

EMPLOYEE HANDBOOK



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*Our mission is to proclaim Jesus Christ, in His name love our neighbors and provide hope to the community through life transforming ministries.
Our vision is to minister to our community in Christ loving ways that provide opportunity for positive change.*

1.0 Welcome

1.1 Welcome

Welcome! You have just joined a dedicated team of employees and managers. We hope that your employment with the South Side Mission will be rewarding and challenging. We take pride in our employees as well as the services we provide. We consider ourselves a vital part of this community, serving the needs of south side of Peoria, as well as the greater Peoria area.

Please take the time now to read this employee handbook carefully. Sign the acknowledgment at the end to show that you have read, understand, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. The Company reserves the right to interpret, modify, or supplement the provisions of this handbook at any time.

Please understand that no employee handbook can address every situation in the work place. If you ever have questions about your employment, you are encouraged to ask them. If you have any difficulty reading or understanding any of the provisions of this handbook, please contact Human Resources.

We wish you success in your employment here at South Side Mission!

All the best,

Craig Williams, Executive Director

1.2 Faith Statement

We believe in the Scripture of the Old and New Testaments as verbally inspired by God, and inerrant in the original writings, and that they are of supreme and final authority in faith and life.

We believe that Jesus Christ was begotten of the Holy Spirit, born of the Virgin Mary, and is true God and true man.

We believe in one God eternally existing in three persons: the Father, Son, and the Holy Spirit.

We believe that man was created in the image of God; that he sinned and thereby incurred not only physical death, but also that spiritual death which is separation from God; and that all human beings are born with a sinful nature, and, in the case of those who reach moral responsibility, become sinners in thought, word and deed.

We believe that the Lord Jesus Christ died for our sins according to the Scriptures, and as a representative and substitution sacrifice; and that all who believe in Him are justified on the ground of His shed blood.

We believe in the resurrection of the crucified body of our Lord in His ascension into Heaven, and in His present life there for us as High Priest and Advocate.

We believe in "that blessed hope," the personal return of our Lord and Savior, Jesus Christ.

We believe that all who receive by faith the Lord Jesus Christ are born again of the Holy Spirit, and thereby become children of God.

We believe in the bodily resurrection of the just and the unjust, the everlasting blessedness of the saved and the everlasting punishment of the lost.

1.3 Core Values

COMMITMENT

Requires strength of character and stick to "it-tiveness"

Commitment is doing what you said you would do when the mood you said it in is gone.

"Therefore, I, the prisoner of the Lord, urge you to walk in a manner worthy of the calling..." (Eph. 4:1)

CALLING

Your commitment should be fueled by your calling.

The calling you have is HEAVENLY (is the source, Heb. 3:1);

High (is the standard, 1Peter. 1:17-19);

HOLY (is the substance, different from what is common, 2 Tim. 1:9)

Is your responsibility a job or calling?

Character and Conduct

Must reflect the weight of your calling.

Character without power is dull. Power without Character is dangerous

2 PETER 1:3 "...His divine power has granted to us everything

pertaining to life and godliness, through the true knowledge

of Him who called us by His own glory and excellence."

Competency

To whom much is given, much is required.

You are a steward of the position God has given you.

"But to each one of us grace has been given as Christ apportioned it (Eph. 4:7)."
"It was He who gave some to be apostles, some to be prophets, some to be evangelists, and some to be pastors and teachers, to prepare God's people

The organization will be sustained by each individual doing their part. Each individual must be committed to staying at their post and functioning properly.

1 Cor. 12:21-22: "The eye cannot say to the hand, 'I don't need you!' And the head cannot say to the feet, 'I don't need you!' On the contrary, those parts of the body that seem to be weaker are indispensable." Eph. 4:16: "From Him the whole body, joined and held together by every supporting ligament, grows and builds itself up in love, as each part does its work."

Collaboration

Reveals your ability to get along with others and how you handle relationships. How you love and serve people is evident in your everyday life and work.

Do people smile at you when they see you coming or when you're going? PHILIPPIANS 2:3-5 3 Do nothing from selfish ambition or conceit, but in humility count others more significant than yourselves. 4 Let each of you look not only to his own interests, but also to the interests of others. 5 Have this mind among yourselves, which is yours in Christ Jesus.

Chemistry

for works of service, so that the body of Christ may be built up (Eph. 4:11-12)."

"Be very careful then how you live-not as unwise but as wise, making the most of every opportunity, because the days are evil (Eph.: 5:15-16)."

South Side Mission diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a

characteristics that make our employees unique. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, language, national origin, physical and mental ability, political affiliation, race, socio-economic status, veteran status, and other

Our employees are the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and company's achievement as well.

The South Side Mission is committed to fostering, cultivating and preserving a culture of diversity and inclusion.

1.4 Commitment to Diversity & Inclusion

“For the grace of God has appeared...it teaches us to say ‘No’ to ungodliness...and to live self-controlled, upright and godly lives...while we wait for...the appearing of...Jesus Christ, who gave himself for us...to purify for himself a people that are his very own, eager to do what is good” (Titus 2:11-14).

We are what we repeatedly do. “Excellence is the gradual result of always striving to do better. “Today, and every day, deliver more than you are getting paid to do.”

Excellence

“Let the Lord judge the peoples. Vindicate me, Lord, according to my righteousness, according to my integrity, O Most High” (Psalm 7:8).

“Subordinates must perceive their leader as a consistently fair person if they are to engage in the kind of innovative risk-taking that brings a company rewards.”

Integrity

work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.

All employees of South Side Mission have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events.

Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action.

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor or Human Resources.

1.5 Bona Fide Occupational Qualifications

The South Side Mission expects employees to adhere to our Spiritual purpose, Statement of Faith, and Core Values and behave in accordance with them. Furthermore, each employee may be called upon to share their personal testimony of faith in Christ.

These are all ***bona fide occupational qualifications*** for employment at South Side Mission.

2.0 Equal Opportunity

2.1 Equal Opportunity

South Side Mission provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, marital status, age, disability, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

South Side Mission expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

Any employee with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of Human Resources. The Company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels he or she has been subjected to any such retaliation, he or she should bring it to the attention of Human Resources.

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:

- (1) shunning and avoiding an individual who reports harassment, discrimination or retaliation;
- (2) express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination or retaliation; or
- (3) denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process.

Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

2.2 Americans with Disabilities Act (ADA) and Reasonable Accommodation

To ensure equal employment opportunities to qualified individuals with a disability, South Side Mission will make reasonable accommodations for the known disability of an otherwise qualified individual, unless undue hardship on the operation of the business would result

Employees who may require a reasonable accommodation should contact the Human Resources Department.

2.3 Accommodations for Nursing Mothers

The South Side Mission adheres to Federal and State guidelines for nursing mothers in the workplace.

2.4 Harassment and Complaint Procedure

Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 (Title VII), as amended, as well as many state laws. Harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, marital status, age, disability, veteran status, or other characteristic protected by state or federal law, is prohibited.

It is South Side Mission's policy to provide a work environment free of sexual and other harassment. To that end, harassment of South Side Mission's employees by management, supervisors, coworkers, or nonemployees who are in the workplace is absolutely prohibited. Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. South Side Mission will take all steps necessary to prevent and eliminate unlawful harassment.

Definition of Unlawful Harassment. "Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other

threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, marital status, age, disability, veteran status, or other characteristic protected by state or federal law.

Definition of Sexual Harassment. While all forms of harassment are prohibited, special attention should be paid to sexual harassment. "Sexual harassment" is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual's employment or as a basis for employment decisions; *or*
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not; Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, comments about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; *and*
- Discussion of one's sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment and retaliation

against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated at South Side Mission

Complaint Procedure. Any employee who believes he or she has been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to make a complaint. You may complain directly to your immediate supervisor or department manager, human resources, or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe acts of discrimination toward or harassment of another employee, you are requested and encouraged to report this to one of the individuals listed above.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

All complaints will be investigated promptly and, to the extent possible, with regard for confidentiality.

If the investigation confirms conduct contrary to this policy has occurred, South Side Mission will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

3.0 Conflict of Interest and Confidentiality

3.1 Conflict of Interest

South Side Mission expects all employees to conduct themselves and company business in a manner that reflects the highest standards of ethical conduct, and in accordance with all federal, state, and local laws and regulations. This includes avoiding real and potential conflicts of interests.

Exactly what constitutes a conflict of interest or an unethical business practice is both a moral and a legal question. South Side Mission recognizes and respects the individual employee's right to engage in activities outside of employment which are private in nature and do not in any way conflict with or reflect poorly on the company.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises where there is a potential conflict

of interest, the employee should discuss this with a manager for advice and guidance on how to proceed. The list below suggests some of the types of activity that indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

1. Employing current residents at all South Side Mission locations.
 2. Providing personal housing of current residents
 3. Referring residents to services that would knowingly profit a staff member or the Board of Directors
 4. Selling any goods, clothing, or personal goods to residents
 5. Purchasing any items from residents.
 6. Providing transportation to residents in personal vehicle.
 7. Speculating or dealing in materials, equipment, supplies, services, or property purchased by the company.
 8. Participating in civic or professional organization activities in a manner that divulges confidential company information.
 9. Misusing privileged information or revealing confidential data to outsiders.
 10. Using one's position in the company or knowledge of its affairs for personal gains.
 11. Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of company business.
- Certain guidelines must be observed by employees in financial and employment areas. These guidelines are in the interest of operating the ministries of South Side Mission in ways that exercise good stewardship of its funds and good faith in its business transactions.
- Gifts/Honoraria/Income*- Employees may not receive personal honorariums for speaking on behalf of South Side Mission.

3.2 Confidential Information

Confidential information is any and all information disclosed to or known by you because of employment with the company that is not generally known to people outside the company about its business.

An employee who improperly uses or discloses South Side Mission confidential information will be subject to disciplinary action up to and including termination of employment and legal action, even if he or she does not actually benefit from the disclosed information.

This provision is not intended to, and should not be interpreted to, prohibit employees from discussing wages and other terms and conditions of employment if they so choose.

4.0 Employment Relationship

4.1 Employee Classification

In order to determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, South Side Mission classifies its employees as shown below. South Side Mission may review or change employee classifications at any time.

Exempt. Exempt employees are paid on a salaried basis and are not eligible to receive overtime pay.

Nonexempt. Nonexempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked.

Full-Time. Employees who are not in a temporary status and work a minimum of 30 hours weekly and maintain continuous employment status.

Part-Time. Employees who are not in a temporary status and who are regularly scheduled to work fewer than 30 hours weekly and maintains continuous employment status.

Temporary, Full-Time/Temporary, Part-Time. Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work the company's full-time schedule for a limited duration. Temporary Part-Time scheduled to work fewer than 30 hours weekly for a limited duration.

Employment beyond any initially stated period does not in any way imply a change in employment status.

The One Day Rest in Seven Act allows for at least 24 hours of rest in every calendar week. A calendar week is defined as seven consecutive 24 hour periods.

4.6 One Day Rest in Seven

When required due to the needs of the business, you may be asked to work overtime. Overtime is actual hours worked in excess of 40 in a single workweek. Nonexempt employees will be paid overtime compensation at the rate of one and one half their regular rate of pay for all hours worked over 40 actually worked in a single workweek. Paid leave, such as holiday, PTO, bereavement time, and jury duty does not apply toward work time. All overtime work must be approved in advance by a supervisor or manager.

4.5 Overtime

Falsification of time records or recording time for another employee may result in discipline, up to and including termination of employment.

Federal and state laws require us to keep accurate records of hours worked by nonexempt (hourly) employees. You should clock in no more than five minutes before your shift begins and clock out no later than five minutes after your shift ends. Every nonexempt employee of South Side Mission is required to enter his or her hours worked accurately. Employees are responsible for tracking their hours worked. It is a best practice to review your hours each week.

4.4 Time Records

Employees are required to take a 30-minute unpaid meal break when working at least 7.5 hours per day. Meal breaks will be scheduled by the department supervisor or manager. Non-exempt employees are required to clock out for meal breaks.

4.3 Meal Breaks

The first 90 days of your employment is considered a probationary period. During this period you will become familiar with South Side Mission and your job responsibilities. After the completion of this probationary period, if the employee's performance merits continued employment and work remains available, the employee will be offered continued employment with applicable benefits. Completion of this probationary period does not imply guaranteed or continued employment.

4.2 New Employees and Probationary Periods

The South Side Mission pay period for all employees is biweekly on Friday. If pay day falls on a federal holiday, employees will receive their paycheck on the preceding workday. Paychecks can be directly deposited into your checking and/or savings accounts or a bank card. If not enrolled in direct deposit employees will receive a paper check.

4.7 Pay Period

4.8 Direct Deposit

The Mission offers employees the choice to receive their pay via paper paychecks, bank cards or direct deposit. You can find the initial enrollment for direct deposit and/or band cards with your new hire paperwork. It is the employee's responsibility to update any bank account changes as soon as possible. The application for direct deposit and/or bank card can be found on the 'staff' page of the South Side Mission website. Typically, the bank will begin the direct deposit of your payroll on the next pay date after you turn in the form.

4.9 Access to Personnel Files

Employee files are maintained by the Human Resources department and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis. Personnel file access by current employees and former employees upon request will generally be permitted within 3 days of the request. Personnel files are to be reviewed in the Human Resources department. Employee files may not be taken outside the department. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

4.10 Employment of Relatives

Relatives may be hired by South Side Mission if (1) the persons concerned will not work in a direct supervisory relationship, and (2) the employment will not pose difficulties for supervision, security, safety, or morale. For the purposes of this policy, "relatives" are defined as spouses, children, siblings, parents, or grandparents.

Current employees who marry each other will be permitted to continue employment with the company provided they don't work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above. If employees who marry do work in a direct supervisory relationship with each other, the company will attempt to reassign one of the employees to another

Should it become necessary because of business conditions to reduce the number of employees or work hours, this will be done at the discretion of the company.

If applicable, information regarding benefits continuation through the Consolidated Omnibus Budget Reconciliation Act (COBRA) will be sent to the employee's home address.

Employees shall return any ministry owned materials and equipment before the last day of employment.

Human Resources will conduct an exit interview.

In all cases of voluntary resignation (one initiated by the employee), employees are asked to provide a written notice to their supervisors at least 10 working days in advance of the last day of work. The 10 days must be actual working days. Holidays and paid time off (PTO) will not be counted toward the 10-day notice.

4.12 Separation from Employment

This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice. Nothing in this employee handbook is intended to or creates an employment agreement, expressed or implied. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

4.11 Employment at Will

Employment at South Side Mission is on an at-will basis. position for which he or she is qualified if such a position is available. If no such position is available, the employees will be permitted to determine which one of them will resign from the company. These provisions does not apply to seasonal or temporary employees.

5.0 Workplace Guidelines

5.1 Attendance

All employees are expected to arrive on time, ready to work, every day they are scheduled to work. Regular attendance and punctuality are important to keep your team and the Mission running smoothly. Arriving late, being tardy, or absence from work causes disruptions and burdens on co-workers.

If unable to arrive at work on time, or if an employee will be absent for an entire day, the employee must contact the supervisor at least 1 hour before scheduled shift begins. Voice mail, texts, and e-mail messages are not acceptable except in certain emergency circumstances.

Employees are not allowed to use cell phones/laptops or any other devices to clock in and clock out. Employees must use the time clocks to punch in and out. If an employee clocks in or out on any device other than the time clock the action will result in disciplinary action up to and including termination.

Attendance issues will result in progressive disciplinary action up to and including termination.

If an employee is absent for three or more consecutive schedule work days, evidence for excusing the absence, such as a doctor's note, must be provided. Failure to call-off for three consecutive scheduled days will be considered a job abandonment therefore a voluntary resignation.

Employees who fail to clock in or clock out on a consistent basis may receive disciplinary action up to and including termination.

5.2 Job Performance

Communication between employees and supervisors or managers is very important. Discussions regarding job performance are ongoing and often informal. Employees should initiate conversations with their supervisors if they feel additional ongoing feedback is needed.

Formal performance evaluations are conducted quarterly. These reviews include a written performance appraisal and discussion between the employee and the supervisor about job performance and expectations. The quarterly evaluations

will be included with an annual performance review conducted in December of each year.

5.3 Promotions

In an effort to match you with the best job for you and to meet the business needs of the South Side Mission, you may be transferred from your current job. It is the Mission's policy to promote from within the Mission only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job and are in good standing with the Mission.

All employees promoted into new job positions will undergo a 90-day probationary period as described in the New Employees and Probationary Periods section. Unlike new hires, however, such employees will continue to receive Mission benefits for which they are eligible.

5.4 Posting of Job Openings

The South Side Mission desires to promote qualified employees from within when applicable, consistent with the need to assure that all positions are staffed by the most qualified individuals. New job openings will be posted on employee bulletin boards as well as email notification to all staff.

5.5 Outside Employment

Employees are permitted to work a second job as long as it does not interfere with their job performance with the South Side Mission. Employees with a second job are expected to work their assigned schedules. A second job will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If outside work activity causes or contributes to job-related problems, it must be discontinued, or the employee will be subject to disciplinary action, up to and including termination.

5.6 Dress and Grooming

Your personal appearance reflects on the reputation and integrity of the South Side Mission. All employees are required to report to work neatly groomed and appropriately dressed.

The roles, responsibilities, and daily activities of South Side Mission employees differ greatly and because of this the Mission does not have one set dress code for all employees. Each department will determine dress code for each position or positions within the department based on responsibilities, scheduled events, programs, activities, and/or interaction with the clients, volunteers, and the general public. All staff should be aware of and conform to the expected dress code for their position. Managers and Supervisors are responsible for enforcing the dress codes for their department.

5.7 Social Media Policy

Regardless of dress codes, South Side Mission has identified specific rules for all employees. The following examples include unacceptable attire and should be avoided by all employees:

Clothing that exposes shoulders, chests, stomachs, backs, hips or the upper half of thighs. Skirts and shorts no shorter than 6 inches above the knee. Holes in jeans or any other clothing is not appropriate. (Exception for swimwear)

Overly tight fitting clothing that conforms to the body over areas mentioned in the previous example unless additional garments provide covering. (Exception for swimwear)

Overly loose fitting clothing that might expose areas mentioned in the first example during regular movement or activity.

Staff having to swim as part of their job responsibilities should wear modest swimwear.

If an employee comes to work in violation of the established dress code for their position, they will be asked to clock out, leave, and return to work dressed appropriately. If employees have any questions regarding the dress codes, please contact Human Resources. Recurring problems will result in discipline up to and including termination of employment.

At the South Side Mission, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible

decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This social media policy applies to all employees at the South Side Mission during and after work hours.

The employee bears the ultimate responsibility for what they post online. Before creating online content, consider some of the risks and rewards that are involved. Any conduct that adversely affects job performance of fellow employees or otherwise adversely affects employees, volunteers, suppliers, or anyone acting on behalf of the Mission will result in disciplinary action up to and including termination.

INAPPROPRIATE POSTINGS

Inappropriate postings are ones that disparage other employees, breach the confidentiality of employees or participants, contain discriminatory remarks, harassment, threats of violence, unlawful conduct, complaints or criticism of the Mission, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating.

Other examples of inappropriate social media conduct are postings that might constitute harassment or bullying, offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status and protected by law.

Please be advised that inappropriate postings of any type will not be tolerated and will result in disciplinary action up to and including termination.

Do not create a link from your blog, website or other social networking site to the South Side Mission website without the express permission of the Executive Director.

Express only your personal opinions. Never represent yourself as a spokesperson for the Mission. If you do publish a blog or post online related to the work you do or subjects associated with the Mission, make it clear that you are not speaking on behalf of the Mission by including the following disclaimer:

"The postings on this site are my own and do not necessarily reflect the views of the South Side Mission."

USING SOCIAL MEDIA AT WORK

Refrain from using social media while on work time or on equipment we provide, unless it is work-related and authorized by your manager/supervisor or consistent with the Mission's policies. Do not use work email addresses to register on social networks, blogs or other personal online tools.

RETALIATION IS PROHIBITED

The South Side Mission prohibits taking negative action against anyone for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against an individual for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

If you have questions or need further guidance, please contact Human Resources.

5.8 Mission Bulletin Boards

The Mission maintains official bulletin boards at appropriate locations for the purpose of providing employees with its official notices, including all required governmental postings, changes in policies, and other employment-related notices. At times the Mission may also post information of general interest to the employees on the bulletin board. Please keep informed about this material by periodically reviewing the Mission bulletin board. Only authorized personnel are allowed to add and remove notices from the Company bulletin board.

5.9 Voicemail, Email, and Internet Policy

This Voicemail/Email/Internet Policy is intended to provide each employee of the Mission with the guidelines associated with the use of the Mission's voicemail/email/Internet system (the system). This policy applies to all employees, contractors, vendors, partners, volunteers or associates, and any others accessing and/or using the Mission's system through onsite or remote terminals.

General Provisions

- The system, and all data transmitted or received through the system, are the exclusive property of the Mission. No individual should have any expectation of privacy in any communication over this system. Any individual permitted to have access to the Mission's system will be given a

Violation of this policy will subject an employee to disciplinary action up to and including termination of employment.

management.

Mission property, or at any Mission function unless authorized in advance by recording capability are restricted from using those functions on South Side and meal periods. Employees with devices that have a camera and/or audio/video result, employees should only use such personal devices during nonworking time Personal use of cell phones and mobile devices while working is prohibited. As a

5.11 Personal Devices

phones/mobile device or other communication device while driving. Employees who drive a vehicle during the course of their employment must use a hands-free device, per State law with South Side Mission provided cell

When the cell phone/mobile device is used for personal reasons and the activity results in additional cost to the Mission, the individual is responsible for the cost of that usage, including all applicable taxes. The employee should make note of personal call and reimburse the Mission after review of the monthly call detail.

condition. all such equipment and passwords must be returned to the Mission in operable those passwords except with permission. At the time of employment termination, devices, including all passwords controlling access to them. You may not change The South Side Mission owns and remains entitled to all cell phone/mobile

5.10 Mission Provided Cell Phone/Mobile Device Policy

enforcement officials of any illegal conduct. Any employee who violates these provisions will be subject to disciplinary action up to and including termination. If necessary, the Mission will also advise law

- The Mission reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over the system. Any individual who is given access to the system is hereby given notice that the Mission will exercise this right periodically, without prior notice and without the prior consent of the employee.
- voicemail, email and/or Internet address and/or access code, and will have use of the system, consistent with this policy.

While it is impossible to list every item that could be considered misconduct in the workplace, what is outlined here is a list of infractions that will result in disciplinary action up to and including termination.

Every employee has a shared responsibility toward improving the quality of our work environment. By deciding to work at this Mission, employees agree to follow the Mission's Standards of Conduct.

5.14 Standards of Conduct

South Side Mission wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all of our employees, clients, customers, and other stakeholders.

The Mission provides lockers for the personal possessions of employees in certain departments. These lockers should be maintained in a clean and sanitary condition.

5.13 Employee Privacy and Right to Inspect

Employees should be able to work in an environment that is free from unnecessary annoyances and interference with their work. In order to protect our employees and visitors, solicitation by employees is strictly prohibited while either the employee being solicited or the employee doing the soliciting is on "working time." "Working time" is defined as time during which an employee is not at a meal, or on the premises immediately before or after his or her shift.

Distribution of written materials, handbills, or any other type of literature is not permitted on South Side Mission Property.

5.12 Solicitation

This policy is not intended to limit the Mission's right to discipline or discharge employees for misconduct of any type

Examples of inappropriate conduct include:

- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol or any other substance during working hours on Mission property (including Mission vehicles), or on Mission business.
- False reporting of the hours worked by you or any other employee. Including clocking in or out for another employee.
- Providing knowingly inaccurate, incomplete or misleading information when speaking on behalf of the Mission.
- Providing false information in the preparation of any employment related documents including, but not limited to, job applications, personnel files, employment review documents, inter Mission communication or expense records.
- Taking or destroying Mission property.
- Possession of potentially hazardous or dangerous property such as firearms, weapons, chemicals, etc.
- Fighting with, or harassment (as defined in section 2.0 of this handbook) of, any fellow employee, vendor, or customer.
- Disclosure of Mission trade secrets and proprietary and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, customer lists, patents, trademarks, etc.) of the Mission or its customers, contractors, suppliers, or vendors.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal to follow safety rules and procedures.
- Solicitation of fellow employees on the Mission premises during working time (Refer to the Solicitation Policy).
- Use of obscene or harassing (as defined in section 2.0 of this handbook) language in the workplace.
- Gambling on Mission premises.
- Providing or lending keys, keycards or Mission property to unauthorized persons.

Any matters discussed by a Manager/Supervisor and employees involved in relation to an investigation and/or disciplinary matter will be kept strictly confidential. In addition, employees involved in an investigation are prohibited from discussing or sharing information with other staff. The result could compromise the integrity of the investigation and could be viewed as retaliation.

- An employee receives notice of the specific allegation, the seriousness of the allegation, and of the possible consequences should the allegation be substantiated.
- The employee has the opportunity to provide a statement in relation to the allegation.
- The employee's statement is given full consideration.

To ensure procedural fairness where an allegation may lead to a formal investigation the South Side Mission will ensure:

Managers/Supervisors of South Side Mission employees, in conjunction with human resources, will address and investigate potential disciplinary issues in a prompt and timely manner and in accordance with this policy. This policy will be applied consistently and fairly. Where an employee's conduct is not described in the policy, the employee's conduct may still be subject to disciplinary action, up to and including termination.

Disciplinary issues include but not limited to allegations and/or complaints made about a staff member, a breach or breaches of Mission policies and procedures, including the, Core Values, Standards of Conduct and/or performance related issues.

South Side Mission's disciplinary process outlines the steps taken to address disciplinary issues.

5.15 Disciplinary Process

- Insubordination
- Poor performance

The employee discusses the problem with the immediate supervisor. In most cases, a problem can be resolved satisfactorily at this point. An employee who is not satisfied may present the problem in writing to the supervisor. The supervisor will give a written answer within three working days unless circumstances warrant additional investigation.

Step 1

This procedure has been developed to assist employees in resolving serious work-related problems. All employees should discuss such problems immediately with their supervisor, who is the key person for all communications involving your work. In presenting the problem to higher levels of authority within the Mission, an employee may ask human resources for advice and assistance. Employees should use this procedure within three working days after the problem occurs.

We strive to provide a comfortable, productive, legal, and ethical work environment. To this end, the Mission wants you to bring any problems, concerns, or grievances you have about the work place to the attention of your supervisor and, if necessary, to Human Resources or upper level management. To help manage conflict resolution we have instituted the following problem solving procedure:

5.16 Open Door Policy/Problem Solving Process

The disciplinary progression applies to all disciplinary issues, including attendance.

1. Verbal Warning
2. 1st Written Warning
3. Suspension including a 3rd and final Written Warning
4. Termination

Disciplinary Progression:

If an allegation is found to be a serious violation of policy the employee will be suspended during the investigation. If the violation is unfounded the employee will receive pay for the scheduled work days missed due to suspension. If an allegation is substantiated the employee may receive disciplinary action up to and including termination. The employee will not receive pay during the suspension.

Step 2

After considering the supervisor's response, should the employee not feel that the problem is satisfactorily resolved, or if the nature of the problem has precluded a discussion with the supervisor, the employee may refer the problem to the next appropriate level of management. The manager or designee will meet with the employee promptly. Except in cases requiring further inquiry, the manager will reply to the staff member in writing within three days of the meeting. The manager will send a copy of the reply to the human resources office.

Step 3

Employees who deem a manager's answer unsatisfactory may refer the matter to the appropriate committee through the human resources office. This committee includes the manager of the employee's departmental area, human resources, and one other member: either the Executive Director or someone they appoint. If the problem involves the Executive Director, they will appoint another committee member to take their place. The committee consults with the employee and all other parties involved and gives a decision within one week, unless additional investigation is needed. The decision of the committee is final and binds all parties. The committee will provide a decision in writing to the employee.

As you interact with our clients and/or with fellow employees, please seek to always be conscious of how you are coming across. When conflict arises, deal with it according to the Matthew 18:15-17 and Matthew 5:23-24 principles. Take conflict seriously and deal with it promptly and properly. Do not hesitate to ask your supervisor for help.

6.0 General Policies

6.1 Driving Vehicles for South Side Mission Purposes

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license. The Mission may run a motor vehicle department check to determine an employee's driving record. Employees required to drive Mission vehicles must provide a copy of your current driver's license for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions, must be reported to the Mission.

A driver with two moving violations in 12 months, or a driver with two significant at-fault accidents will not qualify for driving any Mission vehicle. Drivers of SSM buses must be between the ages of 25-65.

The Mission shall retain the authority to revoke driving privilege of any driver at any time.

Two or more driving moving violations that appear on the annual state department of motor vehicle check will result in suspension of rights to drive a Mission vehicle or drive a personal vehicle on Mission business. Suspension of rights will continue until one year has passed with no infractions. If there are persistent and ongoing problems with driving infractions, and driving a vehicle is a part of successful execution of job responsibilities, the employee will be terminated.

State law requires all motorists to carry auto liability insurance. It is against the law to drive without insurance. Employees using their own vehicle as a part of their employment duties must provide management with a current proof of insurance statement or card. A new proof of insurance is required every time your policy expires and renews.

South Side Mission vehicles are to be used for Mission business only. Personal or outside business use is strictly prohibited.

Drivers of Mission vehicles are to immediately report all infractions or violations while driving a Mission vehicle and all restrictions, suspensions, or revocations against their driver's license to their supervisor immediately.

When a Mission vehicle cannot be operated, is unsafe for use, or has been damaged, notify maintenance immediately.

The driver of a Mission vehicle is responsible for the vehicle while in his or her charge and must not permit unauthorized persons to drive it.

The driver is responsible for the daily housekeeping of the vehicle.

No employee is to operate a motor vehicle while under the influence of alcohol, illegal substance or other substance that can impair judgment. If an employee is in violation of this rule it could lead to disciplinary action up to and including termination.

All vehicles will be operated in accordance with the state of Illinois Division of Motor Vehicles Safety guidelines.

Mission vehicles must be used for all Mission business and activities, if one is available. Managers/Supervisors must approve use of personal vehicles. All employees using their own vehicle for business purposes must maintain insurance coverage as required by law and must have a clean driving record.

Travel between the employee's home and primary office is not considered to be business travel. Employees are not authorized to use personal vehicles for business travel without authorization. Every attempt should be made to utilize the use of Mission vehicles in order to avoid additional expense. Employees will be reimbursed for vehicle use at the standard IRS mileage rate. The Executive Director must authorize any deviation from this policy.

6.4 Employee Expense Reimbursement

Employees are to report their approved expenses on the standard Expense Report Form and must include a description of the expense, its business purpose, all receipts, date, place, and the participants. These forms are to be turned in to the Accounting Department by the first Friday of the next month.

6.6 Security

Every employee is responsible for helping to make this a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area. Report any lost or stolen keys, passes, or other similar devices to your supervisor immediately. Refrain from discussing with nonemployees specifics regarding Mission security systems, alarms, passwords, etc.

We also request that you immediately advise your manager/supervisor of any known or potential security risks and/or suspicious conduct of employees, customers, volunteers or guests of the Mission. Safety and security is the responsibility of every employee and we rely on you to help us keep our premises secure.

6.7 Personal Data Changes

It is your obligation to provide the Mission with all of your current contact information, including current mailing address, telephone number and emergency

contact information. Please inform the Mission of any changes to your marital or tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings.

6.8 Post-Employment Reference Policy

The South Side Mission policy is to confirm dates of employment and job title only. Compensation related information will only be released with written authorization directly from the employee. Please forward any requests for employment verification to Human Resources.

7.0 Benefits

7.1 Health Insurance

The South Side Mission offers its regular full-time employees who have successfully completed 90 days of employment with health insurance. The Mission covers 60% of the health insurance premium and the employee portion is 40%. Medical plan benefits for eligible employees and their dependents are described in detail in the Summary Plan Description (SPD) prepared by the insurance carrier that is available to all eligible employees. These benefits may be canceled or changed any time at the discretion of the Mission, unless otherwise required by law.

Health benefits during Family and Medical Leave Act (FMLA) leaves are maintained by the Mission on the same terms as if the employee continued to work. Please contact Human Resources for clarification. In such circumstances, arrangements must be made by eligible employees to pay their share of the health insurance premium on a monthly basis to maintain insurance coverage. Please contact Human Resources to determine the amount of your contribution. The Mission's obligation to maintain health benefits stops when:

An employee informs the Mission of an intent not to return to work at the end of the leave period; or

An employee fails to return to work when the FMLA entitlement is exhausted; or
An employee's premium contribution is past due.

The Mission will be entitled to recover premiums paid to maintain health insurance coverage for an employee who fails to return to work from leave.

If you or a dependent become ineligible for benefits due to a change in work hours or through a life event, or you leave employment with us, you may have the right to continue your medical benefits under the Consolidated Omnibus Budget Reconciliation Act (COBRA). The Mission will mail you information about your COBRA rights.

7.2 Disability Insurance

The Mission provides full-time employees with disability income protection when employees miss work due to non-work related disabilities. The terms and conditions for the disability insurance program are outlined in the Summary of Plan Benefits.

7.3 Life/Dental/Vision & Accident Insurance

All details of these employee paid plans are found in the Summary of Plan Benefits provided to each eligible employee.

7.4 401(k) Plan-SIMPLE Plan

All regular full-time employees expected to earn at least \$5,000.00 annually, who have successfully completed 90 days of employment are eligible to participate in the Mission's retirement plan. South Side Mission provides matching funds of up to 3% of the employee's base salary. The plan document controls all issues regarding benefits under the plan.

7.5 Time off And Leaves of Absence

7.6 Vacation Benefits

The South Side Mission's "vacation year" is based upon the anniversary of the first day worked. This means that your vacation year begins on the date you started work with the Mission and runs until the day before that date in the next calendar year.

Vacation time will be allocated based upon the following schedule. On your one year employment anniversary you can begin using your vacation benefits. Vacation time based on length of service as follows:

1-5 years – 10 days

6-10 years – 15 days

11 years + - 20 days

Unused vacation time may not be carried over from year (anniversary date) to year.

Vacation time must be requested at least two weeks prior to the desired vacation dates. All request will be reviewed based on a number of factors, including business needs and staffing requirements.

Requests for scheduled vacation must be logged into the employee Workforce Management portal and in writing.

All employees are required to take a minimum of one week of vacation at one time.

You will be paid for all unused vacation upon termination of employment. For employees hired prior to 07/01/2020 vacation will be based on the calendar year of January through December. Any unused vacation time not used by December 31st of each year will be lost.

Vacation time will not be paid in lieu of vacation used.

7.7 Holiday Pay

South Side Mission offers the following paid holidays each year:

New Year's Day

Martin Luther King, Jr. Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

Employee's Birthday (to be taken on or after the employee's birthday)

You may use sick leave benefits for the purpose of illness, injury, dental or doctor visits as well as to care for immediate family members who are sick.

If an employee is absent for three or more consecutive days due to illness or injury, a physician's statement will be required in order to return to work soon as possible.

Requests for personal time off requires prior approval from your supervisor. In cases of sick leave, you must inform your supervisor of your circumstances as total.

Unused sick days may be carried over each year up to a maximum of 60 days

Thereafter, the time will be entered on January 1 each year. Employees that have successfully completed their 90 day probationary period will have their accrual added to their time off bank after that period is complete.

Employees begin to accrue PTO and sick days after 90 days of employment. New

7.8 Sick Pay and Personal Time Off

be paid for all hours worked.

receive more than a normal day's pay. An employee who works the holiday will straight time rate of the employee's average hours. In no case may an employee time class III employees hired before 07/01/2020) employees is computed at the probationary period to be eligible for holiday pay. Holiday pay for full-time, (Part-

A non-exempt employee must have satisfactorily completed the 90 day

on vacation, or you have a doctor's note excusing your absence. You must work the day before and the day after a holiday to receive holiday pay, unless the day before or the day after is your normally designated day off, you are

the first day of work following the holiday.

supervisor determines, on the employee's last day of work before the holiday or if a holiday falls on your regular day off, the holiday will be observed as your

day off to be determined by their supervisor.

Exempt employees required to work on a holiday will be given a compensatory

Friday. Holidays falling on a Sunday will be observed the following Monday.

When a Mission holiday falls on a Saturday, it will be observed the preceding

Any unused sick or personal days are not paid out upon leaving the employment of South Side Mission.

7.9 Family and Medical Leave

The South Side Mission complies with the federal Family and Medical Leave Act (FMLA), which requires employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons. The company also abides by any state and local leave laws.

Please note there are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Contact the Human Resources department to discuss options for leave.

The FMLA requires private employers with 50 or more employees and all public agencies, including state, local, and federal employers, and local education agencies (schools), to provide eligible employees up to 12 weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons. The 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave, except for leaves to care for a covered service member with a serious illness or injury. For those leaves, the leave entitlement is 26 weeks in a single 12-month period, measured forward from the date an employee first takes that type of leave.

Basic Leave Entitlement. The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons: (1) for incapacity due to pregnancy, prenatal medical care, or child birth; (2) to care for the employee's child after birth or placement for adoption or foster care; (3) to care for the employee's spouse, son or daughter, or parent who has a serious health condition; or (4) for a serious health condition that makes the employee unable to work.

Military Family Leave Entitlements. Eligible employees with a spouse, son, daughter, or parent on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include addressing issues that arise from (1) short notice of deployment (limited to up to seven days of leave); (2) attending certain military events and

related activity; (3) arranging childcare and school activities; (4) addressing certain financial and legal arrangements; (5) attending certain counseling sessions; (6) spending time with covered military family members on short-term temporary rest and recuperation leave (limited to up to five days of leave); (7) attending post-deployment reintegration briefings; (8) arranging care for or providing care to a parent who is incapable of self-care; and (9) any additional activities agreed upon by the employer and employee that arise out of the military member's active duty or call to active duty.

The FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties and for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections During FMLA Leave. During FMLA leave, the Mission will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Employee Eligibility. The FMLA defines eligible employees as employees who: (1) have worked for South Side Mission for at least 12 months; (2) have worked for the Mission for at least 1,250 hours in the previous 12 months; and (3) work at or report to a worksite which has 50 or more employees or is within 75 miles of the Mission worksites that taken together have a total of 50 or more employees.

Definition of Serious Health Condition. A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an

overnight stay in a medical care facility or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school, work, or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave. An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced work schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Mission's operations. Leave due to qualifying exigencies also may be taken on an intermittent or reduced work schedule basis.

Substitution of Paid Leave for Unpaid Leave. Accordingly, the Mission requires employees to use any accrued paid vacation, personal, and sick days during an unpaid FMLA leave taken because of the employee's own serious health condition or the serious health condition of a family member or to care for a seriously ill or injured family member in the military. In addition, the employee must use any accrued paid vacation or personal days (but not sick days) during FMLA leave taken to care for a newborn or newly placed child or for a qualifying exigency arising out of a family member's active duty or call to active duty status in support of a contingency operation. In order to use paid leave for FMLA leave, employees must comply with the Mission's normal paid leave procedures found in the Vacation and Sick Leave policies.

Employee Responsibilities. Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the Mission's normal call-in procedures. The Mission may delay leave to employees who do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.

Employees must provide sufficient information for the Mission to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the Mission if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also are required to provide a certification and periodic recertification supporting the need for leave. The Mission also may require a fitness for duty report to return to work. The Mission also may delay or deny approval of leave for lack of proper medical certification.

Mission Responsibilities. The Mission will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If employees are not eligible, the Mission will provide a reason for the ineligibility.

The Mission will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's FMLA leave entitlement. If the Mission determines that the leave is not FMLA-protected, the Mission will notify the employee.

Employees may not perform work for self-employment or for any other employer during an approved leave of absence, except when the leave is for military or public service or when the Mission has approved the employment under its Outside Employment policy and the employee's reason for FMLA leave does not preclude the outside employment.

7.10 Military Leave

The South Side Mission supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify the Human Resources department and his or her supervisor, who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the supervisor as soon as possible.

Upon return from military leave, employees will be granted the same seniority, pay, and benefits as if they had worked continuously. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

All employees who enter military service may accumulate a total absence of 5 years and still retain employment rights.

7.11 Bereavement Leave

South Side Mission recognizes the importance of taking leave on the occasion of a death in the family. Employees taking bereavement leave must notify their supervisor immediately of their intention to do so. Full time employees are entitled to up to 3 days off with pay for the funeral of an immediate family members (employee's spouse, parent (or spouse's parent), stepchild, step parent, child, sibling (sibling's spouse, or spouse's sibling), grandparents, or grandchild). Pay is based on the regular rate for the employee's average hours. Authorized leave without pay is available for extended funeral matters. Personal leave time may also be taken when necessary. Documentation to support absences for bereavement leave is required.

7.12 Jury Duty

If you are summoned for jury duty, please make scheduling arrangements with your supervisor as soon as you receive your summons or subpoena. Eligible full time employees receive paid days for time spent in jury duty. Days are paid per the employee's average hours.

7.13 Time Off for Voting

The Mission recognizes that voting is a right and privilege of being a citizen of the United States and encourages employees to exercise their right to vote. The South Side Mission complies with state and local voting laws.

7.14 Worker's Compensation

Workers' compensation is a "no-fault" system that provides compensation for medical expenses and wage losses to employees who are injured or who become ill because of employment.

The Mission pays the entire cost of workers' compensation insurance. The insurance provides coverage for related medical and rehabilitation expenses and a portion of lost wages to employees who sustain an injury on the job. The Mission abides by all applicable state workers' compensation laws and regulations.

If an employee sustains a job-related injury or illness, it is important to notify the supervisor and Human Resources immediately. The supervisor will complete an injury report with input from the employee and return the form to the Human Resources department. Human Resources will file the claim with the insurance company. In cases of true medical emergencies, report to the nearest emergency room.

Workers' compensation benefits (paid or unpaid) will run concurrently with FMLA leave. In addition, employees will not be paid vacation or sick leave for approved absences covered by the Missions workers' compensation program, except to supplement income.

In order to return to work the Mission requires a release from the physician.

7.15 COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible employees and their beneficiaries to continue health insurance coverage under the Mission health plan when a "qualifying event" could result in the loss of eligibility. Qualifying events include resignation, termination of employment, death of an employee, reduction in hours, a leave of absence, divorce or legal separation, entitlement to Medicare, or where a dependent child no longer meets eligibility requirements.

Please contact Human Resources to learn more about your COBRA rights.

8.0 Workplace Safety

8.1 Safety

It is the responsibility of every employee of the Mission to maintain a healthy and safe work environment. Please report all safety hazards and occupational illnesses or injuries to your supervisor immediately and complete an occupational illness or injury form as needed. Failure to follow the Mission's health and safety rules can result in disciplinary action, up to and including termination of employment.

receptacles: by the kitchen drop off area, by the lighthouse Diner entrance. Currently, South Side Mission offers two designated smoking areas with specified is prohibited. In accordance with Illinois law, smoking in the office, client areas, and restrooms

8.3 Smoke Free Workplace

Any employee violating this policy is subject to discipline, up to and including termination, for the first offense. All times in accordance with applicable state and local law. Notwithstanding any provision herein, this policy will be enforced at termination. Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse screening will be subject to termination. Reasonable suspicion exists when an employee is under the influence of alcohol or drugs that could affect or has adversely affected the employee's job performance and will be subject to drug and/or alcohol testing. In the community. activities adversely affect job performance, job safety, or the Mission's reputation substances, as well as the possession, use, or sale of illegal drugs, when these hours. In addition, the Mission prohibits off-premises abuse of controlled under the influence of alcohol or consuming alcohol while on duty or during work prohibited. The Mission also prohibits reporting to work or performing services client premises or while performing services for the company is strictly influence of any illegal drug and/or the misuse of legal drugs while on company or The unlawful use, possession, purchase, sale, distribution, or being under the business with the company. It is the policy of the South Side Mission to maintain a drug- and alcohol-free work environment that is safe and productive for employees and others having

8.2 Drug-Free and Alcohol-Free Workplace

8.4 Workplace Violence

The South Side Mission is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.

All South Side Mission employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor, manager, or the Human Resources Department. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline. Any individual engaging in violence against the Mission, its employees, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

The South Side Mission prohibits the possession of weapons on its property at all times, including our parking lots or company vehicles. Additionally, while on duty, employees may not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, and knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages, cut string, and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense.

The Mission reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on company property.

The Mission reserves the right to revise, add, or delete from this handbook as it determines to be in its best interest except the policy concerning at will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically by email, US mail, posted on the Mission intranet, or as a written supplement to the handbook.

This employee handbook is our attempt to keep you informed of the terms and conditions of your employment, including Mission policies and procedures. The employee handbook is not contract of employment between the Mission and employee.

9.2 Revisions to the Mission's Employee Handbook

2125 S. Main, Morton

3033 N Sterling, Peoria

603 E War Memorial, Peoria

Three Mission Thrift Stores:

3000 Mission Camp Rd in Canton is the Camp Kearney facility

2919 W. Garden St is the location of the Benevolence Center

ministries

1127 S. Laramie St is the administration offices, New Promise Center & additional

The South Side Mission has multiple campuses:

9.1 Mission Facility Locations

9.0 General Information