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Welcome to City Year
Welcome to the City Year organization – a collection of diverse, passionate people engaged in the movement to create “big citizens.” Big citizens are people who feel a responsibility to their communities and for the well-being of everyone around them. They are civic-minded individuals who see the potential of people to unravel the world’s most intricate challenges. Our work in the “Era of Big Citizenship” depends entirely on your creativity, commitment and idealism and we are proud to consider you a City Year member – and “big citizen.”

City Year’s Mission
City Year’s mission is to put idealism to work by tapping the civic power of young people for an annual campaign of idealism that generates transformative community service, breaks down social barriers, inspires citizens to civic action, develops new leaders for the common good and improves and promotes the concept of voluntary national service. City Year’s vision is that one day the question most commonly asked of an eighteen-year-old is: “Where are you going to do your service year?”

Putting Idealism to Work (PITW) is a book co-edited by City Year’s Co-Founders, Michael Brown and Alan Khazei. The ideas in PITW are a true collective wisdom of the organization which will serve as a guide for our service at City Year and a reference for ways to implement City Year’s mission in our daily service. The shaded boxes throughout this document contain references from PITW.

City Year Pledge
The City Year pledge is administered to corps members on Opening Day, at the end of Basic Training. Staff members will be expected to take the pledge at the end of Summer Academy. The pledge follows: I pledge… to serve as a City Year Member to the very best of my ability, to honor the rules and expectations of City Year, to respect my colleagues and the people and communities we serve, to provide excellent service, to lead by example and be a role model to children, to celebrate the diversity of people, ideas and cultures around me, to serve with an open heart and an open mind, to be quick to help and slow to judge, to do my best to make a difference in the lives of others, and to build a stronger community for all of us.

AmeriCorps
AmeriCorps is a national service program that engages thousands of Americans of all ages and backgrounds in a domestic Peace Corps – getting things done across America by meeting our education, public safety, environmental, and human needs. In exchange for a year or two of service, AmeriCorps Members earn educational awards to help pay back student loans or to finance college, graduate school, or vocational training. It includes AmeriCorps*VISTA, AmeriCorps*NCCC, and hundreds of programs nationwide. More than 20,000 Americans of all backgrounds will meet community needs and earn educational awards of up to $4,725 in return. AmeriCorps is part of a long tradition of efforts encouraging and rewarding service – dating back to America’s beginning and including the civilian Conservation Corps, the GI Bill, and the Peace Corps. City Year is proud to be a part of the AmeriCorps National Service network. It, along with dozens of other strong programs, helped to inspire legislation creating federal support for team-based youth service corps. First, the National and Community Service Act of 1990 was signed into law by President George Bush, thereby creating the National and Community Service Commission. City Year received its first federal funding as a demonstration program under this act and is now the largest recipient of AmeriCorps funding in the nation.

City Year Culture
Every day, we work to create an inclusive community – one that is strong because of our individual experiences and talents, and one that values each of its members. At City Year, we draw on this collective knowledge to create a culture where we speak the common language of uniting people through community service. Common phrases and practices are an integral part of keeping City Year strong and serve as tools for us to mobilize people from diverse backgrounds. City Year’s culture has been a tool for organizational development and has allowed us to establish nine City Year programs across the country. These words, practices and ideas are meant to be improved upon and shared with the larger community. It is an expectation that they are used regularly and respectfully. At any time, if you are unclear about City Year practices, it is also expected that you ask a veteran City Year member. As a veteran City Year
member, it is expected that you are able to explain them. Some examples include the “Spirit,” a way to end all meetings and “Hands Up,” a quick, respectful way to get the attention of a large group of people.

The Founding Stories

At the center of City Year’s culture is a collection of stories, borrowed by City Year from many cultures. They are stories and quotes that inspire, set us on course, and remind us of the most fundamental motivations for participating in the national youth service movement. The Founding Stories – The Beloved Community, Moccasins, Seven Generations, Ripples, Stone Soup, Greatness, Starfish, Village, Never Doubt, and Sand – are provided by the National Academy. Please share these stories often, apply them to your work, and use them respectfully.

Introduction to Staff Policies

The Purpose of City Year Staff Policies

City Year strives to create an inclusive community – bringing together people from a variety of different backgrounds with different life experiences – to work towards a common goal. To be successful, we must provide policies, performance appraisal systems, and management structures which release the energy of our corps and staff members. The City Year Staff Policies are a crucial component of that structure. The Staff Policies are intended to provide guidelines of what City Year expects from its staff. The Staff Policies will serve as a reference for all management decisions in the daily administration of City Year.

At-Will Employment

City Year recognizes that all employment with the organization is on an at-will basis. City Year recognizes the right of any staff member to terminate or discontinue her or his employment with City Year for any reason, with or without notice. Likewise, City Year recognizes its right to terminate or discontinue the employment of any staff member for any reason with or without notice. A staff member leaving City Year must do so by finishing on a day worked and not on a vacation, personal or sick day.

Staff Policies as Guidelines: Disclaimer of Contract

This document is intended to provide guidelines for all staff members. City Year will make reasonable efforts to inform staff whenever changes, deletions, revisions or amendments are made to any of the policies or procedures in the Staff Policies, or to any other part of the Handbook. The policies and procedures in these Staff Policies do not, however, constitute contractual terms and conditions of employment and should not be construed as expressed or implied contractual commitments. Accordingly, the policies and procedures may be changed at any time with or without notice.

Interpretation and Revision of Policies

Staff policies are interpreted and administered on a day-to-day basis by the Executive Directors, Senior Leadership Team members, and all managers. Provisions in grants or contracts by which City Year is bound shall, unless contrary to law, take precedence over inconsistent provisions of these policies and procedures. The CEO has the ultimate authority to interpret City Year staff policies and retains the right to use his or her professional judgment and discretion in doing so. No one at City Year has the authority to alter, revise, amend or revoke any policy orally or in writing without the express written consent of the CEO or his or her designees, as they are authorized by the National Board of Trustees.

Updating the City Year Staff Policies is a dynamic process. City Year relies on the insights of all staff, who are encouraged to submit feedback and suggestions regarding these policies to the Department of Human Potential.

Contractual Commitments

Whenever financial or staff resources are deployed by City Year we create contractual commitments. Examples of contractual commitments include, but are not limited to:

- job offers
- ordering office supplies
- hosting a new site development delegation
- service contracts
- office leases
- grant applications
In order to maximize and ensure City Year’s ability to operate responsibly and to accomplish its mission, we have established specific guidelines for deploying resources.

All contractual commitments must be pre-approved in writing through the Executive Director or National Department Managers and be signed by officers of the corporation including, but not limited to, the President, CEO, COO, CFO. The persons authorized to approve and to make different types of contractual commitments will depend on the amount of funds or staff resources involved. Staff are responsible for following the established procedures regarding contractual commitments. Failure to do so may result in disciplinary action. Please refer to the following sections.

For more information:
- Hiring approval process: Staff Policies, Section III, “Hiring Process.”
- Purchasing approval process: Staff Policies, Section III, “Fiscal Awareness/Commitment of Organizational Resources,” and the City Year Finance Department.
- Committing staff or corps resources: written request must be approved in advance by the Executive Director.
- For all other types of contractual commitments: consult immediate manager, Executive Director, or the Finance Department.

**Employment Relationship**

**Leadership Role of City Year Staff**

City Year is a leadership and citizenship development institution. All City Year staff are leaders and as such are expected to do everything in their power to build a more united community, to bring honor and respect to the organization and its ideals, and prevent harm to the organization. An example of the “trusteeship” is the expectation that every staff member participates in City Year’s talent search – by identifying and referring potential “stars.” As role models to the corps and communities in which we serve, staff are expected to lead on City Year’s Basic Standards, which enable all staff and corps to focus on their City Year service in their various positions. Staff are expected to role model Basic Standards and adhere to them at all times. City Year staff:

- demonstrate professional, courteous conduct and a “can-do” attitude at all times
- attend work consistently and fully engaged
- arrive at activities on time and ready to serve
- wear a uniform that is clean, neat and complete
- participate fully in Morning Program on Mondays, and other organization-wide events and activities
- do not fraternize with corps members (vice versa for corps)
- do not engage in theft, destruction of property, or violence or threats of violence
- do not engage in any activity that is illegal under local, state or federal law
- do not engage in activities that pose a significant safety risk to oneself and/or others
- do not possess or deal drugs or alcohol
- do not carry weapons

Basic Standards serve as the minimum requirement for City Year members. Specific policies regarding them are described further in this document and in the Corps Handbook/Policies.

**General Qualifications**

All staff members of City Year are expected to possess a “can-do” attitude. A positive attitude by all staff is critical to the organization’s ability to meet its mission. In addition, all staff are expected to possess the general qualifications of professionalism, including integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment. Upon hire, all staff must provide documentation to establish their eligibility for employment at City Year, as required by law. Staff also have a responsibility to report any behavior by other members of City Year witnessed to be unbecoming to the organization. Reports are made in confidence to the Executive Director and/or the Department of Human Potential.
**Definition of Employment Status**

As used in these Staff Policies, employment status for a City Year staff member is defined as follows:

**Regular Full-Time Employee**
A staff member who is regularly scheduled for 32 or more hours of work per week is eligible for all benefits, including medical and dental. Contact Human Potential with questions about benefits and eligibility.

**Temporary Full-Time Employee**
A staff member hired for a limited period of time. A temporary full-time employee works 32 or more hours per week.

**Part-Time Employee**
A staff member regularly scheduled for less than 32 hours of work per week. A part-time employee may be eligible for certain benefits, pro-rated according to hours worked.

**Temporary Employee**
A staff member hired for a limited period of time and is paid through City Year payroll. A temporary employee is not eligible for benefits.

**Contract Employee (Consultant)**
An individual or company providing specific services for a pre-determined period of time under the supervision of a City Year staff member. A consultant is not a staff member, is not eligible for benefits, and is paid via a temporary agency or a 1099 form.

**Hiring Process**

For contract employees, a “Contract Request Form,” available from the Department of Human Potential, must be completed by the department requesting the contract and must be approved by the VP of Compensation and Work Force Planning at least one week prior to the consultant's proposed start date.

All other Hires comply with workflows and approvals as implemented in City Year’s Human Capital Management system called cyresource. Essentially, hiring managers are responsible for approved hiring budgets, following all required approvals and submission of electronic data in a timely manner.

Background Checks: As an AmeriCorps program, City Year is responsible for complying with the Corporation for National Service’s (CNCS) Criminal Record Checks regulations 45 CFR Parts 2510, 2522, 2540, 2551 and 2552.

“all grantees must conduct at least two-part National Service Criminal History checks on participants and program employees in AmeriCorps, Foster Grandparents, Senior Companions, and any other programs funded by the CNCS under National Service laws. Beginning April 21, 2011, the law required that programs conduct three-part checks -- including FBI, statewide repository, and sex offender registry checks -- on individuals who will have recurring contact with vulnerable populations.”

CY complies with CNCS by performing State wide Criminal Background checks, Fingerprint checking against the FBI data base as needed and checking the National Sex Offender Public Website for staff and corps members. These checks are authorized by candidates as part of the onboarding process and are initiated after the offer has been accepted and no later than the first day of service/work. More detail about the Corps and Staff compliance procedures can be found at City Year’s internal web site, cyconnect.

**Non-City Year Work and Professional Engagements**

Staff members must request written permission from their direct manager, Executive Director, and the Department of Human Potential before they start to engage in any outside work and professional commitments requiring a substantial commitment of time and energy. Failure to do so may result in disciplinary action. Staff members should direct any questions as to the applicability of this policy to their non-City Year activities to Human Potential.
Examples include, but are not limited to:

- part-time employment, consulting work
- attending or teaching school
- serving on the board of another organization
- engaging in any business or transaction, or having a financial or other private interest, either direct or indirect (as a third party) which may be in conflict with the effective performance of her/his job

**Compensation for Work Related to City Year**

City Year members build relationships and promote service and the organization’s ideals as part of their service and their jobs through their actions and words. If a City Year staff member receives compensation, financial or otherwise, as a result of their affiliation (or implied affiliation) with City Year, they must notify their direct managers and their Executive Director.

**Confidentiality of Work Done for or Regarding City Year**

The purpose, specific use and intended distribution of all research, reports, studies and papers to be completed by consultants, interns, free-lance writers, volunteers and others must be screened and approved with written permission through the Department of Human Potential, the Department of Research and Systematic Learning, and/or the Office of National Affairs prior to gaining access to City Year resources. Any information obtained regarding the operation of City Year, its products, services, policies or any other aspect of its business is confidential, and shall not be revealed or disclosed to the general public without the express written permission of City Year.

**City Year Is a Non-Partisan Organization**

City Year is a non-partisan organization, and appreciates the support it has received from representatives of all political orientations. The City Year organization does not contribute to, work for, endorse or oppose any political party or any specific elected officials or candidates for public office. Therefore, no political activity may be undertaken while in City Year uniform.

**Partisan Activities of City Year Staff as Private Citizens**

As private citizens, City Year officers, staff and other members, such as board members, may support or oppose the elected officials, political party and candidates of their personal choice, as long as anything said or done is as a private citizen and not as a spokesperson (or implied spokesperson) for the City Year organization. If they choose to identify themselves as a City Year member, they must make it clear that they are expressing their personal opinions, and not those of the organization. Staff should be aware that even if they do not identify themselves with City Year, the media or the public may do so. Staff will not engage in any AmeriCorps prohibited activities while working or representing City Year or when wearing the City Year uniform, including:

- Attempting to influence legislation
- Organizing or engaging in protests, petitions, boycotts, or strikes
- Assisting, promoting or deterring union organizing
- Impairing existing contracts for services or collective bargaining agreements
- Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office
- Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials
- Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization
- Providing a direct benefit to a for-profit entity, a labor union, a partisan political organization or an organization engaged in the religious activities described above, a nonprofit entity that fails to comply with the restrictions contained in section 501(c)(3) of the U.S. Code Title 26, or a nonprofit that engages in lobbying
- Conducting, initiating or participating in voter registration drives or using Grant funds to conduct a voter registration drive
Fundraising
Staff members may participate in fundraising activities but ONLY under the following circumstances. Members may raise funds directly in support of service activities that meet certain local needs. Examples of fundraising activities members may perform include, but are not limited to the following:

- Seeking donations of books from companies and individuals for a program in which volunteers tutor children to read;
- Writing a grant proposal to a foundation to secure resources to support the training of volunteers;
- Seeking a donation from alumni of the Program for specific service projects being performed by current members.

Driving
Staff whose position requires driving an automobile are expected to have a valid driver’s license, provide a copy of it annually, and to have a good driving record. Staff are expected to drive the vehicle safely and to prevent the keys from being in corps members’ or non–City Year staffs’ possession during City Year events. Corps members may not drive vehicles on City Year business. Staff will be reimbursed for all pre-approved City Year related parking expenses such as meters and parking lots. Therefore, parking tickets should be prevented, and staff members are personally responsible for paying, within 20 days, any parking tickets or traffic violations they incur while using a vehicle for City Year business.

City Year Hours of Operation
City Year hours of operation vary across the network. In general, they are Monday through Friday and, for specific programs, weekend and evening hours are expected. Program work, meetings or presentations may require staff attendance outside of regular weekday hours. All staff have access to Headquarters during normal hours of operation, and may request access during other hours, such as weekends, on an as needed basis.

In the event of extreme weather conditions, City Year remains open to provide scheduled or emergency service to the cities and communities in which City Year operates. However, staff are expected to use their best judgment about whether or not they can commute safely to headquarters or to their service sites, and, as always, to notify their manager if they will be delayed or unable to travel so that alternative coverage can be planned.

Required Organizational Activities
City Year programs internal and external events and activities throughout the calendar year to provide for:

- the communication and training necessary for staff to be successful in their roles
- the opportunity for community building within the
- City Year organization
- the opportunity to build relationships and promote
- service and idealism
- to further our mission of civic engagement

In order to achieve maximum unity, attendance at such events is mandatory. Staff may be assigned special roles for the purpose of professional development and are responsible for preparing in advance whenever required (for example, by reading articles and handouts). These events include, but are not limited to, those listed below.

- Corps Offsite Trainings – Two to three annual offsite trainings; staff may be required to attend all or part of each with the possibility of overnight stays.
- Staff Offsite Trainings – Generally held during July and August (Summer Academy) and possibly again at other times during the year. Overnight stays and Saturdays may be required. Staff may also be expected to attend occasional “plenary meetings” to be held on weekends.
- Opening Day – City Year’s first major national opportunity for civic engagement held upon the completion of corps members’ basic training.
- Serve-a-thon – City Year’s largest community event and fund-raiser, held on a Saturday in October (typically on the third Saturday).
- MLK, Jr. Day – A “day on” versus a “day off” to commemorate the ideals of service put forth by Dr. Martin Luther King, Jr.
- Graduation – An evening in June when the corps year culminates in celebration of the year’s accomplishments.
- Site Corps Offsite Trainings – Staff may be required to attend all or part of each with the possibility of overnight stays.
- Site Staff Offsite Trainings – In addition to organization-wide events and activities, other training and engagement opportunities are scheduled which require mandatory staff participation.
- Morning Program – All staff participate with the corps in the Morning Program each Monday. Additional participation is strongly encouraged and supported.
- Staff Meetings – Scheduled regularly at each site.
- Department Meetings – Scheduled within the department to monitor progress towards specific department goals.
- Department Trainings – Scheduled periodically throughout the program year, as determined by department, to strategize how to meet department and organizational goals and objectives.
- Conferences and Trainings Specific to Role/Position – Held throughout the year, sometimes involving overnight stays, for staff in certain roles, such as National Corps Conference, Leadership Conferences, and Trainings related to professional development of staff.
- External Conferences Relevant to Job Performance – Attended by staff who have been pre-approved to attend by the Executive Director and/or the Office of the National Corps.

Periodically, City Year invests resources in providing opportunities for staff members to share recreational and/or community-building activities. If they are scheduled largely during normal working hours, attendance by staff is expected and required. When these activities, such as the staff holiday party, are occasionally scheduled outside of normal working hours, staff members are encouraged to participate in full, and to make every possible effort to attend. Staff members are also encouraged to make every effort to support the corps by attending special events such as the corps member holiday party and prom.

**The City Year Uniform**

The City Year uniform is a public symbol of our full-time commitment to service. Each time we put on the uniform, we identify ourselves as representatives of AmeriCorps and City Year, and we become trustees of the relationship between our AmeriCorps organization and the community. Along with wearing the uniform comes the responsibility of representing City Year excellently and inspiring others. The mission of the uniform is:

- To establish a sense of excellence, discipline and purpose in all City Year members
- To instill a sense of pride in the uniform and what it represents
- To establish a feeling of connection between different “generations” of City Year members and a sense of stewardship for the organization’s relationship with the community
- To build a feeling of unity and spirit across the organization
- To identify ourselves as AmeriCorps and City Year members – a recognizable symbol of hope and inspiration
- To express our full-time commitment to solving social problems, training outstanding new leaders, and building a more beloved and just community and nation

**Job Responsibility, Reassignments and Relocation Reimbursements**

City Year is a developing organization with a broad mission to serve as a demonstration national service program. City Year staff members may be asked to help meet this mission by assuming different job responsibilities or even different jobs during the course of the programmatic year as new organizational opportunities and needs arise. For example, Team Leaders may become Program Directors, program staff may be put on an expansion site team, etc. These job and responsibility changes offer unique professional development opportunities for City Year staff to gain new experience and to grow professionally.

City Year reviews salaries on an annual basis; therefore staff may not receive salary changes during the program year if they move into a different job or assume different responsibilities. The factors considered for annual salary adjustments include, but are not limited to:

- Performance
- Length of employment
- Community involvement
Job/responsibility changes during recent program year
Expected increases in responsibilities for next program year
Stepping up and taking on special project(s) throughout program year

Staff who are transferred to different sites are eligible for relocation reimbursements. Relocation reimbursements are fixed amounts, based on duration of assignment and on distance between sites. They are designed to ease the cost of relocating and are not guaranteed to cover the cost of all expenses related to a staff member’s transfer to another site.

Fiscal Awareness/Commitment of Organizational Resources
City Year staff are regularly informed of the organization’s financial status and have a large part in helping City Year keep expenses low by following purchasing guidelines and procedures established by the Finance Department. Expenses must be approved in advance by the authorized individuals at each site, and whenever possible, staff will explore creative approaches to securing resources, such as engaging in in-kind resource development. All staff are encouraged to share successful cost-savings strategies across the network to help all City Year sites minimize costs and meet financial goals for the year.

It is City Year’s policy to have a system of controls in place to manage the acquisition of goods and services made by and for City Year. It includes the practice of submitting authorized purchase orders prior to the purchase of goods and/or services over $150. No purchase over $150 will be authorized without an approved Purchase Order. Failure to follow this policy will result in disciplinary action.

The document “Acquisition of Goods and Services, Policies and Procedures” is available for distribution and explanation through the Finance Department. Highlights of this important organizational tool are included in this section. Staff are responsible for understanding and following these procedures, which must be issued to the vendor prior to committing the obligation to purchase.

The purpose of these procedures is to:
- provide a framework and direction for the acquisition of goods and services effectively and efficiently;
- enable managers and Executive Directors to aggressively manage their budgets;
- ensure that only properly authorized signers may commit City Year, Inc.’s financial resources for goods and services to be purchased and to ensure proper payment of such;
- accurately forecast cash flow.

While it is the Executive Director or manager’s decision when to commit resources, technology purchases must be compatible with City Year technical standards. To ensure that purchases meet City Year current and planned systems architecture, ALL computer (hardware and software) and telecommunications purchases require the prior approval of HQ ITS, in addition to the approval of defined requirements.

The Authorized Signer holds the level of signature authority as outlined below for the acquisition of goods and services. This level will be designated to those individuals authorized to approve purchase orders and their specific dollar amounts. The use of signature stamps is strictly prohibited.

Approvals for purchases of goods and services are as follows*:

<table>
<thead>
<tr>
<th>$ AMOUNT</th>
<th>SIGNATURES REQUIRED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site</td>
<td>Headquarters</td>
</tr>
<tr>
<td>$ 0 - 150</td>
<td>None required</td>
</tr>
<tr>
<td>$ 151 - 1,000</td>
<td>One signature:</td>
</tr>
<tr>
<td>Exec. Director</td>
<td>Dept. Director</td>
</tr>
<tr>
<td>$1,001 - 5,000</td>
<td>Two signatures:</td>
</tr>
<tr>
<td>Exec. Director</td>
<td>Dept. Director</td>
</tr>
<tr>
<td>AND RVP</td>
<td>VP</td>
</tr>
<tr>
<td>OR CFAO</td>
<td>CFAO</td>
</tr>
</tbody>
</table>
$5,001 – 25K**  
Three signatures: Three signatures:  
Exec. Director  Dept. Director  
AND  CFOA  CFOA  
AND  President  President  

Notes:  
*Subject to change based on City Year’s organizational structure.  
**It is City Year’s policy to competitively bid any acquisition over $10,000. Acquisitions over $25,000 are required by Federal mandate to be competitively bid.

Former City Year Staff as Valued Alumni

City Year staff who leave the organization are encouraged to remain in contact, to share their perspective and their successes as they build on their City Year experience. Alumni staff are continuing to make a difference to communities across the country by working in the private and corporate sector, in for-profits and in non-profits. They are continuing their education, founding and leading other service programs, and developing skills they’ll need to take on the challenges of citizenship, to create powerful solutions for critical needs in our communities, to fight oppression, and to value and promote inclusivity – to continue to put idealism to work.

Staff who leave are given an opportunity to share their thoughts and insight on their City Year staff experience as part of their exit process at each site, and to describe how they would like to stay involved with City Year. City Year seeks to develop and grow an active network of alumni staff who will remain engaged as volunteers on projects and major events, as board members, volunteers, champions and in many other ways in which their continued contributions make an invaluable difference in strengthening the program and helping City Year fulfill its mission. If you are leaving and wish to be a part of the Alumni network, contact City Year’s Alumni Director.

Inclusivity, Equal Employment Opportunity and Affirmative Action Policies

City Year's Vision Statement

City Year believes that America’s diversity is her greatest strength. Our most pressing social problems, including violence, racism, and poverty, all require innovative solutions that can only be developed by involving people with a diversity of life experiences. The key to effectively uniting people from different backgrounds is to establish a culture of inclusivity. A truly inclusive society values full and effective participation by all people from all walks of life. In the United States, we have the unique opportunity to begin practicing the ideals of inclusivity. City Year seeks to develop effective strategies to meet the organization’s objectives regarding inclusivity. City Year values full and effective participation by all people on all initiatives and in all decisions. We strive to be a common ground institution. We believe that effective problem solving will not happen unless solutions are developed by people with diverse life experiences. City Year strategically develops techniques, language and practices that allow for all people's ideas and opinions to be heard, considered and appropriately incorporated. We are on a journey of creating an inclusive organization.

Equal Employment Policy

City Year is an Equal Opportunity Employer. As an Equal Opportunity Employer, City Year is committed to equal employment opportunity for staff and applicants for employment without regard race, gender, gender identity, religion, color, sexual orientation, age, veteran status, national origin, political affiliation, creed, marital status, mental or physical challenge or disability in all areas of employment. City Year is committed to making any reasonable accommodation necessary to support an individual’s employment with City Year. Any person who is legally eligible to work in the United States may apply for employment with City Year. It is the policy and practice of City Year to:

- Recruit, hire, train and promote persons in all job titles, to ensure a diverse and inclusive climate without regard to race, gender, gender identity, religion, color, sexual orientation, age, veteran status, national origin, political affiliation, creed, marital status, mental or physical challenge or disability;
- Make staffing decisions to further the principle of equal employment opportunity;
- Ensure that promotion decisions are made in accordance with the principle of equal employment opportunity by imposing only valid requirements for promotional opportunities;
• Ensure that all human potential actions, such as compensation, benefits, transfers, sponsored training, social and recreation programs are inclusive and administered without regard to race, gender, gender identity, religion, color, sexual orientation, age, veteran status, national origin, political affiliation, creed, marital status, mental or physical challenge or disability.

**Affirmative Action Policy**

City Year does not discriminate against any group of people in its employment and hiring practices and policies. City Year is committed to taking specific affirmative action, including using transition plans, goals, and timetables to ensure equal employment opportunity. City Year will review, investigate, and where necessary, initiate changes in its processes surrounding facilities and programs to ensure accessibility to the public. The National Director of Human Potential is the Civil Rights Compliance Officer for City Year and is responsible for ensuring that City Year’s Equal Employment Opportunity and Affirmative Action Policies are followed. If you feel you have been discriminated against in any employment or other Human Potential-related action, please contact the Department of Human Potential.

**Policies Regarding Professionalism and Organizational Integrity**

**Basic Standards**

The Basic Standards provide the minimum expectations for conduct as a City Year member on official business. These standards define the most fundamental forms of professional behavior and role-modeling which are necessary for all corps and staff to be effective, especially as highly visible members of the community. While the bottom line of Basic Standards focuses on using your own best judgment, many examples are outlined here as a reminder of the types of behavior that would be considered a violation of Basic Standards. Violations are subject to disciplinary action, up to and including discharge and include the following:

- chewing or smoking tobacco – smoking and chewing tobacco is prohibited for all staff and corps members while in City Year uniform or while conducting City Year business.
- purchasing, possessing or consuming alcohol while in City Year uniform or while conducting City Year business
- jaywalking
- spitting
- failing to give your seat to another person (of any age, gender, etc.) while riding public transportation
- wearing headphones, which will impede on your readiness and ability to be a resource at a moment’s notice
- chewing gum, which is a distraction during conversations
- using inappropriate language and/or profanity

**Powerful Standards**

Basic Standards provide minimum expectations for City Year members. Each site is expected to take the next step in improving “Basic” Standards in order to improve our display of spirit, discipline, purpose and pride. The unity that each site will show in its uniform code, expectations of conduct and power courtesy will stand as an important part of City Year’s “Big Citizenship” and will further secure our place as role models in the community. Throughout the program year, sites will be judged (by a cross-site panel) on their commitment to improving standards creatively. The year-long endeavor will result in a special recognition at cyzygy. The winning site will then stand as a model for the rest of the network and establish standards for the following program year.

**Uniform Policies and Dress Code**

This dress policy is for all staff of City Year and is meant to provide you not only with the rules, but also the reasons why we invest so much effort in each member’s appearance. There are two categories of dress at City Year, the uniform and professional dress. As you might expect from an organization with a uniformed corps, the most common form of dress is the City Year uniform. City Year members, corps and staff, wear the uniform as a public symbol of our organizational commitment to service. You can learn more about what it means to be in uniform or in professional dress below.

**Each Friday** all staff is expected to wear the uniform as a symbol of organizational unity and esprit de corps unless you have an external meeting which requires you to wear professional dress. **Monday through Thursday** staff have the option to wear professional dress if you are
not working with the corps or if, based on the guidelines below, external meetings or events require professional dress.

Within the established guidelines that are explained below, it is the responsibility of all supervisors, including Executive Directors, the Department of Human Potential, Senior Management Team members, Directors and Managers to determine what meets uniform and/or professional dress standards and to notify staff if they are not meeting those standards. If your supervisor is unable to answer any policy questions or concerns that may arise, please direct those questions or concerns to the VP of Employee Relations.

**Why We Wear The City Year Uniform**

Each time we put on the uniform, we identify ourselves as representatives of City Year and Americorps, and we become trustees of the relationship between our organization and the community. Along with wearing the uniform comes the responsibility of representing City Year excellently and inspiring others.

The mission of the uniform is:

- To promote the idea of national service and the values of City Year to the general public
- To identify ourselves as AmeriCorps and City Year members – a recognizable symbol of hope and inspiration
- To express our full-time commitment to solving social problems, training outstanding new leaders and building a more beloved and just community and nation
- To establish a sense of excellence, discipline and purpose in all City Year members
- To instill a sense of pride in the uniform and what it represents
- To establish a feeling of connection between City Year members and a sense of stewardship for the organization’s relationship with the community
- To build a feeling of unity and spirit across the organization

**Uniform Standards**

Staff who work with the corps or prospective corps members are to be in uniform. Uniform parts are to be clean, neat and well maintained. The City Year uniform is to be worn in full, with each part worn as it is intended. Parts are all Timberland products and may not be worn at the same time as non-uniform parts, with two exceptions: one, approved footwear required for a documented medical condition that should be on file in your personnel file; and two, the red jacket may be worn with professional dress.

In order to promote a friendly working environment, all staff should wear nametags at all times. We ask that people wear their nametags neatly; they should be worn clean, high and straight. It is the responsibility of the City Year member to keep the nametag updated with correct title and position name. It should be worn in the upper right-hand section of the shirt or sweatshirt. If worn with the shirt, the top of the tag should be in line with the top of the logo on the left. If worn with the sweatshirt, it should be high enough that it does not cover any part of the gold “City Year” lettering. If you do not have an updated nametag that includes the Americorps logo, you can order a new nametag from the City Year Catalogue.

Footwear is available and designed to meet the demanding and changing needs of our work. If the footwear is causing a verifiable medical problem, an individual staff member may submit written documentation from a medical professional to his or her manager to obtain authorization to wear approved footwear (with an effort to visually conform to uniform footwear, preferably black) in place of the official uniform shoes or boots. All footwear is to remain unaltered, with the exception of additional weatherproofing. Please do not change shoe/boot laces or put any intentional ink markings on footwear.

As a baseline standard related to the wearing of jewelry and accessories, City Year members do not wear any scarves, bandanas, buttons, pins or excessive jewelry that would detract from the professional look of their uniforms or be a safety hazard. Jewelry is limited to stud earrings (no hoops of any size or anything that dangles) and small necklaces (tucked into the shirt). Members should not wear bracelets and/or rings that interfere with work or endanger themselves or others. Because there are slight variations in the jewelry/accessories policy between sites, you should refer to your site’s policy as outlined in its Corps Member Handbook. National staff should adhere to the jewelry standards of the sites where they are headquartered; site leadership may make policy exceptions to accommodate an individual’s religious practices.
All staff and corps members represent the organization and its mission whenever they are on City Year business, and most visibly when they are in uniform. Small children, for instance, frequently point and call out excitedly to the “City Years” they see on the streets or in the schools, or during PT (physical training) in the communities across the network. As community leaders and as role models, staff and corps members, when in uniform, are responsible for maintaining that positive public image.

**Professional Dress**

At specific times, it is appropriate for staff not to wear the City Year uniform, such as for certain external meetings and events, or if you are not working with the corps.

When determining whether to wear the uniform or professional dress to an external meeting/event, please make the decision based upon which attire best supports your organizational role. This is a situational decision. Important factors include the context and the objectives of the meeting and how your role is related to both. For example, if you are the staff member responsible for convening and leading a meeting with a new donor or with the Mayor, then professional dress would probably be more effective for you to wear, and the program staff and/or the corps member would be in uniform. As a Service Director for a meeting with a Service Partner, in many cases, the uniform is effective attire. In yet another situation, if a corporate partner asked a City Year staff member to facilitate the Leadership Compass for their management team, then the uniform would be more appropriate, regardless of the City Year staff member’s seniority.

If you are a staff member whose responsibilities do not require you to interact with the corps or represent the organization publicly then you can wear professional dress on a daily basis, except during the situations described in the section below which outlines when professional dress is not appropriate.

**When Professional Dress is Inappropriate**

If you are attending an organizational event that includes corps members and do not have specific responsibilities that require you to be in professional dress, we ask you to be in uniform unless your leadership explicitly requests otherwise. Examples of such events include cyzygy, Opening Day, Graduation, Summer Academy, MLK Day and any other events that your leadership designates.

If you are a staff member visiting another site or working with another site’s corps, please wear the uniform unless the leadership of that site/corps requests otherwise. Please do not wear professional dress to another site without explicitly asking the site leadership or other appropriate contact what the best dress for your visit would be.

**Professional Dress Standards**

As a professional organization, it is important that City Year staff and corps meet standards of professionalism whenever they are on City Year business but not in uniform. Proper dress signals to the public that we are serious and committed about our work, and it also creates a work environment that is more conducive to getting powerful things done.

A general guideline for professional dress is to wear clothing that would be appropriate for a business environment. Given the varied professional dress standards that exist in both the non-profit and for-profit sectors, we ask that people use their professional judgment to determine the appropriate attire, keeping in mind that our primary objective is to have staff project a professional image. Because being able to identify each other by name is a critical element of building community and a unique aspect of the City Year work culture, we require the City Year nametag to be worn with professional attire just as it is with the uniform. All staff is expected to be well groomed at all times. Please keep hair clean and neat. Facial piercings are prohibited. Every reasonable effort must be made to conceal tattoos.

Listed below is a general overview of acceptable professional dress, as well as a listing of some of the more common items that are not appropriate for the office. Obviously, neither group is intended to be exhaustive. Rather, these items should set the general parameters for proper professional dress and allow you to make appropriate judgments about items that are not specifically addressed. A good rule of thumb is that if you are not sure if something is acceptable, choose something else or inquire first.

**Business Suits**

Yes
Slacks
Yes: Clean and wrinkle-free slacks
No: Denim or corduroy jeans – blue, white, etc.; sweatpants, shorts, bib overalls and spandex or other form-fitting pants.

Shirts
Yes: Blouse, Shirt and tie, City Year dress shirt, collared shirts without a necktie (for men), polo shirts, sweaters and turtlenecks
No: T-shirts, cropped tops, sweatshirts, shirts with large lettering or logos and any tops with bare shoulders (unless worn under another blouse or jacket)

Dresses and skirts
Yes: Casual dresses and skirts
No: Micro Mini-skirts and spaghetti-strap dresses

Footwear
Yes: Loafers, boots, flats, lace-up shoes and dress sandals
No: Athletic shoes, sneakers, flip-flops and slippers

Hats
Please do not wear hats of any kind indoors at any time.

Summer Dress
During the period of time post graduation to the first day of corps orientation the policies and guidelines above apply to all staff. Executive Directors may use their discretion to suspend or modify the uniform policy on a site by site basis. If the uniform policy is suspended staff would wear professional dress as outlined above. For example, a site may decide to give second year corps members the option to wear professional dress. However, please note that during the summer when staff and corps recruit prospective members or work with incoming members they are expected to be in full uniform.

Fraternization with Corps Members & Service Partners
In order to maintain a standard of professionalism and responsibility in leadership, it is necessary to establish guidelines for relationships between staff and corps members. Staff/corps member interactions within and outside normal City Year hours take place only if there is an identifiable and recognizable City Year related purpose behind the interaction.

Staff will not make a habit of seeing corps members during weekends, vacations or non-City Year hours. This means that while there is no prohibition against scheduling City Year activities outside of normal program hours, or against occasional after hours contact between staff and corps members, the following types of contact with corps members are prohibited:

- Repeated or frequent contact with individual corps members after hours for recreational, professional or personal counseling purposes.
- Visits by staff to individual corps members' homes when there is no parent or an adult family member present, or other corps members are not present. Visits by corps members to staff's homes or trips taken by staff and corps members together, when only one corps member is present.
- Any contact involving or suggesting the establishment of intimate and/or sexual relations between staff and corps members.
- Service partner professional relationships are critical to moving City Year's mission forward. As such, fraternization between City Year staff, senior corps members, or first year corps members and service partners is not allowed. For the purposes of this policy, “service partner” is defined as any person employed by a school service site or school district.

Confidentiality and Disclosure
While it is important to establish lines of communication that inspire trust, respect, and loyalty between staff and corps members, it is also important at times for City Year members to discuss and act upon personal information regarding individual corps or staff members, so as to protect corps members, staff, and the public from harm, and otherwise fulfill our professional responsibilities as leaders. Therefore,
while City Year members may promise not to disclose certain information obtained from other members under an agreement of confidentiality, this confidentiality does not extend to information relevant to the safety of members of the City Year community or the program as a whole. Staff agreeing to discuss confidential information with City Year members should inform them ahead of time that if confidences involve information in any of the categories below, the staff member is compelled to disclose the information to Human Potential.

The areas of non-confidence which must be reported are:

- Information that a staff member or corps member is about to be physically harmed.
- Information that a corps member or staff member has committed or has been charged with the commission of
  - a criminal act involving stealing, violence, vandalism, or other serious offense.
- Information that a corps member or staff member intends to commit a criminal act involving stealing, violence, vandalism, or other serious offense.
- Information about a corps or staff member’s activities which strongly suggests that the individual may be a threat to the safety of self, peers, or other people.
- Information that gives a staff or corps member reasonable cause that a child under the age of 18 years is suffering serious physical or emotional injury as a result of abuse or neglect by a caretaker, including sexual abuse, or from neglect, including malnutrition, or who is determined to be physically dependent upon an addictive drug at birth. This information must be reported in all cases, whether or not the caretaker is affiliated with City Year.

Any City Year member who becomes a party to this sort of information must disclose it to their manager, Program Director, Project Manager (if applicable) and/or Executive Director, or a member of the Department of Human Potential. For purposes of the City Year policy, staff members can promise to not intentionally disclose the source of this sort of information (and may in fact keep it confidential within legal constraints), but they cannot assure staff or corps members who provide this information that any disclosure of the information will be restricted so as to protect their identity as a source from being discovered by others. Violation of this policy can result in disciplinary action up to and including suspension and/or discharge.

**Reporting Incidents of Misconduct and Accidents**

In order to protect the well-being of City Year corps members, staff, the organization, and the public it serves, City Year requires that all incidents or alleged incidents of misconduct or potential misconduct and all accidents be reported immediately to the manager of the staff member. The manager or Executive Director is responsible for ensuring that incidents are reported to them and are responsible for notifying the Department of Human Potential and the Office of the National Corps according to the process described below. The Department of Human Potential will work in conjunction with the appropriate staff, corps, service partners, etc. to conduct a complete investigation, which may result in action up to and including suspension, dismissal, or termination and referral to official authorities.

Important: It is City Year policy that the privacy of everyone involved in the incident be respected. All forms, inquiries, reporting and communication must be done confidentially.

Some examples of accidents and misconduct or potential misconduct include, but are not limited to:

- all areas of non-confidence, as listed in previous section
- sexual harassment or assault
- discrimination on the basis of: race, gender, religion, color, sexual orientation, age, veteran status, national origin, political affiliation, creed, marital status, mental or physical challenge or disability
- inappropriate use of any City Year funds or resources
- verbal or physical threats, abuse, or assault will not be tolerated and City Year will, whenever appropriate, inform the authorities of such behavior
- use or possession of alcohol
- illegal activity, including use or possession of illegal substances
- generally inappropriate conduct or behavior that, in the best judgment of the person witnessing or hearing of it, constitutes misconduct
- misconduct or suspected misconduct by anyone, including non-City Year individuals, at any of the service sites at which we serve
- driving a rented or City Year vehicle and damaging or injuring something or someone
All incidents of misconduct or potential misconduct must be reported immediately according to the following process:

- Whoever witnesses or otherwise learns of the incident notifies his or her manager or the manager of the person or persons involved, on the day of the incident. (If incident occurs after business hours, the manager must be notified first thing the next morning.)
- The manager notifies the Executive Director and/or calls to notify both the Office of the National Corps and the Department of Human Potential on the day of the incident. (If incident occurs after business hours, the manager must be notified first thing the next morning.)
- The manager, after notifying the Office of the National Corps and the Department of Human Potential of the incident, ensures completion of an “incident report” form and e-mails or hand carries a copy of it to both departments within 24 hours of the incident.

**Harassment Policy**

Harassment is a form of discrimination and is against the law. City Year is committed to maintaining an environment in which all people are treated with respect and dignity. City Year believes that harassment of any individual hurts both the individual and the organization as a whole. City Year will not tolerate harassment on any basis including race, gender, gender identity, religion, color, sexual orientation, age, veteran status, national origin, political affiliation, creed, marital status, mental or physical challenge or disability. Harassment of an employee may occur when that individual is treated differently in the workplace because of his/her membership in, or identification with, one of the categories listed above.

City Year’s policy is to provide its employees with a work environment free from harassment, including, but not limited to, harassment on the basis of sex. Sexual harassment is a form of sex discrimination and is against the law. Sexual harassment may include the following conduct where it is unwelcome to the recipient-employee: verbal comments or propositions of a sexual nature, the display or circulation of sexually suggestive or explicit visual or printed material, or physical conduct of a sexual nature. All employees are expected to be aware of this policy and of the types of conduct that may constitute unlawful harassment, as well as of the avenues of assistance provided by City Year for addressing complaints of sexual harassment.

This policy extends to each and every level of City Year’s operations. Accordingly, sexual harassment, whether by a fellow employee, manager, supervisor or non-employee doing business with City Year, will not be tolerated. In furtherance of City Year’s policy to provide each of you with a work environment free from harassment, the Company requires that each of its supervisors and managers be responsible for the prevention and elimination of all forms of harassment within their respective departments.

Acts which are considered to constitute sexual harassment include, but are not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

1. Submission to such conduct is either an express or implied term or condition of employment;
2. Submission to or rejection of such conduct is used as a basis for an employment decision affecting the harassed person;
3. The purpose of such conduct is to substantially interfere with the affected individual’s work performance, or to create an intimidating, hostile or offensive work environment; or
4. The effect of such conduct is to substantially interfere with the harassed individual’s work performance, or create an intimidating, hostile or offensive work environment.

Sexual harassment of any kind serves no legitimate purpose and has a disruptive effect on your ability to perform your job properly. City Year takes allegations of harassment very seriously, and will actively investigate all complaints. If it is determined that harassment has occurred, management will take appropriate action against the offending person, up to and including discharge. Any employee who believes that he or she has been sexually harassed should bring his or her concerns to the attention of management immediately in any of the following ways:

- Report the conduct to your immediate supervisor.
- Report the conduct to your supervisor’s manager.
- Report the conduct to the Human Potential Department, which is located at City Year Headquarters, at extension 2613.
- Report the conduct to any member of management with whom you feel comfortable.
IMPORTANT NOTE: IF THE PARTICULAR CIRCUMSTANCES MAKE A DISCUSSION WITH OR A COMPLAINT TO YOUR OWN SUPERVISOR INAPPROPRIATE (FOR EXAMPLE, THE COMPLAINT INVOLVES YOUR SUPERVISOR, OR YOU FEAR RETALIATION BY YOUR SUPERVISOR), YOU SHOULD NOT HESITATE TO IMMEDIATELY BRING THE MATTER TO THE ATTENTION OF HUMAN POTENTIAL OR ANY OTHER MEMBER OF MANAGEMENT.

It is City Year’s policy that all such matters will be handled with appropriate care and discretion and will receive a thorough investigation. When an employee brings a complaint to the attention of any member of management, Human Potential will be notified and an investigation of the allegations will be undertaken promptly. Such investigation shall include, at a minimum, interviews with all persons identified as having direct and personal knowledge of the incident(s) in question. If the investigation reveals that the complaint is valid, management will immediately take appropriate action against the offending person. Such measures are designed to put an immediate stop to the harassment as well as prevent its recurrence. Therefore, management retains the right to take whatever action it believes appropriate under the circumstances, up to and including discharge of the offending person. In addition, retaliation against employees for reporting or complaining of sexual harassment (or for cooperating in the investigation of a report or complaint) is unlawful and will not be tolerated. Any retaliation will warrant disciplinary action, up to and including discharge of the offending person.

**Romantic Relationships Between Staff in a Supervisory Relationship**

City Year does not seek to interfere in the adult relationships or private lives of staff members. However, it is the policy of City Year that staff who are in a manager–staff relationship shall not also be engaged in a romantic relationship with each other. This policy is designed to maintain the general collegiality and productivity of the entire staff and to protect the work environment. A romantic relationship within a managerial relationship can make others within the same managerial relationship uncomfortable and unable to speak and act freely. It may also raise the potential for conflict between the manager and staff, and increase the potential for sexual harassment in the workplace. A manager–staff relationship exists not only where there is direct supervision, but also wherever a person has direct or indirect influence over another’s work assignments, performance evaluation, and/or salary. If two people who are in such a managerial relationship become involved in a romantic relationship, it is their responsibility to bring the situation to the attention of their department head, their Executive Director, or a member of the Department of Human Potential. As a remedy, job responsibilities and/or the managerial relationship may be changed for either or both individuals involved.

**Romantic Relationships Between Staff in a Non-Managerial Relationship**

City Year staff who have a non-managerial relationship and are engaged in a romantic relationship with each other are not required to report these romantic relationships, but are, as professionals, fully expected to conduct their personal relationship discreetly and in a manner that does not affect their work productivity or that of other members of the organization.

**Reporting Relationships Between Staff Who Are Related**

City Year staff who are related should not be in direct or indirect reporting relationships with each other. This policy is designed to maintain the general collegiality and productivity of the entire staff and to protect the work environment. A family relationship within a managerial relationship can make other within the same managerial relationship uncomfortable and unable to speak and act freely. It may also raise the potential for conflict between the manager and reporting relationship, and increase the potential for favoritism and/or tension in the workplace.

**Alcohol, Illegal Drug and Weapons Policy**

The purchase, use, sale or possession of illegal narcotics, drugs, or controlled substances by City Year employees while on City Year business or on City Year premises is prohibited. (City Year premises include all land, property, buildings, structures, installations, parking lots, means of transportation owned by or leased to City Year or otherwise being utilized for City Year business and private vehicles parked on City Year premises.) Employees are also prohibited from reporting to work while under the influence of illegal narcotics, drugs or controlled substances. Violation of this rule may result in disciplinary action, up to and including discharge. Any such substances found during the course of enforcing this policy will be turned over to the appropriate law enforcement authorities and may result in prosecution. The use or possession of alcoholic beverages by City Year employees while on City Year business or on City Year premises, as defined above, is prohibited. Employees are also prohibited from reporting to work while
under the influence of alcohol, including reporting to work after having consumed alcohol during meals or break periods. The only exception will be at City Year-approved or sponsored functions which have the written approval of the City Year’s Executive Director or his or her designee to serve alcohol. At such functions, moderate consumption is permitted, but reasonable standards of conduct must be maintained. Violation of this rule may result in disciplinary action, up to and including discharge. The use or possession of weapons by City Year staff while on City Year business or on City Year premises is prohibited.

Smoke- and Tobacco-Free Policy
We are proud to say that since July 1, 1997, the national organization of City Year has been a smoke- and tobacco-free (including bidis) at all times and in all places, public or private, while in uniform, or while in professional dress when on City Year business. City Year staff and corps members are viewed in the communities we serve in, particularly by the children of those communities, as leaders and role models. As an organization, all City Year members should be conscious of the influence, intentional or otherwise, that their actions may have on members of that community, on the general public, and on funders and potential funders who hold the City Year organization to high standards. Cigarette smoking has been documented to be addictive and harmful to both smokers and non-smokers, and is contradictory to the general message of well-being and concern that the organization seeks to extend to the communities it serves, and to the public in general. In addition, cigarette smoke and cigarette butts are a public nuisance. In keeping with City Year’s policy against consuming alcohol at any time while in uniform or on City Year business, staff members are permitted to engage in this habit only during their non-business hours and only when they are out of uniform. Accordingly, all City Year work environments are maintained as smoke- and tobacco-free work environments. This policy is followed without exception by the entire network. Also, smoking or chewing tobacco in uniform or professional dress is prohibited while commuting to or from headquarters, service site, or any place of business before, during and after work or service hours. All future City Year corps and all incoming staff will be informed of this policy prior to their start date, so that they can be prepared for the impact it will have on their daily lives, should they commit to joining the organization. For example, corps members will be informed of this policy during Recruitment. Violation of this rule may result in disciplinary action, up to and including discharge.

City Year understands that cigarette smoking and tobacco chewing are addictive, and will assist all staff and corps in their efforts to stop or reduce their tobacco intake. Information and access to smoking cessation programs and resources is available to City Year members.

Policy on HIV and AIDS
Current medical teaching maintains that the kind of non-sexual, casual person-to-person contact that occurs among workers, clients, and customers in the workplace does not pose a risk of transmission of the Human Immunodeficiency Virus (HIV) that causes Acquired Immune Deficiency Syndrome (AIDS). Therefore, workers known to be HIV positive or living with AIDS will not be restricted from work, including the use of telephones, office equipment, toilets, eating facilities or water fountains, solely based on this finding. The disclosure of another staff member’s medical condition to other staff is prohibited unless there is a legitimate business interest for disclosing such information. Under fair employment laws, an employer may not discriminate against a qualified disabled person because of service partners’ or co-workers’ bias against individuals who are HIV positive or living with AIDS. The refusal to work with an HIV positive or a staff member living with AIDS will be considered insubordinate behavior and appropriate measures will be taken according to City Year’s disciplinary policy, up to and including discharge. City Year recognizes AIDS as a serious, life-threatening illness and encourages compassion for people living with AIDS. City Year will provide management and staff with up-to-date information on the effects of HIV and AIDS in the workplace, including medical coverage concerning disease transmittal and organization recommended protective measures, where appropriate. Information about HIV and AIDS will remain available at all times for staff through the Department of Human Potential, often provided by the Boston team or teams working in partnership with the American Red Cross on that curriculum.

Drug-Free Workplace
City Year is committed to providing staff and corps a safe, healthy, and productive work environment. The unlawful manufacture, sale, distribution, dispensation, possession, or use of any controlled substance is prohibited on City Year’s premises. Any staff or corps member who violates this policy will be subject to disciplinary action up to and including discharge.
Staff Benefits

The Purpose of the Benefits Package
City Year is deeply committed to investing in staff members by offering a comprehensive benefits package which reflects cutting edge industry standards and ensures health care and wellness for all staff and their families. City Year is continuously researching creative and cost-effective ways to enhance the staff benefits package. In addition to staff health and wellness, staff benefits include a stimulating work environment, training and development through Academy and retreats, the opportunity to meet and work with talented people from all sectors and backgrounds, opportunities to attend conferences, and access to high quality clothing at a substantial discount. Benefits eligible staff members are offered the following voluntary benefits: Health, Dental, Vision, Commuter, Dependent Care, Flexible Spending Account, 401(K), Group Life and AD&D®, Group Long Term Disability®, Group Short Term Disability®, Employee Assistance Plan®. All noted with an “®” are provided at no cost to the staff member. Refer to City Year’s intranet web site, cyconnect, for full definitions of each benefit plan.

Organizational Holidays
City Year designates several organizational holidays throughout the year for many reasons, including being able to enjoy time off with friends and family, and being able to conduct business with service partners and to operate efficiently as a network. City Year encourages all staff to take this hard-earned time off, but does not intend to give special endorsement to any of these holidays. Executive Directors must notify the Office of the National Corps in advance if they elect to substitute another day for either President’s Day or the October holiday at their site so that regular communication across the network is not disrupted. The alternate day must be taken within thirty days of President’s Day or the October holiday so that no site works significantly longer than the rest of the network without enjoying the benefit of a scheduled day off. In addition, organization-wide events are scheduled to prevent conflict with other widely-celebrated holidays, including, but not limited to, Rosh Hashanah, Yom Kippur and Three Kings Day. Full-time staff will be paid their normal salary for holidays. All part-time staff will be paid on a pro-rated basis for holidays.

The following are designated as City Year organizational holidays:

- New Year’s Day
- The last working day prior to New Year’s Day
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day (Thursday)
- The Friday following Thanksgiving Day
- Christmas Eve
- Christmas Day

When a designated holiday falls on a weekend, City Year will celebrate the holiday either on the Friday before the weekend or the Monday following.

The only holiday for which City Year has a special policy is Martin Luther King, Jr. Day. Former U.S. Senator Harris Wofford, Coretta Scott King, Congressman John Lewis, and others have been promoting national legislation to designate the holiday as a day for community service and reflection and to provide funds for community service and reflection activities on the day. Harris Wofford, a personal friend and advisor of Dr. King’s, has written, “If he were around, [Dr. King] would probably use the occasion to call for a national day ‘on’ – a day of community service by students and teachers, business and labor; a day of action not inaction.” (Of Kennedys and Kings, by Harris Wofford). City Year seeks to be at the forefront of this movement and to provide leadership on Martin Luther King, Jr. Day, encouraging people to engage in meaningful activities of service and reflection on Dr. King’s life and social change. Accordingly, City Year does not “take off” Martin Luther King, Jr. Day. Rather, City Year chooses to celebrate Martin Luther King, Jr. Day as a special service day in which the entire organization seeks to promote the largest possible level of civic engagement in Dr. King’s messages of serving others, building a beloved community, and working for positive social change. In addition to the
above holidays, City Year has occasional special holidays. Staff who are required to work on a special City Year holiday may receive approval from their manager to take another day as a holiday, which must be taken within thirty days of the special holiday. City Year will announce and confirm any such special holidays. Staff who wish to observe a religious holiday that is not on the schedule can either take the day as vacation time or a personal day, or exchange it for another City Year paid holiday, with prior approval from their manager to take the religious holiday as a paid day and work through a specified paid holiday.

**Vacation Policy**

Vacation time is provided as a wellness benefit, and staff members are encouraged to take their full allotment of vacation days each year throughout the year to maintain professional balance and well-being. For scheduling purposes, vacation days must be approved in advance by the staff member’s manager. Managers are encouraged to support their staff’s use of vacation time. Consistent with existing policy, corps member service is not included when calculating years of service for vacation eligibility. Temporary and contract staff do not earn vacation time.

<table>
<thead>
<tr>
<th>Vacation Days earned per fiscal year</th>
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<tbody>
<tr>
<td>All Staff</td>
</tr>
<tr>
<td><strong>0-3 Years</strong></td>
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<tr>
<td><strong>4-10 Years</strong></td>
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<tr>
<td><strong>11-15 Years</strong></td>
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<td><strong>&gt;15 Years</strong></td>
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<tr>
<td><strong>Accrual</strong></td>
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<tr>
<td><strong>Carryover</strong></td>
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</tbody>
</table>

*The policy limiting carryover of vacation days does not apply to California. Under California law, vacation pay accrues as it is earned, and cannot be forfeited, even upon termination of employment, regardless of the reason for the termination.*

Staff will not earn vacation time while they are on unpaid leave. If a staff member becomes sick during vacation leave, they must provide a doctor’s note in order to get the days they were sick reclassified as sick leave to keep those days from being deducted from their vacation balance.

**Personal Days**

In addition to their vacation and sick time, all full-time staff members are given three personal days per fiscal year (depending on start date)* as a professional courtesy, to use however they choose. For scheduling purposes, personal days must be approved in advance by the staff member’s manager. Except for emergencies, staff members must provide at least one week notice before taking a personal day. Personal days are unearned and do not accrue from year to year. Staff members are not compensated for unused personal days when they leave City Year.

*Staff who start: Jul-Oct receive 3 personal days  
Nov-Feb receive 2 personal days  
Mar-Jun receive 1 personal day

**Sick Leave**

Sick leave is granted for bona fide illness or injury subject to the approval of a staff member’s manager. Effective on the date of hire, the following sick leave policy will apply:

All full-time staff earn 6 hours of sick leave for every month of employment with City Year (or 9 days per year) up to a maximum of 640 hours (80 days). Part-time staff will earn sick leave proportionately to the number of hours scheduled to work. Sick leave accumulates from year to year, but staff are not compensated for accrued sick leave upon separation. Sick leave is to be used and deducted by the half-
day. Staff who are on suspension or leave without pay shall not earn sick leave during that time. Sick leave may only be used for illness of the staff, family illness or medical or dental appointments. Family, for purposes of this section, is defined as a staff member’s parent, child, spouse, domestic partner, or any relation permanently residing in the staff member’s household. A manager who has reason to believe that a staff member is not able, for medical or physical reasons, to perform assigned duties and, if allowed to continue working, may represent a risk to herself/himself, to co-workers or to the public may require the staff member to present a medical report from a physician certifying that they are medically or physically capable of performing required duties. Request for sick leave may require certification by a physician.

**Bereavement Leave**

City Year seeks to be supportive and helpful in times of bereavement. Accordingly, bereavement leave is offered for employees as outlined below. If you require such leave, you and your manager should discuss and agree on how much time will be necessary to be away from work.

Employees are allowed up to three (3) bereavement days off with pay in the event of the death of the employee’s spouse, domestic partner, parent, stepparent, parent-in-law, sibling, stepsibling, child, stepchild, grandchild or any relation who is permanently residing in the employee’s household.

Employees are allowed one (1) bereavement day off with pay in the event of death of the employee’s other relatives.

**Employee Assistance Program**

City Year provides the Staff and Corps Assistance Program (commonly referred to as an employee assistance program, or EAP) for all staff and corps members. The name of the provider is the AllOne Health EAP. The program is an intervention and referral resource for staff and corps members on issues including:

- Substance abuse
- Depression and mood swings
- Conflict
- Child and parenting issues
- Eating disorders
- Anger and violence management
- Stress
- Emotional worries
- Family and relationship issues
- Legal questions
- Budget and debt

This benefit is provided to enhance the well-being of members. It is each member’s responsibility to seek assistance if they know or suspect that they might need it. All staff and corps members can contact the AllOne Health EAP confidentially at 1-866-866-7281. Any member of the Department of Human Potential can also provide the above information confidentially.

**Leave Policies**

**Work Injury Leave**

Safety is of the highest priority at City Year. All City Year staff and managers are to use care and common sense at all times to avoid injury to themselves, corps members and others. City Year must be notified within twenty-four hours of any on-the-job injury. A staff member is entitled to work injury leave when an absence from work is due to an injury or illness arising out of, or incurred in, the course of employment as defined in the State Worker’s Compensation Act. A staff member on work injury leave may choose to use as much earned sick leave or vacation so their salary is whole when added to the amount paid through worker’s compensation benefits. Only that portion of sick leave or vacation used to achieve full salary payment shall be deducted from the earned credit. If a staff member is unable to perform his or her regular duties due to a work related injury, City Year will make every effort to provide the opportunity for the individual to come back to work with modified duties. A doctor’s notice stating what the staff member is, and is not, able to do must accompany such a change in duties. It is the responsibility of the
staff member to comply with the provisions of the law, especially with regard to reporting the injury and to undergoing medical treatment. Please see the City Year procedures governing Worker’s Compensation claims for specifics.

Military Leave
The Uniformed Services Employment Reemployment Rights Act of 1994 entitles an employee to a leave of absence for military duty, including National Guard duty and Reserve training. The typical length of military training leave which is generally requested annually is two weeks. However, City Year will consider all requests for military leaves of absence and will grant such requests in accordance with applicable law.

I. Military Leave Request
All military leave requests must be submitted in writing and must include the following:
- Documentation detailing the specifics of the request including departure date and return date
- Documentation from the military indicating the dates of service
- A statement that the employee intends to return to work at the end of the leave

The written request for leave must be submitted as soon as the employee receives orders which indicate that a leave may be necessary. If an employee’s period of duty is extended during the leave, the employee must notify City Year of the need for an extension of the leave immediately upon learning of the extension. If the possibility of a leave or of the need to extend a leave is known to an employee, that employee should notify his or her supervisor and the Human Potential Department of that possibility orally as soon as possible.

II. Salary and Benefits Coverage
Employees will be paid for up to two weeks military leave per year (less any military pay received). Employees will be entitled to continue accruing paid leave benefits during the paid portion of the leave. During any unpaid military leave, the employee will not continue to accrue paid leave, consistent with City Year’s policy for all types of unpaid leave.

III. Returning to Work
City Year will attempt to reinstate an employee to his or her prior position. In some instances, however, it may not be reasonable to return the employee to the same position, and, in such instances, the employee will be returned to a similar position with like seniority, status and pay. An employee who takes a military leave of over one month should notify Human Potential at least four weeks prior to his or her intended return date so that placement can be arranged.

Family and Medical Leave and Related Leaves of Absence

I. Purpose
This policy outlines the basic procedures governing Family and Medical Leaves. Family and Medical Leaves are employee leaves of absence for child care, personal medical care and family medical care. This policy also outlines the basic procedures governing brief absences for certain other family purposes, referred to in this policy as Small Necessities Leaves, as well as absences for certain non-FMLA maternity leaves authorized under certain state laws. This policy is intended to implement the federal Family and Medical Leave Act of 1993 (“FMLA”) and applicable state leave laws.

II. Eligibility
A. Family and Medical Leaves and Small Necessities Leaves
An employee will be eligible to seek a Family and Medical Leave or a Small Necessities Leave if (1) the employee has worked for City Year for at least 12 months, (2) the employee has worked for City Year for at least 1,250 hours during the 12 months before the leave and (3) at least 50 employees work at the same worksite or otherwise work within a 75-mile traveling distance from the employer’s worksite.

B. Other State Leave Laws
Some employees who are not eligible for a Family and Medical Leave may nevertheless be eligible for a leave of absence under certain state laws:

   1. For California employees only
      A female employee will be eligible for up to 4 months of leave if she is actually disabled by pregnancy, regardless of the amount of time she has worked for City Year. Employees whose family leave would otherwise be unpaid can receive up to
6 weeks of state family temporary disability benefits in a twelve month period. Employees can visit www.edd.ca.gov for more details on this program.

2. For District of Columbia employees only
An employee will be eligible for up to 16 weeks of leave for the birth or adoption of a child, foster care, assumption of parental responsibility for a child, or care of a family member with a serious illness if (1) the employee has worked for City Year for at least 12 months, (2) the employee has worked for City Year for at least 1,000 hours during the 12 months before the Leave, and (3) at least 20 employees work at the same worksite.

3. For Louisiana employees only
An employee will be eligible for up to six weeks of leave for normal pregnancy, childbirth or related medical conditions if City Year has 25 or more employees in Louisiana. If the female employee is disabled on account of pregnancy, childbirth or related medical conditions, the employee may take a reasonable leave of absence not to exceed four months.

4. For Massachusetts employees only
Female employees who meet the eligibility criteria in the Massachusetts Maternity Leave Act (i.e., full-time female employees who have been employed for at least three months) may be eligible to take up to 8 weeks of unpaid maternity leave for child-birth or the adoption of a child under 18. Eligible employees must have been employed for 3 consecutive months or the length of the employer’s probationary period (whichever is shorter) prior to the leave.

5. For New Hampshire employees only
A female employee (regardless of how long she has been employed by City Year) may be eligible to take time off from work for the period of any disability resulting from pregnancy, childbirth or related medical conditions.

6. For Rhode Island employees only
An employee who has worked an average of 30 or more hours per week for 12 consecutive months may be eligible for 13 consecutive weeks of parental leave or family leave in any two year period.

7. For South Carolina employees only
A female employee (regardless of how long she has been employed by City Year) may be eligible to take a reasonably period (generally six weeks) of time off from work as a result of any disability resulting from pregnancy, childbirth or related medical conditions.

8. For Washington employees only
A female employee (regardless of how long she has been employed by City Year) may be eligible to take a leave of absence when she is sick or temporarily disabled because of pregnancy or childbirth.

III. Types of Family and Medical Leaves
Employees may qualify for any of three types of Family and Medical Leaves. Throughout this policy, the term “Family and Medical Leave” refers to any of these three types of leaves:

A. Birth, Adoption and Child Care Leave
An employee may take a Birth, Adoption and Child Care Leave because of the birth, adoption or foster care placement of a child and for care of that child. The leave must be completed within 12 months of the child’s birth, adoption or foster care placement.

B. Family Illness Leave
An employee may take a Family Illness Leave to care for a seriously ill or injured spouse, parent or child. The illness or injury must be a “serious health condition” within the meaning of the FMLA. Basically, a “serious health condition” means a physical or mental condition that involves inpatient care or continuing treatment by a health care provider. If the leave is for care of a child, the child must either be under age 18 or unable to care for himself or herself due to a mental or physical disability.

C. Employee Illness Leave
An employee may take an Employee Illness Leave because of an illness or injury that makes the employee unable to perform his or her job. As with a Family Illness Leave, the illness or injury must be a serious health condition.

IV. Small Necessities Leaves
Small Necessities Leaves are absences of an employee for any of the following purposes: to participate in school activities directly related to the educational advancement of a child of the employee, such as parent-teacher conferences or interviewing for a new school; to accompany a child of the employee or an elderly relative of the employee to routine medical or dental appointments, such as check-ups or vaccinations; or to accompany an elderly relative of the employee to appointments for other professional services related to the elderly relative’s care, such as interviewing at nursing or group homes.

For purposes of this policy, an elderly relative of an employee is an individual of at least 60 years of age who is related by blood or marriage to the employee.

V. Notice and Scheduling of Leave

An employee taking a Family and Medical Leave, a Massachusetts Maternity Leave or a Small Necessities Leave should give written notice by complying with City Year’s “Request for Leave of Absence” form and submitting it to the Human Potential Department.

When the leave is a Birth, Adoption and Child Care Leave or any state leave law, the employee must generally give at least two weeks’ notice of the anticipated departure date, including a statement of intention to return to work.

If an employee plans to take a Family Illness Leave or an Employee Illness Leave because of planned medical treatment, the employee must make an effort to schedule the treatment to reduce the disruption to City Year, subject to the health care provider’s approval. An employee should generally consult with his or her supervisor to explore alternatives to reduce the disruption to City Year. In any event, at least 30 days’ written notice of the leave should generally be given to the Human Potential Department.

In some cases, an employee will not be able to give the full amount of advance notice generally required for a Birth, Adoption and Child Care Leave or for a Family and Medical Leave for planned medical treatment. When an employee cannot give the generally required notice for a legitimate reason, the employee should give as much notice as possible under the circumstances.

When a Family Illness Leave or an Employee Illness Leave is needed due to a medical reason other than planned treatment, an employee should give the Human Potential Department verbal or written notice as soon as he or she reasonably can.

When an employee’s need for a Family Support Leave is foreseeable, the employee should provide at least seven days’ written notice. If the employee’s need for such an absence is not foreseeable, the employee should provide as much notice as is practicable.

An employee’s failure to give adequate notice may delay the employee’s right to take a Family and Medical Leave or a Small Necessities Leave or may affect a employee’s rights to a Massachusetts Maternity Leave.

VI. Confirmation of Leave

A. Family and Medical Leaves

After an eligible employee gives notice of intent to take a Family and Medical Leave, City Year will designate the leave as Family and Medical Leave. That designation will generally be provided by a memorandum confirming receipt of the notice of the leave and setting forth some of the basic employee rights and obligations.

If an employee is ineligible for Family and Medical Leave but requests such leave, City Year shall provide notice to the employer of City Year’s determination of ineligibility.

Employees requesting an Employee Illness Leave or a Family Illness Leave will generally be required to provide a medical certification if the leave is expected to continue for more than five calendar days. When requested, the certification must be provided within 15 calendar days of the request. City Year may, in some cases and at its expense, require a second and sometimes a third certification.

Employees on an Employee Illness Leave or a Family Illness Leave for which medical certification is initially required may also be required to provide subsequent medical
certifications. The cost of providing any such certifications, if any, will be borne by the employee.

Moreover, employees on leave may be contacted periodically for updates concerning their status and intent to return. Employees are expected to be fully responsive to such requests for updates.

B. Small Necessities Leaves

Within two business days of making a request for a Small Necessities Leave, an employee may be required to provide a certification signed by the employee within the following two business days stating the date of the absence, the duration of the absence, and the purpose of the absence. City Year reserves the right to require any employee to provide reasonable additional information to verify the reason for requesting a leave.

VII. Length of Leave and Restoration Rights

A. General

In general, unless a greater period is permitted under applicable state law, an employee will be entitled to a maximum of 12 weeks of Family and Medical Leave and 24 hours of Small Necessities Leave during any 12-month period. The 12-month period is a rolling period measured backward from the date an employee uses any leave under this policy. Each time an employee takes any Family and Medical Leave, the remaining leave entitlement will be any balance of the 12 weeks that has not been used during the immediately preceding 12 months.

When an employee is eligible for both a Birth, Adoption and Child Care Leave and a leave under any applicable state law, both leaves will run concurrently. However, the expiration of Family and Medical Leave rights does not itself deprive an employee of leave rights under applicable state law, if the employee continues to be eligible for leave under the applicable state law after the expiration of the Family and Medical Leave rights.

B. Nature of the Leave

Unless otherwise approved, a Birth, Adoption and Child Care Leave or an applicable leave under state law must be taken at one time and must be taken before the end of the 12 month period beginning on the date of the child’s birth or placement. A Family Illness Leave or an Employee Illness Leave may be taken through either a reduced working schedule or intermittently if such an arrangement is certified to be medically necessary (or if City Year approves such an arrangement in its discretion). If an employee is entitled to a Family Illness Leave or an Employee Illness Leave on a reduced work schedule or intermittent basis, City Year may transfer the employee temporarily to a position for which he or she is qualified and which has equivalent pay and benefits if the alternative position would better accommodate the recurring leaves than the employee’s regular position.

C. Special Rule Applicable to Spouses who are Both Employed by City Year

If City Year employs both spouses, the total Birth, Adoption and Child Care Leave to which they will be entitled together will be 12 weeks in any 12-month period.

D. Restoration Rights

1. General

At the end of a Family and Medical Leave or a Small Necessities Leave, an employee will generally have the right to return to his or her last position before the leave or to an equivalent position with equivalent benefits, pay and other terms and conditions of employment. An employee returning from a leave under an applicable state law will generally have the right to return to her last position or a similar position. In returning from any of these leaves, the employee will not lose any benefit rights, such as vacation, to the extent that those benefit rights accrued before the leave period.

2. Limitations

a. Notice of Change of Length of Leave

If an employee becomes aware of changed circumstances that will foreseeably increase or decrease his or her need for Family and Medical Leave or Small Necessities Leave, the employee must give City Year notice of the anticipated change of the length of the leave within
two business days of learning of the anticipated change of the length of
the leave.

b. Adverse Actions During the Leave
An employee will not be entitled to more favorable employment
terms as a result of taking a Family and Medical Leave or a Small
Necessities Leave than he or she would have had if no leave had been
taken. Thus, an employee who takes a Family and Medical Leave will
be subject to any pay or benefit reductions or other adverse actions,
including layoff, that the employee would have experienced if he or
she had not been on a Family and Medical Leave.

E. Extension of Leave
In the event that a Family and Medical Leave is extended beyond a level totaling 12
weeks of leave over 12 months (or the applicable amount under the certain applicable
state laws), the leave will become a “personal leave” and City Year will consider the
possibility of restoration but will not guarantee restoration.

The determinations regarding whether to grant an extension and to grant restoration
after an extension will be made in City Year’s discretion after considering factors such
as the purpose of the leave extension, the employee’s length of service, the employee’s
overall employment record, the employee’s position, and City Year’s assessment of its
needs.

F. Certification Before Return
Before an employee may return from an Employee Illness Leave that has continued for
at least five (5) calendar days, the employee’s health care provider may be required to
certify that the employee is able to resume his or her job. The employee will be
required to bear the costs of such a certification.

VIII. Pay and Benefits
A. Pay
Family and Medical Leaves, Small Necessities Leaves and similar state law leaves are not
paid leaves. However, full-time employees are eligible for certain limited fully-paid
parental leave. Fully-paid parental leave will be granted to an eligible employee for the
purpose of (a) recovery from child birth, (b) adopting a child under 18 years of age (or
23 years of age if the child is mentally or physically disabled), (c) foster care placement
of a child under 18 years of age (or 23 years of age if the child is mentally or physically
disabled), or (d) acting as the primary caregiver to a child born to a spouse or domestic
partner, adopted by the employee within the prior twelve months, or placed with the
employee through foster care within the prior twelve months. Generally, this fully-
paid parental leave will be limited to eight weeks. However, an employee who delivers a
baby by cesarean section may be eligible for up to ten weeks of fully-paid parental leave
for the purpose of recovery from child birth.

Employees who are the spouses or domestic partners of a new birth mother will be
granted two weeks fully-paid leave. Employees who receive fully-paid parental leave
under this policy are not eligible for short-term disability leave during this fully-paid
period.

At the end of the above described paid parental leave, to the extent an employee
remains on leave from work, the employee is required to utilize paid leave, for which
the employee is eligible (for example, accrued but unused vacation pay), for otherwise
unpaid leave. Such a substitution will be counted against the employee’s use of leave.
An employee may also utilize a maximum of five additional days of vacation pay that has
not yet accrued (an advance of the employee’s vacation pay) for the purpose of
receiving pay during a period that would otherwise be an unpaid leave of absence.

B. Maintenance of Health Benefits
During a Family and Medical Leave, City Year will continue the employee’s medical and
dental insurance coverage, provided that the employee pays for the regular employee
share of such coverage on a timely basis as if he or she had remained actively employed.
During any paid leave, the employee share of the premiums will be deducted from the
employee’s pay. During the unpaid portion of a Family and Medical Leave, the employee
will be required to pay the employee’s share by delivering the payment so that it is
received by City Year no later than the 1st day of each month. If payment is more than 30 days late, City Year will pay the employee’s share and recover it later from the employee.

If the employee fails to return from the leave, City Year may be entitled to recover from the employee the portions of medical and dental insurance premiums that were paid for by City Year with respect to the unpaid portion of the leave. City Year will be entitled to recover these amounts unless the employee's failure to return was due to a serious health condition (within the meaning of the FMLA) or if there are other circumstances beyond the employee's control. If the employee states that he or she is unable to return from the leave because of a serious health condition, City Year may require the employee to provide a medical certification.

C. Other Benefits

Group life insurance and long-term disability insurance will also be maintained during a Family and Medical Leave, subject to the same cost-sharing applicable to active employees.

When an employee is out on leave that is protected by the Family Medical Leave Act (FMLA), that employee will continue accruing paid leave as long as the employee is using paid leave benefits such as the items referenced above. If an employee on FMLA leave uses all paid leave in accordance with City Year’s FMLA policy and remains unable to return to work, then the remainder of the FMLA will be unpaid. During the unpaid FMLA leave, the employee will not continue to accrue paid leave, consistent with City Year’s policy for all types of unpaid leave.

IX. Medical Records

Documents relating to medical certifications, recertifications or medical histories of employees or employees' family members will be maintained separately and treated as confidential medical records, except that in some legally recognized circumstances, the records (or information in them) may be disclosed to supervisors and managers, first aid and safety personnel, or government officials.

Jury Duty

City Year is a civic institution and strongly encourages staff members to participate in our judicial system by serving on juries. Most people who serve find jury duty an interesting and educational experience. Staff and managers must rearrange work schedules to accommodate jury duty. When a staff member is called upon to serve as a juror, City Year will pay them the difference between jury pay and the regular City Year pay for the duration of jury duty. Any staff member who receives pay for jury duty must promptly notify the Finance Department so that appropriate adjustments in his or her salary can be made. When possible, staff members serving on jury duty are expected to work at City Year before and after time at court.

Personal Leaves of Absence

Employees who are not eligible for any leave of absence described in this Handbook may apply for personal leaves of absence for up to 6 months. Personal leaves are unpaid and are discretionary, requiring the approval of the Manager, the responsible Senior Leadership Team member, and Human Potential. When considering a request for a personal leave, City Year will consider factors such as the employee’s position, the employee’s length of service, the employee’s performance record including attendance, the purpose of the leave, the needs of the department in which the employee works, the effect of the leave on other employees, and City Year’s general business needs.

Personal leaves generally are unpaid. However, accrued vacation time may be used to continue an employee’s salary during the leave.

Employees who are on unpaid leave will not be entitled to continue accruing paid leave benefits, including employees who are receiving income replacement benefits such as short-term disability, long-term disability or workers’ compensation.

City Year cannot guarantee reinstatement upon return from a personal leave. However, City Year will make a reasonable effort to place the employee in an available position for which he or she is qualified. If
such a position is not available, then the employee's employment will terminate. Even in that event, the employee may later apply for reemployment.

**Unapproved Leave Equals Voluntary Resignation**

A staff member may not be absent without approved leave except in case of sudden illness or emergency. The failure of a staff member to notify his or her manager before the end of the third day of absence without leave may be considered an automatic voluntary resignation. Staff members who resign voluntarily are not eligible for unemployment benefits. A staff member leaving City Year must do so by finishing on a day worked and not on a vacation, personal or sick day.

**Performance Evaluation**

**Purpose**

City Year views its formal and informal evaluation processes as central tools in the organization’s efforts to provide excellent service and lead young people. Consequently, the performance evaluation process is a communication tool to provide for a frank and honest discussion between manager and staff. The performance evaluation is intended to allow for an open exchange of views regarding areas of strong performance as well as discussion on areas to further develop and/or improve, and strategies for accomplishing that.

The review shall serve as a guide in planning the type of management, instruction and coaching that may be needed by the staff member. Performance objectives for the individual staff member for the year will be established. Staff members will be encouraged to provide written comments to be kept in the records. The performance evaluation is meant to be part of an ongoing relationship between manager and staff, and is designed to enhance both the professional growth of the staff members and the success of the organization as a whole.

**General Provisions**

All staff members will generally receive at least one formal performance evaluation annually. The evaluation is an important management tool which allows managers and staff to clarify expectations of performance standards, tasks, and skills acquisition. It will also be used to set goals and objectives as well as assess individual, departmental, and organizational progress and priorities. In addition to formal evaluations, managers are encouraged to give regular and on-going feedback and to meet regularly with staff to assess work performance. In general, managers must document work performance, including incidents of commendation as well as those of a disciplinary nature.

A formal performance evaluation report will generally be completed as follows:

- Objective and goal setting for the year at the beginning of the program year or within two months of start date for new staff members;
- Performance review at the end of the program year for staff members.

A performance evaluation report is also encouraged to be completed as follows:

- Supplemental: the manager may complete additional performance evaluation reports if she/he feels it necessary and beneficial;
- At the beginning and/or end of a specific project;
- When a staff member is reassigned to a new position mid-year;
- Incidental: the manager may document a specific incident (positive or negative) or significant performance.

The performance evaluation shall be considered a confidential report and shall be subject to the review of only those persons who have managerial or administrative authority over the staff member, or other persons authorized by the Department of Human Potential.

**Effective Communication (Feedback)**

Feedback is a tool that provides City Year members with a structure for effective communication. Done regularly, feedback opens and demands honest communication for a healthy work environment. This
includes acknowledging co-workers, supervisors and those you supervise for their successes and strengths. In addition, it is a preventive measure for potential communication challenges and requires every City Year member to tackle misunderstandings or disagreements head-on. Feedback may take place in a one-on-one setting, or in a group (for example, when a team or department decides to have structured feedback with an outside facilitator and all members participating). Feedback has specific rules and guidelines which may be acquired through the Office of the National Corps.

**Evaluation Process**

Objective-setting will occur at the beginning of the program year for most staff. Performance evaluations will be conducted around the mid-year break and in June following the City Year Graduation. While staff members have the opportunity to give feedback and set objectives, the evaluation of work performance, disciplinary measures, and employment actions remains in the sole discretion of City Year. The process will be as follows:

When objective-setting:
1. The staff member completes a written objective-setting form and submits it to his/her manager before the meeting.
2. The staff member and his/her manager meet to discuss and make adjustments to the objective-setting/goals for the year or assignment.
3. Both parties sign off on the form.
4. Copies are forwarded to the manager, the staff member, and the original is filed in the staff member’s personnel file.

When completing a Performance Evaluation:
1. Both the staff member and his/her manager complete a written evaluation of the staff member.
2. The staff member and his/her manager meet to discuss both evaluations, focusing specifically on the differences between them and the reasons for those differences and on the strengths and weaknesses as noted by the staff member and his/her manager.
3. Both parties sign the form.
4. Copies are forwarded to the manager, the staff member, and the original is returned to the Department of Human Potential to be filed in the staff member’s personnel file.

**Performance Improvement**

The purpose of the performance improvement plan is corrective; such measures are taken to communicate expectations and encourage staff members to improve their conduct or performance so they may continue their successful employment with City Year. Because City Year is a leadership organization, it is essential that all staff members accept personal responsibility for maintaining high standards of conduct and job performance, including the observation of City Year rules and policies.

An example of a progressive step discipline process may be an oral warning (documented), written warning and termination. However, any of the following approaches may become necessary depending on the nature and seriousness of the situation, the staff member’s past performance and the impact on the program or others:

- an oral warning (documented)
- a written warning (such as a Performance Improvement Plan)
- probation
- administrative leave (with pay)
- suspension (without pay)
- termination

Termination of employment by City Year can occur for a variety of reasons, including but not limited to, unsatisfactory performance, violation of City Year rules or policies, misconduct, gross negligence, or other conduct that might impair the operations, reputation, or financial well-being of City Year or any of its activities or organizational components, as determined by City Year.

The nature of the problem or offense, as well as the particular circumstances, determine whether or not all the steps in the above sequence are followed. In general, disciplinary procedures will be carried out by the staff member’s direct manager. All disciplinary action must be with the advice and counsel of local
leadership and a national Human Potential staff member. All suspensions and terminations, however, must be approved by the appropriate Executive Director or Operations Team member.

City Year will endeavor to follow this policy in reviewing performance but remains free to deviate from it if it so chooses. As such this policy must be viewed by staff and managers as a set of guidelines. Nothing in this section should be construed to entitle any staff member to any guarantee of employment nor to guarantee any procedure or conduct on the part of City Year in the timing or manner of a performance review or disciplinary action.

**Problem Solving and Complaint Procedure**

City Year makes every effort to provide a working environment in which all staff members are treated with dignity and respect, and to ensure that all staff members are treated fairly in all matters which bear upon their employment. Whenever people work together, there will be differences of opinion. When differences arise, it is extremely important that they be resolved before serious problems develop. City Year, therefore, has developed informal problem solving procedures as well as formal complaint, or grievance, procedures.

To ensure a fair, trusting, and professional working environment at City Year, it is extremely important that staff members follow proper informal and formal procedures when problems arise between staff members. Specifically, staff members should only discuss such problems with staff members who play a managerial role in resolving such problems. Extreme care should be taken to avoid discussing sensitive personnel matters with staff members who do not have an organizational role in resolving those personnel matters. The Department of Human Potential members may be called upon to assist in the resolution of complaints at any point during this process.

**Informal Problem Solving and Complaint Procedures**

Staff members are encouraged to make it known when an employment problem arises. Informal discussions often result in solutions to more easily and quickly than do formal procedures. When a problem arises, the easiest and most efficient way of communicating is a thorough and frank discussion between the staff member and the appropriate immediate manager. The issues must be clearly stated and understood by both parties. In some cases, discussions with the management team may be helpful. If in doubt as to how to proceed, a staff member should contact their immediate manager, the Department of Human Potential, or their Executive Director. Managers are responsible for acting on employment problems and working on/with the staff member’s issues with reasonable promptness.

Staff members may also seek resolution through Alternative Dispute Resolution (ADR) measures such as mediation or facilitation. ADR is optional and should be selected within 45 days of the action resulting in a complaint. Under ADR, City Year will designate a neutral person who had no participation in previous decisions concerning the issue in dispute. The neutral party may be a staff member or an external party, and will attempt to facilitate a mutually agreeable resolution. ADR is confidential.

If the matter is resolved, a written agreement is reached. If the matter can not be resolved through this procedure at all, or within 30 days, a staff member may file a grievance following the formal procedure below.

**Formal Problem Solving and Complaint Procedure**

If a problem/complaint is not resolved through informal discussions or through Alternative Dispute Resolution within 30 days, staff members of City Year have the right to file an orderly presentation, or grievance, of their complaints and concerns using the following formal procedures:

1. The staff member should put her or his complaint/concern in writing, setting forth the facts of the situation, the City Year policy or procedure involved, and ideas or suggestions for resolution of the problem. The formal grievance must be filed within one year of the alleged occurrence (except in cases of fraud or criminal activity).
2. The staff member will receive a written reply to the complaint within ten working days after receiving it.
3. One or more meetings may be held to facilitate a mutually agreeable resolution. A Human Potential or a director level staff member who is not involved in the complaint/concern will conduct these meetings.
4. If no mutually satisfactory resolution of the complaint results from steps 1 - 3, a meeting, or hearing, will be held with the staff member, the manager, the manager’s manager, and, if deemed appropriate or requested, the Executive Director, the Office of Site Leadership or the Director of Human Potential, generally within five working days following the referral of the complaint in writing. At minimum, a hearing must be held within 30 days of the filing of a grievance, and a decision must be made within 60 days of the filing of the grievance.

**Binding Arbitration**
If no decision is made within 60 days of the grievance filing, or if the decision is adverse to the aggrieved party, the aggrieved party may request binding arbitration. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the grievance parties, the Corporation's Chief Executive Officer will appoint an arbitrator from a list of qualified arbitrators. An arbitration proceeding must be held no later than 45 calendar days after the request for arbitration, or, if the arbitrator is appointed by the Chief Executive Officer, the proceeding must occur no later than 30 calendar days after the arbitrator’s appointment.

A decision must be made by the arbitrator no later than 30 days after the date the arbitration began. The decision of the arbitrator is final.

**Internal Communications**

**General Considerations**
City Year staff have many ways to communicate internally and receive a large amount of information from across their site and the network on a regular basis. Staff and departments should always consider the most efficient, cost-effective and appropriate method of reaching the individual(s) or groups they are trying to reach so that information is centered through the appropriate person. It should be communicated so that it is received/seen/heard by only those with a need to know, and so that the privacy of all involved staff members is respected and protected at all times. The sender should bear in mind that certain staff have less frequent access to some methods of communication, such as email and voice mail, and should choose and time their internal communication method accordingly.

**The Daily Briefing**
The Daily Briefing at each site is one of City Year’s original and major internal communication tools for all staff and corps, and is also a public document viewed regularly by visitors, corporate sponsors, and others. All staff are expected to read the Daily Briefing every day, and are responsible for knowing the information in it. Messages and announcements in the Daily Briefing should be clearly addressed to the group they pertain to and should be timed appropriately to provide adequate notice of events, meetings and other organizational activities. The Daily Briefing will continue to be the primary mode of communication for reaching the entire City Year community.

**Computer, Voice Mail, and Email Use**
City Year is proud to be able to provide computer, email and voice mail technology so that staff and corps can communicate quickly and cost-effectively across the network. Because we use these major communications tools almost daily across the network, all staff are expected to be competent in them. It is up to each individual to master the basic skills of email, voice mail, and basic word processing, file management, and advance and logistics. Staff are responsible for utilizing resources provided to train them in those fundamentals, and to seek additional help if they need it. City Year provides self-guided training to all new staff on how to use the computer and email. In addition, the National IT Department and site Techno Czars are available to answer detailed questions and solve problems. Voice mail is the selected method to communicate critical and time sensitive information to staff. Staff are expected to check voice mail daily to ensure that City Year remains a mobilization organization. Email is the preferred method of individual and general communication between sites, since it has helped the organization save significantly on long-distance telephone charges. Staff are expected to review email at least every 24 hours for important information.

Email and voice mail are used primarily for business purposes, although City Year recognizes that they are occasionally used for personal use. Language and images used are expected to be professional at all times. Email and voice mail messages are the property of City Year and may be reviewed by City Year at any time for legitimate business purposes, including: investigating violations of organizational policies, such as
harassment; investigating criminal and civil wrongdoing that involves the use of City Year’s email or voice mail systems; use of proprietary information which belongs to City Year; business needs to review e/vmail to get information quickly when the sender is not available, etc.. Confidential or sensitive information sent on email or voice mail is kept to a minimum, sent only to individuals with a “need to know,” and is filed or destroyed appropriately after it has been sent or received. Email messages to individuals are used whenever appropriate to reduce the volume of email all staff receive weekly. Email messages to City Year News at a site contain information about events, people, or policies which affect the site as a whole. Email messages to All Site City Year News contain information about events, people, or policies which affect the entire organization. Email messages reflecting personal beliefs or opinions about social issues are sent to the “Social Issues” folder (available in Boston only), and not to City Year News. Email messages regarding selling or obtaining items are sent to the “Classifieds” folder. Group accounts will be able to receive messages from staff, but will not be able to send email messages. This maximizes access while ensuring that messages from an individual are not communicated “in the name of” a group.

Cell Phone Usage
This policy applies to all requests for cell phone equipment, service, loss, repair, and replacements, and applies to all City Year full and part-time employees, including corps members. Cellular telephones and services may be provided to certain City Year employees: who, through the nature of their work, are required to be accessible by telephone regardless of the time of day, day of the week, or geographical location; or to conduct activities related to their employment that either cannot be conducted on a land-line telephone or for which it would be inefficient to use a land-line telephone. Requests for cell phone equipment and service reimbursement must be approved by the employee’s supervisor. Employees must establish service in their name and will be reimbursed for qualified expenses. City Year may choose to establish a corporate billed service for select employees at the discretion of senior management.

National Department/Site Responsibilities
Submit a list of approved individuals to Finance. Submit signed reimbursement forms and related bills to Finance on a monthly basis.

Individual User Responsibilities
Choose a service provider and establish service in individual’s name (individual users who currently have a National Headquarters-issued cell phone and phone number may choose to retain them by filling out an Application for Transfer of Service, available from Lauren Thurmond.) Submit a reimbursement form and related billing statement to supervisor on a monthly basis.

Reimbursement Rate
City Year will reimburse qualified employees monthly at a predetermined rate set by the Executive Directors (sites) and COO. The rate as of June 1, 2003 is $40.00/month. Employees whose job requires cell phone usage that necessitates a phone plan with a higher rate than the predetermined rate must receive approval for higher rates from a Regional Director (for sites) or the COO.

Travel
City Year will not reimburse individuals who incur long distance charges for using cell phones while traveling. Instead, the Cell Phone policy requires traveling employees to utilize commonly available cell phone plans that do not charge extra for long distance or “roaming”. This entire cell phone policy, including the limitation on reimbursement rates and other limitations included in this paragraph, applies to cyzygy as well. City Year will provide radio devices (“walkie talkies”) to employees who have duties that require frequent communications related to cyzygy operations.

Changes in Staff Contact Information
Staff and corps members are responsible for maintaining their personal information in City Year’s Human Capital Management (HCM) system, called cyresource. This includes changes in home address, phone, emergency contacts, benefit and beneficiary elections and direct deposit information.

Opening of Incoming Mail
All incoming mail is distributed directly - unopened - to the mailbox of who it is addressed to. The mail is not to be opened by anyone other than the recipient.
When a staff member receives either checks or invoices in the mail, it is critical that the staff member immediately forward all checks and invoices to the National Finance Department. Checks need to be deposited right away and invoices need to be paid on time.

**Communication of Staff Changes**

City Year is a dynamic organization and experiences frequent staff changes, particularly during the transition from one program year to the next. All information pertaining to new hires, departing staff, and transfers and staff reassignments should be entered into City Year’s HCM system (cyresource) in a timely manner.

**Organizational Acknowledgments**

City Year seeks to build community and express interest in and concern for all staff members by acknowledging, celebrating and/or supporting them through important life events, both positive and challenging. Information about major life events, such as births, marriages, major successes, deaths, major illness or accidents involving a staff member or his/her family members should be communicated to the Department of Human Potential. The information will be forwarded to senior leadership staff, who will want to acknowledge it and, if appropriate, communicate it to other staff, many of whom might want to send personal messages of their own to the individual or his/her family. The Department of Human Potential communicates this information with respect for a staff member’s privacy and, particularly in difficult situations, only if the individual wants the information to be shared with other staff. City Year’s organizational acknowledgments are, by necessity, modest in scale. If a site or department wishes to make an additional gesture on behalf of a particular staff member, it provides a way for staff to contribute, if they wish to, such as taking a voluntary collection to finance the purchase of flowers, a gift, cake, etc.

**Access to Individual Personnel File**

City Year staff members may view their own records by scheduling a time to do so with the Department of Human Potential or by requesting that a copy be provided to them. To protect the integrity of the file, staff members may only view original records in the presence of a member of the Department of Human Potential.

**Public Communication**

**Media Relations**

A major part of City Year’s mission is to engage, inspire, and lead the larger community and society into service, idealistic activities, and positive change. The media (including television, radio, newspapers, and periodicals) is one vehicle City Year uses to communicate its message to a broad audience.

City Year always seeks to speak with one voice to the public and to the media. To prevent staff members and corps members from being misquoted or incorrectly named as spokespersons for City Year, and to communicate a clear and consistent message that reflects City Year’s goals, all contact with media of any type should be coordinated through City Year’s Office of National Affairs. No staff member can speak for the City Year organization unless they have been given express authority to do so by an Executive Director or the Office of National Affairs.

All staff are responsible for immediately notifying the President, Executive Director, or the Office of National Affairs if they are approached by anyone from any type of media. Staff should never feel pressured by a member of the media to provide an immediate reaction or response in order to meet a deadline. This includes, but is not limited to, occasions when a journalist contacts a staff member by phone or visits a City Year work site – either an office, a service site, or a site where official City Year business is being conducted. Take down the reporter’s name, phone number, and deadline so that the Executive Director or the Director of the Office of National Affairs may respond to them promptly.

**Publications**

All correspondence going out to members of the community, other organizations, or governmental agencies must be approved by a staff member’s immediate manager. Major outreach letters, fliers, newsletters, or bulletins to be distributed widely must be approved by the appropriate Executive Director or the Office of National Affairs.
**Appropriate Use of the Internet**

The City Year policy governing Internet usage has been developed to ensure that use of the Internet by corps, staff and visitors is appropriate, and to notify all affected parties that use of the Internet via City Year equipment is monitored and recorded. Inappropriate activity can result in disciplinary action, up to and including termination of employment or dismissal from the corps.

I. City Year Internet usage guidelines are in effect for all City Year corps, staff and visitors whenever they are using City Year-provided equipment and/or Internet access, as well as when representing City Year, including but not limited to:
- When you are in any City Year office at any time
- When you are connected remotely to the City Year network through VPN
- When you are at a library, school or service partner’s facility
- Whenever you are in uniform

II. Every staff and corps member is responsible for the content of all text, audio, or images that they access and that they upload to a remote site on the Internet. The accessing, downloading, or transmitting of fraudulent, harassing, or obscene material in any format is prohibited and subject to disciplinary action up to and including termination or dismissal from the corps.

For the complete lists of standards, policies and prohibited activities – all of which apply to online activity in which you engage as a City Year corps member or staff member – consult the most current version of the City Year Idealist Handbook (as of this writing available at http://cyatwork.cityyear.org/docs/0005_00058_0001859.pdf), including the following categories:
- Activities Prohibited by AmeriCorps Regulations
- Activities Prohibited by City Year
- Relationships with Children and Youth
- Physical and Emotional Well-Being of Children and Youth
- Professional Conduct
- Organizational Representation

It is your obligation to be familiar with and adhere to all current standards. If you have any questions or are unclear about any aspect of this policy you must consult with your supervisor, HR representative, or senior manager for clarification.

III. Online activity conducted by staff and corps using access provided by City Year is monitored and recorded. Every Internet site visited by a City Year machine leaves an indelible electronic footprint of all activity. Usage reports for desktops or laptops accessing the Internet through City Year systems, including VPN access from a remote location will be regularly reviewed. This information includes user IDs, the names of Web sites accessed, specific pages accessed, and the time spent on each page.

City Year staff and corps members are responsible for the computers, BlackBerries and passwords assigned to them and will be held accountable for all activity conducted using them to access any system, internal or external to City Year. If you leave your desk, you must lock your terminal or log off. Effective March 31, 2008, City Year implemented, as a protective tool for users, an automatic lock on computers that are inactive for more than 15 minutes. You will also receive pop-up notification during logon reminding you that your Internet usage is monitored.

IV. Use of online access to visit inappropriate Web sites – such as for the purposes of dating, gambling or viewing sexually explicit materials – can result in disciplinary action, up to and including termination of employment or dismissal from the corps.

It is the organization’s expectation that computers, smart devices, phones and Internet access will make corps and staff more efficient, informed and communicative. These regulations are designed to promote proper usage and be explicit about the consequences of inappropriate use. When used with integrity and sound judgment, access to technology will further our individual and shared goals.
**Inquiries About Current or Former Staff**

All requests for information about current or former staff should be referred to the Department of Human Potential for reply because of legal and confidentiality requirements. This includes both verbal and written inquiries.

**Letters of Reference**

Professional letters of reference concerning former or current staff members or corps members must be reviewed and approved by the Executive Director or the Department of Human Potential to comply with legal and confidentiality requirements.