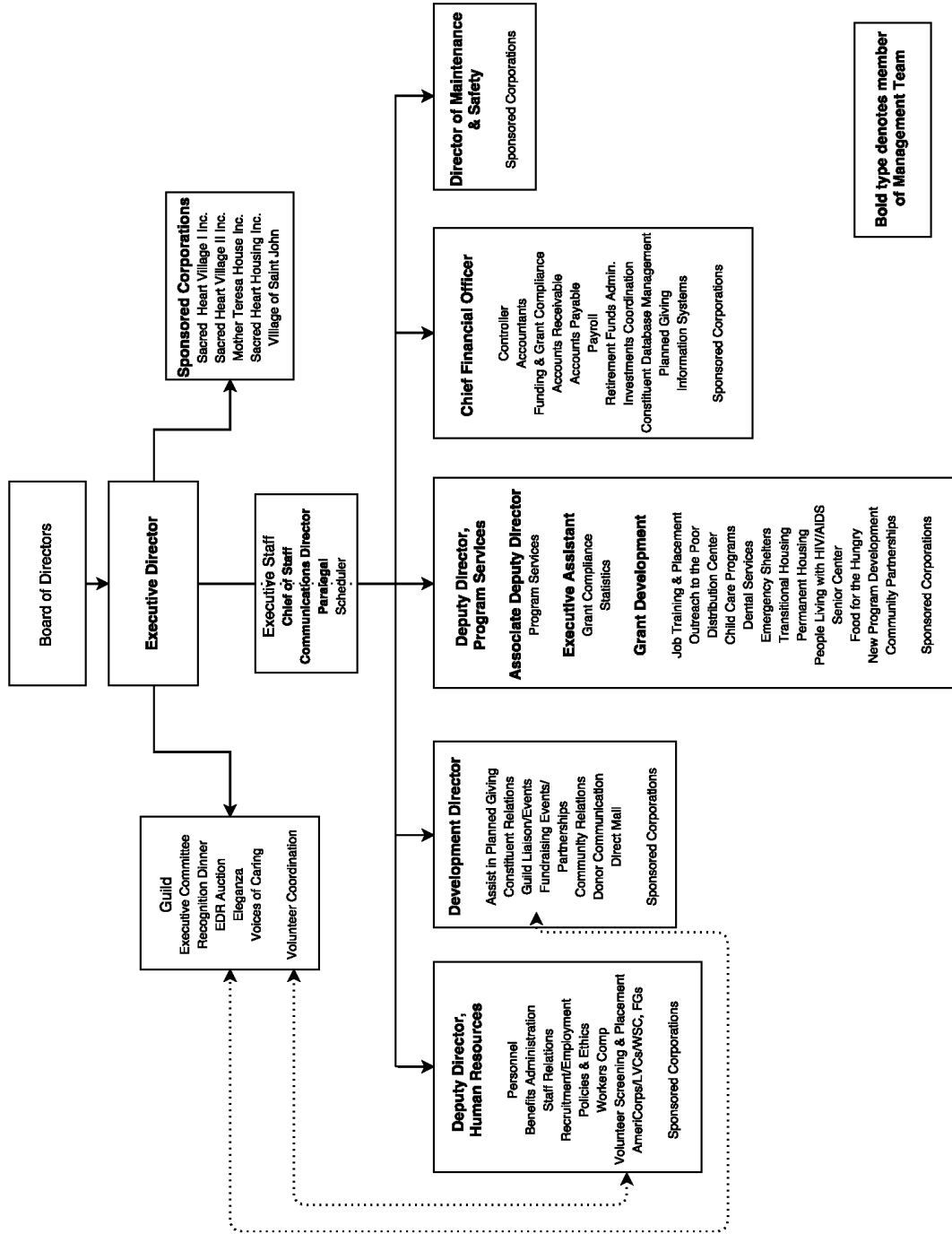
4. Insurance:

Finally, if an employee should commit a fraudulent act, the organization is protected by maintaining fidelity insurance. This insurance covers theft of money or property to a limit of \$500,000 (a deductible of \$2,500 applies to each loss). For computer or funds transfer fraud, the coverage is \$100,000.

In conclusion, the combination of all of the above practices helps to guard against fraud but, despite all of these efforts, fraudulent acts can occur. Therefore, it is important that employees remain vigilant and always maintain a questioning attitude within the workplace environment.

APPENDIX B - ORGANIZATIONAL CHART

Ministry of Caring Organizational Chart 2016



Bold type denotes member of Management Team

Updated 1/19/16

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THE MINISTRY OF CARING INC.



PERSONNEL POLICIES & CODE OF ETHICS

CERTIFICATE OF COMPLIANCE

ACKNOWLEDGEMENT

After you have read the contents of this Handbook: (1) read and sign the Acknowledgement below; (2) separate the Acknowledgement; and (3) give the signed Acknowledgement to the Human Resources Department.

This Handbook is intended solely as a general information guide regarding the current policies and programs Ministry of Caring has in place. The policies and benefits presented in this Handbook are for your information and do not constitute terms or conditions of employment. This Handbook supersedes all prior handbooks. This handbook is not a contract. From time to time, Ministry of Caring may determine that it needs to change some of the policies or programs in this Handbook in order to better meet the requirements of those who work for and/or at Ministry of Caring. If any policies or programs are changed, modified, deleted, or supplemented, Ministry of Caring will notify those affected as soon as possible.

I acknowledge that I have received and read this Handbook , which includes the Right to Monitor Policy (on page 24), as well as this Acknowledgement, and that I have had the opportunity to ask questions about both and that I fully understand the contents of both as they relate to my relationship with Ministry of Caring. I understand that the information contained in this Handbook are guidelines only, and are in no way to be interpreted as a contract.

I agree that I fully understand the Code of Ethics and that, to the best of my knowledge, I am not in violation of any policies, principles, or procedures as set forth therein. If I become aware of any potential conflict, I will notify the executive director.

DATE: _____

SOCIAL SECURITY NUMBER: _____

PRINT YOUR NAME: _____

SIGNATURE: _____

THE MINISTRY OF CARING INC.

115 East 14th Street • Wilmington, DE 19801-3209 • 302.652.5523 • ministryofcaring.org

Andrisani Building

Counseling services
1803 W. Sixth Street
Wilmington, DE 19805-3005
302.428.3702

Bethany House I

For women with special needs
601 N. Jackson Street
Wilmington, DE 19805-3241
302.656.8391

Bethany House II

For women with special needs
615 N. Jackson Street
Wilmington, DE 19805-3241
302.656.8391

Child Care Center

Early learning center for poor & homeless children
221 N. Jackson Street
Wilmington, DE 19805-3649
302.652.8992 • Fax: 652.8945

Distribution Center

Supplies, furniture & clothing
1410 N. Claymont Street
Wilmington, DE 19802-5227
302.652.0969 • Fax: 594.9478

Emmanuel Dining Room East

Food facility for the hungry
226 N. Walnut Street
Wilmington, DE 19801-3934
302.652.2577

Emmanuel Dining Room South

Food facility for the hungry
500 Rogers Road
New Castle, DE 19720-1398
302.577.2951

Emmanuel Dining Room West

Food facility for the hungry
121 N. Jackson Street
Wilmington, DE 19805-3670
302.652.3228 • Fax: 652.2576

Francis X. Norton Center

917 N. Madison Street
Wilmington, DE 19801-1497
302.594.9455 • Fax: 428.3655

Guardian Angel Child Care

Early Learning Center for children of working parents
1000 Wilson Street
Wilmington, DE 19801-3432
302.428.3620 • Fax: 428.3622

House of Joseph I

Emergency shelter for single men
1328 W. 3rd Street
Wilmington, DE 19805-3662
302.652.0904 • Fax: 594.9472

House of Joseph II

Residence for men and women living with AIDS
9 W. 18th Street
Wilmington, DE 19802-4833
302.594.9473 • Fax: 594.9494

House of Joseph Transitional Residence

For single, employable men and women
704 West Street
Wilmington, DE 19801-1524

Il Bambino

Infant care for children of working parents
903 N. Madison Street
Wilmington, DE 19801-1439
302.594.9449 • Fax: 594.9450

Job Placement Center

Employment service for the disadvantaged
1100 Lancaster Avenue
Wilmington, DE 19805-4009
302.652.5522 • Fax: 594.9434

Margaret Nusbaum House

Permanent housing for single women
207 S. Van Buren Street
Wilmington, DE 19805-4020

Maria Lorenza Longo House

Permanent supportive housing for single women
822 Jefferson Street
Wilmington, DE 19801-1432
302.652.1758 • Fax: 652.1759

Mary Mother of Hope House I

Emergency shelter for single women
1103 W. 8th Street
Wilmington, DE 19806-4605
302.652.8532 • Fax: 594.9434

Mary Mother of Hope House II

Emergency shelter for women with children
121 N. Jackson Street
Wilmington, DE 19805-3670
302.652.1935 • Fax: 594.9475

Mary Mother of Hope House III

Emergency shelter for women with children
515 N. Broom Street
Wilmington, DE 19805-3114
302.652.0970 • Fax: 594.9496

Mary Mother of Hope Permanent Residence

For single women
818 Jefferson Street
Wilmington, DE 19801-1432

Nazareth Permanent Housing

For couples or families
898 Linden Street
Wilmington, DE 19805-4423
106 N. Broom Street
Wilmington, DE 19805-4241

Padre Pio House

For single men with special needs
213 N. Jackson Street
Wilmington, DE 19805-3649
302.658.6123

Pierre Toussaint Dental Office

Dental service for the poor
830 Spruce Street
Wilmington, DE 19801-4205
302.652.8947 • Fax: 652.8994

Samaritan Outreach

A program to assist the unsheltered homeless
1410 N. Claymont Street
Wilmington, DE 19802-5227
302.594.9476 • Fax: 594.9478

St. Francis Transitional Residence

For women with children
103-107 N. Jackson Street
Wilmington, DE 19805-3648
830 Spruce Street
Wilmington, DE 19801-4205