



Herndon-Reston
FISH

Friendly Instant Sympathetic Help

Employee Handbook

WELCOME

On behalf of the entire Herndon-Reston FISH organization, we warmly welcome you. We are pleased to have you join us in our mission to make a positive impact on our community and beyond. This handbook is designed to provide you with important information about our organization, its policies, and your role as an employee. You should familiarize yourself with the contents of the employee handbook as soon as possible, as it will answer many questions about employment with FISH.

MISSION, VISION, AND VALUES

Founded in 1969, Herndon-Reston FISH, Inc., is a nonsectarian, non-profit 501(c)(3) organization providing Friendly Instant Sympathetic Help to Herndon and Reston residents facing short-term financial crises. Our goal is to help them cope with an emergency financial need so that they can achieve economic stability.

Every year, FISH helps thousands of predominantly low-income families and individuals in all demographic categories by paying for rent, utilities, medical items and prescriptions, food, house-hold items, and other emergency financial needs.

Work is performed by a small paid staff and many talented, enthusiastic volunteers. FISH works closely with social workers from Fairfax County, schools, local hospitals, and other non-profit organizations.

FISH also manages and operates the Bargain Loft—a thrift store providing affordable shopping to the community. Net store proceeds are used to support FISH emergency assistance programs.

DIVERSITY AND INCLUSION

Herndon-Reston FISH is committed to realizing and maintaining a welcoming environment that embraces diversity. We strive to provide our assistance to people of all races, genders, ages, ethnicities, sexual orientations, physical abilities, and religious beliefs.

EMPLOYMENT POLICIES

Equal Employment Opportunity

We are committed to providing equal employment opportunities to all employees and applicants. Herndon-Reston FISH does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or any other protected status. We encourage and promote the potential talents of each volunteer and staff member. We want to foster an atmosphere where everyone will do her or his best work in pursuit of FISH's mission and goals.

Employment Classifications

Employees are classified as full-time, part-time, or temporary, depending on their role and the nature and duration of their employment. In addition, a position will be deemed exempt or non-exempt in accordance with the Fair Labor Standards Act.

- Full-time employee: A full-time employee is regularly scheduled to work at least 30 hours per week.
- Part-time employee: A part-time employee is regularly scheduled to work fewer than 30 hours per week and will typically be paid on an hourly basis.
- Temporary employee: A temporary employee is employed, either on a full-time or part-time basis, for a specific period of time less than six months. Temporary employees are entitled only to those benefits required by statute or as otherwise stated in the Employee Handbook as intended for temporary employees.

- **Exempt Employee:** An exempt employee is an employee who is paid on a salary basis and meets the qualifications for exemption from the overtime requirements of the Fair Labor Standards Act.
- **Non-Exempt Employee:** A non-exempt employee is an employee who is paid an hourly rate and does not meet the qualifications for exemption from the overtime requirements of the Fair Labor Standards Act. Non-exempt employees will be compensated in accordance with applicable federal and state law and regulations including compensation at time and one-half their regular hourly rate of pay for each hour worked over 40 hours per week.

Telecommuting and Remote Work

Herndon-Reston FISH may offer telecommuting or remote work options in certain circumstances, subject to approval of the Executive Director and/or the Board.

Use of Personal Devices and Social Media

While employees may use personal and organizational devices and social media to advance Herndon-Reston FISH's mission, they are also expected to do so in a manner that does not negatively affect their job performance or the organization's reputation or jeopardize confidentiality and security of information.

COMPENSATION AND BENEFITS

Salary Structure

Compensation details will be specified in offer letters.

Timekeeping

All employees are responsible for accurately recording and reporting all the time they work.

Payroll Schedule

FISH's standard pay period is bi-weekly, beginning on Monday and ending on the second Sunday. Employees are paid every other Friday for the previous pay period. Wages are deposited directly into employees designated bank account via direct deposit. Paper checks are available upon request. Any payroll discrepancies should be reported to the Executive Director and/or Finance Director within 5 business days of receiving your paycheck.

FAMILY/MEDICAL LEAVE

- Full-time employees are granted two work weeks of paid family/medical leave hours at the beginning of the calendar year.

- Full-time employees regularly scheduled to work fewer than 40 hours per week are granted paid family/medical leave in proportion to the amount of time they are scheduled to work.
- Employees who begin employment in the middle of the year are granted a proportionate amount of family/medical leave hours (e.g., someone hired halfway into the calendar year receives the equivalent of one week of family/medical leave hours).
- Employees may use family/medical leave for themselves or immediate family members.
- Employees carry over unused family/medical leave hours from year to year.
- No payment is made for unused family/medical leave hours at the time of employment termination.
- Employees who need to use family/medical leave must inform the Executive Director as soon as possible.

ANNUAL VACATION LEAVE

- Full-time employees accrue the equivalent of three work weeks of annual vacation leave hours each calendar year.
- Full-time employees regularly scheduled to work fewer than 40 hours per week accrue annual vacation leave in proportion to the amount of time they are scheduled to work.
- A proportion of annual vacation leave is accrued at the beginning of each bi-weekly pay period, equivalent to 1/26th of the annual vacation leave hours.
- Vacation leave hours taken should be recorded in Quickbooks at the same number of hours the employee is regularly scheduled to work that day.
- Employees may carry over a maximum equivalent of one week of accrued but unused vacation leave hours from one calendar year to the next.
- Employees in good standing are paid for accrued but unused annual vacation leave hours upon end of employment.
- Under normal circumstances, no more than two consecutive weeks of accrued vacation may be taken at a time. Exceptions require the approval of the Executive Director in consultation with the Executive Committee.
- The Executive Director must approve all vacation leave in advance.

BEREAVEMENT LEAVE

- Employees will be paid for up to three days for time needed to address family matters upon the death of a family member.

HOLIDAYS

Herndon-Reston FISH observes all Federal holidays. As of the writing of this policy, Federal holidays are as follows:

- New Year's Day
- Martin Luther King, Jr.'s Birthday
- Presidents' Day.
- Memorial Day
- Juneteenth National Independence Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

If an employee is required to work on a Federal Holiday, he or she may submit a request to the Executive Director for an alternative day off.

WORKPLACE EXPECTATIONS

Dress Code and Appearance Guidelines

Employees are expected to dress in a professional and appropriate manner.

Workplace Safety and Security

Employees are responsible for maintaining a safe and secure work environment. Any safety concerns should be reported immediately.

Attendance and Punctuality

Employees are expected to arrive on time and be ready to work at their scheduled start time. Planned absences should be requested in advance, and unplanned absences must be reported to the Executive Director as soon as possible.

PERFORMANCE MANAGEMENT

Performance Review Process

Performance evaluations are conducted annually to assess employee performance and discuss goals. The employment review takes place at the end of the fiscal year. The process involves gathering information from the supervisor, co-workers, the Executive Director, and, where appropriate, members of the Board. This information will be used by the personnel committee to make any recommendations the committee thinks are appropriate.

Performance Improvement Plans

If an employee's performance is below expectations, a performance improvement plan may be developed to address areas needing improvement.

Training and Development

Herndon-Reston FISH is committed to supporting employee growth through training and development opportunities.

CONFIDENTIALITY AND DATA SECURITY

Confidentiality

Employees are required to maintain the confidentiality of all sensitive information and may be required to sign a confidentiality agreement.

Data Security Policies

Employees are required to take all reasonable steps to keep sensitive information secure, to use strong passwords, and to store passwords securely.

Data Retention and Backup

Employees are expected to follow FISH data retention, backup, and destruction policies.

TERMINATION AND RESIGNATION

Grounds for Termination

Grounds for termination may include poor performance, misconduct, violation of policies, or job elimination. All employees are “at will” employees, which means they can be terminated at any time for any reason. Employees in good standing who are involuntarily terminated will be given two weeks’ severance.

Resignation Procedure

Employees must provide two weeks’ notice if they decide to resign.

Return of Herndon-Reston FISH Property

Upon termination, employees must return all Herndon-Reston property, including keys, access cards, and equipment.

WHISTLEBLOWER POLICY

Purpose

- Herndon-Reston FISH expects all employees, volunteers, and officials to act with honesty and integrity and to conform to all relevant policies and law.
- The purpose of the whistle-blower policy is to ensure that a violation of policy, ethics, or law can be reported by employees, volunteers, or others without fear of retaliation so that problems can be appropriately addressed and corrected.

No Retaliation

- It is contrary to the policy of FISH for anyone to retaliate against any board member, officer, employee, or volunteer who in good faith reports an ethics violation or a suspected violation of law, such as a complaint of discrimination, suspected fraud, or suspected violation of any regulation governing the operations of FISH.
- An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Reporting Procedure

- Anyone reporting a concern must act in good faith and have reasonable grounds for believing the information disclosed indicates improper conduct or a violation of FISH policies.
- Employees or volunteers who have concerns should initially share their questions, complaints, or concerns with their supervisor unless that person is the source of the concern.
- If the person making the complaint does not feel comfortable speaking to their supervisor, the concern should be raised with the Executive Director or, if that does not seem appropriate, with the president of the board of directors.
- Concerns or complaints may be submitted in writing.

Confidentiality

- Reports of concerns and investigations related to the concern shall be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

- The person receiving the complaint will notify the person submitting the complaint that it has been received and that an investigation is underway.
- All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation. The person making the complaint will be notified of the resolution.

ADDRESSING WORKPLACE ISSUES

- FISH is committed to maintaining a friendly and productive workforce environment. Employees are encouraged to propose actions or make suggestions to improve the operations of FISH.
- Employees or volunteers who have concerns about workplace issues should initially share their questions, complaints, or concerns with their supervisor unless that person is the source of the concern. If the person making the complaint does not feel comfortable speaking to the supervisor, the concern should be raised with the Executive Director or, if that does not seem appropriate, with the President of the Board of Directors. Concerns or complaints may be submitted in writing.

CODE OF CONDUCT AND ETHICS

Expectations for Ethical Behavior

Employees are expected to act with honesty, integrity, and respect in all interactions.

Conflicts of Interest

Employees must disclose any potential conflicts of interest to their supervisor or the Executive Director. A conflict of interest occurs when an individual's personal interests – family, friendships, financial, or social factors – could compromise (or could be perceived as compromising) his or her judgment, decisions, or actions in the workplace.

Gifts and Gratuities

To prevent conflict of interest or the appearance of conflict of interest, Gift, Gratuities, and Entertainment cannot be accepted from any individual or entity (1) that does or is seeking to do business with HRFISH, or (2) that has received or is receiving financial assistance from HRFISH. An exception is allowed for a provided business lunch or dinner, but the value must be limited to less than \$50 per person.

ACKNOWLEDGMENT OF RECEIPT

I acknowledge that I have received, read, and understood the Herndon-Reston FISH Employee Handbook. I agree to comply with the policies and guidelines outlined in this handbook.

Signature

Date