



EMPLOYEE HANDBOOK

Helping Homeless Animals Since 1973
Revised September 2026

Disclaimer/Employment-At-Will

This Employee Handbook is not intended to, nor does it create any contract of employment or promise of benefit. The personnel policies and procedures which follow, and which Animal Care League ("ACL") may modify at any time, are meant to provide guidance to employees. This handbook does not constitute, modify or otherwise alter the terms and conditions of employment of any ACL employee, does not restrict the right of management to terminate or otherwise discipline any employee, and does not constitute an employment contract with any employee. ACL reserves the right to add, amend, delete or deviate from any benefit or policy stated herein at any time.

All employment at ACL is "at-will." That means that employees may be terminated from employment with ACL with or without cause, and employees are free to leave the employment of ACL with or without cause. Any representation by any ACL employee that employment is not at-will is not binding. This at-will employment relationship can only be changed in writing by the Executive Director's signature with the approval of the Board of Directors.

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MISSION AND EXPECTATIONS

Animal Care League Mission Statement: Animal Care League is committed to providing shelter, medical care, and comfort to animals in need; reducing animal overpopulation; and acting as a community resource, thus promoting the human/animal bond.

Euthanasia:

Animals are evaluated on an individual basis. Animals requiring additional medical or behavioral resources will be moved through to the adoption program at the discretion of the Medical Director, Behavior Manager, Shelter Manager and Executive Director. Once an animal is placed up for adoption, every attempt will be made to provide the animal with the necessary resources to succeed. Animal Care League does not euthanize an animal for reasons of limited space, length of stay, age or breed. Animal Care League is committed to giving every animal the best opportunity possible to find a new home. In the case that an animal is considered a euthanasia candidate, a discussion will be had and all parties, our Medical Director, Behavior Manager, Shelter Manager and Executive Director must be in agreement.

Code of Conduct & Staff Expectations

ACL is committed to maintaining a professional work environment and a positive public image. As a nonprofit that relies on community support, integrity and honesty in all operations are essential.

By following ACL's policies, we create a respectful, collaborative workplace that supports our mission and benefits the animals in our care.

Employees are expected to attend work regularly and on time, follow directions, work cooperatively with others, and adhere to all policies and procedures. ACL reserves the right to address attendance, performance, or conduct issues that do not align with these expectations.

In return, ACL is committed to providing safe working conditions, fair treatment, responsive leadership, and confidentiality whenever possible. We take employee concerns seriously and aim to provide clear expectations and consistent follow-up.

Expectations:

At Animal Care League, each team member plays a vital role in ensuring a safe, respectful, and effective environment for animals, staff, and the public. The following expectations outline your responsibilities:

Attendance & Punctuality - see attendance policy

- Arrive on time, in uniform and ready to begin work at the start of your shift.
- If you are unable to attend your scheduled shift, you are responsible for finding coverage and notifying your direct supervisor of who will be covering. If you cannot find coverage, you are expected to work your shift.
- In cases of illness or emergency, you must call or text your immediate supervisor at least one hour before your scheduled start time. The supervisor should notify the MOD.
- Requests for paid time off or unpaid time off must be submitted using the request form located at animalcareleague.org/teamacl and are subject to approval based on staffing and business needs.
- Emails or voicemails are not acceptable forms of notification and will not excuse a tardy or absence.
- Work schedules may be adjusted as business demands. Employees are expected to be flexible and responsive to changing operational needs.
- Schedules should be reviewed when posted, if you notice an error, it is your responsibility to immediately notify your supervisor.
- Always check out with your supervisor before leaving your shift.

Workplace Safety & Animal Welfare

- Handle all animals humanely. Any form of physical abuse, including hitting, kicking, inappropriate restraint or scruffing, use of improper equipment, yelling, scolding or provoking an animal will result in termination and may lead to legal action.
- Maintain clean and hazard-free conditions in all work areas, including public and outdoor spaces. Ensure that cleaning supplies, crates, donations, and shipments are removed from public areas before opening.

Professional Conduct

- Treat all people including clients, coworkers, volunteers, and community members with respect, courtesy, and professionalism.
- Work cooperatively with supervisors, colleagues, and vendors.
- Avoid using negative language when discussing any animal, whether shelter or client-owned.
- Employees in licensed professions must adhere to their professional code of conduct and maintain current credentials.

Client & Public Interaction

- Greet guests warmly, promote adoptions, and offer assistance proactively. Acknowledge guests within 3 feet.
- Display a professional and welcoming demeanor at all times.
- Answer the phone within three rings using the standard greeting:
"Thank you for calling the Animal Care League. This is [Your Name]."

Reporting Concerns & Conflict Resolution

- Report any violations of ACL policies immediately to your supervisor or the Executive Director especially regarding safety, humane animal treatment, harassment, discrimination, theft, or substance use.
 - Failure to report witnessed misconduct may result in disciplinary action.
 - If you observe behavior that could compromise safety, animal welfare, or ACL's public image, you are required to report it.
- ACL encourages open communication. If you have concerns or conflicts you are unable to resolve with your immediate supervisor, please reach out to the Executive Director.

WORKPLACE POLICIES AND PRACTICES

Daily Operations & Expectations

Position Descriptions

Each position has a written job description. In general, the description will include the purpose of the position, areas of responsibilities, immediate supervisor(s), qualifications required, and working conditions affecting the job, e.g., working hours, use of car, etc. ACL has the right to modify job duties at any time. The Executive Director shall have discretion to modify the job description to meet the needs of the ACL. Only the Board of Directors may modify the job description of the Executive Director

Summary of Roles & Responsibilities

Each role is designed to support the mission of the organization in different ways. Below is an explanation of the distinctions between Technicians, Counselors, Coordinators, Managers, and Directors.

Role	Key Responsibilities	Scope of Work
Technicians	Direct care, technical support (animal care or medical)	Hands-on, specialized tasks
Counselors	Facilitate public interaction and assist with animal outcomes	Bridge between technical tasks and program coordination
Coordinators	Organize and oversee specific programs or functions, point person for emergencies on their shift	Coordination within a department
Managers	Lead teams, implement processes, ensure efficiency	Manage staff and daily operations
Directors	Set strategy, manage budgets, lead departments	High-level oversight and leadership

Technicians are responsible for performing specialized tasks that require hands-on care and technical knowledge. They work directly with animals and the operational processes of the shelter.

Key Focus: Direct care and technical tasks involving animals.

Counselors are responsible for public-facing services, such as helping adopters and visitors.

Key Focus: Public interaction, animal outcomes, and administrative support.

Coordinators are responsible for organizing and overseeing specific functions or programs within the shelter. They ensure that daily operations run smoothly within their designated areas and work closely with both volunteers, fosters, and staff. They will be responsible for attending additional safety training throughout the year to best support staff & volunteers when leading a shift.

Key Focus: Coordination of a specific program or department (e.g., adoptions, foster volunteers).

Managers are responsible for overseeing a team or department, ensuring that goals are met and operations are efficient. They provide leadership, manage, and train staff volunteers in their department, and handle the implementation of policies and procedures. They will be responsible for attending additional safety training throughout the year to best support staff & volunteers when leading a shift as well as identifying and preventing safety concerns & problem solving consistent day to day challenges. They may be responsible for budget management and KPI in their department.

Key Focus: Managing teams, processes, and ensuring the execution of policies and strategies.

Directors provide high-level strategic oversight and leadership. They are responsible for setting the vision, direction, and goals for their respective departments and working closely with the Executive Director. They make high-level decisions and help shape the overall growth and success of the organization. They will be responsible for organizing safety training throughout the year to best support management & lead staff as well as identifying and preventing safety concerns & problem solving for big picture challenges. They are responsible for budget management and KPIs in their departments.

Key Focus: Strategic oversight, leadership, and decision-making at the organizational level.

- Hours of Work & Scheduling

- Employees are required to work shifts as assigned. Shifts may be changed to meet the needs of the ACL. Any employee requests to vary the assigned schedule must be approved by the department supervisor.
- Time Recording Procedure: Animal Care League provides an electronic time system. All employees are required to use this system to clock in ("punch in") and out at the start and end of their shift. Employees who are entitled to a lunch break, or other unpaid break during their shift, are required to punch in and out at the start and end of their break.
- Your direct supervisor will provide each employee with a username and password so they may view their time card online. Time cards may be viewed on line by visiting v2.trackmytime.com/login.
- Any employee requesting a correction for a missed punch is required to contact their supervisor within 24 hours of the missed punch. This request should include: (1)Date of missed punch, (2)Why punch was missed, and (3)Time of missed punch
- Failure to notify us of a missed punch may result in hours not being paid. Excessive missed punches may result in disciplinary action up to and including termination. No employee is permitted to punch in or out for another employee.
- Meal/Break Times: Hourly employees who work for 7 ½ hours or longer are required to punch out for a 30 minute uninterrupted break beginning no later than 5 hours after the start of their shift. Part-time employees working under 5 hours may take a break during their shifts at the discretion and approval of their direct supervisor.

Attendance and Punctuality

Attendance is a key factor in your job performance. Punctuality and regular attendance are expected of all employees. Unplanned excessive absences (whether excused or unexcused), tardiness or leaving early is unacceptable. If you are absent for any reason or plan to arrive late or leave early, you must notify your manager as far in advance as possible and no later than one hour before the start of your scheduled work day. In the

event of an emergency, you must notify your manager as soon as possible. See also the Pregnancy Accommodation Act.

For all absences extending longer than one day, you must notify your manager prior to the start of each scheduled workday. A physician's statement may be required as proof of the need for any illness-related absence regardless of the length of the absence, and will be required for absences of 5 days or longer. Excessive absences, tardiness or leaving early without prior approval from your direct supervisor will be grounds for discipline up to and including termination. If an employee is absent without reporting for 1 day, he/she will be considered to have voluntarily quit his/her job and can be immediately terminated at the Executive Director's discretion.

Dress Code

I.

Required for all Staff

- A. Management and non-front facing administrative staff will be supplied with 2 ACL Logo shirts and may wear that or business casual. Jeans are acceptable.
- B. All other employees on cleaning duty must wear an ACL shirt with "STAFF" printed on the back
- C. ACL Coordinators and other full time staff will be supplied with 2 ACL logo Shirts.
- D. ACL Part-time staff will be supplied with 2 ACL logo Shirts.
- E. Extra shirts, sweatshirts, or other ACL Staff logo attire must be purchased by the employee here (<https://tinyurl.com/aclstaffshirt>).
- F. Long pants made of cotton or denim that are free of tears, rips or stains
- G. Closed toe, rubber-soled, non-slip shoes

II. Required for all Clinic Staff

- A. Scrubs that are free of tears, rips or stains
- B. Closed toe, rubber-soled, non-slip shoes
- C. Gloves, gowns, hair caps, and shoe covers as required for medical procedures

III. Not Acceptable:

- A. Tops or scrubs printed with any biased or offensive picture, words, etc. or that could otherwise be considered unprofessional
- B. Sleeveless or tank-style shirts
- C. Clothing that is torn
- D. Midriff or "belly" shirts, low-cut tops, spaghetti straps, etc.
- E. Shorts, Capri pants, leggings, sports leggings, sweat pants, printed leggings, or flip-flop sandals
- F. Any clothing, jewelry or accessories that hang from the body (scarves, loose suspenders, necklaces, bracelets, dangling earrings, etc.).

IV. Exceptions:

- A. The Executive Director's attire may vary depending on the schedule.
- B. The Executive Director may grant exceptions to dress code/attire for certain key staff or management in certain roles, and/or for special events or situations.

Cell Phone Use

Employees working directly with the public (i.e. adoption counselors, office staff, etc.) and employees who are directly responsible for the care of the animals are prohibited from using personal cell phones during work hours. If an employee needs to make a personal call or has an emergency he/she needs to alert another staff member and make/take the call in a private area. Employees and volunteers are prohibited from using a cell phone while physically handling an animal.

Employees may use their personal cell phones while on breaks or after scheduled shifts as long as it is not within the public areas. Managers or other key staff should restrict cell phone use to business purposes only during work hours or while in view of the public, volunteers or other staff. Employees, volunteers and visitors are prohibited from using cell phones or taking photographs with cell phones in the adoption or intake areas (unless approved for the purposes of promoting/sharing a particular animal or engaging in activity protected by the National Labor Relations Act).

Employees who violate cell phone policy are subject to disciplinary action.

Performance & Conduct

Probationary Period of Employment

All employees will undergo a 30 day verbal review and a 90-day probationary period review beginning on their first day of employment. This period is intended to provide both the employee and the organization with an opportunity to evaluate job performance, attendance, reliability, and overall fit within the team and organizational culture.

During this time, the employee's supervisor will provide regular feedback, coaching, and support. At the end of the probationary period, a formal review will be conducted to determine if the employee will transition to regular employment status.

The organization reserves the right to extend the probationary period or terminate employment at any time during this period if performance, conduct, or other relevant

concerns arise. Completion of the probationary period does not guarantee continued employment, as all employment with Animal Care League is at-will.

A. Performance Reviews

The work of each employee is reviewed on an ongoing basis with the supervisor to provide a systematic means of evaluating performance. The annual performance appraisal is performed for employees annually and is a formal opportunity for the manager and employee to exchange ideas that will strengthen their working relationship, review the past year, and anticipate ACL needs in the coming year. The purpose of the review is to encourage the exchange of ideas in order to create positive change within ACL. To that end, it is important for both parties to have an open-and honest discussion concerning the employee's performance. It is also important that the manager clearly communicates the needs of ACL and what is expected of the employee in contributing to ACL's success for the coming year.

B. Employment Discipline & Separation of Employment

All employment at Animal Care League is "at-will". That means that employees may be terminated from employment with the ACL with or without cause, and employees are free to leave the employment of ACL with or without cause. The Executive Director has the authority to employ, discipline and discharge all other employees. Circumstances under which employment separation may occur include:

Resignation: To ensure that we have time to evaluate staff needs and in some instances train a new or transferred employee, hourly employees are requested to give at least two weeks written notice of intent to resign. Salaried employees are generally expected to give at least four weeks written notice. Since a longer period is desired, the intention to resign should be made known as far in advance as possible. After receiving such notice, an exit interview may be scheduled by the Operations Director or Executive Director. Eligible salaried employees who resign are entitled to receive accrued, unused vacation benefits.

Termination or Lay-off: Management may, in its sole discretion, utilize progressive discipline before discharging an employee. Under certain circumstances, such as the financial condition of ACL, the loss of income from corporate, foundation, or government grants, the termination or lay-off of an employee may be necessary. Eligible salaried employees who are terminated or laid off are entitled to receive accrued, unused vacation benefits. An employee will receive his/her final paycheck in the pay period following their last scheduled day of employment, including any accrued, but unused vacation time.

The Disciplinary Process and Reasons for Discipline:

Rules and regulations are essential to the efficient operation of ACL. ACL recognizes that self-discipline and proper standards of conduct are necessary to protect the health and safety of all employees, clients, volunteers and animals, to maintain uninterrupted services, and to protect ACL's goodwill as well as property. The cooperation of all employees is required in the observance of these rules and regulations.

Steps in the disciplinary process that may be followed are:

First Offense Verbal Warning (documented to file)

Second Offense Verbal or Written Warning (documented to file)

Third Offense Final Written Warning and/or Suspension

Fourth Offense Discharge/Resignation

At any stage of the disciplinary process, from initial warning to termination, management may at its discretion skip one or more steps in the disciplinary process set forth above.

REASONS FOR DISCIPLINE OR TERMINATION INCLUDE, BUT AREN'T LIMITED TO:

It should be understood that, since it is impossible to list all problems which might arise, the foregoing rules are not intended to be all-inclusive and that employees may be subject to discipline, up to and including discharge, for failure to perform duties and responsibilities in a manner or level which ACL considers to be satisfactory. Instances, which can be cause for disciplinary action, including immediate discharge without advance warning, include but are not limited to the following:

- I. Animal mistreatment or neglect, including hitting, kicking, yelling, improper restraint (e.g., scruffing), use of inappropriate equipment, provoking negative behavior, or failure to provide required care (e.g., medication).
- II. Dishonesty or falsification of any information, including job applications, time records, evaluations, or internal documentation.
- III. Poor performance, failure to meet job expectations, insubordination, refusal to perform assigned duties in a reasonable amount of time.
- IV. Violation of scheduling protocols, including excessive tardiness, absenteeism (excused or unexcused), working unapproved hours, or not taking required breaks.
- V. Improper phone use, including excessive personal calls or use of a cell phone while on duty (except in emergencies).
- VI. Misuse of technology, including any violation of ACL's computer, internet, or information security policies.
- VII. Breach of confidentiality, including disclosure of private information, workplace gossip that harms the organization or individuals, or using inside information for personal gain.

- VIII. Conflicts of interest, such as accepting gifts or compensation from vendors, or exploiting one's role at ACL for personal benefit.
- IX. Theft, dishonesty, gambling, or destruction of property, including misuse or unauthorized removal of ACL supplies or equipment.
- X. Unsafe or aggressive behavior, including negligence causing harm to people, animals, or property; fighting, threats, or hostile conduct.
- XI. Substance use violations, including possession, use, or being under the influence of drugs or alcohol on ACL time or property.
- XII. Possession of weapons on ACL premises or at any ACL-related event.
- XIII. Harassment, discrimination, or abusive behavior, including violations of ACL's anti-harassment or anti-discrimination policies.
- XIV. Any violation of ACL's policies or procedures, whether listed in this handbook or communicated by leadership.

Return of Property: Employees are responsible for ACL equipment, property and work products that may be issued to them and/or are in their possession or control, including but not limited to: credit cards, identification badges, office/building keys, computers, computer accessories or discs, electronic/voice mail codes, intellectual property (e.g., written materials, work products) and uniforms.

In the event of separation from employment, or immediately upon request by the Executive Director employees must return all ACL property that is in their possession or control. ACL also may take any action deemed appropriate to recover or protect its property.

Employees Volunteering with ACL Post-Employment: Those who have been previously employed with ACL are generally eligible to act in a volunteer capacity post-employment per the discretion of the Executive Director.

C. Conflict Resolution & Appeal Procedure

ACL strives to foster fair treatment and open communication among staff. While honest differences of opinion can occur, employees are encouraged to resolve concerns early by speaking with their direct supervisor—ideally within 3 days of the issue arising. The supervisor should respond within 5 days.

If unresolved, the employee may submit a written complaint to the Executive Director. The written complaint should include the date the issue began, a description of the problem, details of the prior meeting, and suggested resolutions.

The Executive Director will meet with the employee within 5 days of receiving the complaint and provide both a verbal and written response within 5 days after the meeting.

Concerns not raised or appealed within these timelines will be considered resolved. Retaliation for filing a complaint is prohibited, and all complaints must be made in good faith.

D. Nepotism

ACL policy prohibits favoritism and nepotism. There will be no favoritism in the selection, supervision, retention or promotion of family members of employees or Board members. No person may hold a job over which a member of his/her family exercises supervisory authority.

2-3. Administrative Policies

A. Social Media

Use of social media on ACL computers during work time is only allowed for legitimate, pre-approved ACL business, with prior approval from the Executive Director. Discuss the purpose and content with your supervisor before posting.

When posting, always be respectful toward coworkers, clients, donors, volunteers, suppliers, and others connected to ACL. It's usually more productive to resolve workplace concerns through direct conversation or by using ACL's Conflict Resolution Procedure (see Section 2-2-D) than through social media.

If you choose to post complaints or criticism, never harass, threaten, defame, or spread false information about coworkers, clients, competitors, or anyone associated with ACL. This includes offensive posts, bullying, discriminatory content, or anything that could harm someone's reputation or create a hostile work environment.

This conduct violates ACL policies and is not permitted—especially not while using ACL equipment or during working hours. Remember: your online activity can reflect on ACL. Posts that negatively impact ACL's business or your job performance may result in disciplinary action, up to and including termination.

Maintain confidentiality. Do not share internal reports, procedures, or sensitive information. Always clarify that your opinions are your own and that you do not speak for ACL or its representatives.

Employees may not create or operate social media or email accounts that appear to represent ACL unless explicitly authorized by the Executive Director.

All employees must follow this policy. It does not prohibit lawful, protected concerted activity. If unsure, ask your supervisor or the Executive Director before posting. Violations may lead to disciplinary action, up to and including immediate termination.

Media Contacts

In the event of an inquiry from the news media, it is imperative that one person speaks for the ACL to deliver an appropriate message and to avoid giving misinformation. ACL will respond to the news media in a timely and professional manner only through the Executive Director or designated spokespersons. Please answer all media/reporter questions like this: "I'm not authorized to comment for the ACL, but I will have our Executive Director contact you." Nothing in this policy is intended to restrict conversations with the news media about protected concerted activities.

Personnel Records

A personnel file will be kept for each employee and should include the employee's job application, copy of any letter of employment or welcome letter and position description, performance reviews, disciplinary records, records of salary increases and any other relevant personnel information. It is the responsibility of each employee to promptly notify his or her supervisor in writing of any changes in personnel data, including personal mailing addresses, telephone numbers, names of dependents, and individuals to be contacted in the event of an emergency. Personnel records are the property of ACL, and access to the information they contain is restricted and confidential. An employee has the right to inspect his/her personnel file as provided by law. Employees may contact the Executive Director to arrange for an appointment to review their personnel file.

Acceptable Internet Use

Internet access on ACL computers is provided only when necessary and specifically approved. Use must support ACL's mission and comply with ethical standards, laws, and regulations. Employees are personally responsible for appropriate use, and violations may result in termination.

ACL may monitor and review employee internet usage, including accessed sites. No user should expect privacy. ACL may block sites deemed unnecessary for business purposes.

Prohibited Internet use includes:

- Accessing, creating, transmitting, printing, or downloading material that is obscene, harassing, intimidating, defamatory, or discriminatory.
- Sending, receiving, or soliciting sexually explicit content.
- Downloading copyrighted materials without proper permission.
- Downloading software without prior approval from the Operations Director.

- Sharing personal opinions online in a way that could be mistaken as ACL's stance.
- Disclosing confidential ACL business via email or online platforms.
- Downloading or using personal email/instant messaging software.
- Using ACL email addresses to register for non-business-related social media, blogs, or other platforms unless approved.
- Participating in chain letters, pyramid schemes, illegal or non-work-related solicitations.
- Endorsing political candidates or campaigns.
- Using social media or personal email on work time unless work-related and pre-approved.
- Registering for fee-based sites without written approval from the Executive Director.

If you have questions about this policy, contact the Operations Director. This policy does not restrict lawful, protected concerted activity.

2-4. Legal & Compliance

Equal Employment Opportunity (EEO)

ACL is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, family responsibilities, or any other characteristic protected under federal, state or local law. To that end, the Board of Directors, Executive Director, Operations Director and each member of the administrative team of ACL will not discriminate against any employee or applicant in a manner that violates the law.

Each person is evaluated on the basis of personal skill and merit. ACL's policy regarding equal employment opportunity applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and social, educational and recreational programs. The Executive Director shall act as the responsible agent in the full implementation of the Equal Employment Opportunity policy.

ACL will not tolerate any form of unlawful discrimination. All employees are expected to cooperate fully in implementing and administering this policy. If you feel that you have been a victim of discrimination, it is your right as an employee of ACL to file a formal complaint with the Operations Director, Executive Director and/or the President of the Board of Directors.

Any employee who believes that any other employee of the ACL may have violated the Equal Employment Opportunity Policy should report the possible violation to the

Operations Director, Executive Director and/or the President of the Board of Directors or designee as soon as reasonably possible. Complaints may be verbal or written and should include your name, address, telephone number and a brief description of what occurred which led you to believe you were discriminated against. If you need assistance, the Operations Director or Executive Director will be able to assist you.

If it is determined that a violation of this policy has occurred, appropriate disciplinary action will be taken against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report, in good faith, violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation.

ACL is also committed to complying fully with all applicable disability and pregnancy discrimination laws, and ensuring that equal opportunity in employment exists at ACL for qualified persons with disabilities and for pregnant employees. Reasonable accommodations will be available to all qualified pregnant or disabled employees, upon request, so long as the potential accommodation does not create an undue hardship on the operations of ACL. Employees who believe that they may require an accommodation should discuss these needs with the Executive Director.

The Pregnancy Accommodation Act provides an employee who is pregnant, recovering from childbirth or who has a medical or common condition related to pregnancy the right to:

- Ask her employer for a reasonable accommodation for her pregnancy, such as more frequent bathroom breaks, assistance with heavy work, a private space for expressing milk, or time off to recover from her pregnancy.
- Reject an accommodation offered by her employer for her pregnancy that she does not desire.
- Continue working during her pregnancy if a reasonable accommodation is available which would allow her to continue performing her job.

An employer cannot discriminate against her because of her pregnancy or retaliate against her because she requested an accommodation. A complete Fact Sheet on this law can be found in the break room and at

http://www2.illinois.gov/dhr/publications/documents/pregnancy_fact_sheet-eng-14.pdf

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Notices explaining the details of other legal rights of employees are posted in the employee break room.

If you have any questions regarding this policy, please contact the Executive Director.

Workplace Harassment

ACL is committed to maintaining a work environment free from sexual and other forms of discriminatory harassment. All employees, volunteers, and clients are expected to act professionally and respectfully.

Harassment of any kind is unlawful. ACL's policy against harassment applies to all work-related settings, both on and off-site, including social events. Use of ACL property (e.g., phones, email, internet) for conduct that violates this policy is prohibited.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when submission is a condition of employment, influences employment decisions, or interferes with work performance or creates a hostile work environment. Examples include: (1) unwelcome advances with or without touching; (2) requests for sexual favors in exchange for job benefits; and (3) coerced sexual acts. It may also include: (1) sexual jokes, epithets, or gossip; (2) comments on someone's body or sex life; (3) sexually suggestive visuals; (4) suggestive gestures or contact; (5) inquiries into or discussion of sexual activities. Even if not unlawful, such behavior can be inappropriate and may result in discipline.

Retaliation for reporting or participating in investigations of sexual harassment is both unlawful and a violation of ACL policy.

Discriminatory harassment based on race, color, gender, religion, sexual orientation, age, national origin, disability, or other protected status is also prohibited. This includes conduct that creates a hostile or offensive environment, interferes with work performance, or negatively affects employment opportunities. Examples include: (1) slurs, jokes, stereotypes, or threatening behavior; and (2) hostile written or graphic material displayed or distributed in the workplace.

It is also a violation of ACL policy to retaliate against anyone who reports or participates in investigations of discriminatory harassment.

Anyone who experiences or witnesses harassment or retaliation should report it to their manager or the Executive Director as soon as possible. If the Executive Director is involved, the matter should be reported to the President of the Board of Directors.

ACL will conduct thorough, confidential investigations of all reported concerns. This typically includes private interviews with the complainant, the accused, and relevant witnesses. If a violation is confirmed, appropriate disciplinary action will be taken, which may include counseling, warnings, suspension, or termination. Complainants will be informed of the outcome, and retaliation will not be tolerated.

Following this policy is a condition of employment at ACL.

Non-Discrimination of Services

It is ACL policy to provide services to all persons without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, or any other characteristic protected under federal, state or local law. No person shall be excluded from participation in, or be denied the benefits of any service or job opportunity or be subjected to discrimination because of race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, or any other characteristic protected under federal, state or local law.

Drug-Free Workplace

ACL is a Drug and Alcohol-Free workplace and has implemented the following policy. Every employee is required to abide by and support this policy as a condition of continued employment.

Alert and rational behavior is essential for the safe and effective performance of job duties. Therefore, reporting to work under the influence of alcohol, controlled substances, or any other abused substance is prohibited and will result in immediate termination. The possession, purchase, use, or sale of alcohol or controlled substances on ACL premises or while conducting ACL business is also strictly prohibited.

Employees involved in a workplace accident or incident may be required to undergo a drug and/or alcohol test within 24 hours. Any employee who tests positive or refuses testing may face termination and/or risk losing their Worker's Compensation benefits.

No illegal drugs or alcohol are permitted on the worksite. Employees must notify their supervisor if they are taking any prescription medication that could impair judgment. Anyone observed to be under the influence of drugs or alcohol will not be permitted to work and may face disciplinary action, up to and including termination.

The use, possession, sale, manufacture, or distribution of controlled substances on ACL-owned or controlled property—or in any setting under the scope of ACL activities—is strictly prohibited. The misuse of prescription drugs, inhalants, or any substance that impacts safe performance of duties is likewise prohibited.

Employees are not permitted to use or possess illegal drugs or alcohol during work hours, while wearing ACL attire (e.g., shirts, nametags), during breaks, or on ACL property including vehicles. This also applies to the use of personal vehicles while conducting ACL business. Violations of this policy may result in immediate dismissal, even without prior warning. Reporting to duty with a noticeable odor of alcohol or visible impairment from substance use is grounds for termination.

Employees must notify their supervisor within five (5) days of any conviction related to drugs, alcohol, or inhalants that occurs during the course of employment or on ACL property.

Employees who drive as part of their job must report any arrest or charge related to DWI (Driving While Intoxicated) or DUID (Driving Under the Influence of Drugs) to their supervisor, along with the final disposition. Employees with a DUI conviction are not permitted to operate ACL vehicles.

Formal corrective action will be taken in all confirmed violations of this policy, including convictions. Depending on the circumstances, such violations may result in immediate termination.

Any employee found operating an ACL vehicle—or a personal vehicle for ACL business—under the influence of drugs or alcohol, or in possession of them while driving, will be subject to immediate dismissal.

Acceptance of and adherence to this policy is a condition of both initial and ongoing employment at ACL.

Smoke-Free Workplace

In keeping with the Smoke Free Illinois Act and the ACL's commitment to provide a safe and healthy work environment for its employees, clients, volunteers and animals, it is the policy of the ACL to prohibit smoking on all ACL premises, within 30 feet of door ways, in company vehicles, while walking dogs, and while working/attending offsite or community outreach events.

Non-Disclosure of Confidential Information

Any information that an employee learns about ACL clients, staff members, donors, any ACL business and financial data and animal medical or behavioral information as a result of working at ACL that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by ACL or to other persons employed by ACL who do not need to know such information to assist in rendering services, however nothing in this policy is intended to prevent employees from engaging in concerted activity protected by law.

The protection of privileged and confidential information, including trade secrets, is vital to the interests and the success of the ACL. The disclosure, distribution, electronic transmission or copying of the ACL's confidential information is prohibited. Such information includes, but is not limited to the following examples: compensation data of clients or other employees without their knowledge and authorization, ACL program and financial information, including information related to animals, donors, pending projects and proposals and client information.

Employees are required to sign a non-disclosure agreement as a condition of employment. Any employee who discloses confidential ACL information will be subject to disciplinary action (including possible termination), even if he or she does not actually benefit from the disclosure of such information.

Discussions involving sensitive information should always be held in confidential

settings to safeguard the confidentiality of the information. Conversations regarding confidential information generally should not be conducted on cellular phones, in public areas or other places where conversations might be overheard.

Computer & Information Security

This section outlines rules for using ACL's computer and communication systems, including individual and centralized computers, software, phones, voicemail, and email.

These systems support ACL's mission. Limited personal use is allowed, but must not conflict with ACL's purpose, policies, or the law. Users are responsible for compliance.

All data on ACL systems—documents, files, emails, and voicemail—belongs to ACL and may be monitored at any time. Users should not expect privacy, even for deleted items or those marked "private."

ACL systems may not be used to create or send material that is harassing, obscene, or discriminatory, nor to solicit for commercial purposes or outside causes.

Security and Use Restrictions:

- ACL assigns unique logins and passwords to control access. Do not share passwords; store them securely.
- Do not bypass ACL's security systems or access others' files without a business reason.
- Do not modify hardware or software setups. Direct all requests to the Executive Director.
- Personal software, including external email, must not be installed. Contact the Operations Director for approval.
- Do not download programs from outside sources or copy external software onto ACL computers due to virus risks.
- Do not attempt unauthorized access to other systems.
- Games and unlicensed software are not allowed.
- ACL software may not be copied or removed from the premises.
- Equipment location changes require approval from the Executive Director.

Security Best Practices:

- Log off when away from your desk for extended periods.
- Assign appropriate security levels to stored documents based on confidentiality needs.

2-5. Health & Safety

Safety

Each employee has an important responsibility to learn how to work safely and to know and observe ACL safety procedures. Safety hazards must be reported to the direct supervisor immediately. The safety of ACL employees, clients, volunteers and animals depends on all employees being safety conscious at all times.

A. Accident Reporting: Work-Related Illness/Injury

Employees must report any work-related accident or injury, regardless of the nature or severity, immediately to their direct supervisor or the manager on duty.

Employees must report any incidents, accidents or injuries involving volunteers or the public, regardless of the nature or severity immediately to their direct supervisor or the manager on duty.

In the absence of a manager, the incident must be reported to the most senior staff member. An incident report must be filled out for any incident, accident or injury that occurs and supporting documents (police report, photographs, etc.) must accompany it.

All incident reports and supporting documents will be kept in a file with the Operations Director.

Workplace Violence

ACL prohibits any type of violence in the workplace, including, but not limited to: conduct that causes physical injury or emotional distress to another person or animal or damages ACL property or the property of another employee, volunteer, client, Board member, donor, or community member; aggressive or hostile behavior that creates a reasonable fear of injury to another person or an animal; and possession of a weapon while on ACL property or on ACL business. Any potentially dangerous or violent situations must be reported to their direct supervisor or Executive Director immediately. Any employee found to be engaged in violence in the workplace is subject to discipline, up to and including termination.

Emergencies

ACL employees must be prepared at all times to handle an internal disaster, medical and/or fire emergency. Please refer to the Emergency Binder located at the front desk to review processes for fire, severe weather and evacuation.

Vehicle Use

Employees must be licensed, insured, and approved by the Executive Director to operate ACL-owned or operated vehicles. A clean driving record is required. When using an ACL vehicle, employees must drive safely, follow all traffic laws, and report any damage or needed repairs to the Executive Director promptly. Timely reporting helps prevent equipment damage and potential harm to people or animals.

Employees are responsible for any parking fines or tickets incurred while using an ACL vehicle. Personal use of ACL vehicles is not permitted.

Drivers must comply with Illinois laws on cell phone use. Violating this policy, including safety rules, may result in disciplinary action up to and including termination.

Security

All employees at ACL must share in ensuring that security of employees, clients, volunteers and animals are observed at all times. If a staff member feels that a fellow employee, volunteer or client is threatened and may be at risk, the employee is encouraged to immediately call the police at 911.

All employees are responsible for keeping track of their personal items. Personal items should be locked in employee lockers, or in an office. High valued items should be left in your car, or at home.

Security After Hours: If the shelter is closed but staff are working, both the exterior and interior front doors must be locked at all times. It is the responsibility of the MOD to lock these doors. The back doors are locked at all times. Employees should not answer the door, or allow visitors or volunteers into the building after public/volunteer hours have ended. The MOD must activate the burglar and fire alarm system. When possible, it is recommended that employees do not lock up alone and should accompany each other to the parking area.

COMPENSATION AND BENEFITS

ACL provides the following benefits and compensation policies. Benefit plans may change, and official plan documents (Summary Plan Descriptions) govern eligibility and terms. Continuation of benefits after termination is at the employee's expense and per applicable laws. The Executive Director, with Board Finance Committee approval, annually sets deductibles and co-pays for insurance benefits.

Compensation & Timekeeping

A. Payroll Administration

ACL complies with all applicable federal, state, and local payroll laws. Your salary is subject to mandatory deductions (taxes, Social Security, garnishments, etc.) and voluntary deductions (e.g., insurance premiums). Review your pay stub promptly and report any discrepancies to the Executive Director.

B. Employee Designations (Exempt/Non-Exempt)

- Exempt: Salaried employees paid a fixed amount regardless of hours worked; not eligible for overtime except as required by law. Exempt employees work a minimum of 42 hours per week.
- Non-Exempt: Hourly employees eligible for overtime pay at 1.5x their regular rate for hours over 40 per workweek.
- Full-time: Employees working 36+ hours per week.
- Part-time: Employees working less than 36 hours per week.
- Temporary: Employees hired for a limited time (usually under six months) with limited benefits.
- Independent Contractors: Individuals who control how they perform work and do not receive employee benefits.

Your classification is communicated at hire and consistent with applicable laws.

C. Timesheets for Hourly Employees

Non-exempt employees must accurately record all hours worked using ACL's time system. Working unauthorized or "off-the-clock" hours is prohibited. Falsifying time records or instructing others to do so is grounds for discipline, including termination. Report any requests to falsify records immediately.

D. Paychecks

Employees are paid biweekly on Tuesdays, or the next business day if a holiday falls on payday. Pay stubs itemize all deductions. Contact your manager promptly if you notice errors.

E. Overtime

Overtime must be pre-approved by your direct supervisor and is paid at 1.5x the regular rate for non-exempt employees working over 40 hours/week. Exempt employees working extra hours for events may request compensatory time off within two weeks, subject to Executive Director approval.

F. Gratuities

Employees may not accept gratuities or tips. Gifts related to ACL work require Executive Director approval.

Time Off

ACL is open 365 days per year. Salaried managers and coordinators are expected to share the responsibility of coverage of holidays. New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas (or other religious observance).

Full time salaried employees scheduled to work on holidays may request an alternate paid day off (comp day) within two weeks. Alternate holiday accommodations for religious observance should be discussed promptly with the Executive Director. All part-time hourly employees will accrue 1 hour of pto for every 40 hours worked.

Vacation

Full Time, Hourly Employees are eligible for the following, after 90 days of employment. These hours must be used during the calendar year.

Employment Length	PTO	Sick
1- 4 Years	10 days	3 days
5 - 10 Years	15 days	3 days
11 + Years	20 days	3 days

Part-time employees accrue one hour of PTO for every hour worked. Part-time employees may request up to one week unpaid vacation annually with supervisor approval.

Maximum consecutive vacation is 7 days unless otherwise approved in advance by the Executive Director.

Jury Duty

Employees are entitled to unpaid time off for jury duty and must notify ACL upon receiving a summons.

Bereavement Leave

Full-time employees receive up to 3 paid days for death of immediate family (spouse/life partner, child, parent) and 1 paid day for a personal pet. Additional time may be granted using accrued leave with supervisor approval.

School Visitation Leave

Eligible employees (6+ months tenure) may request unpaid leave to attend children's school activities per Illinois law, after exhausting accrued vacation/personal days. Up to 8 hours/year with notice (7 days or 24 hours emergency). Verification form required within 2 days or absence is unexcused.

Military Leave

Employees called to military service receive unpaid leave with reinstatement rights under applicable law. ACL continues health insurance contributions for up to 30 days; thereafter, employees may continue coverage at their expense. Military service counts as continuous service for benefits accrual.

Outside Employment

Individuals employed by ACL may hold outside jobs as long as they meet the performance standards of their job with ACL. Employees should consider the impact that outside employment may have on their ability to perform their ACL duties. All employees will be evaluated by the same performance standards and will be subject to ACL's scheduling demands, regardless of any outside work requirements.

If ACL determines that an employee's outside work interferes with their job performance or their ability to meet the requirements of ACL, as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain employed with ACL.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals or organizations for materials produced or services rendered while performing their jobs with ACL.

3-3. Additional Benefits & Perks

Employee Use of Clinic Services

As a benefit of being an ACL employee, staff members may utilize the clinic for spay/neuter, vaccines, microchipping, combo tests and heartworm testing. These services may only be offered to animals owned by the employee and must be scheduled during public hours. Employees may not schedule these services to be performed while they are working a scheduled shift unless approved by their immediate supervisor.

Employees may not solicit or receive any medical services that are not provided to the general public. Employees must take their animals to their own vet for treatment or services beyond the above mentioned.

Adoptions by Employees

ACL understands that a key motivation in an employee's desire to work for us is a love of animals. Employees are allowed to adopt sheltered animals provided they meet all ACL established standards of the adoption process, the same as for the general public. Employees who have completed 30 days of employment may adopt one animal with the standard adoption fee waived for that animal; fees for additional adoptions or for the adoption of a special needs animal may be reduced at the discretion of the Executive Director.

Meetings and Conferences

Staff may be given limited time off by the Executive Director with pay to participate in educational opportunities related to the staff member's current or anticipated work with the shelter. An employee serving as an official representative of ACL at a conference or meeting is considered on official business and not on leave.

Expense Reimbursement

Reimbursement may be authorized by the Executive Director for reasonable and necessary expenses incurred in carrying out job responsibilities. Mileage or transportation, parking fees, etc., are all illustrative of reasonable and necessary expenses. Employees should not expect reimbursement for expenses which were not pre-approved by the Executive Director.

Employees are responsible for transportation costs between the office and home during normal work hours. Transportation costs are only paid by ACL for work outside normal work hours if the employee is on official business for the ACL and the expense is pre-approved by the Executive Director. Employees authorized to use their personal cars for ACL business are reimbursed at the U.S. Internal Revenue Service approved rate.

Receipts must be provided for all expenditures made in order to claim reimbursement.

Insurance Benefits

Insurance Benefit Options (Full Time Staff)

All full-time employees are eligible to enroll in insurance benefits, including health, dental, and vision coverage. Employees may select a health insurance plan and choose to opt-in for dental and/or vision coverage.

A new hire becomes eligible for Insurance benefits 60 days after employment, on the 1st of the month. If you would like to enroll in benefits, please notify the Executive Director, who will provide you with the necessary paperwork and plan options.

Workers' Compensation and Unemployment Insurance

Employees are covered for benefits under the Workers' Compensation Law. Absences for which workers' compensation benefits are provided are not charged against the eligible employee's sick leave. To assure proper protection for employees and the shelter, any accident that occurs on the job must be reported immediately to their direct supervisor even if there are no injuries apparent at the time. Incident Report forms for this purpose are available from the Operations Director.

Social Security/Medicare/Medicaid

ACL participates in the provisions of the Social Security, Medicare and Medicaid programs. Employees' contributions are deducted from each paycheck and ACL contributes at the applicable wage base as established by federal law.

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EMPLOYEE RECEIPT AND ACCEPTANCE

I hereby acknowledge that I have been given a paper copy of the ACL Employee Handbook and that I may obtain access to an electronic copy of the Handbook from my manager. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the Employee Handbook is not an employment contract for any specific period of employment or for continuing or long-term employment. Therefore, I acknowledge and understand that unless I have a written employment agreement with ACL that provides otherwise, I have the right to resign from my employment with ACL at any time with or without notice and with or without cause, and that ACL has the right to terminate my employment at any time with or without notice and with or without cause.

I have read, understand and agree to all of the above. I understand that it is my responsibility to read, understand and follow the policies and procedures set forth in the Employee Handbook. I agree to return the Employee Handbook upon termination of my employment.

Signature _____

Print Name _____

Date _____

Please print and sign and return to your supervisor.

CONFIDENTIALITY POLICY AND PLEDGE

Any information that an employee learns about ACL clients, staff members, donors, any ACL business and financial data and animal medical or behavioral information as a result of working at ACL that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by ACL or to other persons employed by ACL who do not need to know such information to assist in rendering services, however nothing in this policy is intended to prevent employees from engaging in concerted activity protected by law.

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Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information. Conversations regarding confidential information generally should not be conducted on cellular phones, in public areas or other places where conversations might be overheard.

I understand the above policy and pledge not to disclose confidential information.

Signature: _____

Print Name: _____

Date: _____

Please print and sign and return to your immediate supervisor.

Workplace Culture & Expectations

- Support a collaborative organization
- Practice “we thinking”. We achieve goals together or not at all.
- Acknowledge the skills, contributions and various roles of others.
- Appreciate the experience and background that each team member brings to the table.
- Support, mentor and uplift those around you.
- Set others up for success by sharing information and helping each other.
- Support a culture of safety
- Take responsibility to correct issues and communicate concerns.
- Know your limitations and seek help when needed.
- Model safe, humane, and kind handling of animals at all times.
- Be thorough, careful and precise in your work.
- Commit to healthy communication
- Communicate directly or upwards rather than gossiping with others.
- Understand differences are not wrong. Work through conflict and challenging conversations.
- Provide accurate, thorough, objective documentation and feedback.
- Give the benefit of the doubt and trust that everyone has good intentions.
- Take a moment to think about your role in communication and how to best communicate effectively in different situations.
- Be compassionate and respectful
- Respect each other, our community, resources, and the animals in our care.
- Practice self-care.
- Treat every animal in our care as if its life and wellbeing is as important as your own pets at home.
- Acknowledge the emotional aspects of our work by expressing and hearing/understanding feelings of other team members and volunteers.
- Achieve excellence through continual improvement
- Strive to consistently improve the customer service experience/be a brand ambassador.
- Be self-reflective and willing to learn and improve professionally and personally.

- Actively look for opportunities to make things better for the people and animals we serve.
- Don't let the fact that nothing is perfect stop you from trying to always make things better.