
POLICY NUMBER: 901

TITLE: ACCESS AND USE OF COMMUNICATION SYSTEM

POLICY

Employees, based on job responsibilities, may be granted access privileges to the Catholic Charities "Communication System". This includes, but is not limited to electronic (e-mail), courier services, facsimiles, telephone systems, modems, cell phones, computers, computer networks, on-line services, Internet connections, computer files (stored on computers owned by Catholic Charities or on the network system), photocopying machines, scanners, televisions, video equipment and tapes, tape recorders and recordings, pagers and cellular phones, and all software. Employees with access to any of the above are responsible for using these resources in an effective, ethical and lawful manner and must adhere to all rules listed below.

PROCEDURE

I. All information and files created stored and/or transmitted by or with Catholic Charities communication system are not private and are the sole property of the agency. Employees are instructed that the agency may access and monitor any electronic and recorded information on its communication system, including personal messages and documents. *By use of the Catholic Charities Communication System, employees consent to such access and waive any expectation of privacy regarding use of the communication system.*

II. Software Programs

Software programs have specific licensing agreements. Employees of the Catholic Charities are directed to follow the agreement for each software package utilized. Anyone who makes illegal copies is subject to disciplinary action up to and including termination.

II. Email

The agency's Communication System may not be used for transmitting, retrieving or storing information that is obscene, offensive or in any way contrary to any Catholic Charities policy, including the anti-harassment policy.

A. Inappropriate messages include but are not limited to:

1. Fraudulent messages: Messages sent under an assumed name or modified address or with the intent to obscure the origin of the message.

POLICY NUMBER: 901

Continued

TITLE: ACCESS AND USE OF COMMUNICATION SYSTEM

2. Harassing messages: Messages that harass an individual or group because of sex, race, religious beliefs, national origin, physical attributes or sexual orientation.
 3. Obscene messages: Messages that contain obscene or inflammatory remarks directed toward or about an individual or group.
- B. Not Private.
1. The Internet and/or e-mail system are not secure: e-mails can be read or intercepted by others, including inadvertent disclosure, accidental transmission to third parties, or purposeful retransmission to another employee's internal mailing list.
 2. Employees must understand that they do not have a personal privacy right in any matter created, received, or sent from the e-mail system.
 3. Management has the right to enter an employee's email network at any time, with or without prior notice, to ensure that the system is being used for agency purposes only, to ensure that employer policies prohibiting harassment are being followed. The agency has the right to access and examine information in an employee's e-mail mailbox at any time.
- C. Miscellaneous
1. The initiation of, or participation in, chain letters is prohibited.
 2. Employees should not open attached files from people or other entities they do not know as they may contain viruses.
 3. Practice safe computing. Always "virus-scan" programs received by e-mail. E-mailing them to others within the Agency or saving them on the network drive can spread a virus very quickly and destroy business data.
 4. Employees should disclose information or messages from the e-mail network only to authorized employees and managerial staff. E-mail is limited to those with a need-to-know basis. This applies to both agency proprietary information and confidential material protected by the attorney-client privilege. In some cases, sensitive information should not be sent via e-mail.
 5. Disclaimer – all emails and facsimiles are required to contain the following protective disclaimer language:
Confidentiality Notice: The information contained in this message may be privileged and confidential and protected from disclosure. If the reader of

POLICY NUMBER: 901

Continued

TITLE: ACCESS AND USE OF COMMUNICATION SYSTEM

this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately and delete or destroy the communication.

IV. Internet Usage

Only employees specifically authorized to do so by the Agency Division Directors may access on-line services and the Internet. Authorized employees must disclose all passwords to Agency management, but must not share their passwords with other employees.

- A. On-line use, whether from office on-site or dial up from home or a home office, must be limited to work-related activities.
- B. You may not duplicate or download any software or materials that are copyrighted, patented, trademarked or otherwise identified as intellectual property. When appropriate material is downloaded, it must be scanned using the agency's anti-virus software.

Employees are strictly forbidden from downloading any non-work related web site material especially material that could be construed as offensive in nature to any employee.

- C. No one may use resources on the Internet for personal financial gain by posting messages that promote the products or services of a local business or their own product or services.
- D. It is forbidden to use Internet resources for the purposes of gambling. This resource is for business purposes as previously stated.

V. Cellular Phones

- A. Certain employees of the Catholic Charities will be issued cellular phones for business usage as determined by administration.
- B. The agency will determine the wireless company and appropriate plan(s).

POLICY NUMBER: 901

Continued

TITLE: ACCESS AND USE OF COMMUNICATION SYSTEM

- C. Cell phones are to be used primarily for business purposes. While it is understood that personal calls will be made from time to time, if the bill exceeds the minutes allotted on the plan, then the employee may be held responsible for paying the additional charges over and above the plan's established contract limit.
- D. If a cell phone is lost or stolen it must be reported to the Division Director and the accounting office immediately. Appropriate action must be taken to cancel usage and restore service with another phone/number.

VI. Disciplinary Action

- A. If a violation is excessive or a blatant attempt to undermine the use of any of the Communication System, the violation may be considered a "major offense" of the agency standards of conduct. Such an infraction may result in the agency's right to omit the progressive counseling/warning system and result in an immediate penalty of probation, or suspension subject to discharge, or discharge, without any prior counseling.
- B. Any of the user's account(s) may be immediately disabled and the matter reviewed by the employee's program administrator, the Division Director, the Human Resources Manager and the Executive Director for appropriate disciplinary action.
- C. Catholic Charities will cooperate fully with any Local, State or Federal officials investigating an alleged crime involving the agency communication system.

VII. Acknowledgement

All employees will receive a copy of this policy upon hire and will sign an acknowledgement and receipt form which will be kept in their employee file.

POLICY NUMBER: 902

TITLE: ANTI-HARRASSMENT

HARRASSMENT (Supersedes COA Manual Reference G4.4.02)

Catholic Charities prohibits personnel from engaging in any harassment of persons served, supervisees, colleagues, community representatives, or any other person or group with whom

**CATHOLIC CHARITIES OF THE
DIOCESE OF PALM BEACH
EFFECTIVE: FEBRUARY 2003
REVISED: DECEMBER 2009**

**MANUAL: PERSONNEL
SECTION 900**

**POLICY NUMBER: 902
TITLE: ANTI-HARRASSMENT**

Continued

personnel have contact as representatives of the organization. Harassment includes physical or mental abuse, racial insults, derogatory ethnic slurs, unwelcome sexual advances or touching, sexual comments or jokes, creating a work environment that is intimidating, hostile, and offensive, or requests for sexual favors (quid pro quo harassment) used as a condition of employment or affecting any personal decisions such as hiring, promotion or compensation.

Any employee or volunteer who believes he/she has been the subject of harassment or who has knowledge of harassment taking place should first confront the offender and make it clear that their behavior is unwelcome. If the harassment continues then the employee/volunteer should report the alleged act immediately to the supervisor, administrator or Division Director in writing in accordance with the employee grievance procedure. Should the issue involve the supervisor, the employee or volunteer should discuss the issue with the next level of supervisory staff. The

Human Resources Manager or the Executive Director must be informed by the supervisor, administrator, or division director who receives the claim of harassment.

An investigation will be conducted immediately of the alleged charges and a determination of the validity of the claim will be made within ten (10) working days if possible. The employee's supervisor with the assistance of the Human Resources Manager will investigate all the facts relating to the incident. All possible discretion and maintaining confidentiality will be made to the extent reasonably possible. The investigation may bring both persons together to encourage them to understand each other's behavior. Should this not be feasible, the facts will be developed and appropriate action will be taken. If someone is found guilty of harassment, it shall be treated as a "major offense", as that, depending upon the circumstances and the degree of the harassment, the offender might be disciplined with a suspension or discharge.

A charge of harassment, failure to report or the intentional withholding of information about such behavior or making a false report, may lead to serious disciplinary action up to and including discharge.

Staff and volunteers have a duty to report any reasonable belief that harassment has occurred in the workplace. Under no circumstances will a person be retaliated against because of a bona fide report of what he/she perceives to be an incident of harassment

POLICY NUMBER: 903

TITLE: CONFIDENTIALITY AND CLIENT INFORMATION

The nature of Catholic Charities operations results in the generation of significant amounts of confidential activity and information. Unless otherwise specified, all activities and/or information relating to clients will be considered confidential. Therefore, no internal discussion, dissemination or transfer of such knowledge will be allowed without the express written consent of the person(s) involved. Violation of this policy will result in disciplinary action up to and including discharge.

Each employee is required to sign the agency's Confidentiality Agreement upon employment.

POLICY NUMBER: 904

**TITLE: GOVERNMENT REGULATIONS GOVERNING CATHOLIC
CHARITIES PROGRAMS**

Many Catholic Charities Programs are funded by and/or operate under governmental entities (federal, state, county or local) and private funding organizations which have specific regulations, rules, policies and/or guidelines which must be followed by the staff for proper and/or legal operation of the program.

All employees who work in the programs operating under specific regulations of governmental entities and private funding organizations will be trained in the regulations specific to their program and will be given access to the written regulations by their supervisor. Employees will be expected to follow these regulations completely and consistently. Failure to do so will be considered a violation of Catholic Charities policy and possible grounds for immediate termination.

POLICY NUMBER: 905

TITLE: GRIEVANCE PROCEDURE FOR EMPLOYEES

Step 1: Any employment related problem is first to be summarized in writing (using the Grievance Form) and discussed with the immediate supervisor who will investigate the matter and communicate a written decision within five (5) working days, if possible. A copy of the decision and other documentation shall be placed in the employee's personnel file.

POLICY NUMBER: 905

Continued

TITLE: GRIEVANCE PROCEDURE FOR EMPLOYEES

Step 2: If no resolution is reached at Step 1, or if the issue is with the immediate supervisor, an employee may communicate the problem in writing to the person in authority at the next level. At each level the supervisor will confer with the employee, investigate the issues and have a written decision within five (5) working days, if possible. All material is to be placed in the employee's personnel file.

Step 3: If no resolution is reached at Step 2, then the employee may communicate the problem in writing to the Human Resources Manager. The HR Manager will confer with the employee and investigate the issues and have a written decision within three (3) working days, if possible.

Step 4: If the matter cannot be settled by the Human Resources Manager then the employee may proceed to present the problem/complaint to the Executive Director with the Human Resources Manager's assistance. The decision of the Executive Director will be made within five (5) working days, if possible and is final. All material related to the grievance is to be placed in the employee's personnel file.

POLICY NUMBER: 906

TITLE: PROHIBITION OF MEDIA INTERVIEWS

Catholic Charities employees are prohibited from granting interviews or making statements to media representatives, including but not limited to, newspaper reporters, magazine reporters, television reporters, etc., when such interview/statement touches upon any Catholic Charities operations or activities. The only exception to this policy is when the Executive Director has pre-approved the interview.

Failure to follow this procedure will result in a written warning and might possibly be grounds for immediate termination.

**CATHOLIC CHARITIES OF THE
DIOCESE OF PALM BEACH
EFFECTIVE: FEBRUARY 2003
REVISED: DECEMBER 2009**

**MANUAL: PERSONNEL
SECTION 900**

**POLICY NUMBER: 907
TITLE: PUBLIC RELATIONS**

Catholic Charities must maintain a consistent and positive image in its service areas to operate effectively within its diverse communities. Therefore, employees must submit any news releases, newsletters, invitations, brochures, etc. to the Division Director for approval prior to release. If any of these materials is deemed to be potentially controversial they will be reviewed by the Executive Director prior to release. It is the responsibility of the Division Director to keep the Executive Director informed (in writing) of activity in any of the aforementioned areas.

Inquires by the media will be referred to the Executive Director at the Central Administrative Office in compliance with the Prohibition of Media Interviews Policy No. 906. At no time will an official response or statement be given to the media without prior approval from the Executive Director or designee

**POLICY NUMBER: 908
TITLE: REPORTING ILLEGAL OR UNETHICAL CONDUCT**

Catholic Charities does not accept, condone or tolerate any practices or acts that are illegal, fraudulent, unethical, wasteful or abusive.

All staff has a duty to report any reasonable belief that any practice or act of Catholic Charities is illegal, fraudulent, unethical, wasteful and/or abusive. Any employee with a belief that another employee, volunteer, or agent of Catholic Charities has engaged in illegal, fraudulent, unethical, wasteful and/or abusive conduct must report the conduct to his/her supervisor, administrator, or Division Director in writing. Should the conduct at issue involve the Executive

Director, then the employee shall notify the President of the Board of Directors in writing. The Executive Director and/or the designate of the President will investigate all reports and take appropriate action.

Under no circumstances will an employee be retaliated against because of a report of conduct considered to be illegal, fraudulent, unethical, wasteful or abusive. All reports under this section will be maintained confidential except as necessary to investigate and act upon the reports.

POLICY NUMBER: 909

TITLE: RULES OF CONDUCT AND PROGRESSIVE DISCIPLINE

Catholic Charities maintains “rules of conduct” by which the performance/behavior of employees is guided to assure the safety and well being of its employees, volunteers and clients and to assure the orderly and efficient operation of the agency. When an employee’s performance/behavior is such that he/she is out of compliance with the “rules of conduct”, the agency may utilize a progressive disciplinary action procedure. Keep in mind that the agency has no obligation to use any one or more of these forms of discipline prior to discharging an employee. Any or all of these steps can be omitted as the agency deems appropriate, in its discretion. Moreover, by establishing disciplinary procedures the agency is not relinquishing or limiting its managerial right to discharge for any or no reason at all, at any time, with or without notice.

There are some incidents which could result in immediate termination at any time, with or without notice. These are considered major offenses. In these cases, the employee may not have access to a progressive disciplinary counseling process. The following incidents may result in an immediate penalty of probation or suspension subject to discharge or discharge without any prior counseling. In other words, if an employee commits a major offense, all or any part of the progressive counseling procedure may be omitted. This list is not intended to cover every serious incident but will serve as an example of the types of behavior which will not be tolerated by Catholic Charities.

- Reporting to work under the influence of drugs or alcohol, or possessing consuming, selling or transferring of any such substance on agency property. Also, possession, use, or sale of alcohol or drugs off the agency worksite, premises or property and outside regular working hours that adversely affects job performance or the employee’s or other employee’s safety, health, security or property, or the agency’s reputation.
- Insubordination or failure to perform assigned duties.
- Sleeping on the job or loitering (inattention to duties).
- Being absent for three (3) consecutive days without notifying employee’s direct supervisor in accordance with the respective program’s “Call-Out Procedure.”
- Stealing or attempting to steal agency property or the property of other employees, clients or volunteers.
- Falsifying an employment application, resume, health questionnaire, time records, client notes, or any other document required by Catholic Charities.
- Failing to observe and comply with safety, hygiene or fire rules.
- Jeopardizing the health or safety of members, clients, visitors, employees or volunteers through neglect of duty.
- Accepting monetary tips/gifts from clients, their families or friends.
- Unauthorized disclosure of confidential information.

**CATHOLIC CHARITIES OF THE
DIOCESE OF PALM BEACH
EFFECTIVE: FEBRUARY 2003
REVISED: DECEMBER 2009**

**MANUAL: PERSONNEL
SECTION 900**

- Willful violation of Catholic Charities solicitation and distribution rules.
- Chronic, habitual, or excessive lateness or absenteeism of any type including early departure from the premises without permission, prior to the end of the scheduled workday.
- Threatening, intimidating, coercing, harassing or interfering with fellow employees or supervisors.
- Gambling on Catholic Charities property.
- Engaging in sexual harassment or any other kinds of harassment.
- Using profane, abusive or threatening language toward fellow employees, supervisors, volunteers or clients.
- Performing work other than Catholic Charities work during working hours.
- Willful violation of Catholic Charities “Smoke Free Environment Policy”.
- Theft, pilferage, fraud, forgery, lying, misrepresentation or other forms of dishonesty.
- Bring firearms, ammunition or concealed weapons of any kind on Agency property.
- Disorderly or indecent conduct on Agency premises or client’s premises.
- Intentionally destroying or damaging the property of Catholic Charities or the property of Catholic Charities employee(s), member(s), visitor(s), volunteer(s) or client(s).
- Violation of any public law while on Agency premises.

Except for those incidents listed above and any others not listed above which Catholic Charities deems to be of such a serious nature that immediate termination may be warranted, a four (4) step progressive discipline process will normally be followed for incidents of unacceptable work performance or behavior. The four (4) step progressive discipline process does not create any contractual rights on behalf of the employee, and employment remain terminable at will and at the sole discretion of Catholic Charities. The progressive discipline process is defined as follows:

Step 1 – Verbal Warning. A verbal counseling session is the first step in the process.

- During the verbal counseling session the employee’s direct supervisor will specify the Agency rules, policy or procedure in violation, or difference(s) between the present work performance or behavior and the direct supervisor’s expectations; describe the negative impact of the employee’s work performance or behavior and explain that it is necessary for the employee to achieve an acceptable standard of work performance or behavior.
- The direct supervisor will document the situation using the verbal warning form. A copy of the verbal warning form will be signed and placed in the employee’s personnel file and a copy maintained by the supervisor.
- In keeping with the Catholic Charities philosophy in dealing fairly with employees, the direct supervisor is expected to actively listen to the employee with regard to his/her view of the situation and how he/she plans to make the necessary corrections, and to express confidence to the employee that he/she can correct the situation and expected time frames by which the corrective action must be taken.

POLICY NUMBER: 909

Continued

TITLE: RULES OF CONDUCT AND PROGRESSIVE DISCIPLINE

Step 2 – A “written warning” will be given to an employee for each subsequent minor offense in violation of any agency rule, or policy or practice for which he/she has already received a verbal counseling which did not result in the desired performance or behavioral improvements in the agreed-upon time frame. The direct supervisor will meet with the employee for a formal counseling session. The supervisor may review the unacceptable performance with the Division Director and Human Resources Manager prior to the scheduled counseling session. Also, prior to the written warning being discussed with the employee, the Executive Director or Associate Director must review and approve the written warning. After approval, the supervisor will meet with the employee to discuss the warning and will give the employee a copy. A signed copy will be placed in the employee’s personnel file and a copy maintained by the supervisor.

- The employee’s performance behavior, the resulting impact and the date(s) of the prior
- verbal warning session(s) will be specifically identified on a disciplinary action form and will be further discussed with the employee.
- After discussing the contents of the warning with the employee, the direct supervisor will actively listen to the employee’s perception of the situation, including any suggestions that he/she may have to improve the situation. The direct supervisor will also offer suggestions for bringing the employee’s performance/behavior to an acceptable level, in addition to the time frame within which the employee must take action to correct the situation.
- After assuring that the employee understands what is expected of him/her (i.e. the employee’s performance must improve to an acceptable level “immediately and must be sustained”) and what action will be taken if the employee does not meet the expectations (i.e. he/she will be subject to further disciplinary action, up to and including termination), both the employee and the direct supervisor will sign and date the disciplinary action notice form, evidencing their respective understanding of the formal counseling.
- If the employee refuses to sign the warning, the Division Director will sign evidencing that the warning has been reviewed with the employee by his/her direct supervisor, and that the employee refused to sign the notice.
- The employee will be informed that his/her performance/behavioral improvement within the specified time frame will not negate the counseling. Should the employee’s performance/behavior lapse after the established time frame, he/she will be subject to subsequent disciplinary action, up to and including termination.
- The direct supervisor will meet periodically with the employee during the specified time frame, to discuss the employee’s progress. Specific feedback will be given to the employee at the end of the specified time frame, including positive feedback, and a

POLICY NUMBER: 909

Continued

TITLE: RULES OF CONDUCT AND PROGRESSIVE DISCIPLINE

determination will be made by the direct supervisor as to whether or not the employee has improved his/her performance/behavior to the previously agreed-upon acceptable level.

Step 3 – Suspension. A written reprimand shall be given to the employee resulting in suspension from work for a period not exceeding three (3) scheduled work days. At this point the employee will be informed that performance/behavior improvement to the previously agreed-upon acceptable level must be “immediate” or the result will be discharge.

Step 4 – Termination. If the specified performance/behavior does not improve to the acceptable level the employee maybe terminated. A review of the use of the disciplinary action warning system and recommendation to terminate must be discussed first with the Human Resources Manager. The Catholic Charities attorney in unusual circumstances may also be contacted by the Human Resources Manager before any employee is terminated. Once the decision is made to terminate, the direct supervisor must set up the discharge meeting and arrange to have a witness present (preferably his/her Division Director) as well as have the employee’s final pay ready.

An employee may be suspended without pay pending an investigation by the direct supervisor and the Division Director or designee, if applicable, until the employee’s performance/behavior, or employee’s culpability, and the appropriate disciplinary action (including possible termination) may be administered.

If it is determined, after a thorough investigation that the employee was not at fault (i.e. his/her performance/behavior was in fact acceptable), the employee will be reinstated with full back pay, and his/her personnel record will be cleared of the incident.

Copies of all warnings/reprimands shall be given the employee involved and copies placed in the employee’s personnel file. When an employee has worked for twelve (12) consecutive months without a written reprimand he/she shall revert to Step 1. All disciplinary actions, however, will remain part of the employee’s permanent record.

**CATHOLIC CHARITIES OF THE
DIOCESE OF PALM BEACH
EFFECTIVE: FEBRUARY 2003
REVISED: DECEMBER 2009**

**MANUAL: PERSONNEL
SECTION 900**

**POLICY NUMBER: 910
TITLE: RESPONDING TO INTERNAL AND EXTERNAL
COMMUNICATIONS**

To facilitate efficient communication, employees are encouraged to respond to phone and e-mail messages from outside and inside the agency within 24 to 48 hours. If an employee is out of the office for an extended period of time, then he or she should leave a message on voice mail or through an auto-responder message on e-mail that he/she will be out of the office and date of return. If leaving a voice mail message, include alternate phone numbers of other Catholic Charities employees or other referral sources to contact in your absence, if appropriate.