

## WORK SCHEDULES

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New Haven is a 24 hour multi-service facility providing care and services to youth seven (7) days per week. During holidays, school closures, and/or transport weekends, schedules may vary. While every effort will be made to take into consideration personal scheduling requests, your supervisor will assign your individual work schedule based upon the operational needs of our program(s). It is important that you are prompt and dependable. You are required to be at your facility/work locations, ready to work, when your shift begins.

**Workweek** – the workweek for payroll purposes is defined as follows: The workweek begins at 12:01 a.m. Wednesday and ends at 12:00 midnight Tuesday.

**Workday** – The workday for payroll purposes begins at 12:01 a.m. each day and runs consecutively for twenty-four hours.

## SHIFTS

- **PROGRAM SERVICES** – If your job classification involves the direct care of our youth, you may work varying assigned times during the day, p.m. hours, or overnight hours as scheduled in advance by your supervisor. Exchanging work schedules with another employee is discouraged. However, if you need to exchange schedules, notify your supervisor who may authorize an exchange if possible. Unfortunately, we cannot exchange schedules if the exchange interferes with our ability to effectively serve our youth, operate our houses, or efficiently and effectively operate our organization.
- **SUPPORT SERVICES** – Those employees who do not provide direct care to youth and/or work in support departments work varying day shifts as scheduled by their supervisors. Administrative offices are generally open from 8 a.m. to 5 p.m., *Monday – Friday*.

## Rest & Meal Periods

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- **DIRECT CARE EMPLOYEES** – Due to the needs of New Haven's youth and your responsibility for their care, employees take, and are paid for, their meal periods with the youth they supervise in accordance with applicable wage and hour regulations
- **SUPPORT SERVICES** – If you are not assigned to a residential/direct care position, you will be provided with a meal period of at least 30-minutes, not to exceed 1-hour, to be taken approximately in the middle of your workday. Your supervisor will schedule your meal period with you and you will be expected to observe it at the agreed upon time. Feel free to leave the premises during your meal period, if desired – it is your time and we want you to have the full benefit of that time off during the day.

Employees are also allowed a 10-minute paid rest period for each 4-hour period they work. Direct Care staff must assure that any rest period breaks do not present a conflict with the supervision of New Haven youth. All New Haven employees must remain on premises during rest breaks; however, those staff providing direct care to youth may be called upon to assist, if needed, and may then return to their break.

## **PAYMENT OF WAGES**

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You receive a salary statement each payday which indicates your pay, authorized deductions, deductions required by law, days paid/docked for absences, and any overtime due during that pay period. Your wages may be credited to a checking/savings account designated by you if you have requested direct deposit. If you prefer to be paid by check, you may pick up your check on our main campus each payday.

Whether you are exempt or non-exempt, it is important that you keep your supervisor advised of any planned/unplanned absences as well as any departures from/returns to the premises during your workday

### **PAY PERIODS**

Our paydays are semi-monthly, scheduled on the 10th and 25th of the month, for the semi-monthly pay periods ending on the 31st (last) day of the month and the 15<sup>th</sup>, respectively. If a regular payday falls on a weekend or holiday, employees will be paid on the previous business day occurring on the Monday-Friday workweek.

### **AUTOMATIC DEPOSITS**

As indicated above, New Haven offers the use of automatic payroll deposit for employees. To request automatic payroll deposit, you must complete a form (available from HR or downloadable from the forms link on the website) and return it to payroll at least 10 days before the start of the pay period for which you would like the service to begin. Authentication of this process may take a couple of payrolls to complete. Once you no longer are receiving a payroll check, be sure to check with your bank that your automatic deposit has been properly activated before withdrawing funds from your account. Of course, promptly notify us if you note any discrepancies.

**Discontinue Automatic Deposit:** To stop automatic payroll deposit, please notify Human Resources in writing.

**Changes:** Please inform Human Resources if you ever change or close the account to which your paychecks are being deposited. It takes at least one full payroll cycle to complete a transfer. The procedure for changing accounts requires good communication between us. Be sure to let us know promptly of changes and assure that we have completed the transfer AND that your bank has received the funds before allocating expenses against the new account.

### **PAYCHECKS**

You may, if you prefer, receive your wages by check. Paychecks are transmitted to campus each payday to a designated location. Paychecks not picked up by the end of that business day will be mailed by the following business day to your address on file. During holiday periods, every effort will be made to mail checks by the end of the workday to avoid delays in receipt of your wages. (See the section on Time Sheet/Punches for further procedures required if a check is mailed).

Employees who will be on personal time off or will be otherwise unavailable when a payday occurs may arrange in writing with their supervisor to have their check mailed to them early on paydays or to have their check picked up by an authorized third party.

**QUESTIONS ABOUT YOUR PAY**

While New Haven works hard to assure that your time is captured accurately, if you ever believe there is an error on your time or on your paycheck, we want to resolve it quickly! Please report such questions or concerns immediately to your supervisor. Depending on the nature of the question, your supervisor may refer you to HR to quickly resolve the discrepancy. If an error has been made, a correction will be made promptly (if an error is due to your failure to report desired PTO, the correction will be made in the following payroll period).

## **TIME RECORDKEEPING**

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### **NON-EXEMPT EMPLOYEES:**

New Haven is required, by law to keep accurate records of the time worked by “non-exempt” (hourly) employees on a daily basis. If you are non-exempt, this time record is the only way that we know how many hours you worked and how much to pay you. If you ever observe an error on your check, please report it immediately to your supervisor and/or discuss it with Human Resources.

Timekeeping is captured in the following ways:

1. **AUTOMATICALLY.** Time may be entered automatically (via a phone, a time clock at most locations, or a computer) to provide an easy, efficient, accurate way for you to record the time you work. You will be given an identification number to punch into the appropriate automatic system once your new hire paperwork has been entered into the payroll system. Each payday you will be asked to sign a record of the time clock punches to confirm the accuracy of the time that has been entered.

Here are some important things to remember:

- **RESIDENTIAL** (those responsible for the care and/or supervision of youth) – You must record your own time at the start and at the end of each work period. You do not clock in/out for lunch periods as you are still responsible for the care of youth but receive meals and are paid for that time.
  - **SUPPORT STAFF-** Those not classified as residential, (such as administrative support staff), must clock in and out for meal periods.
  - Do not ask another employee to punch your timecard and do not offer to punch another employee’s timecard for them. This is never permissible. You are responsible for reporting your own time records.
  - You must record your time whenever you leave your work location for any reason other than New Haven business.
  - If you ever need to make corrections to your time punches (i.e. because you forgot to punch in or out on a particular day), those adjustment/alterations should be reported on a manual time sheet (see below) and forwarded to your supervisor to accompany their verification of timesheet detail.
2. **MANUAL TIME SHEETS.** Manual time sheets are available on-line and in each facility and/or department. This manual record must be turned into your supervisor daily for approval at the end of the appropriate payroll period, i.e. by the 16<sup>th</sup> for time between the 1<sup>st</sup> and 15<sup>th</sup> and by the 1<sup>st</sup> of the month for time between the 16<sup>th</sup> and the 31<sup>st</sup>. Use a manual time sheet when:
    - You wish to report and document PTO (paid time off) from work on days in which you are normally scheduled to work.
    - An automatic system is not available.
    - You forget to record your time in/out via one of the automatic systems.

**EXEMPT EMPLOYEES:**

Exempt employees generally receive the same pay each pay period regardless of the hours worked; however, deductions may occur for absences consistent with California and Federal Wage and Hour regulations.

- **ABSENCE REPORTING**

All exempt employees should record any absences of a full day or more on a time sheet and forward it to their supervisor on or before the end of the payroll period. Should an absence continue past the payroll reporting date, the supervisor may document the absence and report on behalf of the employee, retrieving a signed time sheet upon the employee's return to work to support any deduction from wages and/or charges to PTO. The employee's signature attached to the appropriate pay stub records may suffice in lieu of a signed time sheet for deductions reported retroactively.

In cases where no record has been reported of an absence, no deduction from wages will occur; however, an exempt employee found not to be reporting absences may be subject to disciplinary action and may have adjustments made to PTO accruals and/or wages due if in accordance with Federal and California wage regulations.

- **TIME PUNCH RECORDS**

Some exempt classifications track their hours via time punches to document and track hours worked for allocation of hours to appropriate cost centers. Please see your program director and/or supervisor to understand if you are expected to track your hours, how these hours are captured, and how your duties are best appropriately allocated and documented. Time punch documents are for allocation of hours only and are **not** used for absence reporting or payroll input.

- **ALTERNATIVE SCHEDULES**

Some exempt employees, by nature of their position, alternate schedules to meet weekend or holiday program coverage objectives and are allowed an alternative day off in the following pay period. This affords good supervision to our children during hours/days that the exempt employee is not normally scheduled to work. This practice may only occur with advance approval of the department supervisor and based on New Haven need; however, this practice is not intended to alter the exempt status of the employee or to imply that exempt employees manage to a set number of hours in a workweek.

## **OVERTIME**

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As an organization we strive to limit overtime, in part out of consideration for your need for rest and relief but also because it is costly to us and diminishes what we can provide to both our residents and to our employees. Even so, from time to time it may be necessary that you will be asked to work overtime. There are really two types of situations that apply when we will expect your cooperation with overtime expectations.

1. **Scheduled Overtime.** This is time that we anticipate in advance (illnesses, open positions, vacation, or departmental requirements of an unusual nature). If you need to be excused from performing requested scheduled overtime, please speak with your supervisor. He/She will consider your situation and the requirement of our operation before deciding whether you may be excused. Every effort will be made to consider on-call staff first in an attempt to control overtime costs. Employees will then be offered overtime shifts on a rotating basis. In short, New Haven will always attempt to distribute overtime evenly and accommodate individual schedules, taking into consideration the safety of our staff and residents.
2. **Incidental Overtime.** Sometimes it is necessary for you to work overtime in response to extenuating circumstances. This may be necessary to complete work or because an illness or emergency prevented a co-worker from being at work as anticipated. Contact your supervisor and/or designated representative as soon as you are aware that a scheduling problem exists. This may also happen if an emergency requires you to return to the workplace. While every effort will be made to find a suitably qualified employee to perform the work as quickly as possible, you may never leave a resident unattended and/or unsupervised by an appropriate staff member.

### **OVERTIME GUIDELINES**

#### **NON EXEMPT EMPLOYEES**

- Only actual hours worked in a given workday or workweek can apply in calculating overtime (i.e. PTO hours are not counted as hours of work for purposes of calculating overtime).
- All overtime work must be authorized in advance by a supervisor.
- We provide compensation for all overtime hours worked by non-exempt employees in accordance with state and federal law. Only employees who provide direct care to our youth are subject to Wage Order 5 requirements, receive paid meal periods with youth, and work in excess of eight hours in one workday without overtime. Additional wage order details apply to this classification of employee.
- Non-direct care employees are required to have meal periods and are subject to the standard wage and hour regulations.
- Both direct care, support services, and administrative support employees who work hours in excess of 40 hours for the workweek are paid at appropriate overtime rates.

#### **EXEMPT EMPLOYEES**

Exempt employees are not entitled to additional compensation, or for time off in lieu of additional compensation, for hours worked in addition to their normal schedules.

**REPORTING TIME PAY \***

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In the event that you report for work without being notified in advance that your scheduled time is not necessary due to special circumstances, you will receive a minimum of two hours of straight time pay. Special circumstances may be simply the lack of work or it may be due to a natural disaster (inclement weather, fire, flood, earthquake, etc.), power/utility failure, or even computer system failure. You may be asked to perform other available work during this 2-hour period of time. If you are non-exempt and you refuse to do the available work we ask you to perform, you may forfeit your claim to reporting pay

**ADVANCES**

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New Haven does not permit advances against paychecks or against unaccrued PTO.

## **PTO (PAID TIME OFF) BUY-OUT**

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Consideration to granting partial buy-out of PTO will be entertained in situations where financial hardship and/or extraordinary operational concerns that have not enabled an employee to schedule time off have occurred. As indicated under the advantages of PTO, New Haven encourages employees to hold some PTO as insurance against unexpected absences and to take PTO to relax and promote better physical and emotional health. Should financial counseling be desired, contact Human Resources for a referral.

- **NON EXEMPT LINE EMPLOYEES:**

PTO buy-outs may be honored when an employee has sufficient PTO available. Approved requests will be processed through HR to be effective with the payroll following the request. Should an extraordinary situation call for more immediate action, contact Human Resources. Multiple requests require authorization by HR, the COO, and the Executive Director.

- **EXEMPT EMPLOYEES and NON EXEMPT SUPPORT STAFF:**

The buy-out of PTO for exempt employees creates significant financial costs to the organization. Because of that, PTO buy-out requests for exempt employees will be reviewed and approved only in unusual situations. Requests must be submitted in writing in sufficient time to evaluate the organization's ability to honor the request.

Exceptions will be reviewed taking the following information into account:

- the reason for the request
- how much PTO is available
- prior requests and/or
- whether the employee has had an opportunity for rest/relaxation as afforded by usage of PTO

All requests for PTO buy-out should be forwarded to Human Resources through your Department Director. Requests are approved only by the Executive Director and/or designee.

**TRAVEL TIME / WORK RELATED EXPENSE PAY\***

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It is New Haven's policy to reimburse employees for actual expenses incurred in direct relation to performing their duties or in compliance with New Haven's instructions. Examples include mileage, travel, and expenses incurred in the performance of one's job responsibilities. All expenses should be approved by a supervisor or department director.

We reimburse employees for mileage at the rate allowed by the Internal Revenue Service (IRS). TBS employees who work in the field should refer to additional policies/procedures outlined separately. Reimbursable automobile expenses include:

- Mileage incurred when an employee leaves the unit of regular assignment and returns to that unit.
- Portal-to-portal (home-to-work-to home) mileage is not a reimbursable expense. However, an employee who does not report to their unit of regular assignment during the course of the workday because of New Haven business will be reimbursed for the total mileage driven less their normal commute.
- An employee who conducts company business while on the way to or from home and the unit of regular assignment is reimbursed for that mileage in excess of normal home-to-office-to-home mileage.
- Mileage of an exempt employee who is required to work on other than their regularly assigned scheduled days and is not compensated for the extra time worked.
- Employees attending an approved professional group meeting are reimbursed for that mileage in excess of the normal home-to-office-to home mileage.
- Parking expense incurred in connection with driving on company business.

Non-Allowable Expenses (examples):

- Traffic fines
- Automobile insurance or travel accident insurance
- Entertainment of other employees
- Personal expenses
- Flowers or gifts to employees to celebrate special events
- Cell phone fees (unless written approval has been provided due to the phone being necessary and incidental to the organization)

Claims for reimbursement must be submitted on the Expense Refund Claim Form. Claims, whenever possible, should be submitted immediately following month end (within 5 days) following the expense incurred. Itemized receipts must be obtained and attached to the refund claim to support any individual payments. Claims must be signed by the employee and forwarded for approval through the employee's supervisor / Department Director. Refund of expenses will be made within a reasonable standard of time. Approved mileage expenses received on or before the 5<sup>th</sup> of the month will have refunds deposited with the payroll of the 25<sup>th</sup>.

\*See TBS Addendum for specifics on TBS Mileage Reimbursement Policy & Practices.

## **WAGE AND HOUR POLICY**

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New Haven strives to maintain the very “best of practices” regarding our compensation policy. Everyone expects to receive fair and competitive pay for the work they do, and New Haven strives to compensate employees accordingly. The following reflects our beliefs:

- We believe that it is in the best interest of both the organization and our employees to fairly compensate our work-force.
- Our compensation system used will be objective and non-discriminatory in theory, application and practice.
- We will determine the current market value of a position based on the skills, knowledge and behaviors required of a fully competent incumbent.
- We continually strive to assure that employee wages reflect both internal and external equity.
- Our compensation system will be flexible enough to allow us to recruit and retain talented and qualified employees.
- We strive to recognize individual qualifications and performance through promotion and salary increases.

We are continually reviewing and addressing unique and better ways to administer salary to both attract and retain talented employees who are committed to New Haven and to servicing our youth. The better we work together to maintain sound programs, deliver remarkable service, and build effective employee teams, the better able we are to broaden and increase our salary administration program.

## **EFFECTIVE DATES OF CHANGES**

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We often review your wages following your annual performance evaluation date, but we do not guarantee that your salary will increase even if your evaluation is favorable.

Salaries of employees are reviewed at regular intervals in recognition of improved performance, increased experience, change in responsibilities and/or change in education/certification relative to the position. The timing and percentage of any increase should be in accordance with current progression guidelines, as well as in accordance with factors within the discretion of New Haven’s overall business objectives and in line with similar jobs and skills outside of our organization.

When an increase is recommended for you, it will be communicated to you shortly after your performance evaluation has been completed, reviewed and officially approved by the COO and/or the Executive Director. Any changes in your pay will normally be effective on the first day of the pay period after the change has been approved.

**PERFORMANCE MANAGEMENT**

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You will receive periodic performance reviews conducted by your supervisor. Your first performance evaluation may be verbal and will take place on or shortly after the completion of your initial 90-day period. Employees new to a position should be reviewed formally after 6 months. Supervisors are responsible for maintaining dates in their employee records; however, dates are tracked in HR and are updated monthly. Subsequent performance evaluations will be conducted annually, on or about the anniversary date of your employment with New Haven.

A review is designed to be constructive to you and has several purposes: to ensure that you are familiar with the scope of your duties, to provide specific feedback on your performance; and to review your salary in relationship to your performance and your experience with New Haven. Your evaluation is intended to make you aware of your progress, areas for improvement, and help you develop objectives or goals for future work performance.

The timing of your evaluation may be deferred due to breaks in service, changes in position/responsibilities, and/or deterioration or concerns with your performance. Conversely, evaluations may also be accelerated based on a transfer to a new position and/or facility. Evaluations will always be reviewed in a private meeting between you and your supervisor. You will be allowed to see the evaluation, sign it, receive a copy and respond to it. A copy of all performance reviews will be retained in your personnel file.