



EMPLOYEE MANUAL

Re-written by NWSRA: May 2019
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Welcome To The Staff

Congratulations! We are all very excited to have you join one of the most dynamic, innovative, leading community-based therapeutic recreation agencies in the country. There are many agencies across the country that will give you a good training ground. However, there is only one NWSRA.

The Northwest Special Recreation Association is a partnership in the form of a joint agreement among 17 Member Park Districts. As an extension of each of the Member Districts, NWSRA represents a part of the total recreation and leisure opportunities offered by the Member Districts. The Association exists to provide outstanding opportunities through recreation for children and adults with disabilities.

Leadership on the part of every NWSRA staff member will help to facilitate greater opportunities for all of the participants and families that we serve. Your contribution to NWSRA in developing outstanding opportunities for recreation and leisure programs is essential. The accomplishments that are realized through the Association are realized as a direct result of your contribution. Your cooperation with the other staff is vital to the success of the Association's strategic goals. Imagination is a key ingredient and we want to draw on your experiences and expertise. Your professional experience will be diverse. You will assess, plan, implement, and evaluate the delivery of a range of recreation opportunities. While you are at NWSRA, we encourage you to ask questions, offer your ideas, research information, tap your fellow colleagues for their infinite wisdom, practice and fine tune your intervention skills and polish your professional self.

Our work is rewarding and we play a vital role in the lives of those we serve. We sincerely hope that NWSRA will afford you the opportunity to grow and develop as a professional in the Therapeutic Recreation field.

A handwritten signature in blue ink that reads "Tracey Crawford". The signature is fluid and cursive, with a large, sweeping initial 'T'.

Tracey Crawford, CTRS, CPRP
Executive Director

Welcome

Welcome to NWSRA! We are delighted that you have chosen to join our Association and hope that you will enjoy a long and successful career with us. As you become familiar with our culture and mission, we hope you will take advantage of opportunities to enhance your career and further NWSRA's goals.

Mission Statement

We exist to provide outstanding opportunities through recreation for children and adults with disabilities.

Vision

As an employee of NWSRA you will be a leading force, creating greater options that enrich the life experiences of the participants, families and communities we serve.

Core Values

NWSRA's core values represent the culture of the organization by following:

- Teamwork: Support each other and work together
- Respect: Be open, honest and kind
- Enthusiasm: Exceed expectations
- Collaboration: Combine resources to achieve common goals
- Communication: Listen, share and adapt

Through the ongoing promotion and installation of NWSRA Core Values, employees and stakeholders work collaboratively to support and create outstanding opportunities through recreation for children and adults with disabilities.

Please take time to review the policies contained in this manual. If you have questions, feel free to ask your supervisor or to contact the Superintendent of Administrative Services.

Manual Disclaimer

The contents of this manual are presented as a matter of information only. While Northwest Special Recreation Association believes wholeheartedly in the policies described here, they do not constitute a legal document, a guarantee of employment, or a promise of any benefits. NWSRA reserves the right to modify, revoke, suspend, deviate from, terminate or change any or all policies, in whole or part, at any time, with or without notice. Additionally, NWSRA reserves the right to change or eliminate any benefits at any time in accordance with applicable law. The language used in this manual is not intended to create, nor is it to be construed to constitute a contract with NWSRA.

Applicable federal, state or local laws or regulations shall supersede these stated policies, until corrections can be published, in the following instances:

- If any of the policies are or become in conflict with federal, state, or local laws or regulations;
- If any omissions or inclusions cause conflict with federal, state, or local laws or regulations; or
- If typographical or printer error should cause conflict with any federal, state, or local laws or regulations.

Should there be any questions as to the interpretation of the policies or benefits listed in this manual, the final explanation and resolution will be at the sole and absolute discretion of the Association, subject to applicable federal, state, and local laws.

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EMPLOYMENT AT WILL

Employment at NWSRA is on an at-will basis, unless otherwise stated in a written individual offer letter signed by the Executive Director.

This means that either the employee or the Association may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee manual is intended to or creates an employment agreement, express or implied, or a promise that employment or any benefit will be continued for any period of time. In addition, no Association representative is authorized to enter into any agreement, oral or written, that changes the at-will relationship or that promises that employment or any benefit will continue for any specified period of time, other than the Executive Director, and only then in a signed written agreement.

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period of time.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by applicable law. NWSRA employees have the right to engage in or refrain from such activities.

EQUAL OPPORTUNITY AND COMMITMENT TO DIVERSITY

Equal Opportunity

Qualified applicants shall be given equal consideration for any position. NWSRA is committed to affording equal employment opportunities regardless of an individual's race, color, religion, sex, age, national origin, citizenship status, ancestry, marital status, pregnancy, parental status, military or veteran status, sexual orientation, gender identity or expression, disability, source of income, housing status, order of protection status, genetic information, or any other category protected by applicable law. No person shall be denied the benefits of, or subjected to, discrimination under any program or activity, or in employment based on any of the above characteristics.

This policy of equal employment applies to all aspects of the employment relationship, including but not limited to: initial consideration for employment; job placement and assignment of responsibilities; performance evaluation; promotion and advancement; compensation and fringe benefits; training and professional development opportunities; formulation and application of human resource policies and rules; facility and service accessibility; and discipline and termination.

Any employee who believes this policy has been violated should report the situation to his or her supervisor or the Superintendent of Administrative Services. All such matters will be thoroughly investigated and rectified if a policy violation is identified. Please refer to the policy governing sexual and other types of harassment for more detailed information concerning the Association's investigative procedures.

Reasonable Accommodations

NWSRA is committed to complying with all applicable provisions of the Americans with Disabilities Act (“ADA”), Title VII of the Civil Rights Act, and the Illinois Human Rights Act, and will attempt to provide reasonable work-related accommodations for pregnant individuals, qualified individuals with disabilities, and individuals who request such accommodations for their religious beliefs or practices unless such accommodations would present an undue hardship for the Association.

Reasonable accommodations apply to all covered employees and applicants and include, but are not limited to accommodations related to hiring practices, job placement, training, pay practices, promotion and demotion policies, access to benefits, facility and service accessibility, and layoff and termination procedures.

As noted above, individuals who may request a reasonable accommodation include:

- A pregnant individual, which includes any woman affected by pregnancy, childbirth, or medical or common conditions related to pregnancy or childbirth;
- A qualified individual with a disability, which includes any individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the job the individual has or wants, and does not pose a direct threat to the health or safety of himself /herself or other individuals in the workplace; and
- An individual who requests reasonable accommodations that will allow the individual to practice his or her religion.

For more information regarding your rights on Pregnancy in the Workplace, download the Illinois Department of Human Rights fact sheet at www.illinois.gov/dhr, or refer to the posted “Pregnancy Rights Notice.”

Contact the Superintendent of Administrative Services for further clarification regarding the Association’s policy on reasonable accommodation or to request a reasonable accommodation in the workplace.

Commitment to Diversity

NWSRA is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the Association and are valued for their skills, experience, and unique perspectives. This commitment is embodied in Association’s policy and the way we do business at NWSRA and is an important principle of sound management.

Nondiscrimination and Anti-Harassment

The Northwest Special Recreation Association is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that is free of all forms of discrimination and harassment, including sexual harassment, which are all illegal under the Illinois Human Rights Act (IHRA) and Title VII of the U.S. Civil Rights Act of 1964 (Title VII). In keeping with this commitment, the Association will not tolerate discrimination against or harassment of NWSRA employees by anyone, including any supervisor, co-worker, vendor, customer, participant, participant family member, contractor, or other regular visitor of the Association.

Discrimination

Discrimination consists of employment actions taken against an individual based on a characteristic protected by law, such as sex, race, color, ancestry, national origin, citizenship status, religion, age, disability, marital status, sexual orientation, gender identity, pregnancy, military or veteran status, genetic information, order of protection status, or any other category protected by applicable law. In other words, discrimination occurs when an individual is treated differently or unequally because the individual is a member of a protected group.

Harassment

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status such as race, color, ancestry, national origin, citizenship status, religion, sex, pregnancy, sexual orientation, gender identity, age, disability, marital status, military or veteran status, genetic information, order of protection status, or any other category protected by applicable law. The Association will not tolerate harassing conduct that affects tangible job benefits, interferes unreasonably with an individual's work performance, or creates an intimidating, hostile or offensive working environment.

Sexual Harassment

While all forms of harassment are prohibited, special attention should be paid to sexual harassment. "Sexual harassment," as defined under the IHRA, consists of 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.

While it is not possible to list all the circumstances that may constitute sexual harassment, the following are some examples of conduct that 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, writings, 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.

Even if two or more employees are engaging in consensual conduct, such conduct could constitute harassment of or discrimination against another employee who witnesses or overhears the conduct.

Complaint Procedure

All NWSRA employees are responsible to help ensure that harassment and discrimination do not occur and are not tolerated. Any employee who believes he or she has been subject to or witnessed discrimination or harassment should immediately submit a complaint to his or her immediate supervisor or department manager, superintendents, or any other member of management with whom the employee feels comfortable bringing such a complaint. If a supervisor or department manager receives a complaint of harassment or discrimination directly from an employee, or becomes aware of such conduct, the complaint or conduct shall be immediately reported to the Superintendent of Administrative Services.

The Superintendent of Administrative Services or his or her designee shall promptly investigate all complaints and make all reasonable efforts to resolve the matter informally. These efforts may include, but are not limited to, convening conferences with the complainant and/or the accused harasser/discriminator to discuss the complaint and the results of the investigation.

The right to confidentiality, both of the complainant and of the accused, will be respected consistent with the Association's legal obligations and with the necessity to investigate allegations of misconduct and to take corrective action when this conduct has occurred.

A substantiated complaint against an employee will subject the employee to disciplinary action, up to and including termination. If an investigation results in a finding that the complainant falsely accused another of harassment or discrimination knowingly or in a malicious manner, the complainant will be subject to appropriate discipline, including the possibility of discharge.

Retaliation Prohibited

Reporting harassment or discrimination or participating in an investigation will not reflect adversely upon an individual's status or affect future employment. Any form of retaliation against an employee who reports harassment or discrimination or participates in an investigation is strictly prohibited by the IHRA, Title VII, the Illinois Whistleblower Act, and NWSRA policy. Any employee who retaliates against another for exercising his or her rights under this policy shall be subject to discipline, up to and including termination.

The purpose of this policy is to establish prompt, thorough and effective procedures for responding to every complaint and incident so that problems can be identified and remedied internally. However, an employee has the right to contact the Illinois Department of Human Rights (IDHR) or the Equal Employment Opportunity Commission (EEOC) about filing a formal complaint. A complaint must be filed with the IDHR or the EEOC within 300 days of the alleged incident(s) unless it is a continuing offense.

Contact Information:

Illinois Department of Human Rights (IDHR)

- Chicago: 312-814-6200 or 800-662-3942; TTY: 866-740-3953
- Springfield: 217-785-5100; TTY: 866-740-3953
- Marion: 618-993-7463; TTY: 866-740-3953

Illinois Human Rights Commission (IHRC)

- Chicago: 312-814-6269; TTY: 312-814-4760
- Springfield: 217-785-4350; TTY: 217-557-1500

United States Equal Employment Opportunity Commission (EEOC)

- Chicago: 800-669-4000; TTY: 800-869-8001

WORKPLACE VIOLENCE PREVENTION

Objective

NWSRA is committed to preventing workplace violence and to maintaining a safe work environment. The Association has adopted the following guidelines to deal with intimidation, harassment, or other threats of or actual violence that may occur onsite or offsite during work-related activities.

Prohibited Conduct

All employees, participants, families, Member Districts, and vendors should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay" or other conduct that may be dangerous to others. Conduct that threatens, intimidates, or coerces employees, participants, families, Member Districts, and vendors will not be tolerated - even if such conduct is meant to be in a joking manner. NWSRA resources may not be used to threaten, stalk, or harass anyone at or outside the workplace. The Association treats threats coming from an abusive personal relationship as it does other forms of violence.

All employees are responsible for maintaining a workplace that is free from threatening behavior and violence. Accordingly, all employees have a duty to report any indirect or direct threats of violence, incidents of actual violence, and suspicious individuals or activities as soon as possible to a supervisor, Superintendent of Administrative Services, the Administrative Team, or the Executive Director. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede during an incident.

Employees should promptly inform the Superintendent of Administrative Services of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence. NWSRA will not retaliate against employees making good-faith reports. The Association is committed to supporting victims of intimate partner violence by providing referrals to NWSRA's employee assistance program and community resources and providing time off for reasons related to intimate partner violence.

Investigations and Enforcement

NWSRA will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making the report will be protected as much as possible. The Association will not retaliate against employees making good-faith reports of violence, threats, or suspicious individuals or activities. To maintain workplace safety and the integrity of its investigation, NWSRA may suspend employees suspected or accused of workplace violence or threats of violence, either with or without pay, pending investigation.

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

NWSRA encourages employees to bring their disputes to the attention of their supervisors or Superintendent of Administrative Services before the situation escalates. The Association will not discipline employees for raising such concerns.

The Firearm Conceal Carry Act

NWSRA complies with the Firearm Conceal Carry Act (430 ILCS 66/1, et seq.) (“the Act”). To ensure a safe environment for employees, participants, and customers, NWSRA prohibits the wearing, transporting, storage, or presence of firearms or other dangerous weapons in its facilities or on its property, including anywhere that Association business is conducted, such as NWSRA administrative office and any program location. Any employee in possession of a firearm or other weapon while on NWSRA facilities/property or while otherwise fulfilling job responsibilities may face disciplinary action, including termination. A participant, customer, or visitor who violates this policy may be removed from NWSRA facilities/property and reported to police authorities. Possession of a valid concealed weapons permit authorized by the State of Illinois is not an exemption under this Policy.

The provisions of this Policy do not apply to the possession of weapons or firearms carried by a law enforcement officer from an external agency conducting official business at NWSRA, or other exemption pursuant to the Act.

Transgender Inclusion

Purpose

NWSRA does not discriminate in any way on the basis of sex, sexual orientation, gender identity, or gender expression. This policy is designed to create a safe and productive workplace and environment for all employees. This policy sets forth guidelines to address the needs of transgender and gender non-conforming employees and clarifies how the law should be implemented in situations where questions may arise about how to protect the legal rights or safety of such employees. This policy does not anticipate every situation that might occur with respect to transgender or gender non-conforming employees, and the needs of each transgender or gender non-conforming employee must be assessed on a case-by-case basis. In all cases, the goal is to ensure the safety, comfort, and healthy development of transgender or gender non-conforming employees while maximizing the employee’s workplace integration and minimizing stigmatization of the employee.

Definitions

The definitions provided here are not intended to label employees but rather to assist in understanding this policy and the legal obligations of employers. Employees may or may not use these terms to describe themselves.

1. Gender identity: A person’s internal, deeply felt sense of being male, female, or something other or in-between, regardless of the sex they were assigned at birth. Everyone has a gender identity.
2. Gender expression: An individual’s characteristics and behaviors (such as appearance, dress, mannerisms, speech patterns, and social interactions) that may be perceived as masculine or feminine.
3. Transgender: An umbrella term that can be used to describe people whose gender identity and/or expression is different from their sex assigned at birth.
 - a. A person whose sex assigned at birth was female but who identifies as male is a transgender man (also known as female-to-male transgender person, or FTM).
 - b. A person whose sex assigned at birth was male but who identifies as female is a transgender woman (also known as male-to-female transgender person, or MTF).
 - c. Some people described by this definition don’t consider themselves transgender – they may use other words or may identify simply as a man or woman. A person does not need to identify as transgender in order for an employer’s nondiscrimination policies to apply to them.

4. Gender non-conforming: This term describes people who have, or are perceived to have, gender characteristics and/or behaviors that do not conform to traditional or societal expectations. Keep in mind that these expectations can vary across cultures and have changed over time.
5. Transition: The process of changing one's gender from the sex assigned at birth to one's gender identity. There are many different ways to transition. For some people, it is a complex process that takes place over a long period of time, while for others it is a one- or two-step process that happens more quickly. Transition may include "coming out" (telling family, friends, and coworkers); changing the name and/or sex on legal documents; and, for many transgender people, accessing medical treatment such as hormones and surgery.
6. Sexual orientation: A person's physical or emotional attraction to people of the same and/or other gender. Straight, gay, and bisexual are some ways to describe sexual orientation. It is important to note that sexual orientation is distinct from gender identity and expression. Transgender people can be gay, lesbian, bisexual, or straight, just like non-transgender people
7. LGBTQ: A common abbreviation that refers to the lesbian, gay, bisexual, and transgender community.

Privacy

Transgender employees have the right to discuss their gender identity or expression openly or to keep that information private. The transgender employee gets to decide when, with whom, and how much to share their private information.

NWSRA employees will not disclose information that may reveal an employee's transgender status or gender non-conforming presentation to others. That kind of personal or confidential information will only be shared with the transgender employee's consent and with coworkers who truly need to know to do their jobs.

Official Records

NWSRA will change an employee's official record to reflect a change in name or gender upon request from the employee. Certain types of records, such as those relating to payroll and retirement accounts, will require a legal name change before the employee's name will be changed. Most records, however, can be changed to reflect an employee's preferred name without proof of a legal name change.

Official records will also be changed to reflect the employee's new name and gender once legal documentation has been submitted.

NWSRA will make every effort to update any photographs, so the transitioning employee's gender identity and expression are represented accurately within the Association.

If a new or transitioning employee has questions about NWSRA records or ID documents, the employee should contact the Superintendent of Administrative Services.

Names/Pronouns

An employee has the right to be addressed by the name and pronoun that correspond to the employee's gender identity, upon request. A court-ordered name or gender change is not required. The intentional or persistent refusal to respect an employee's gender identity (for example, intentionally referring to the employee by a name or pronoun that does not correspond to the employee's gender identity) can constitute harassment and is a violation of this policy and the Association's Nondiscrimination and Anti-Harassment policy.

Transitioning on the Job

Employees who transition on the job can expect the support of all NWSRA employees. The Superintendent of Administrative Services will work with each transitioning employee individually to ensure a successful workplace transition.

Restroom Accessibility

Employees shall have access to the restroom corresponding to their gender identity. All employees have a right to safe and appropriate restroom facilities, including the right to use a restroom that corresponds to the employee's gender identity, regardless of the employee's sex assigned at birth. That decision should be left to the transgender employee to determine the most appropriate and safest option for them.

Dress Codes

NWSRA does not have dress codes that restrict employees' clothing or appearance on the basis of gender. Transgender and gender non-conforming employees have the right to comply with NWSRA dress codes in a manner consistent with their gender identity or gender expression.

Discrimination/Harassment

It is unlawful and violates NWSRA policy to discriminate in any way (including, but not limited to, failure to hire, failure to promote, or unlawful termination) against an employee because of the employee's actual or perceived gender identity. Additionally, it also is unlawful and contrary to this policy to retaliate against any person objecting to, or supporting enforcement of legal protections against, gender identity discrimination in employment. NWSRA is committed to creating a safe work environment for transgender and gender non-conforming employees. Any incident of discrimination, harassment, or violence based on gender identity or expression will be given immediate and effective attention, including, but not limited to, investigating the incident, taking suitable corrective action, and providing employees with appropriate resources.

CONFLICTS OF INTEREST AND CONFIDENTIALITY

Conflicts of Interest

NWSRA expects all employees to conduct themselves and Association business in a manner that reflects the highest standards of ethical conduct, and in accordance with all applicable 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. NWSRA 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 Association.

Generally speaking, a conflict of interest occurs when an employee's personal interests interfere, or appear to interfere, with the employee's ability to make sound business decisions on behalf of the Association. It is not possible to define all the circumstances and relationships that might create a conflict of interest. The list below suggests some of the types of activity that indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

1. Holding a substantial interest in, or participating in the management of, a firm to which the Association makes sales or from which it makes purchases.
2. Borrowing money from participants, families, or organizations other than recognized loan institutions.

3. Accepting substantial gifts or excessive entertainment from an outside organization, agency, participant, family, park district, employee or elected official.
4. Participating in civic or professional organization activities in a manner that divulges confidential Association information.
5. Misusing privileged information or revealing confidential data to outsiders.
6. Using one's position in the Association or knowledge of its affairs for personal gains.
7. 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 Association business.

If a situation arises where there is a potential conflict of interest, the employee should discuss this with a supervisor for advice and guidance on how to proceed.

Confidential Information

All employees must safeguard confidential information obtained as a result of working for NWSRA. This confidential information includes trade secrets, participant lists, participant personal information (including but not limited to participant bank account numbers, credit card information, addresses, phone numbers, and email addresses), participant histories and preferences, business contracts, confidential financial information, mailing lists, and private personal information concerning the Association's employees.

Access to confidential information should be on a "need to know" basis and must be authorized by the Executive Director. Unauthorized use or disclosure of any confidential information will cause irreparable harm to the Association. NWSRA may seek all remedies available under the law for any threatened or actual unauthorized use or disclosure of confidential information. Any employee who is unsure about the confidentiality of any information should immediately seek the assistance of a supervisor prior to disclosing such information.

Employees should use reasonable security measures with respect to confidential information, including but not limited to the following:

- Confidential information should not be disclosed to any third party except upon NWSRA's prior written approval;
- No copies should be made of any confidential information except to promote the purposes of the employee's work for the Association;
- Employees should not use confidential information for their own benefit, nor for the benefit of any third party, without the Association's prior written approval.

Immunity from Liability for Confidential Disclosure of a Trade Secret to the Government or in a Court Filing: (1) Immunity—An individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that—(A) is made—(i) in confidence to a federal, state or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. (2) Use of Trade Secret Information in Anti-Retaliation Lawsuit—An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual—(A)

files any document containing the trade secret under seal; and (B) does not disclose the trade secret, except pursuant to court order.

All confidential information shall remain the sole property of NWSRA, and all copies must be returned to the Association upon termination of employment or upon demand at any other time.

Media Inquiries

Events may occur at NWSRA that will draw immediate attention from the news media. It is imperative that one person speaks for NWSRA to deliver an appropriate message and to avoid giving misinformation in any media inquiry. Every employee is expected to answer all media/reporter questions like this: "I am not authorized to comment for NWSRA (or I don't have the information you want). Let me have our Executive Director contact you."

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.

Open Door Policy

NWSRA encourages its employees to raise issues that may be negatively impacting their work environment. If an employee has a complaint, problem, or situation that needs to be addressed, the following procedure should be utilized:

Step One: The employee should informally discuss the situation with his or her supervisor as soon as possible. The employee should give the supervisor an opportunity to investigate and then get back to the employee.

Step Two: If the employee is not satisfied with the supervisor's response or feels the issue is not resolved, the employee can present the issue to the Superintendent of Administrative Services in writing and, again, as soon as possible. The employee should give the Superintendent of Administrative Services an opportunity to reconsider the situation and get back to the employee in writing.

Step Three: If the employee is still not satisfied that the issue is resolved, the employee can present the issue to the Executive Director. As before, this should be done in writing as soon as possible. The Executive Director will consider the situation and make a decision which will be final.

Whistleblower Policy

A whistleblower for purposes of this policy is an employee of NWSRA who reports an activity that he or she considers to be illegal or dishonest to one or more of the parties specified in this policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

An example of an illegal or dishonest activity is a violation of federal, state, or local laws or financial wrongdoing, including but not limited to theft or embezzlement. If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee is to contact the Superintendent of Administrative Services or the Executive Director. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline, up to and including termination.

Whistleblower protections are provided in two important areas -- confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law, and to provide accused individuals their legal rights of defense (when applicable). NWSRA will not retaliate against a

whistleblower. NWSRA prohibits any form of retaliation against whistleblowers, including, but not limited to, retaliation in the form of an adverse employment action such as termination, compensation decreases, poor work assignments and threats of physical harm. Any whistleblower who believes he or she is being retaliated against must contact the Superintendent of Administrative Services or the Executive Director immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly investigated, and corrective action will be taken as necessary.

Gifts and Rewards

Employees may not solicit or accept any gift, gratuity or other reward from any person, business, or entity that is doing business with the Association or is attempting to secure business from NWSRA. Further, employees may not solicit or accept, nor expect people who use programs or facilities to give gifts, gratuities, or other rewards, or other remunerative devices or favors for performing duties, except as otherwise provided in this section.

Any gift offered as a result of a position with NWSRA must be reported to a Superintendent. Any gift under \$25 must be reported and may be allowed to be retained by the employee. Any gift over \$25 must be reported and turned in to a Superintendent. These gifts will be utilized by NWSRA for Association use.

Failure to properly report a gift, gratuity, or other reward may subject you to disciplinary action up to and including termination.

Political Activity

NWSRA employees are expected to serve all participants equally. The political opinions or affiliations of any participant should in no way affect the amount or quality of service received from NWSRA. NWSRA rules do not preclude an employee from becoming a political candidate or from taking part in election campaigns and other lawful political activities. However, employees may not engage in political activities at any time while on duty or when they may be identified as an employee of NWSRA by any means such as uniform, insignia, motor vehicle or in any other manner. Political activities include, but are not limited to, running as a candidate for public office, soliciting or receiving funds for a political party or candidate for public office, soliciting votes for such party or candidate, attending political rallies, circulating petition, distribute political literature, or encouraging others to do any of the above. For purposes of this paragraph "while on duty" includes those hours scheduled to work or working for NWSRA but does not include breaks, lunches, or other duty-free periods of time.

Employees are also prohibited from interrupting or disturbing other employees while on duty. Political affiliation, preference, or opinion will not influence an individual's employment, retention or promotion as a NWSRA employee. Employees of NWSRA will not be required to contribute monies to any candidate or political party but may do so on a strictly voluntary basis.

Nothing in this policy is intended to interfere with, restrain, or prevent concerted activity as protected by applicable law. NWSRA employees have the right to engage in or refrain from such activities.

Employment Verification

All employment verifications must be referred to and handled by the Superintendent of Administrative Services. All employment verification requests must be in writing with the authorization of the employee included. No verbal authorizations will be accepted or completed. Effort will be made to respond to requests for employment verification within two (2) business days.

EMPLOYMENT POLICIES

Employment Classification

In order to determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, NWSRA classifies its employees as shown below. NWSRA may review or change employee classifications at any time. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship, at will, at any time is retained by both the employee and NWSRA.

Each employee is designated as either non-exempt or exempt according to federal and state wage and hour laws:

Exempt - Exempt employees are paid on a salaried basis, are not eligible to receive overtime pay, and are excluded from specific provisions of federal and state wage and hour laws.

Nonexempt - Nonexempt employees are paid on an hourly basis, are eligible to receive overtime pay for overtime hours worked and are subject to specific provisions of federal and state wage and hour laws.

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

Regular Full-Time - Employees who are regularly scheduled to work a minimum of 40 hours weekly and who maintain continuous employment status. Generally, Regular Full-Time employees are eligible for all benefits, subject to the terms, conditions, and limitations of each benefits program.

Regular Part-Time I - Employees who are regularly scheduled to work fewer than 25 hours weekly and who maintain continuous employment status throughout the year but work less than 1,000 hours annually. Regular Part-Time I employees are not eligible for any benefits, except those benefits required by law.

Regular Part-Time II - Employees who are regularly scheduled to work fewer than 25 hours weekly and who maintain continuous employment status throughout the year, and who work more than 1,000 hours per year. Regular Part-Time II employees participate in the IMRF program, but are not eligible for any other benefits, except those benefits required by law.

Seasonal - Employees who work over a designated, predetermined period of time, usually not to exceed 120 days annually.

Personal Information Changes

It is the responsibility of each employee to promptly notify NWSRA of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents*, marital status*, insurance beneficiary*, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times.

NWSRA cannot be held responsible for situations resulting from employees withholding correct and accurate information.

** Such information need only be disclosed if pertinent to a benefit received.*

Name changes for payroll records will require a new social security card.

Work Week and Hours of Work

The normal work week for all regular full-time non-exempt employees shall typically be 40 hours a week. Daily hours of work shall be established by the employee's supervisor.

The normal work week for exempt employees shall be established by the Executive Director or designated supervisor as necessary to properly perform the duties of their job. These employees shall be considered to be on duty whenever a need exists for their services.

Meal and Rest Breaks

Employees who work a shift of at least 7.5 hours are entitled to a 30-minute unpaid meal break each day. Non-exempt employees working a shift of at least 7.5 hours must begin their 30-minute meal period within the first 5 hours of their shift. Employees who work a shift of at least 7.5 hours are also entitled to two 15-minute rest periods each day.

Time Records

All employees are required to complete accurate weekly timecards electronically in the payroll system showing all time actually worked. These records are required by governmental regulations and are used to calculate regular and overtime pay. At the end of each pay period, the employee must submit electronically his or her timecard. Falsification of time records, entering time records for other employees or failure to accurately and/or timely complete time records is subject to severe discipline, up to and including termination.

Overtime

When required due to the needs of the Association, you may be asked to work overtime. Non-exempt employees must have supervisory authorization prior to working overtime. Working unauthorized overtime is prohibited and may be disciplined, up to and including termination.

Overtime is paid only after a non-exempt employee has worked more than forty (40) hours during the work week. Nonexempt employees will be paid overtime compensation at the rate of one and one half their regular rate of pay for all hours over 40 actually worked in a single workweek. Holidays, PTO, bereavement time, jury duty, and any other paid or unpaid leave of absence do not apply toward work time.

Certification Requirements

The following criteria and guidelines have been developed so that NWSRA employees are aware of the significance that the Association places on acquiring and maintaining appropriate certifications. Program diversity and quality can only be enhanced when employees are certified in these areas.

NWSRA considers the following certifications Core Certifications:

1. Community First Aid
2. CPR – Cardiopulmonary Resuscitation
3. CPI (Nonviolent Crisis Intervention) Behavioral Crisis Training
4. CDL – Class B Commercial Driver's License with Passenger Certification (for drivers only)

Recreation employees are required to obtain Core Certifications. The Association will advise employees of the time periods within which Core Certifications must be obtained.

All Recreation Specialist, Coordinators, department managers, Superintendents and the Executive Director are required to obtain the Certified Therapeutic Recreation Specialist or Certified Parks and Recreation Professional certifications, depending on eligibility and or any certification deemed necessary for the profession or position. The Executive Director has the authority to exempt an employee from obtaining a certification or extend a deadline based on special need or circumstance.

Cost for taking a required certification test will be reimbursed. Recertification fees for required certification will be paid by NWSRA.

Access to Personnel Files

A personnel file will be established for each employee. All pertinent employment information and forms, including without limitation, employment application, references, evaluations, commendations, disciplinary actions, benefit records, and other employment records will be contained in this file.

Medical records will be maintained in a separate file. Information contained in personnel files will not be released or disclosed without written consent, except to persons with a lawful right or need to know, including without limitation, pursuant to a court order.

Employees may review personnel files in accordance with applicable law and established NWSRA procedures. Personnel files can be reviewed by contacting the Superintendent of Administrative Services. Personal file access by current employees and former employees who leave within one (1) year upon request will generally be permitted within three days of the request. Personnel files are to be reviewed in the presence of the Superintendent of Administrative Services. Employee files may not be removed from the Superintendent of Administrative Services presence but may be copied upon request. Terminated employees may request a copy of their personnel file up to one (1) year after termination.

Falsification of Records

Falsification of records and official documents is prohibited by the Association. This includes altering academic, employment, or business records; forging signatures of authorization; or falsifying information on any other documents, including but not limited to application, resume, transcripts, diploma, tax information, time records, and employee identification information. Forgery of any type, such as the alteration or misuse of NWSRA business records and/or documents is forbidden, as well as the forgery of the signature of any employee, board member, or foundation member of the Association.

Any NWSRA employee who believes that this policy has been violated shall promptly report the issue to the Executive Director or the Superintendent of Administrative Services. Any employee found to have falsified records is subject to disciplinary action, up to and including termination.

Identity Protection Policy

This Identity Protection Policy is adopted pursuant to the Illinois Identity Protection Act, 5 ILCS 179/1 *et seq.*, to protect Social Security numbers (SSNs) from unauthorized disclosure.

All NWSRA employees, board members and agents/representatives shall comply with the Identity Protection Act and this Policy at all times.

Requirements

1. All employees who have access to social security numbers in the course of performing their duties must be trained to protect the confidentiality of social security numbers. Training will include instructions on the proper handling of information that contains social security numbers from the time of collection through the destruction of the information.
2. Only employees who are required to use or handle information or documents that contain social security numbers will have access to such information or documents.
3. Social security numbers requested from an individual will be provided in a manner that makes the social security number easily redacted if required to be released as part of a public records request.
4. When collecting a social security number, or upon request by the individual, a statement of the purpose or purposes for which the social security number is being collected and used must be provided.

Prohibited Activities

No employee may do any of the following:

1. Publicly post or publicly display in any manner an individual's SSN. "Publicly post" or "publicly display" means to intentionally communicate or otherwise intentionally make available to the general public.
2. Print an individual's SSN on any card required for the individual to access products or services provided by the person or entity.
3. Encode or embed an individual's social security number in or on any cards or documents, including, but not limited to, using a bar code, chip, magnetic strip, RFID technology, or other technology.
4. Require an individual to transmit a SSN over the Internet unless the connection is secure or the SSN is encrypted.
5. Print an individual's SSN on any materials that are mailed to the individual, through the U.S. Postal Service, any private mail service, electronic mail, or any similar method of delivery, unless State or federal law requires the SSN to be on the document to be mailed. Notwithstanding the foregoing, SSNs may be included in applications and forms sent by mail, including, but not limited to: (i) any material mailed in connection with the administration of the Unemployment Insurance Act; (ii) any material mailed in connection with any tax administered by the Department of Revenue; and (iii) documents sent as part of an application or enrollment process or to establish, amend, or terminate an account, contract, or policy or to confirm the accuracy of the SSN. A SSN that is permissibly mailed pursuant to this paragraph may not be printed, in whole or in part, on a postcard or other mailer that does not require an envelope or be visible on an envelope without the envelope having been opened.
6. Collect, use, or disclose a social security number from an individual, unless:
 - A. Required to do so under State or federal law, rules, or regulations, or the collection, use, or disclosure of the social security number is otherwise necessary for the performance of that agency's duties and responsibilities;
 - B. The need and purpose for the social security number is documented before collection of the social security number; and
 - C. The social security number collected is relevant to the documented need and purpose.
7. Require an individual to use his or her SSN to access an Internet website.
8. Use the SSN for any purpose other than the purpose for which it was collected.

The prohibitions listed in Paragraphs 6, 7, and 8 above do not apply in the following circumstances:

1. The disclosure of SSNs to agents, employees, contractors, or subcontractors of a governmental entity or disclosure by a governmental entity to another governmental entity or its agents, employees, contractors, or subcontractors if disclosure is necessary in order for the entity to perform its duties and responsibilities; and, if disclosing to a contractor or subcontractor, prior to such disclosure, the governmental entity first receives from the contractor or subcontractor a copy of the contractor's or subcontractor's policy that sets forth how the requirements imposed under this Act on a governmental entity to protect an individual's SSN will be achieved.
2. The disclosure of SSNs pursuant to a court order, warrant, or subpoena.
3. The collection, use, or disclosure of SSNs in order to ensure the safety of: State and local government employees; persons committed to correctional facilities, local jails, and other law-enforcement facilities or retention centers; wards of the State; and all persons working in or visiting a State or local government agency facility.
4. The collection, use, or disclosure of SSNs for internal verification or administrative purposes.
5. The disclosure of SSNs by a State agency to the district for the collection of delinquent child support or of any State debt or to the District to assist with an investigation or the prevention of fraud.
6. The collection or use of SSNs to investigate or prevent fraud, to conduct background checks, to collect a debt, to obtain a credit report from a consumer reporting agency under the federal Fair Credit Reporting Act, to undertake any permissible purpose that is enumerated under the federal Gramm Leach Bliley Act, or to locate a missing person, a lost relative, or a person who is due a benefit, such as a pension benefit or an unclaimed property benefit.

Public Inspection and Copying of Documents

Notwithstanding any other provision of this policy to the contrary, all employees must comply with the provisions of any other state law with respect to allowing the public inspection and copying of information or documents containing all or any portion of an individual's social security number. This includes requests for information or documents under the Illinois Freedom of Information Act. Employees must redact social security numbers before allowing the public inspection or copying of the information or documents.

Public Availability

A copy of this policy shall be made available to the public upon request.

Applicability

This policy does not apply to the collection, use, or disclosure of a social security number as required by state or federal law, rule, or regulation.

Reimbursement policy

NWSRA has identified certain positions as having job responsibilities that require work on digital devices outside of NWSRA locations. For these identified positions, NWSRA will provide a monthly stipend to cover all costs related to working on personal devices outside of NWSRA locations. Remote access to perform work functions will be available to employees within these identified positions.

NWSRA promotes all employees maintaining a comfortable work/life balance. Employees who receive the stipend and have remote access are encouraged to limit their time working outside of NWSRA

locations and work hours. Outside hours should be used for immediate work needs or emergency situations.

All other NWSRA employees do not have the ability to work on digital or personal devices outside of NWSRA locations. To work outside of an NWSRA location, employees are required to obtain prior approval from a Superintendent or the Executive Director and must request and use NWSRA-provided devices.

Reimbursement for use of devices outside of an NWSRA location or personal devices will be denied, if the above policy is violated in any way.

Mileage Reimbursement

Reimbursement for authorized use of personal vehicles will be predetermined at the standard mileage rate established by the IRS and will be considered payment for the use of the vehicle, insurance and all other transportation costs.

In order to qualify for reimbursement, you must do the following:

1. Secure approval from your immediate Supervisor or Superintendent;
2. Provide proof of mileage for NWSRA business; and
3. Turn in approved form at least once a month, no later than a month after incurring the expense.

Failure to submit the approved NWSRA Mileage Reimbursement Form forfeits payment of reimbursement. Employees are encouraged to use NWSRA vehicles for any work-related business. If there are multiple employees going to the same location, it is recommended that a NWSRA vehicle is used rather than the individual person's personal vehicle. NWSRA recognizes the Member District footprint is extensive. In the event that the workday does not begin or end at the Administrative Offices or a NWSRA programming space, the employee will be reimbursed for all mileage minus the employee's typical commute to or from the Administrative Offices.

Building Access

In the interest of safety and protection of property, strict control over access to NWSRA property, work locations, records, computer information, and other items of value or confidential in nature must be maintained. Employees who are assigned keys and have access to NWSRA property in connection with their job responsibilities must exercise sound judgment and discretion to protect against theft, loss or negligence.

Employees who lose keys may be subject to discipline, up to and including termination. They may also be responsible for the cost of replacing them, subject to applicable law.

COMPENSATION

Merit Salary and Wage Increases

All employees may be eligible for a merit increase upon successful completion of the anniversary date of employment and obtaining core certifications requirements. Such increase will be based on recommendation of the Superintendents and approval of the Executive Director or Board, including written justification based on evaluation of job performance and other pertinent data, and depending on the financial resources of the Association. Merit salary and wage increases more often than specified may be granted by the Executive Director based on recommendation of the Superintendents including

detailed written justification. The Board shall authorize, when resources permit. The merit pool shall not accrue from year to year but will be budgeted on an annual basis. The Executive Director may award an individual significant performance or accomplishment that is completed. This is a one-time merit bonus, not an addition to base salary.

Work Week

NWSRA Payroll week for all employees is identified as 12:00 a.m. Monday through 11:59 pm Sunday.

Deductions from Wages

It is the policy of NWSRA not to take any improper pay deductions that would be in violation of the Fair Labor Standards Act, its regulations (specifically Section 541.602(a)), or relevant state law or local ordinance.

If an employee believes that an improper deduction has been taken from his or her pay, the employee should immediately report the deduction to the Superintendent of Administrative Services. The report will be promptly investigated, and the results of the investigation will be reported to the complaining employee. If the employee is unsatisfied with the findings of the investigation, the employee may appeal the decision to the Executive Director.

Any employee whose pay is improperly deducted shall be reimbursed for such improper deduction no later than the next pay period after the improper deduction is communicated to Superintendent of Administrative Services.

Paychecks

NWSRA's pay periods for all employees is biweekly on Friday. If payday falls on a NWSRA-recognized holiday, employees will receive their paycheck prior to the Friday payday. Paychecks are directly deposited into your checking and/or savings accounts, if direct deposit has been selected by the employee. Paper checks will be available on payday Fridays for pick up during regular office hours with proper picture identification. All unclaimed paychecks will be mailed at the conclusion of business on payday Fridays. Paychecks will only be released to the employee unless prior authorization in writing has been submitted.

Nepotism

Relatives and domestic partners of employees or board members may be hired by the Association 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, or otherwise pose an actual or perceived conflict of interest. For the purposes of this policy, "relatives" are defined as spouses, children, siblings, parents, or grandparents. A "domestic partnership" is generally defined as a committed relationship between two individuals who are sharing a home or living arrangements.

Current employees who marry each other or become involved in a domestic partnership will be permitted to continue employment with the Association provided they don't work in a direct supervisory relationship with each other or otherwise pose difficulties or an actual or perceived conflict of interest as mentioned above. If employees who marry or live together do work in a direct supervisory relationship with each other, the Association will attempt to reassign one of the employees to another 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 Association.

Relatives and domestic partners of the Executive Director will not be allowed to be employed by NWSRA.

Separation from Employment

In all cases of voluntary resignation (one initiated by the employee), employees are asked to provide written notice to their supervisors at least two weeks in advance of the last day of work. Employees who provide notice within the requested amount of time will be considered to have resigned in good standing and generally will be eligible for rehire.

The Superintendent of Administrative Services will typically conduct an exit meeting with full-time employees on or before the last day of employment to collect all NWSRA property, complete an exit interview, and to discuss final pay.

The Superintendent of Administrative Services will typically send an electronic exit interview questionnaire to part-time and seasonal employees once they have resigned from NWSRA.

Return of Property

Any NWSRA property furnished to an employee shall be returned upon request at any time during the time during the course of employment or upon termination of employment. Failure to do so may result in discipline, up to and including termination. Employees who fail to return NWSRA property are responsible for the cost of the property.

Drug-Free and Alcohol-Free Workplace

It is the policy of NWSRA to maintain a drug-free and alcohol-free work environment that is safe and productive for employees and participants.

Work Rules

Whenever employees are working, operating NWSRA vehicles, or present on NWSRA premises, they are prohibited from:

- using, possessing, buying, selling, manufacturing, or dispensing illegal drugs;
- being under the influence of alcohol or illegal drugs; and
- possessing or consuming alcohol.

This Policy does not prohibit employees from the lawful use (use must be lawful in accordance with both federal and state law) and possession of prescribed medications. Employees are responsible for consulting with their doctors about a medication's effect on their ability to work safely, and promptly disclosing any restrictions to their supervisor. In the event an employee fails to report such restrictions and creates a safety threat, neither a physician's prescription nor other medical reason will be an acceptable excuse for being in violation of this policy. Employees should not, however, disclose underlying medical conditions unless specifically directed to do so.

Employee Assistance

NWSRA will assist and support employees who voluntarily seek help for alcohol or drug problems before becoming subject to discipline under this or other NWSRA policies. Employees who seek such assistance will be allowed to use accrued paid time off, placed on leaves of absence, where available, referred to treatment providers and otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment.

Required Testing

1. Pre-Employment: All applicants for regular full-time positions must pass a drug test before beginning employment or receiving an unconditional offer of employment.
2. Reasonable Suspicion: Employees are subject to testing if a supervisor reasonably suspects them of using or being under the influence of alcohol or drugs while they are working, on NWSRA premises, or operating NWSRA vehicles.
3. Return to Duty and Follow-Up: Employees who have tested positive or violated this Policy, and who are not terminated or are reinstated, are subject to testing prior to being returned to duty. Follow-up testing at times and frequencies determined by NWSRA may also be required for up to three (3) years.

Collection and Testing Procedures

Employees subject to alcohol testing shall be sent or driven to a NWSRA-designated clinic and directed to provide breath specimens. Specimens shall be collected by trained technicians, using federally approved testing devices, which are regularly calibrated and capable of producing printed results that identify the employee. Positive or inconclusive breath tests or other indications that an employee may be under the influence may require the employee to be subjected to additional tests (urine or blood).

Applicants and employees subject to drug testing shall be sent or driven to a NWSRA-designated clinic and directed to provide urine specimens. Applicants and employees may provide split specimens and may provide specimens in private unless they appear to be submitting altered, adulterated, or substitute specimens. Collected specimens shall be sent to a federally certified laboratory and tested. There shall be a chain of custody from the time specimens are collected through testing and storage.

The laboratory shall transmit positive drug tests results to a doctor called a medical review officer ("MRO"), retained by NWSRA, who shall offer persons with positive results a reasonable opportunity to establish that their results are caused by lawful (under both federal and state law) prescribed medicines or other lawful substances. Persons with positive test results may also ask the MRO to have their split specimen sent to another federally certified lab, to be tested at the employee's or applicant's own expense. Such requests must be made within three (3) working days of notice of test results. If the second lab fails to find any evidence of drug use in the split specimen, the employee or applicant will be treated as passing the test.

Consequences

1. Applicants who refuse to cooperate in or fail to pass a drug test will not be hired.
2. Employees who refuse to cooperate in required tests, are found to be under the influence of illegal drugs or use, possess, buy, sell, manufacture or dispense illegal drugs in violation of this Policy will be terminated.
3. Unless aggravating circumstances are present, the first-time employees test positive for alcohol or possess, consume or are under the influence of alcohol, they will be suspended and referred to NWSRA's Employee Assistance Program (EAP). Continued employment and/or reinstatement will be conditioned on cooperation with the EAP, successful completion of any prescribed treatment, passing follow-up tests and other appropriate conditions.
4. Employees who test positive for alcohol more than once or otherwise violate this Policy's alcohol rules more than once will be terminated.

Confidentiality

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the MRO shall be kept confidential and maintained in secure files separate from normal personnel files. Such records and information may be disclosed among department managers and supervisors on a need-to-know basis and may be disclosed where relevant to a grievance, charge, claim or other legal proceeding initiated by or on behalf of an employee or applicant.

Definitions

"NWSRA premises" includes, but is not limited to, all buildings, offices, facilities, grounds, parking lots, places and vehicles owned, leased or managed by NWSRA.

"Illegal Drugs" means substances (1) that are illegal under state or federal law; or (2) whose use or possession is controlled by federal or state law but are not being used or possessed under the supervision of a licensed health care professional. This definition includes, but is not limited to, marijuana (including medical marijuana), cocaine, PCP, heroin, LSD, amphetamines, and barbiturates.

"Refuse to Cooperate" means to obstruct the collection process, to submit an altered, adulterated or substitute sample, or to fail to promptly provide specimen(s) for testing when directed.

"Under the Influence of Alcohol" means an alcohol concentration of .04 or more, or actions, appearance, speech or bodily odors which reasonably cause a supervisor to conclude that an employee is impaired because of alcohol use.

"Under the Influence of Drugs" for any illegal drug other than marijuana means a confirmed positive test result for illegal drug use or actions, appearance, speech or bodily odors which reasonably cause a supervisor to conclude that an employee is impaired because of illegal drug use.

"Under the Influence of Drugs" with regards to marijuana means actions, appearance, speech or bodily odors which reasonably cause a supervisor to conclude that an employee is impaired because of marijuana use, which may or may not be accompanied with a confirmed positive test result.

Notification of Drug Conviction

All employees are required to notify a member of management if they have been convicted of a criminal drug offense occurring in the workplace. Such notification must take place within five (5) working days after the conviction.

Miscellaneous

This Policy is not a contract of employment and may be modified by NWSRA at its sole discretion. To the extent non-employees, who are present on NWSRA premises, engage or appear to have engaged in conduct that would violate this Policy if engaged in by an employee, such non-employees will be barred from NWSRA premises.

Smoke-Free Workplace

NWSRA is committed to providing a safe and healthy workplace and to promoting the health and well-being of its employees. As such, the following policy has been adopted and applies to all employees of the Association.

NWSRA prohibits smoking and vaping on all NWSRA facilities, NWSRA vehicles, or within 15 feet of any NWSRA entrance, exit, window that opens, or ventilation intake that serves an enclosed area where smoking is prohibited. This policy specifically applies to the use of cigarettes, cigars, e-cigarettes, vaporizers, and other traditional or electronic smoking devices.

Smoking and vaping is permitted only in designated outdoor areas based on the location.

Employees who violate this policy will be subject to disciplinary action up to and including immediate termination.

No employee shall suffer any form of retaliation for raising a complaint or asking a question about this policy.

PERFORMANCE GUIDELINES

Standards of Conduct

To ensure the orderly operations and provide the best possible work environment, NWSRA expects employees to follow standards of conduct that will protect the interests and safety of employees and participants. On or off duty, an employee's conduct reflects on the Association. All employees are encouraged to observe the highest standards of professionalism at all times.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following examples of infractions of the Standards of Conduct may result in disciplinary action, up to and including termination, without prior warning. Be aware that this list is not intended to be "all inclusive," and that other behaviors may, at NWSRA's discretion, also result in disciplinary action, up to and including termination. Establishment of these Standards of Conduct does not alter the employment-at-will relationship. Employees should seek further clarification from their supervisor on issues related to conduct if they do not understand a particular rule or are uncertain regarding a particular behavior.

- Failure to be at assigned work location, ready to work, at scheduled time.
- Willfully damaging, destroying or stealing property belonging to fellow employees, participants, park district, or NWSRA.
- Fighting, bullying, threatening violence, engaging in horseplay, improper use of restraints or holds, or disorderly conduct.
- Failure to comply with all policies and procedures established by NWSRA.
- Insubordination; refusal or failing to carry out the directives of any supervisor in the performance of their duties, unless illegal or unsafe.
- Not taking proper care of, neglecting or abusing NWSRA equipment and supplies.
- Using NWSRA equipment in an unauthorized manner.
- Any behavior that results in an employee not performing his or her job, including sleeping while on duty.
- Falsification of records, including but not limited to employment and timekeeping records.
- Excessive tardiness or absenteeism; or any absence without a satisfactory reason and/or notice; abuse of leave privileges.
- Theft or inappropriate removal or possession of NWSRA-owned property.
- Violation of NWSRA's drug and alcohol policy.
- Violation of any safety or transportation policy.
- Sexual or other forms of unlawful or unwelcome harassment or discrimination.
- Possession, distribution or use of weapons or explosives on the premises of NWSRA, which has prohibited the possession of weapons on its premises in accordance with the Illinois Firearm Concealed Carry Act.

- Unauthorized disclosure of NWSRA records or confidential information.
- Performance that does not meet the requirements for the position.
- Dress Code violations.
- Leaving the job during work hours without permission.
- Threatening, intimidating, coercing, or using abusive or vulgar language to any employees, participants, partner agency employees, or the public.
- Accepting a fee, gift, gratuity or any item of value in the course of or in connection with NWSRA work that is not reported.
- Creating or contributing to unsanitary or unsafe conditions.
- Gambling while on duty.
- Failure to report any moving violation by a trained NWSRA driver.
- Violation of the Smoke-Free Workplace Policy.
- Embezzling or misappropriation of funds.
- Interfering with the performance of other employees.
- Failure or refusal to cooperate with NWSRA audits or investigations.
- Rudeness and other inappropriate behavior towards participants, family members, or members of the public.
- Violations of applicable local, state, or federal law.
- Engaging in such other practices as NWSRA determines may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of NWSRA, its employees, or its participants.

Disciplinary Procedure

NWSRA expects employees to comply with NWSRA's standards of behavior and performance and to correct any noncompliance with these standards. Failure to meet acceptable standards of conduct and job performance shall result in disciplinary action.

This progressive disciplinary policy is for the purpose of improving the behavior of an employee that may be detrimental or disruptive to the effective operation of NWSRA and its programs. This disciplinary policy need not be followed under circumstances where the Executive Director believes that an employee's unsatisfactory behavior warrants accelerated or compounded disciplinary action up to and including termination.

Should performance, work habits, conduct, or demeanor become unsatisfactory in the judgment of NWSRA, based on violations either of the above or of any other of NWSRA's policies, rules, or requirements, NWSRA typically follows a progressive disciplinary policy. A typical approach to progressive discipline may include a verbal warning, a first written warning, a final written warning (which may be accompanied by a suspension) and/or termination.

NWSRA is not necessarily required to go through the entire disciplinary action process. Discipline may begin at any step, including immediate termination (especially during the early stages of employment), dependent upon the severity of the incident. The progressive disciplinary steps and NWSRA's potential decision to decline to follow the steps in every situation do not in any way create a contractual right to continued employment.

Verbal Warning

Verbal warnings may be issued by an employee's supervisor. Verbal warnings are issued for the purpose of expressing disapproval of conduct or poor work performance, to clarify applicable procedures or guidelines, and to warn the employee that repetition of the conduct or failure to

improve work performance may result in more severe discipline including termination. The supervisor imposing the verbal warning will discuss the warning with the employee and suggest how to correct the offending conduct. Documentation of the verbal warning will be placed in the employee's personnel file.

Written Warning

Written warnings may be issued by any supervisor or manager within NWSRA. Written warnings consist of a conference between the employee and the supervisor and will include written documentation of the disciplinary issue. The purpose of the conference is to discuss and document the disapproval of conduct or poor work performance and to warn that repetition of the conduct or failure to improve may result in more severe discipline up to and including termination. Written warnings will be used for violations including but not limited to poor work performance, repeated misconduct of a minor nature, or for more serious misconduct.

The employee is required to sign the written warning indicating receipt of the warning and understanding of the reason for the warning. The employee will also be given an opportunity to provide written comments on the form. If the employee refuses to sign, a Superintendent will be asked to witness their refusal. A copy of the written warning will be placed in the employee's personnel file and the employee will receive a copy.

Suspension

A suspension can be paid or unpaid depending on the severity of the incident that led to the suspension. The suspension can be enforced on an employee for investigative purposes by a Superintendent and/or the Executive Director.

Termination

A dismissal is a termination of employment initiated by NWSRA. An employee may be dismissed for any lawful reason at any time. Generally, if an employee is dismissed the employee will receive written notice of the reasons for their dismissal including effective date and time of dismissal. Under ordinary circumstances, any Superintendent may meet with the employee to explain the reasons for their dismissal and offer them the opportunity to respond.

The employee will be asked to sign the written notice of their dismissal indicating their receipt of the notice and understanding of the reason for the dismissal. If the employee refuses to sign, a Superintendent will be asked to witness their refusal. A copy of the notice will be placed in the employee's personnel file and the employee will receive a copy. The employee may further respond to those charges, if any, through the formal complaint resolution procedure.

Employee Cooperation

Unwillingness, failure to cooperate or insubordinate behavior will subject the employee to disciplinary action, up to and including termination. The employees of NWSRA must function as a team, and each employee is required to make a positive contribution in the interest of effective and efficient public service. Wrongful conduct, including without limitation, insubordination, which engenders employee divisiveness, loss of morale, or workplace disruption will not be condoned and may lead to disciplinary action, up to and including termination.

Nothing in this policy is intended to interfere with, restrain, or prevent concerted activity as protected by applicable law. NWSRA employees have the right to engage in or refrain from such activities.

Carelessness

NWSRA does not tolerate carelessness, substandard, or hazardous work practices within its facilities, member district facilities, or while conducting NWSRA business. NWSRA expects and demands that its employees perform their employment duties with care and attention to our participants' needs, the safety and welfare of fellow employees, and NWSRA quality standards and requirements.

Carelessness or negligent behavior or actions may result in disciplinary action, up to and including termination. Employees who fail to respond to NWSRA's efforts to correct carelessness may be subject to disciplinary action, up to and including termination.

If an employee is aware of a careless or negligent act or behavior, they must report the act or behavior to their immediate supervisor. If an employee feels uncomfortable doing so, or if their supervisor is the source of the problem, condones the problem, or ignores the problem, the employee should report to the appropriate Superintendent or the Executive Director.

Work Areas

Employee Workspace

Work areas will be kept clean and orderly at all times. Prior to the end of the workday, all equipment and supplies will be cleaned and stored away properly. All items, paper or information of value must be properly secured.

Common Work Areas

Common work areas will be kept clean and orderly at all times. Common work areas include, but are not limited to the front office, all common hallways, stairwells, elevator, copy areas, designated work spaces, kitchen and bathrooms. Prior to the end of the workday, all equipment, supplies, and food should be cleaned up and stored away properly.

Cell Phones While Working

While at work, employees are to exercise the same discretion in using personal cellular phones as they do for NWSRA phones. Excessive personal calls while working, regardless of the phone used, can interfere with employee productivity and be distracting to others. Employees are therefore asked to make any personal calls on non-work time where possible and to ensure that friends and family members are aware of NWSRA's policy. Flexibility will be provided in circumstances demanding immediate attention.

All employees who must wear or carry cellular phones for emergency situations may do so. An employee with a cellular phone during programs must place their phone on "quiet" or "vibrate" mode. Employees must wait until the end of program, when all participants have left, to return calls or texts.

An employee may not speak or text on their personal phone during program time. In the case of emergency, an employee can ask for permission from the Program Leader to use a personal cellular phone. NWSRA cannot be responsible for the damage or loss of personal cellular phones. NWSRA also reserves the right at any time to require employees to remove such devices when it poses a safety threat or imposes on the quality of work at programs.

Employees are required to comply with all state and local laws regarding the use of wireless phones while driving. All employees using NWSRA-issued or personal cell phones or driving NWSRA-owned

vehicles or on NWSRA business must use a hands-free device while driving. Furthermore, employees must observe the following while driving NWSRA vehicles or on NWSRA business:

- Place calls while stopped or have someone place the call for you.
- Avoid intense, emotional or complicated conversations.
- Assess traffic conditions before making a call. Do not utilize a cell phone in heavy traffic conditions, inclement weather or in unfamiliar terrain.
- Give driving your full attention.
- Ensure that the phone is within easy reach.
- Use memory dial to minimize dialing time.
- Do not take notes or look up phone numbers while driving.
- Do not compose, send, or read electronic messages or otherwise review or send material on your phone while operating a motor vehicle.

Language

All references to individuals with disabilities, made in oral and written communication, are to be made utilizing person-first terminology, using terms that focus attention on the individual as a person first, and only second, as a person with a disability.

Appropriate Interaction with Participants

No employee may engage in inappropriate physical contact or use physical contact of any type to punish or discipline a participant. Employees must treat participants with respect at all times. Employees are required to maintain professional relationships with participants. No employee may date participants.

Employees are not allowed to transport participants of NWSRA programs in personal vehicles unless a current Respite Waiver is on file. We encourage employees to not share any personal information with participants (e.g., personal e-mail addresses, phone numbers, social networking information, or home addresses, etc.). An employee should not be alone with a participant in a secluded setting, such as during clothes changing and toileting.

Jewelry

For safety reasons, all employees and volunteers are recommended not to wear any jewelry (including rings, watches, necklaces, earrings, bracelets, anklets, etc.). If an employee wears jewelry, it is at their own risk. Supervisory personnel may wear a watch. NWSRA will not replace jewelry that is worn to programs and broken, damaged, or lost. NWSRA prohibits employees from wearing any jewelry of any kind to a program that is considered "high risk" as determined by the supervisor.

Lost or Stolen Items

Please remember to place purses, wallets, etc., in a safe place during work hours. Do not leave items of value in locker rooms during programs. NWSRA will not be responsible for the replacement of personal items if damaged or lost at any program.

Horseplay

NWSRA employees are encouraged and expected to be actively involved with participants during all programs. Any employee interaction with participants during a program should be in accordance with the activities of the program.

Employees shall not demonstrate excessive behavior including but not limited to overly physical play, aggression, unnecessary or inappropriate touching, inappropriate language, and dangerous actions. .

Photo Permission

Photographs of NWSRA participants shall only be taken by an NWSRA employee when asked to do so by NWSRA's Marketing Department, a regular full-time employee or approved person as designated by the Executive Director. Photos taken at NWSRA programs should only be taken with NWSRA equipment. Photo permission is only granted when a Photo Permission Waiver has been completed. Employees shall not take photographs of NWSRA programs or participants with any personal cameras or cell phone cameras.

Correspondence

No written communications on behalf of NWSRA, i.e., flyers, letters, schedules, notes, etc., can be sent out or distributed unless they have been approved by NWSRA's Administrative Team and/or the Executive Director.

Attendance and Punctuality

All employees are expected to arrive on time, ready to work, every day they are scheduled to work. Attendance problems disrupt operations, lower productivity, and create a burden on other employees.

Rules Concerning Attendance and Punctuality

- Employees shall report promptly at the designated starting time and shall devote their entire efforts during working hours to assigned duties.
- When an employee knows in advance that he or she cannot avoid absence from work, the employee must make arrangements in advance with his or her supervisor.
- If it is not feasible to make arrangements in advance for an absence, , the employee, at least two (2) hours prior to the start of his her shift, must call his or her supervisor or on-call phone if after office hours. Text and/or email messages are not acceptable. The employee should be prepared to explain the reason for the absence and give an expected date of return to work. NWSRA may require that additional documentation substantiating the reason for the absence be furnished.
- An employee must personally contact NWSRA on a daily basis during all absences, except those arranged in advance.
- In instances of absence due to health, NWSRA reserves the right to require an employee to obtain a doctor's note justifying his or her absence. Ordinarily, if an employee is out sick for three (3) or more consecutive days, a doctor's note will be required to return to work. Where deemed appropriate, NWSRA may delay its decision as to your physical fitness to return to work until a doctor's note is submitted.
- If an employee fails to report to work without calling in for three (3) or more consecutive days, the employee will be considered to have voluntarily resigned employment.

Excessive absenteeism or tardiness, or failure to show up or call in for a scheduled shift without prior approval may result in discipline up to and including termination.

Job Performance/Performance Evaluations

Communication between employees and supervisors 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 reviews are typically conducted annually and at other times when deemed appropriate. The performance evaluation process provides a means for discussing, planning and reviewing the performance of each employee. These reviews include a written performance appraisal and discussion between the employee and the supervisor about job performance and expectations for the coming year. The job performance evaluation maybe considered when determining a merit salary or wage increase. The evaluation shall become a part of the employee's personnel file and a copy shall be given to the employee. All job performance evaluations shall be confidential.

Outside Employment

Employees shall be allowed to secure employment outside of their job providing permission is requested and received from the Executive Director and that the outside employment does not interfere with their job performance, affect attendance, prevent employees from working overtime, involve the use of NWSRA's equipment, tools or other resources, or otherwise conflict or compete with NWSRA's best interests. The Executive Director and Superintendents will consider whether outside employment will interfere with the schedule of programs and services provided by the Association at various intervals for the outside employment requested.

Requests to secure outside employment shall be made in writing. Each change in outside employment shall require separate approval. All requests, whether approved or disapproved, shall be placed in the employee's personnel file. Employees are prohibited from entering into contracts with an individual or a company for the performance of personal services while on NWSRA time or using NWSRA equipment. Employees shall not receive outside compensation for performing services on NWSRA time. For the purpose of this section, outside employment shall be defined as any form of non-NWSRA activity whether full-time, part-time, or seasonal, for which an employee receives money, goods, services, or other forms of compensation.

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 may be subject to disciplinary action, up to and including termination.

Dress Code

NWSRA office employees are required to follow a Business Casual dress code during office hours. It is important to project a professional image to our participants, families, visitors, and coworkers. All employees are expected to dress in a manner consistent with good hygiene, safety, and appropriate to their position during working hours.

Recreation employees are required to dress in a business casual attire during office hours. During program hours, recreation employees are required to dress appropriate to the program.

Program employees are required to dress in accordance with the activity of the program in which they are participating. This means if out in the community, employees should dress in clean un-tattered pants, jeans, or shorts and a clean shirt. If in an athletic or sports program, dress should match the sport. Swimming programs requires a one-piece swimsuit or swim trunks. Speedos, bikinis and tankini's are not allowed. Water shoes are suggested for all employees during swimming programs. T-shirts can worn in the pool over appropriate swimwear.

Athletic closed-toed, closed-heeled shoes are required during all recreation programs. NWSRA t-shirts are the preferred attire at programs. However, if NWSRA t-shirts are not available, the employee may wear t-shirts without profanity, sexual connotations, political statements, alcohol,

illegal substances, weapons of any kind or any image or text that would otherwise violate NWSRA's anti-harassment policy.

Due to the needs of our participants, it is suggested employees refrain from wearing dangling or excessive jewelry, visible piercings, expensive glasses, or bulky accessories at all programs. Damage to personal property during programs is not guaranteed to be reimbursed.

Lycra, yoga, or athletic pants are not allowed in the office during non-recreation work hours. Shirts must extend below the natural waist and cannot be low cut or revealing. Shorts must be at mid-thigh, while skirts are to be no less than 2" above the knee. Stretch pants must have a shirt that extends below the hip. Thin-strapped camisole shirts are not allowed at the office or in programs. Camisole straps must be at least 2" wide.

Employees are also prohibited from wearing or maintaining in their workspace any type of strong-smelling substance, including but not limited to, perfumes, aftershaves, colognes, potpourri, or other such substances. Employees are expected to maintain appropriate hygiene standards while at work or performing NWSRA work.

Any questions or complaints regarding the appropriateness of attire should be directed to the Superintendent of Administrative Services. Decisions regarding attire will be made by the Executive Director and not by individual departments or supervisors.

Bulletin Boards

All required governmental postings are posted on the boards located in the lunchroom. These boards may also contain general announcements.

Employees may submit to the Superintendent of Administrative Services any printed material of general interest for approval of circulation or posting on NWSRA boards. The Superintendent of Administrative Services approves, posts, and takes down all notices.

Employees may not otherwise post, tape, tack or affix in any way any form of literature, printed or written materials, photographs, or notices of any kind on NWSRA bulletin boards or their glass coverings, on the walls, in time clock areas, or anywhere else on NWSRA property. NWSRA's bulletin boards may not be used by employees or outside parties for the posting of commercial notes and advertisements, announcements and witticisms, sales of personal property, or any other non-work-related matters.

All approved notices initiated by employees will be removed after 2 weeks unless otherwise stipulated, and all printed or emailed materials may only be posted, distributed or circulated once unless otherwise stipulated. The Association reserves the right to refuse permission to post, distribute, or circulate, or to take down any announcement.

Solicitation

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, on break, or on the premises immediately before or after his or her shift.

Employees are also prohibited from distributing written materials, handbills, or any other type of literature on working time and, at all times, in "working areas," which includes all office areas. "Working areas" do not include break rooms, parking lots, or common areas shared by employees during non-working time.

Nonemployees may not trespass or solicit or distribute materials anywhere on Association property at any time.

WORKPLACE SAFETY

Commitment to Safety

Protecting the safety of our employees and participants is the most important aspect of providing programs and services.

All employees have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices and by notifying management when any health or safety issues are present. All employees are encouraged to partner with management to ensure maximum safety for all.

Safety Committee Responsibilities

The Safety Committee will function as an advisory body to develop and recommend to the Executive Director matters of policy and procedure affecting the administration of NWSRA business.

The Safety Committee will be composed of a minimum of eight (8) employees. The Safety Coordinator and Superintendent of Administrative Services are permanent members and will always serve on the committee. In addition, there will be one representative from each area of NWSRA, including: Inclusion, Support Services, Day Camp, Athletics, Day Programs, foundation employee, and administrative support employee. The committee can appoint new members every calendar year. The committee will meet once a month. The Safety Coordinator may call special sessions as required.

The Safety Committee will have all of the following responsibilities:

- Establish and meet specific short-term and long-term safety and risk management program goals and objectives.
- Review all NWSRA injuries, accidents, and incidents (near misses) and develop countermeasures for prevention of similar incidents in the future.
- Discuss existing safety policies. Make recommendations for modification/upgrading and advertise or utilize policies in the preparation of educational materials.
- Oversee the completion of, and review all inspections and coordinate a self-inspection program schedule.
- Develop recommendations and target dates (timelines) for risk management program improvement.
- Concentrate heavily upon needs and concerns which arise during the summer seasonal (busy) months.
- Review and make recommendations to the Executive Director for employee safety suggestions submitted for a bonus incentive award.
- Prepare for and participate in the PDRMA Loss Control Review.

General Safety Rules

- Personal protective equipment/barriers must be used when potential hazards cannot be eliminated or identified;
- Equipment is to be operated only by trained and authorized personnel;
- Periodic inspections of workstations, equipment, and vehicles will be conducted to identify potential hazards and to ensure that equipment or vehicles are in safe operating condition;
- Any potentially unsafe conditions or acts are to be reported immediately to a supervisor;
- If there is any doubt about the safety of a work method, an employee's supervisor should be consulted before beginning work;
- All accidents, near misses, injuries, and property damage must be reported to a supervisor as soon as possible, but in no case longer than 24 hours after the incident, regardless of the severity of the injury or damage. In all cases, an Accident/Incident Report must be completed and turned in to the Safety Coordinator. Failure to report an accident or known hazardous condition may be cause for disciplinary action up to and including immediate dismissal;
- All employees must follow recommended work procedures outlined for their job, including safe work methods described in a job description;
- Employees are responsible for maintaining an orderly environment. All tools and equipment must be stored in a designated place. Scrap and waste material are to be discarded in a designated refuse container or will be recycled through a certified third party vendor;
- Any smoke, fire, or unusual odors must be reported to a supervisor immediately.
- When an employee needs to transfer or lift a participant or a heavy object, the employee must do so in the safest manner possible and with the assistance of another employee;
- When working on or reaching for objects overhead, an appropriate ladder or step stool must be used. Climbing on boxes, buckets, chairs, etc. is prohibited;
- If an individual's work creates a potential slip or trip hazard, the employee must correct the hazard immediately or mark the area clearly before leaving it unattended;
- Safety and restraint belts must be fastened before operating any motorized vehicle;
- Employees who operate vehicles must obey all driver safety instructions outlined in the transportation section of this manual and comply with all applicable state rules of the road;
- Employees who are authorized to drive are responsible for having a valid Illinois driver's license. Employees must report revocation of driver's license and must notify the Superintendent of Administrative Services of any moving violations received;
- Employees are not allowed to transport participants of NWSRA programs in personal vehicles unless there is a current Respite Waiver on file.
- All employees must know NWSRA and Member district rules regarding first aid, evacuation routes, emergency response plan and notification of EMS (911);
- Employees must assist and cooperate with all safety investigations and inspections and assist in implementing safety procedures as requested;
- The use of personal electronic devices and accessories by employees is not permitted during programs unless authorized by the Reimbursement Policy.

Safety Discipline

Disciplinary action will be taken when any person willfully violates safe work rules, fails to take appropriate safety precautions, disregards traffic regulations or demonstrates indifference or defiance to safety policy or procedures. Failure to observe safety rules or failure to use safety devices, personal protective equipment and/or other equipment when required to do so may also result in discipline.

Accident/Incident Reporting

NWSRA employees are hired with certain qualifications and receive ongoing training to equip them with the skills necessary to provide programs in the safest environment possible. Occasionally, accidents and incidents will occur in the course of conducting the large numbers of programs and events, with a wide variety of participants, each season.

Whenever an accident occurs, the person in charge of the activity must complete the Accident/Incident Report Form, indicating whether it involves bodily injury or property damage (for example, damage to a facility). In cases of bodily injury to a participant, the parent or guardian should be notified immediately or at pick-up time at the program. Additional follow-up calls may be important based upon the severity of the injury. The employee must complete the form with all of the facts and observations available, and will not include opinions, speculation, or admission of fault. A supervisor or superintendent must proof the form. The report must be submitted within 24 hours to the office. The original must be submitted to the Superintendent of Administrative Services.

Record of Calls Report and Complaint

Whenever any employee receives a phone call regarding problems or suggestions that require correction or attention, he/she should complete the Record of Calls/Complaint Form, indicating the nature of the call. This information is vital in maintaining quality services and improving NWSRA's offerings each season. If the employee chooses to type notes from the call, then he/she should include his/her signature and date it for the record. It is important for the employee to act promptly after the call and pass on the information to any employee with a need to know. Each seasonal brochure is planned an entire season in advance, so information regarding program changes is time-sensitive. Other information related to problems at programs should be reported immediately in order to provide good customer service by resolving the situation quickly. Record of Calls/Complaint Report can also be used to report compliments and customer satisfaction with the Association.

Workplace Security and Inspections

To: 1) safeguard the property of employees, participants, and NWSRA; 2) help prevent the possession, sale, and use of illegal drugs on NWSRA's premises and keep with the spirit and intent of NWSRA's substance abuse policy; and 3) help prevent the possession of illegal weapons on NWSRA's premises, NWSRA reserves the right to question employees and all other persons entering and leaving our premises, and to inspect any packages, parcels, purses, handbags, briefcases, lunchboxes, or any other possessions or articles carried to and from NWSRA's property. In addition, NWSRA reserves the right to search any employee's office, desk, files, locker, or any other area or article on our premises. In this connection, it should be noted that all offices, desks, files, lockers, and so forth, are the property of NWSRA and are issued for the use of employees only during their employment with NWSRA. Inspections may be conducted at any time at the discretion of NWSRA.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy will not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection will be subject to disciplinary action, up to and including termination.

Workers' 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.

NWSRA employees are covered under the Illinois Workers' Compensation Act. The Act provides for medical care and replacement of wages if an employee sustains an injury arising out of and occurring in the course of employment with NWSRA. Non-job-related illnesses or injuries, or illnesses or injuries not related to the performance of assigned duties are not covered under the Act.

All employees must adhere to the following conditions:

Any work-related injury or illness (even if the employee is uncertain if the injury or illness is work-related but suspects it might be work-related) must immediately be reported directly to the employee's immediate supervisor or superintendents if the immediate supervisor cannot be reached directly. *Note: Failure to immediately report an injury or illness may jeopardize the employee's eligibility for worker's compensation benefits.*

Workers' compensation benefits will run concurrently with FMLA leave, if applicable. In addition, employees will not be paid vacation or sick leave for absences for which they receive workers' compensation benefits.

Mandated Reporter

All NWSRA employees are mandated by the State of Illinois to make a report to the DCFS hotline if they observe a situation that provides reasonable cause to suspect child abuse or neglect. Workers in certain professions, including "recreational programming" personnel, have this legal mandate. Employees are trained in signs and symptoms of abuse and neglect, and procedures for making a report. As mandated reporters, employees are held harmless from all civil and criminal liability when a good faith report is filed.

If an employee suspects abuse and/or neglect of a participant, they are encouraged to inform a supervisor, a Superintendent, or the Executive Director. NWSRA management will assist the employee in making a report with the State. Employees should be notified verbally as well as on a Record of Call or Incident Report Form.

The State of Illinois has established a hotline 1-800-252-2873 (1-800-25ABUSE) for reporting purposes.

Participant Care

If an employee is asked to perform tasks and/or services which are invasive (e.g., the cleaning and reinsertion of a G-tube), or that may require medical training, skills, or judgment beyond that of a layperson, the employee should reach out to his or her supervisor.

Emergency Closings

NWSRA will always make every attempt to be open for business. In situations in which employees are concerned about their safety, management may advise supervisors to notify their departments that the office is not officially closed, but anyone may choose to leave the office if he or she feels uncomfortable and has the approval of their supervisor.

If the office is officially closed during the course of the day to permit employees to leave early, non-exempt employees who are working on-site as of the time of the closing will be paid for a full day. If

you leave earlier than the official closing time, you will be paid only for actual hours worked, or you can utilize your accrued time off. Exempt employees will be paid for a normal full day but are expected to either work from home or complete their work at another time.

Strangers at Programs

NWSRA programs are exclusively for registered participants, employees, and volunteers. Individuals not registered in an NWSRA program are not allowed to become involved with the program or its participants at any time. Any outside involvement in a program by an individual, i.e., photographer, press/media employee, PDRMA representative, therapist, teachers etc., are required to be accompanied by an NWSRA employee, and their attendance must be communicated to the Program Leader prior to the beginning of the program.

If a stranger is identified at a program, the Program Leader should be notified immediately. Leaders will speak with the individual. If a threat is determined, 911 and on-call should be notified immediately.

Parents/guardians of participants are allowed to view programs and will be involved with the program during pick-up and drop-off times of NWSRA programs. Friends, family, and acquaintances of NWSRA employees must be pre-approved by an NWSRA full-time employee prior to attending a program and fill out a volunteer waiver and emergency contact information.

Illinois Right-To-Know

NWSRA is committed to protecting its employees against the dangers of potentially hazardous substances while on the job. Safety training and the proper handling and storage of these substances are just a few of the things NWSRA does to keep employees safe.

In addition, the Occupational Safety and Health Administration (OSHA) has issued a regulation that states employees have a right to know what potential hazards they face on the job and how they can protect themselves. This is called an employee's "Right-to-Know."

Hazardous Communication

Northwest Special Recreation Association (NWSRA) has developed a comprehensive Hazard Communication (Hazcom) program to ensure we communicate information about the hazards of chemicals used in our operations to our employees.

The Hazard Communication Standard requires NWSRA to train its employees in the health and safety hazards of the chemicals in the workplace. A "hazardous chemical" is any chemical that is classified as a physical hazard or a health hazard, a simple asphyxiant, combustible dust, pyrophoric gas, or hazard not otherwise classified. A few examples of hazardous chemicals used in NWSRA operations include pool chemicals, custodial supplies, fuels, paints, pesticides, automotive products, compressed gases, and fertilizers.

NWSRA's Hazcom program applies to all work areas where employees have the potential to be exposed to chemicals during routine operations, non-routine tasks, and chemical-spill emergencies.

The Hazcom program consists of five basic elements listed below:

- Written Hazcom program.
- Inventory of hazardous chemical products.
- Inventory of Material Safety Data Sheets.
- Labeling procedure for hazardous material containers.
- Hazcom employee training program.

It is NWSRA policy to provide employees a safe and healthy work environment. It is also a management objective to maintain an effective Hazcom program consistent with federal, state, and local health and safety regulations. To attain this objective, all NWSRA employees must include Hazcom compliance as an essential consideration in all phases of their work. NWSRA's Hazcom program is a cooperative effort between management and employees.

Family and Medical Leave (FMLA)

This policy contains information consistent with and in addition to the information contained in the "Employee Rights under the Family and Medical Leave Act" notice (found at the end of this policy) and is meant to provide additional information about NWSRA's specific policies and procedures under the Family and Medical Leave Act. In the event of any conflict between the "Employee Rights under the Family and Medical Leave Act" notice and this policy, the "Employee Rights under the Family and Medical Leave Act" notice will prevail.

Basic Leave Entitlement

Employees may be eligible to take up to 12 weeks of unpaid family/medical leave within a 12-month period and be restored to the same or an equivalent position upon return provided that the employee has worked for NWSRA for at least 12 months AND worked at least 1,250 hours in the last 12 months AND if at least 50 employees are employed by NWSRA within 75 miles of the employee's work location.

The "12-month period" is a rolling 12-month period measured backward from the date an employee uses any leave under FMLA. Thus, each time an employee takes FMLA leave, the remaining leave entitlement would be any balance of the 12 weeks which has not been used during the immediately preceding 12 months.

Reasons for Leave

If an employee is eligible, the employee may take family/medical leave for any of the following reasons: (1) the birth of a child and in order to care for such child; (2) the placement of a child with the employee for adoption or foster care; (3) to care for a spouse, son, daughter or parent ("covered family member") with a serious health condition; or (4) because of the employee's own serious health condition which renders the employee unable to perform the functions of the employee's position. Leave because of reasons one and two above must be completed within the 12-month period beginning on the date of birth or placement. In addition, spouses employed by NWSRA who request leave because of reasons one or two or to care for an ill parent may only take a combined aggregate total of 12 weeks leave for such purposes during any 12-month period.

Military Family Leave Entitlement

If an employee is eligible, the employee may use the 12-week FMLA leave entitlement to take military family leave. This leave may be used to address certain qualifying exigencies related to the covered active duty or call to covered active duty of a spouse, son, daughter or parent. Qualifying exigencies may include (1) attending certain military events; (2) arranging for alternative childcare; (3) addressing certain financial and legal arrangements; (4) attending certain counseling sessions; (5) addressing issues related to short-notice deployment; (6) spending time with a covered family member who is resting and recuperating; (7) attending post-deployment briefings; and (8) for certain activities relating to the care of the military member's parent who is incapable of self-care where those activities arise from the military member's covered active duty.

An employee may also be eligible for up to 26 weeks of leave to care for a covered service member during a single 12-month period. *This single 12-month period begins with the first day the employee takes the leave.* A covered service member includes: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness incurred in the line of duty; or (2) a veteran who is undergoing medical treatment, recuperation or therapy for a serious injury or illness incurred in the line of duty and: (i) was a member of the Armed Forces (including a member of the National Guard or Reserves); and (ii) was terminated or released under conditions other than dishonorable within the five-year period before the eligible employee first takes FMLA military caregiver leave to care for the veteran.

Improper Use of Leave

Employees may not be granted an FMLA leave of absence to gain employment or work elsewhere, including self-employment. If an employee misrepresents facts in order to be granted an FMLA leave, the employee may be subject to immediate termination.

Notice of Leave

If the FMLA leave is foreseeable, the employee must give NWSRA at least 30 days' notice in accordance with the usual procedure for requesting a leave of absence. Failure to provide such notice may be grounds for delay of the leave. Where the need for leave is not foreseeable, the employee is expected to notify NWSRA as soon practicable and, absent unusual circumstances, in accordance with NWSRA's normal leave procedures. Employees must complete a Leave Request and submit to the Superintendent of Administrative Services for review.

Medical Certification—Leave for Employee's Own or a Covered Family Member's Serious Health Condition: If the employee is requesting leave because of the employee's own or a family member's serious health condition, the employee and the relevant health care provider must supply appropriate medical certification. The medical certification must be provided within 15 days after it is requested, or as soon as reasonably possible under the circumstances. Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided. NWSRA, at its expense, may require an examination by a second health care provider designated by NWSRA, if it reasonably doubts the medical certification you initially provide. If the second health care provider's opinion conflicts with the original medical certification, NWSRA, at its expense, may require a third, mutually agreeable health care provider to conduct an examination and provide a final and binding opinion. NWSRA may also require medical recertification periodically during the leave and employees may be required to present a fitness for duty verification upon their return to work following a leave for the employee's own illness specifying that the employee is fit to perform the essential functions of the job.

Certification for a Qualifying Exigency

If the employee is requesting leave because of a qualifying exigency arising out of a covered family member's active duty or call to active duty, the employee must supply a copy of the covered military family member's active duty orders or other documentation issued by the military indicating that the covered military member is on active duty or call to active duty (including the dates of the active duty service). NWSRA may also request additional information pertaining to the leave.

Certification for Service Member Family Leave

If an employee is requesting leave because of the need to care for a covered service member with a serious injury or illness, NWSRA may require the employee to supply certification completed by an authorized health care provider of the covered service member. In addition, NWSRA may also request additional information pertaining to the leave.

Certification for Serious Injury or Illness of a Veteran for Military Caregiver Leave If an employee is requesting leave because of the need to care for a covered veteran with a serious injury or illness, NWSRA may require the employee to supply certification completed by an authorized health care provider of the covered veteran. In addition, NWSRA may request additional information pertaining to the leave.

Substitution of Paid Leave

FMLA leave is unpaid leave. If you request leave for any FMLA-covered reason, you may be required to exhaust any remaining applicable paid time. The exhaustion of this paid leave does not extend the leave period. In addition, if you are eligible for any additional paid leaves, such as short term/long term disability or worker's compensation, these leaves will also run concurrently with FMLA leave (where appropriate) and will not extend the leave period. When using paid leave in conjunction with FMLA leave, employees must comply with the requirements of the applicable paid leave policy.

Benefits during Leave

During an approved FMLA leave, NWSRA will maintain the employee's health benefits as if the employee continued to remain actively employed. The employee must agree with NWSRA prior to the leave as to how premiums will be paid to NWSRA during an unpaid FMLA leave.

Failure of the employee to pay his or her share of the health insurance premium may result in loss of coverage. If the employee does not return to work after the expiration of the leave, the employee may be required to reimburse NWSRA for payment of health insurance premiums during the FMLA leave.

During the unpaid portions of FMLA leave, the employee will not accrue employment benefits, such as vacation pay and sick/personal pay, etc. Also during the unpaid portions of FMLA leave, the employee will not receive pay for holidays. Employment benefits accrued by the employee up to the day on which the unpaid FMLA leave begins will not be lost.

Intermittent Leave

Leave because of a serious health condition, to care for a service member with a serious injury or illness or because of a qualifying exigency may be taken intermittently (in separate blocks of time due to a single covered health condition) or on a reduced leave schedule (reducing the usual number of hours an employee works per workweek or workday) if necessary. If leave is unpaid, NWSRA will reduce the employee's salary based on the amount of time actually worked. In addition, when the leave is needed for planned medical treatment, employees must attempt to schedule treatment so as not to unduly disrupt NWSRA's operations. Furthermore, if intermittent or reduced hours leave is required for planned medical treatment, NWSRA may, in its sole discretion, temporarily transfer the employee to another job with equivalent pay and benefits that better accommodates that type of leave. A fitness for duty certification may be required to return from an intermittent absence if reasonable safety concerns exist concerning the employee's ability to perform job duties.

Job Restoration

If the employee wishes to return to work at the expiration of the leave, the employee is entitled to return to the same position or to an equivalent position with equal pay, benefits and other terms and conditions of employment. If the employee takes leave because of the employee's own serious health condition, the employee may be required to provide medical certification that the employee is fit to perform the essential functions of the job. Employees failing to provide the certification will not be permitted to resume work until it is provided.

EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

LEAVE ENTITLEMENTS



Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within one year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

BENEFITS & PROTECTIONS

ELIGIBILITY REQUIREMENTS

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave;* and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

*Special "hours of service" requirements apply to airline flight crew employees.

REQUESTING LEAVE

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

EMPLOYER RESPONSIBILITIES

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

ENFORCEMENT

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.



For additional information or to file a complaint:

1-866-4-USWAGE

(1-866-487-9243) TTY: 1-877-889-5627

www.dol.gov/whd

U.S. Department of Labor | Wage and Hour Division



Military Leave

Leaves of absence without pay for military or reserve duty are granted to all NWSRA employees. Employees called to active military duty or to reserve or National Guard training, or volunteering for the same, should submit copies of their military orders to their supervisor as soon as is practicable. This includes time off for (i) service in a federally recognized auxiliary of the U.S. Armed Forces when performing official duties in support of military or civilian authorities as the result of an emergency; (ii) service covered in the Illinois State Guard as defined by the Illinois State Guard Act; and (iii) a period for which an employee is absent from a position of employment for the purpose of medical or dental treatment for a condition, illness, or injury sustained or aggravated during a period of active service in which treatment is paid by the United States Department of Defense Military Health System.

Employees will be granted a military leave of absence for the period of military service or training in accordance with applicable Federal and State laws. Whether they will receive pay during the military leave of absence, their eligibility for reinstatement after the completion of their military duty and training, and benefit continuation/eligibility issues are determined in accordance with applicable Federal and State laws. Employees may elect, but are not required, to use any vacation entitlement for any military leave of absence that is unpaid. Training leaves will not normally exceed two weeks per year, plus reasonable travel time.

Victims' Economic Security and Safety Act (VESSA)

Basis of Leave

All employees may take up to 12 weeks of unpaid VESSA leave from work in a 12-month period (as defined below) for any one or more of the following reasons:

- Seeking medical attention for, or recovering from, physical or psychological injuries caused by domestic or sexual violence to the employee or the employee's family or household member;
- Obtaining services from a victim services organization for the employee or the employee's family or household member;
- Obtaining psychological or other counseling for the employee or the employee's family or household member;
- Participating in safety planning, temporarily or permanently relocating, or taking other actions to increase the safety of the employee or the employee's family or household member from future domestic or sexual violence or ensure economic security; or
- Seeking legal assistance or remedies to ensure the health and safety of the employee or the employee's family or household member, including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic or sexual violence.

Definitions

- "12-Month Period" means a rolling 12-month period measured forward from the date leave is taken and continuous with each additional leave day taken.
- "Domestic or Sexual Violence" means domestic violence, sexual assault, or stalking.
- "Family or household member" means a spouse, parent, son, daughter and persons jointly residing in the same household whose interests are not adverse to the employee as it relates to the domestic or sexual violence.

- “Parent” means the biological parent of an employee or an individual who stood in loco parentis to an employee when the employee was a son or a daughter.
- “Son or daughter” means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is under 18 years of age or is 18 years of age or older and incapable of self-care because of a mental or physical disability.

Intermittent or Reduced Schedule Leave

An employee may take leave intermittently (a few days or a few hours at a time) or on a reduced leave schedule.

Substitution of Paid Leave

The employee may elect to substitute any available paid sick, vacation, personal, or other applicable paid time off for any part of VESSA leave. Such substitution will not extend the employee’s total allotment of time off under this policy.

When the employee’s need for the leave also qualifies as family/medical leave pursuant to the Family and Medical Leave Act (FMLA), this leave will run concurrently under both policies, such that the total amount of unpaid leave for which an employee will be eligible in one year is 12 weeks.

Notice Requirement

The employee shall provide NWSRA with at least 48 hours’ advance notice of the employee’s intention to take the leave, unless providing such notice is not practicable. In unexpected or unforeseeable situations, an employee should provide as much notice as is practicable, usually verbal notice within one or two business days of when the need for leave becomes known.

Certification

For leaves taken pursuant to this policy, the employee may be required to submit a certification demonstrating the need for the leave. The employee as soon as reasonably possible, but in most cases must provide the certification within 15 days after requested.

The certification requirement may be satisfied by the submission of a sworn statement from the employee and one of the following:

- Documentation from a victim services organization, attorney, clergy, or medical or other professional from whom the employee or the family/household member has sought assistance from in addressing domestic or sexual violence and/or its effects;
- A police or court record; or
- Other corroborating evidence.

All documentation related to the employee's need for the leave pursuant to this policy will be held in strict confidence and will only be disclosed as required/permitted by law.

Effect on Benefits

During an approved VESSA leave, NWSRA will maintain your health benefits as if you continued to be actively employed. If paid leave is substituted for unpaid VESSA leave, NWSRA will deduct your portion of the health plan premium as a regular payroll deduction. If your leave is unpaid, you must pay your portion of the premium during the leave. Your group health care coverage may cease if your premium payment is more than 30 days late. If you do not return to work at the end of the leave period, you may be required to reimburse NWSRA for the cost of the premiums paid by NWSRA for maintaining coverage during your unpaid leave, unless you cannot return to work because of the

continuation, recurrence, or onset of domestic or sexual violence or other circumstances beyond your control.

Job Protection

If you wish to return to work at the expiration of your leave, you are entitled to return to your same position or to an equivalent position with equal pay, benefits and other terms and conditions of employment. If you take leave because of your own medical condition, you are required to provide medical certification that you are fit to resume work. Employees failing to provide a return to work certification will not be permitted to resume work until it is provided.

Reasonable Accommodations

NWSRA supports the Victims' Economic Security and Safety Act and will attempt to provide reasonable accommodations for people who are entitled to protection under this Act in a timely fashion, unless such accommodations would present an undue hardship for NWSRA.

Reasonable accommodation applies to applicants and employees and may include adjustment to a job structure, workplace facility, or work requirement, transfer, reassignment, or modified schedule, leave, a changed telephone number or seating assignment, installation of a lock, implementation of a safety procedure or assistance in documenting domestic or sexual violence that occurs at the workplace or in work-related settings, in response to actual or threatened domestic or sexual violence.

A qualified individual is an individual who, but for being a victim of domestic or sexual violence or having a family or household member who is a victim of domestic or sexual violence, can perform the essential functions of the employment position that such individual holds or desires.

Should you wish to request a reasonable accommodation pursuant to this policy, you should contact the Superintendent of Administrative Services.

General Leave of Absence

Employees who, for personal or other reasons, wish to request time off, but do not qualify for a leave under another of NWSRA's policies, may request an unpaid general leave of absence. This leave of absence is typically granted for a maximum of up to 30 calendar days. Employees applying for an unpaid general leave of absence must have exhausted all their available paid time off, such as vacation, personal, and, where applicable, sick time.

An employee must apply in writing for this leave of absence and submit his or her request to his or her supervisor. The employee's request should include the reason for the leave, the date on which the employee wishes the leave to begin, the date on which the employee will return to active employment with NWSRA, and any documentation supporting the employee's need for leave. If the reason for the leave of absence is reasonably foreseeable, the employee should request the leave at least 30 days in advance. The granting of a leave of absence, and the terms and conditions surrounding the leave of absence, are at the sole discretion of NWSRA. While NWSRA will make every effort to reinstate the employee to his or her previous position, there are no guarantees.

Failure to return from a leave of absence at the time agreed upon is normally regarded as a voluntary resignation. Requests for an extension of a general leave of absence should be submitted in writing to the Superintendent of Administrative Services prior to the agreed upon return date.

Emergency Response Plan

NWSRA and every program site must have a plan of action so that employees can appropriately deal with an emergency situation. Office employees should adhere to the Office Emergency Response Plan in emergency situations when at NWSRA administrative offices. Program Leaders should refer to the NWSRA Program Emergency Response Plan, as well as the Emergency Response Plans for each facility where programs are held.

Designated Spokesperson

Events may occur when an NWSRA program is going on or at a facility where programs are held that will draw immediate attention from the news media. It is imperative that one person speaks for NWSRA to deliver an appropriate message and to avoid giving misinformation in any media inquiry.

When asked for comment or information, employees should respond with: **“I’m not the best person to answer that question. You may want to talk to NWSRA’s official spokesperson, (Executive Director’s Name).”**

Person in Charge (PIC)

During regular office hours, there will always be Person in Charge (PIC) in case of emergency. That person will be the Executive Director, a Superintendent, or a supervisor on duty. If you are uncertain who the PIC is any specific time, ask your supervisor or consult the Emergency Response Plan.

Severe Weather Emergencies

During severe weather, a Superintendent, department manager, or other designee will monitor the weather conditions via radio or weather radio, and keep employees informed of the status of watches, warnings, or other pertinent information.

In the event of a tornado, and the City of Rolling Meadows alert is activated, employees will typically be evacuated to the basement of the building. When exiting, be sure to assist individuals with physical impairments.

During severe weather when warnings are in effect, employees may be instructed to shut off equipment, to make arrangements for program cancellation, as well as to avoid personal trips out of the building. Programs should be cancelled prior to severe storms involving warnings whenever there is sufficient advance notice to do so.

In the event of a natural disaster, including tornado or earthquake at Park Central, front office employees will attempt to bring the Emergency Response Team kits, first aid kit, extra flashlights and batteries, weather radio and an employee phone list. The Emergency Response team kits usually contain the following equipment: first aid supplies, flashlight, batteries, goggles, helmet, tarp, duct tape for triage, chalk, emergency rations, poncho, screw driver, and a 4 in one tool which is used to turn off the gas and water main.

No one shall leave the basement until emergency personnel or the Person in Charge advises it is safe. Following any weather emergency, a survey of the area will be completed by the Operations Coordinator and other park district representatives to identify hazards and advise employees on

preferred methods to leave the area. NWSRA employees will assist the park district employees and other authorities with any follow-up measures necessary to return the facility to a safe condition.

Evacuation Procedures

If an employee notices or smells smoke, flames, or any other indicators of a fire, gas, or other emergency, they are to immediately activate a manual pull station located at exit doors.

Upon activation of the fire alarm, all employees shall exit the building as quickly and safely as possible at the closest stairwell (the elevator should not be used). Employees assisting any participants should also assist them in exiting, and if the participant is using a wheelchair, he or she should be assisted to the closest "wheelchair refuge" area in the stairwell to be rescued by fire department personnel.

Once outside, all employees should meet at the front of the building, across Central Avenue, in order for everyone to be accounted for.

Bomb Threat

These are potentially dangerous situations that require quick action by employees. Knowing what to do if a threatening call is received necessitates training of employees. An employee who receives a bomb threat phone call should have another employee immediately contact the police and note the following:

- Voice characteristics: Raspy? Slurred? Muffled? Accent?
- General manner: Rational and calm? Emotional? Righteous? Sure or unsure?
- Background noises: Traffic? Machinery? Animals? Other?
- Perceived age and gender of caller

An attempt should be made to write down the following:

- Name of caller and/or organization;
- Date;
- Exact location of bomb;
- Time set for detonation;
- What bomb looks like;
- Why the bomb was placed; and
- What kind of explosive was used.

If any suspicious object that is believed to be a bomb is discovered, the following procedures should be followed:

- Do not move or disturb the object.
- Evacuate the building immediately to a distance of at least 500 feet unless advised to the contrary by the police/ fire department. DO NOT use the intercom, telephones of any kind, walkie talkie, or the alarm system to evacuate the building. The evacuation should be handled in person.
- Make an accounting of who is present (employees, participants or visitors who were in the building).
- Notify fire and police of the suspected bomb and any information about it.
- Do not return to the building until authorities have given clearance.

Serious Injury or Illness

- If comfortable doing so, take immediate steps to administer first aid for which you have been trained.
- When in doubt, assume the situation is serious.
- DO NOT move a co-worker or participant unless it is necessary for their safety.
- Stay with the injured person and send someone to get help. Be sure the messenger is aware of the situation and location of the incident.
- Call 911.
- Do not give anything orally, examples would be liquids, food, medication, and tongue compressors of any kind.

The first employee responder shall maintain direction at the site until the paramedics take over and shall designate one person to communicate the incident to the employee's emergency contacts, if the employee is unable.

The role of the administrative employee is to communicate with the emergency contact of the individual who is sick or injured and accompany the individual in the ambulance. The administrative employee is to remain at the hospital until the emergency contact arrives.

Missing Participant

NWSRA employees are responsible for ensuring the safety of all participants at all times. If a participant is discovered to be missing, NWSRA must be notified immediately.

Program employees should follow these steps when a participant in NWSRA's care is missing for five (5) minutes.

- Contact all employees at the program with details of missing participant. Assign some employees to a designated area to supervise the other program participants and some employees to "search" for the missing participant.
- Conduct a 5-minute search of the area prior to contacting "searchers" by phone or face-to-face.
- For programs at a partner agency facility, contact building supervisor and call 911 if participant remains lost after 5 minutes. For programs in the community, contact on-site security and call 911 if participant remains lost after 5 minutes.
- Immediately call NWSRA at (847) 392-2848.

Once the participant has been found, call all partner agency employees, community security, police and any others that were notified of the missing participant, to let them know the participant has been found.

Severe Vehicle Accident

Employees should follow these procedures in the case of a vehicle accident in which the vehicle cannot be moved or anyone requires first aid:

- Call 911, or ensure that someone is calling 911.
- Move passengers to a location outside of vehicle if safe to do so.
- Provide necessary first aid.
- Immediately call NWSRA at (847) 392-2848. Office employees will contact the Person in Charge.
- The Person in Charge or designee will go to the scene.

- The Person in Charge or designee will contact families of participants and employees involved in the accident.
 - After everyone is settled in position, employees should take a head count to verify and account for all passengers.
 - If any participants require transport to the hospital by ambulance, the Person in Charge will designate an employee to ride with them. Participants are not to be transported in personally-owned vehicles under any circumstances.
 - The Person in Charge will designate only one person to speak with the media. If you are not the designee and are contacted by the media, reply **“I’m not the best person to answer that question. You may want to talk to NWSRA’s official spokesperson, (Executive Director’s Name).”**
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TRANSPORTATION

NWSRA drivers should be accountable for their driving actions. Drivers should understand that in certain instances, driving is a condition of employment, and they are expected to follow these established driving rules and standards which are provided to promote a safer driving environment for employees, participants, and the community.

The following general rules apply to the use of motor vehicles for NWSRA business. These rules are meant to encompass both NWSRA owned vehicles and personal vehicles which are operated for NWSRA business.

Driver’s License

Employees operating any vehicle for NWSRA business must have a valid Illinois driver’s license with the proper classification for the type of vehicle being operated. Upon request, employees must show a valid Illinois license. Employees must notify the Superintendent of Administrative Services if the status of their driver’s license changes. Employees must meet the driving record qualifications as established by the Illinois Secretary of State.

Drivers Abstract

All drivers and full-time employees with driving requirements in their job description will have a Driver’s Abstract requested at time of employment. Driver’s Abstracts will be obtained annually after the first date of employment. NWSRA will obtain an abstract from the Illinois Secretary of State. The driver’s full name and their driver’s license number are required to obtain the abstract.

For newly hired employees who have lived in any other State in the previous year, a driver’s abstract should be requested from their previous state of residence by the employee.

Traffic Laws

Employees are required to obey all traffic regulations. Employees trained to drive NWSRA vehicles must immediately notify the Superintendent of Administrative Services of any traffic citations, whether received on NWSRA business or while operating their personal vehicle.

All employees are responsible for paying any tickets resulting from speeding, moving violations, Red Light Camera and Construction Zone violations while driving a NWSRA vehicle.

Vehicle Accidents

All vehicle accidents must be immediately reported to the Operations Coordinator. A copy of the police report and accident reports must be included. Pictures of the accident, accident scene, and any road signs should be taken on the NWSRA issued van phone.

Alcohol or Drugs

No employee may be under the influence of alcohol, illegal substances, or legal drugs while operating any vehicle for NWSRA business. Further, no employee may be under the influence of alcohol, illegal substances, or legal drugs while operating any NWSRA-owned vehicle at any time, irrespective as to whether the use is for personal or NWSRA business. "Under the influence" means that the employee is affected by alcohol or drugs in a determinable manner. For purposes of this policy, a determination of being "under the influence" can be established by professional opinion, a scientifically valid test, a lay person's opinion, or the statement of a witness following review of the matter by NWSRA.

Any employee who is required to have a Commercial Driver's License (CDL) as a condition of employment is subject to random drug and alcohol testing in accordance with the Department of Transportation regulations. This policy does not replace any of the provisions or requirements of NWSRA's Controlled Substance and Alcohol Testing Policy for positions that require a Commercial Driver's License (CDL).

Controlled Substance and Alcohol Testing Policy

NWSRA's employees who operate commercial motor vehicles and possess a Commercial Driver's License have special responsibilities necessitated by the fact that they operate vehicles that require additional skill and attentiveness over that of non-commercial motor vehicles. As part of its continuing commitment to safety and to comply with federal law, NWSRA has established a controlled substance and alcohol testing policy for positions that require a Commercial Driver's License. Both NWSRA and the federal government recognize that it is important to establish programs to help prevent accidents and injuries resulting from the misuse of alcohol or use of controlled substances by drivers of commercial motor vehicles. The Alcohol and Drug Procedures for CDL Employees, is in addition to, and supplements, and complements, rather than supersedes all other policies, rules, procedures, and practices.

Illinois Vehicle Code

New drivers from out-of-state have a period of 90 days to obtain an Illinois license or permit.

The Illinois Vehicle Code requires a driver to have one year of driving experience and be at least 21 years of age to transport school age children or senior citizens.

Seat Belts

The Illinois Safety Belt Use Law requires that the driver and each passenger of a motor vehicle must be secured by properly adjusted and fastened safety belts.

The Illinois Vehicle Code has the following safety belt requirements:

Bus Safety and Safety Restraints

NWSRA transports participants to and from recreational activities and programming. NWSRA is required to follow all the National Traffic Safety Administration bus safety belt laws. If the NWSRA bus provides safety restraints, they must be utilized to the manufacturer's specifications.

Children and Safety Restraints

The Child Passenger Protection Act of the Illinois Vehicle Code requires a child restraint system when transporting children under the age of 8 in the following circumstances:

- in a vehicle designed to carry not more than ten passengers, which includes passenger cars and mini-vans;
- in a vehicle designed to carry more than ten passengers with a gross vehicle weight rating of 9,000 lbs. or less, which includes 15 passenger vans.

The Illinois Vehicle Code indicates the child restraint system shall be provided by the parent or legal guardian. If provided, NWSRA must utilize the parent's restraint or be in violation of the Illinois Vehicle Code. The Illinois Vehicle Code provides protection to NWSRA when parents or guardians fail to provide restraint systems for their children and NWSRA has to provide a child restraint.

Children under the age of 16 must be properly secured in either a child restraint system or seat belt when being transported in non-commercial motor vehicle. NWSRA does not allow any children under the age of 14 to sit in any front passenger seat.

NWSRA also requires that riders on commercial/leased transportation vehicles used for NWSRA programs wear seatbelts in all cases in which they are provided. Drivers who do not comply with this policy will be subject to disciplinary action in the form of verbal and/or written warning(s), and, if necessary, at the discretion of NWSRA, termination of employment.

Oxygen Tanks

All oxygen tanks must be secured with a seatbelt, to the wheelchair or with the oxygen tank security feature prior to the vehicle moving. **Do not store in overhead bins and racks.**

Assistance for Participants

Individuals may be assisted by employees to and from the door of their residence, if there are no other participants in the van or a second employee is available. Employees are not permitted to enter an individual's residence at any time. NWSRA employees may not lift, carry, or transport an individual's assistive transportation device to any vehicle other than a NWSRA vehicle.

PROGRAMS AND INCLUSION

ADA Compliance

NWSRA complies with the American with Disabilities Act (ADA), which prohibits discrimination in the provision of programs, services or activities to individuals with disabilities. Programs offered through NWSRA are suggested for certain age groups and disability classifications so that programs can be designed to meet specific needs. Any individual desiring to participate in a program not following the recommended suggestions may contact an NWSRA employee. Every attempt at reasonable accommodations will be made so that every individual may participate in their desired program. The Executive Director and the Superintendent of Recreation serve as the Association's ADA Compliance Officers.

Provision of Inclusion Aides

NWSRA works with Member Districts to provide inclusion support to participants and their families accessing services. The goal of NWSRA and its Member Districts in providing inclusion services is to enable participants to take part in leisure opportunities at their highest level of ability.

NWSRA shall generally be the employer of the inclusion aides. As the employer, NWSRA maximizes efficient and effective training and scheduling of the inclusion aides among the Member Districts, and consolidates the administrative work associated with the aides' employment. NWSRA controls the employment of the inclusion aides through its responsibility for their hire, training, assignment, supervision, evaluation and scheduling. Each Member District provides orientation for aides deployed to its sites with regard to the Member District's policies, procedures and site-specific expectations.

Through its assessment of the inclusion needs and the assignment of appropriate aides to the included participants, NWSRA ensures that inclusion services are aligned with an acceptable use of the special recreation levy to cover expenses under the joint agreement with the Member Districts.

Inclusion at NWSRA

Various types and levels of support can be implemented to provide successful inclusive services. In order to ensure that each individual is able to participate in the least restrictive environment at the maximum level of independence, NWSRA offers a variety of support levels.

Services may include:

- In-service training to partner agency employees.
- Gathering information regarding participants by contacting the partner agency in which the individual is registered and/or the participant's family. When appropriate, NWSRA may gather information about a participant by contacting school professionals, observing in the classroom or speaking to others in a clinical setting.
- Providing resource materials to partner agency employees including information on various disabilities, therapeutic techniques, suggestions on adapting activities and other beneficial resources as needed.
- Periodic visits to the program by NWSRA employees to conduct observations, hands-on training, answer questions and assist with any problem areas that may exist.
- Provision of an Inclusion Aide at the program to assist with the inclusion of the individual who has special needs while also acting as an employee within the program.

Inclusion services are considered on an individual basis. Once parents/guardians or partner agency supervisors notify NWSRA of participation by an individual who has requested an accommodation, NWSRA employees will complete an assessment which will be followed by a support level recommendation to the partner agency making the request. The level of support will be determined by evaluating the participant that has requested support.

Fair Play

Fair Play at NWSRA is a process, intended to maximize the safety and enjoyment of participants, employees, volunteers and the general public accessing recreation and leisure programs and services conducted by NWSRA. Through this process, the concept of joint planning, interactive dialogue and mutual cooperation is followed to the maximum extent possible, requiring the commitment of

employees and the cooperation of the participants and their families. The Fair Play at NWSRA process provides a framework for addressing reasonable accommodations, expectations of conduct, and matching the abilities and interests of the participant to appropriate programs.

Fair Play at NWSRA is intended to maximize the ability of the participant to comply with the essential behavior and conduct expectations by encouraging the participant to develop self-discipline, positive ways of interacting with others and appropriate problem solving skills, as well as provide a safe environment for recreation and leisure activities. The Behavior Code of Conduct requires all participants to:

1. Show respect to all participants and employees; take direction from employees.
2. Refrain from using abusive or foul language.
3. Refrain from causing bodily harm to self or others.
4. Show respect to equipment, supplies and facilities.
5. Refrain from kissing, inappropriate touching/hugging.

A positive approach will be used to effect discipline. NWSRA will periodically review rules with participants during the program session. If unsafe or otherwise inappropriate behavior occurs, prompt resolution will be sought specific to each individual situation. NWSRA reserves the right to dismiss a participant whose behavior endangers his/her own safety or that of others. If property damage occurs, NWSRA may request partial to full reimbursement from participant, guardian, caregiver or parent. NWSRA will evaluate recommended proposals and recommendation for continued participation in programs when necessary.

Principles of Inclusion

NWSRA and its member park districts adhere to the following basic principles when providing accommodations to allow for successful inclusion of individuals with disabilities in park district activities:

- The interests and needs of the individual participant will be addressed.
- The concern of the parents(s) will be taken into account.
- The member park district and employees will be given full support by NWSRA.
- Options will be made available to individuals with disabilities.
- NWSRA Board of Director's will determine, as necessary, the provisions of resources for inclusion services.

Service Animals

Service animals are permitted to accompany individuals with disabilities. The ADA regulations defines a service animal as "a dog that is individually trained to work or perform tasks for an individual with a disability". The Program Leader will check with the participant and/or their parent/guardian regarding the procedures for their service animal.

Participants and Employee Vehicles

At no time for any reason, is a participant allowed to be transported in any employees personal vehicle. Transportation must be provided by the participant, parent and/or guardian or home facility unless official transportation services are provided by NWSRA.

Citizen Input

It is essential for the provision of excellent service to obtain citizen input. It is the policy of NWSRA to involve participants and families in the planning process for programs and facilities through seasonal evaluation, needs assessments, comment section of the registration form, parent meetings and forums. Such involvement constitutes an interaction between staff and the community for purposes of gathering pertinent information.

INFORMATION SYSTEMS

It is a goal of NWSRA to provide a technologically-advanced system and resources to enhance communication and capabilities among participants, families, employees, and Board Members in an efficient and effective manner.

To ensure continued growth, employees must be knowledgeable and experienced in computer use. Further, employees must abide by risk management principles associated with using electronic media. Each employee must be able to effectively work with computer-based services and recommend applications.

The policies below govern employee use of NWSRA's computers, networks, communications systems, phone systems, Internet, and other IT resources (collectively "information systems"). All such information systems, and all communications and stored information transmitted through, received on, accessed on, or contained in NWSRA's information systems are NWSRA property and are to be used primarily for job-related purposes during working time. To ensure the proper use of information systems and business equipment, NWSRA may monitor the use of these systems and equipment and review or inspect all material stored on them from time to time. No communications are guaranteed to be private or confidential. When using NWSRA information systems, employees should note the following:

Social Media Policy

We understand that social media can be a fun and rewarding way to share 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 employees in making responsible decisions about the use of social media, NWSRA has established these guidelines for appropriate use of social media.

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to personal or others' blogs, personal websites, social networking sites, web bulletin boards, or chat rooms, whether or not associated or affiliated with NWSRA, as well as any other form of electronic communication.

General Rules and Guidelines

The following rules and guidelines apply to the use of social media at any time, regardless of whether such use is personal or on behalf of NWSRA, or during working or non-working time. (Using NWSRA equipment to access social media sites is also governed by all other applicable Information Systems policies. Employees should also refer to those provisions before accessing such sites via NWSRA's equipment). These rules and guidelines apply to all employees.

1. Employees are prohibited from discussing confidential NWSRA matters through the use of social media, such as confidential NWSRA participant information, participant lists, confidential NWSRA financial information, business contracts, and other proprietary and nonpublic NWSRA information. See the Confidential Information Policy for more information.

2. Employees cannot use social media to harass, threaten, bully, or discriminate against co-workers, supervisors, participants, vendors or suppliers, any Park Districts or other organizations associated or doing business with NWSRA, or any members of the public, including website visitors who post comments. NWSRA's anti-harassment and EEO policies apply to use of social media.
3. Employees should respect all copyright and other intellectual property laws. For NWSRA's protection, as well as your own, it is critical that you show proper respect for all the laws governing copyright, fair use of copyrighted material owned by others, trademarks and other intellectual property, including NWSRA's own copyrights, trademarks, and brands.
4. This policy is not intended, nor shall it be applied, to restrict employees from discussing their wages, hours and working conditions with co-workers.

NWSRA- Sponsored Social Media

NWSRA-sponsored social media is used to convey information about NWSRA's facilities and services, advise the public about upcoming events, obtain participant feedback, exchange ideas, reach out to potential new markets, issue or respond to breaking news, and brainstorm with employees and participants.

All such NWSRA-related social media is subject to the following rules and guidelines, in addition to the rules and guidelines set forth above:

1. Only employees designated and authorized by NWSRA can prepare content for, delete, edit, or otherwise modify content on NWSRA social media. These employees are responsible for ensuring that NWSRA's social media conforms to all applicable NWSRA rules and guidelines. They are also authorized to remove immediately and without advance warning any content, including offensive content such as pornography, obscenities, profanity, and/or material that violates NWSRA's anti-harassment policies.
2. NWSRA-sponsored social media accounts are owned by NWSRA. Employees who create such accounts or are provided access to such accounts do not obtain ownership rights to such accounts or any content contained in them. Employees who create or are provided access to NWSRA-sponsored social media accounts must provide NWSRA with all passwords and/or log-in information to such accounts immediately upon NWSRA's request, and must transfer "manager" or "owner" status (as defined by the particular social media site) upon NWSRA's request.
3. Employees who want to post comments in response to NWSRA-sponsored content must identify themselves as employees

Personal Use of Social Media

The following rules and guidelines, in addition to the rules and guidelines set forth above, apply to employee use of social media on the employee's personal time.

1. Employees who utilize social media and choose to identify themselves as employees of

NWSRA may not represent themselves as spokespeople for NWSRA. Accordingly, employees are strongly encouraged to state explicitly, clearly, and in a prominent place on the site that their views are their own and not those of NWSRA or of any person or organization affiliated or doing business with NWSRA.

2. Employees may not advertise or sell NWSRA programs or services through personal social media platforms.

Monitoring

NWSRA reserves the right to monitor employees' public use of social media including but not limited to statements/comments posted on the Internet, in blogs and other types of openly accessible forums, diaries, and personal and business discussion forums. Employees should have no expectation of privacy while using NWSRA equipment and facilities for any purpose, including the use of social media.

If employees have any questions about these guidelines or any matter related to their site that these guidelines do not address, please direct them to the Superintendent of Communications & IT.

Personal Use of Computer Hardware/Software

Employees may utilize NWSRA-owned hardware and software for personal use within reason. Such use should:

- Not take place during normal business hours, except during lunch, occasional rest breaks or before/after personal flextime hours of work.
- Not interfere with NWSRA's needs or operation.
- Be purely personal and may not be for any commercial purpose.
- Comply with all applicable laws and regulations
- Not include harassing, vulgar, obscene or threatening communications, or sexually oriented messages or images, or otherwise violate NWSRA's nondiscrimination and anti-harassment policy.

NWSRA reserves the right to limit or revoke employees' access to computer hardware or software at any time and for any reason.

Electronic Mail

This policy shall apply to anyone having access to NWSRA's e-mail systems.

NWSRA's e-mail system is intended to further the business purposes of NWSRA; personal use of the e-mail system is permissible within reason.

All e-mail created, sent, or received via NWSRA's computers, networks, and/or e-mail systems is the property of NWSRA.

NWSRA reserves the right to monitor and/or review, at any time, any e-mail created, sent, or received via NWSRA's computers, networks, and/or e-mail systems. NWSRA further reserves the right to reveal the contents of such e-mail to any party that it deems appropriate. The use of encryption, the labeling of an e-mail as private, the deletion of an e-mail, or any other such process or action, shall

not diminish NWSRA's rights in any manner.

NWSRA will disclose e-mail to any party that it may be required to by law or regulation. This may include law enforcement search warrants, discovery requests in civil litigation, and applicable FOIA requests.

E-mails will be backed up for a period of at least fourteen (14) days, after which they may be destroyed without notification. Employees should not use email as a permanent storage method nor as a private means of communication.

Only NWSRA-authorized encryption may be utilized. All passwords/encryption keys must be on file with the Superintendent of Communications & IT prior to their utilization.

Due to the potential for security breaches, employees will exercise extreme caution in executing any files attached to e-mail. If the attachment seems odd, is not clearly business-related and/or expected from a known source, it should never be opened or executed. Such e-mails and attachments should be immediately forwarded to the Superintendent of Communications & IT for review.

Employees will not use their NWSRA e-mail addresses to subscribe to any e-mail lists that are not directly relevant to their assigned duties.

All personal e-mail should be sent to private or home e-mail addresses. The spam filters in use at NWSRA are aggressive at filtering e-mail that traditionally does not correspond to work functions such as department stores, most mass e-mail lists, any prescription or medical information, as well as financial information.

Extreme care should be taken when e-mailing information that is considered sensitive or confidential. In this case, it is strongly recommended that:

- A supervisor is consulted for clarification on sensitive or confidential matters.
- Approved methods of encryption are considered for use.
- The e-mail text includes a warning to the recipient that the material is Sensitive or Confidential and is the property of NWSRA.
- A copy of the e-mail is archived by the employee.

Each employee is responsible for ensuring that his or her use of NWSRA's e-mail system is consistent with this policy, any other applicable NWSRA policy, and appropriate business practices. E-mails shall not contain offensive jokes, pornography, sexist, racist or otherwise inappropriate remarks, maliciously false remarks, obscene remarks, anything of a commercial nature not pertaining to NWSRA's business, anything of a political nature, or any other inappropriate remarks. Further, the e-mail system shall not be used for any purpose in violation of applicable law or regulation.

"Chain Letter" e-mails and virus notifications will not be created or forwarded by employees.

Employees will carefully review all e-mail prior to sending it to ensure that their meaning is clear and not subject to misinterpretation. E-mail messages should be composed in a professional manner. Comments that would be inappropriate in memorandums and letters are equally inappropriate in e-mails.

Employees will not utilize or access e-mail accounts belonging to any other employee, with the exception of scheduling meetings utilizing the shared calendar system with employees or sending email on behalf of an employee with the express direction to do so.

Employees should ensure that they reply to e-mail messages within one business day)at any time they are working regularly or not on vacation. Extended absences when out of the office should provide an alternate contact in the reply for any out-of-office messages.

Voicemail

The word "voicemail" in this policy refers to any type of equipment or system that records messages from incoming telephone calls. NWSRA voicemail systems are integrated with email and therefore follow the same rules as the Email Policy previously detailed.

All voicemail systems and all communications stored therein are the exclusive property of NWSRA. NWSRA may review stored messages at any time, for any purpose.

Users will check voicemail regularly and it is expected that phone messages will typically be returned within 24 hours. If you leave the office before the end of NWSRA's business day and are not changing voicemail to reflect that you are out of the office, you should check messages at the end of that business day.

The greeting should include the user's name and request that the caller leave their name, telephone number, and a brief message. The caller should also be given an alternative if they need to speak to someone immediately.

As an example:

This is John Smith. I'm either on the phone or out of my office. At the tone, please leave your name, telephone number, and a brief message. I'll return your call as soon as possible. If you need to speak to someone immediately, please press zero to reach the system attendant.

Users who will be out of the office for the entire day or for extended time should change their greeting to advise callers. If you are on vacation or otherwise not able to return calls, notify the caller when you will be able to return their call and provide them an alternate contact.

Internet Usage

This policy shall apply to anyone utilizing NWSRA's Internet access systems.

NWSRA's Internet access is intended to further the business purposes of NWSRA; personal use of the Internet access is permissible within reason.

All information created, sent, or received via NWSRA's computers, networks, Internet access, and/or email systems is the property of NWSRA.

NWSRA reserves the right to monitor, filter, and/or review, at any time, all Internet utilization via NWSRA's Internet access. NWSRA further reserves the right to reveal any Internet access related information to any party that it deems appropriate. The use of encryption, the labeling of a communication as private, the deletion of a communication, or any other such process or action shall not diminish NWSRA's rights in any manner.

NWSRA will disclose Internet access information to any party that it may be required to by law or regulation. This may include law enforcement search warrants, discovery requests in civil litigation, or applicable FOIA requests.

Employees will not:

- Post any comments or statements on any web page or send any messages to Internet newsgroups on behalf of NWSRA without prior written authorization from the Superintendent of Communications & IT.
- During working time, enter any Internet chat rooms, chat channels, bulletin board services and the like unless this action is related to work. This includes, but is not limited to, the use of any instant messaging service (IM), web based chat or web based forums.
- Download software from the Internet unless prior approval has been obtained from the Superintendent of Communications & IT.
- Download or stream any video which is not directly related to their job or project to which they have been assigned.

Each employee is responsible for ensuring that his or her use of NWSRA's Internet access is consistent with this policy, any other applicable NWSRA policy, and appropriate business practices. Internet sites containing offensive jokes, pornography, sexist material, racist material, maliciously false material, obscene material, pirated software, or any other inappropriate material shall not be accessed. Further, the Internet access system shall not be used for any purpose in violation of applicable law or regulation.

Employees should be mindful that Internet sites they visit collect information about visitors. Employees will not visit any site that might in any way cause damage to NWSRA's image or reputation.

Employees should be aware that some of the material available on the Internet is copyrighted or trademarked. Other than viewing publicly available material, employees will not use any material found on the Internet in any manner without first establishing that such use would not be in violation of a copyright or trademark. Internet sites usually make visitors aware of the law as well as options for securing permission to purchase/use images, etc.

Installation and Use of Software

Software piracy is utilizing software in violation of its licensing agreement. This includes unauthorized copying of software or installing software where a copy is not licensed.

Without the prior authorization of the Superintendent of Communications & IT Department, employees shall not:

- Install any software on NWSRA-owned computer equipment.
- Install NWSRA-owned software on non-NWSRA-owned computer equipment.
- Provide copies of NWSRA-owned or licensed software to anyone.

Employees will not engage in any acts of software piracy.

Software licensing is a very complex method of utilization, requiring detailed knowledge of what and when copies of software can be installed. The Superintendent of Communications & IT shall ensure that all software installed or utilized on NWSRA machines is properly licensed. Employees should not download software, purchase software, or purchase licenses for software.

Physical Security of Computer Assets

Employees will ensure that all computer assets (computers, monitors, laptop computers, tablets, cell phones, printers, etc.) that are assigned to or regularly used by them are maintained and used in a manner consistent with the equipment's function and such that the possibility of damage and/or loss is minimized.

Desktop computer equipment will not be removed from NWSRA premises without prior authorization from the Superintendent of Communications & IT. Employees will not modify NWSRA computer equipment in any manner including, but not limited to, attaching external drives, attaching memory sticks (thumb drives) which are not owned by NWSRA, and attaching/installing any peripheral device. Employees are required to take all reasonable precautions to protect NWSRA computer assets from theft. Some portable computing equipment (laptop computers, iPads, computers, cell phones, tablets, etc.) will be maintained under the direct supervision of the employee/department to whom it is issued. The equipment must never be left unattended in public locations. When the equipment must be left unsupervised, it must be secured and made as inconspicuous as possible (i.e.: do not leave the computer sitting on the seat of an unattended vehicle). Each laptop user as well as each "checkout laptop" has been supplied with a password that restricts access.

Employees are required to take all reasonable precautions to protect NWSRA computer assets from damage. Computers, as well as other electronic equipment should never be left in/near extreme temperatures. For this reason as well as the possibility of theft, laptop computers and the like should not be stored overnight in a vehicle.

Any electrical, mechanical malfunction or damage to equipment should be reported to the Superintendent of Communications & IT without delay.

Maintenance of Computer Assets

Employees are individually responsible for keeping their PC, its components and the surrounding desktop clean and in good repair. The desktop and floor should be kept clear of substances and debris that could accidentally spill on critical components such as the keyboard, mouse, printers and other equipment. In addition, care should be given to:

- Cords
- Power strips
- Switches
- Uninterruptible Power Supply (UPS)
- Printers
- Speakers
- Laptop computers
- Other workstation systems (phone/tablets)

When using laptops at home, it is important that the laptop be plugged into a surge suppression or UPS device. If employees do not have one of these devices available, they should obtain a portable surge suppression device from the Superintendent of Communications & IT.

Unsanitary conditions or equipment in disrepair that are beyond the employee's responsibility or capability to remedy should be reported to the Superintendent of Communications & IT without delay.

Hard Drive Maintenance

Employees should log off each night, however the computer should be left on so that automatic disk maintenance can be activated and the Superintendent of Communications & IT may perform updates as necessary. Computers should be shut down only by request of the Superintendent of Communications & IT.

Owner of Data and Software

Definitions

Data: Any information, including, but not limited to, information that has been entered into a computer, is in an electronic format, stored in a computer or memory stick, or retrieved from a computer or memory stick. Examples include spreadsheet and database entries.

Software: Computer operating systems and programs.

Ownership of Data and Software

All data generated or gathered by an employee, in the course of their employment and/or utilizing NWSRA-owned assets, shall be the exclusive property of NWSRA. No information or data shall be transferred to, given to, or loaned to any other organization or outside individual except for those instances where it is in the approved course of business for NWSRA.

All software purchased by, licensed by, or created by NWSRA is to be used exclusively by NWSRA and may not be transferred to, given to, or loaned to any other organization or outside individual without the authorization of the Superintendent of Communications & IT.

Access to Computer Information and Hardware

All computer related resources under the control of NWSRA exist for the furtherance of NWSRA's business pursuits. NWSRA may inspect or monitor any NWSRA-owned, leased, or controlled computer, computer device, desk phone, cell phone, network, computer facility, or storage device at any time for any reason with or without prior notice to employees. This includes the inspection of email (incoming, outgoing, or stored) and the monitoring of Internet usage. NWSRA may divulge any information found during such inspections or monitoring to any party it deems appropriate. As a result, employees have no right to privacy in any information stored, placed, or located in NWSRA's computer or electronic system or resources.

The use of encryption, the labeling of an email or document as private, the deletion of an email or document, or any other such process or action, shall not diminish NWSRA's rights in any manner.

Only NWSRA-authorized encryption methods may be utilized. All passwords/encryption keys must be on file with the Superintendent of Communications & IT prior to their utilization. Examples of these would be passwords required to open/print/edit Word documents or .zip files. Encryption examples would include PGP or Certificate-based encryption.

Information Security

Sensitive or confidential Information is any information, in any form, that has or creates value to NWSRA and/or provides a business advantage to NWSRA in any way. This includes: resident lists, participant lists, pending contracts, legal documents, loss control materials, and NWSRA financial information. Information belonging to residents or other customers and under the care of NWSRA

also applies. Additionally, all employee data related to personally identifiable information and information protected by government regulations (including medical information of employees and participants) must be treated with the utmost sensitivity.

A common method for gaining access to computer networks is for a computer attacker to impersonate an employee of NWSRA. They will call or email an employee indicating that they need the employee's username and password. Once they have these, they are well on their way to breaking into the network. Employees of NWSRA will never ask an employee for his or her username and/or password. Employees will not disclose their username or passwords to anyone, except for the Superintendent of Communications & IT in person or via phone.

The Superintendent of Communications & IT will issue guidelines for passwords which employees must follow to ensure the security of NWSRA information. Words, names, birth dates, addresses, zip codes, telephone numbers, social security numbers, or any other easily guessed combination should not be used. Usernames and/or passwords should not be written down and kept within the general area of the computer. The Superintendent of Communications & IT will periodically perform password audits to verify compliance.

To the extent capable, cell phones and tablets issued by NWSRA should utilize pin number locking on all devices which have email access or Outlook contacts. These pin numbers should not be simple pin numbers such as repeating numbers.

Employees may not access, in any manner, unassigned computer equipment unless that person is specifically authorized to do so.

The loss of any computer equipment or any of NWSRA's information must be immediately reported to the Superintendent of Communications & IT, who will ensure that all possible steps are taken to protect NWSRA from further information loss and loss of assets. Each employee shall ensure that they have not placed NWSRA sensitive or confidential information on any personal devices. Employees may not connect any personally owned computer device to NWSRA's network without first obtaining permission from the Superintendent of Communications & IT. Employees should also ensure that contractors or vendors do not connect any computer device without prior permission of the Superintendent of Communications & IT. In the case that a personally owned computer hardware or mobile device is connected to NWSRA's network, the employee agrees to utilize a locking mechanism such as a pin number, passcode, fingerprint or other locking mechanisms for the device in order to protect data. The employee agrees to not share the device and/or passcode with others at any time when the device is connected to NWSRA's network.

All information created by, obtained by, or utilized by employees in the course of their employment is the exclusive property of NWSRA. Even when physically able to, employees will not access any information other than that which they are specifically authorized to and is necessary for the performance of their assigned duties

In accordance with NWSRA's confidentiality agreement, extreme care should be taken when disseminating information that is sensitive or confidential. In this case, it is strongly recommended that:

- A supervisor is consulted for clarification on sensitive or confidential matters.

- The sensitive or confidential information is encrypted in a computer file or other appropriate measure.
- The letter or email text includes a warning to the recipient that the material is sensitive or confidential and is the property of NWSRA.
- A copy of the letter or email is archived by the employee.

All employees will ensure that their computer files are properly backed up by placing their files in recommended network directories and not on their local hard drives directories. NWSRA work files (network drives) are backed up nightly. Local hard drives are not.

All computers will have anti-spyware as well as antivirus software installed. This software is to remain activated at all times. The Superintendent of Communications & IT will ensure that the software is updated as appropriate.

The Superintendent of Communications & IT will ensure that the hard drive of any computer to be discarded or sent “out of house” for repair will have all sensitive or confidential information thoroughly removed from it using Department of Defense standards to cleanse all data from the drive.

In the case of a data security incident, NWSRA will follow the established Incident Response Plan.

Incident Response Plan

A data security incident impacts almost every component of the organization. Failure to properly manage can result in both long and short term consequences. In the case of data security incident, the following employees/entities are designated as members of the NWSRA Incident Response Team (IRT):

- Executive Director
- Superintendent of Communications & IT
- Superintendent of Administrative Services
- NWSRA Attorneys
- Park District Risk Management Association (PDRMA)
- NWSRA’s contracted 3rd party IT service company
- 3rd party security services (if applicable, e.g., forensic investigation)

The IRT will follow the established NWSRA Incident Response Plan in case of a security breach.

Payment Card Industry Data Security

The Payment Card Industry Data Security Standard (PCI DSS) is a proprietary information security standard for organizations that handle branded credit cards from the major card schemes. The PCI Standard is mandated by the card brands and administered by the Payment Card Industry Security Standards Council. The standard was created to increase controls around cardholder data to reduce credit card fraud. Validation of compliance is performed annually, either by an external Qualified Security Assessor (QSA) that creates a Report on Compliance (ROC) for organizations handling large volumes of transactions, or by Self- Assessment Questionnaire (SAQ) for companies handling smaller volumes. The NWSRA policy is to meet all requirements of this Standard.

The advancement of technology has permitted the Association to transact business and commerce over the internet. With this advancement also comes risk with respect to the security and privacy of the customers who utilize the Association's web site to register and pay for programs and services

online. The Association has invested significant resources to ensure that private and sensitive information entered and stored with the Association is secured and private to only those people and purposes to conduct business requested by the user. The Association web site is secured to the highest extent possible with state-of-the-art security protocols, firewalls and encryption technology. The Association has developed and implemented an online commerce privacy policy to communicate and commit to customers that their private and sensitive information shared with the Association via on-line transactions shall remain secure and private and not used or given to third parties. This policy is intended to comply with the latest provisions of the agreement between the Association and the current credit card processing vendor. The following section represents the Association's privacy policy.

NWSRA Commitment to Privacy

Customer privacy is important to the Northwest Special Recreation Association (NWSRA). To better protect the privacy of customers the Association shall provide this notice explaining the online information practices and the choices customers can make regarding the way their information is collected and used.

The Information the Association Collects

This notice applies to all information collected or submitted on the NWSRA web site. The types of personal information collected at these pages are:

- Name
- Demographic Information
- Email address
- Address
- Phone number
- Birth date
- Medical Diagnosis/Disability type(s)
- Accommodations needed
- Medications needed
- School information
- Parent information
- Insurance information
- Seizure information
- Credit card numbers

The Way the Association Will Use Information

The Association will use the information customers provide about them to:

- Fulfill a request of the customer
- Register customer(s) in programs
- Access accommodation/medical/seizure information during programs in which the customer is registered
- Send out e-mail blasts regarding program updates/cancellations
- Send information requested by the customer
- Send and process surveys
- Answer customer emails
- E-mail receipts

The Association will never use or share any personally identifiable information provided to us online in ways unrelated to the ones described above without also providing the customer an opportunity to opt-out or otherwise prohibit such unrelated uses.

Our Commitment to Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, the Association has put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

Sharing of Information

The Association may disclose personally identifiable information to third parties when it is required to complete a customer-requested transaction or to provide a customer requested service.

The Association does not sell or rent or otherwise distribute user information, including electronic mail addresses, to any outside company or organization, unless legally required to do so. This applies to information that may be collected on the Association's web site and on that of any third party with whom the Association contracts to provide internet-related services.

Children's Online Privacy Protection Act

NWSRA is committed to complying fully with the Children's Online Privacy Protection Act. Accordingly, if you are under the age of 13, you are not authorized to provide us with personally identifying information.

Disclaimer

The Association web site was created to provide the public with information about the Association's programs, events and services. The information and features included in the Association web site have been compiled from a variety of sources and are subject to change at any time without notice.

While the Association will do its best to keep the Association's web site current, users should be aware that the information available on this web site may not be timely, accurate or complete and may not reflect the official position of the Association.

Please feel free to notify the webmaster of any errors that come to your attention as you use the web site. Neither the Association, nor any officer or employee of the Association warrants the accuracy, reliability or timeliness of any information published by this system and may not be held liable for any losses caused by reliance on the accuracy, reliability or timeliness of such information. Portions of such information may be incorrect or not current. Any person or entity that relies on any information obtained from this system does so at his/her own risk.

In the case of a data security incident, NWSRA will follow the established Incident Response Plan.



Employee Manual Acknowledgment

I hereby acknowledge receipt of the employee handbook of NWSRA. I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me, are intended for informational purposes only. Neither it, Association practices, nor other communications create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I further understand that I am an at-will employee and that neither this document nor any other communication shall bind the Association to employ me now or hereafter and that my employment may be terminated by me or the Association without reason at any time. I understand that no representative of the Association has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action or to assure any benefits or terms or conditions of employment or make any agreement contrary to the foregoing.

I also understand and agree that this agreement may not be modified orally and that only the president of the Association may make a commitment for employment. I also understand that if such an agreement is made, it must be in writing and signed by the president of the Association.

Employee Signature

Print Name

Date

Appendix I - Information Systems

NWSRA Website Accessibility Policy

NWSRA is committed to ensuring accessibility of its website for participants, parents, and members of the community with disabilities. All pages on the NWSRA website will conform to the W3C Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents of these guidelines.

Website Accessibility

With regard to the NWSRA website and any official NWSRA web presence which is developed by, maintained by, or offered through third party vendors and open sources, NWSRA is committed to compliance with the provisions of the Americans with Disabilities Act (ADA), Section 504 and Title II so that participants, parents and members of the public with disabilities are able to independently acquire the same information, engage in the same interactions, and enjoy the same benefits and services within the same timeframe as those without disabilities, with substantially equivalent ease of use; and that they are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any NWSRA programs, services, and activities delivered online.

All existing web content produced by the NWSRA, and new, updated and existing web content provided by third-party developers, will conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents. This Regulation applies to all new, updated, and existing web pages, as well as all web content produced or updated by the NWSRA or provided by third-party developers.

Website Accessibility Concerns, Complaints and Grievances

A participant, parent or member of the public who wishes to submit a complaint or grievance regarding a violation of the Americans with Disabilities Act (ADA), Section 504 or Title II related to the accessibility of any official NWSRA web presence that is developed by, maintained by, or offered through the NWSRA, third party vendors and/or open sources may complain directly to the Superintendent of Marketing & Communications. Complaints should be submitted in writing or via e-mail.

Whether or not a formal complaint or grievance is made, once NWSRA has been notified of inaccessible content, effective communication shall be provided as soon as possible to the reporting party to provide access to the information. The Complainant should not have to wait for the investigation of the complaint to be concluded before receiving the information that he/she was unsuccessful in accessing.

The formal ADA non-compliance complaint should include the following:

- Name
- Address
- Date of the Complaint
- Description of the problem encountered
- Web address or location of the problem page
- Solution desired
- Contact information in case more details are needed (email and phone number)

The complaint or grievance will be investigated by the Superintendent of Marketing & Communications. The participant, parent, or member of the public shall be contacted no later than five (5) working days following the date the website accessibility compliance coordinator receives the information.

The procedures to be followed are:

- An investigation of the complaint shall be completed within fifteen (15) working days. Extension of the timeline may only be approved by the Executive Director.
- The investigator shall prepare a written report of the findings and conclusions within five (5) working days of the completion of the investigation.
- The investigator shall contact the Complainant upon conclusion of the investigation to discuss the findings and conclusions and actions to be taken as a result of the investigation.
- A record of each complaint and grievance made pursuant to Governing Board Policy shall be maintained at the NWSRA office. The record shall include a copy of the complaint or grievance filed, report of findings from the investigation, and the disposition of the matter.

CHAIN OF COMMAND

If the **EXECUTIVE DIRECTOR** is absent/ill out of town, the chain of authority is as follows:

- A. Superintendent of Administrative Services
- B. Superintendent of Recreation I
- C. Superintendent of Recreation II
- D. Superintendent of Marketing and Communication
- E. Superintendent of Development

If the **EXECUTIVE DIRECTOR** and all **SUPERINTENDENTS** are absent/ill/out of town, the chain of authority is as follows:

- A. Manager of Support Services
- B. Manager of Recreation - Collaboratives (by years in position)
- C. Manager of Inclusion Services
- D. Manager of Recreation - Day Camps
- E. Manager of Recreation - Athletics

If the **EXECUTIVE DIRECTOR, SUPERINTENDENTS** and all recreation **MANAGERS** are absent/ill/out of town, the chain of authority is as follows:

- A. Support Services Coordinators (by years in position)
- B. Operations Coordinator
- C. Program Coordinator
- D. Inclusion Coordinators (by years in position)
- E. Collaborative Coordinators (by years in position)
- F. IT Services Coordinator
- G. Recruitment Coordinator

If the **EXECUTIVE DIRECTOR, SUPERINTENDENTS**, Recreation **MANAGERS** and **COORDINATORS listed above** are absent, the Program Specialists are the next in authority, based on years of service.

If the Executive Director is absent/ill/out of town and an urgent or very serious situation arises: the Executive Director should be reached by phone.

- A. The first person in the chain of authority above shall attempt to contact the Executive Director by phone.
- B. If it is not possible to reach the Executive Director, the first person in the chain of authority above shall immediately notify the Board President, and all Superintendents with a need to know.
- C. The first person in the chain of custody shall direct the Superintendent of marketing and Communications to prepare a public statement in response to the urgent/serious situation; provided that no public statement shall be released without the prior authorization of the Board President in the absence of the Executive Director.
- D. The chain of authority above shall apply to these emergency response procedures.

If a crisis or emergency occurs, the agency's top available administrator would determine if the Crisis Plan would go into effect.