

WATERFORD LAKES COMMUNITY ASSOCIATION

Human Resources Policy

Effective November 22, 2021

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PURPOSE

This policy outlines how WLCA shall govern its human resources (HR). This policy defines guidelines and administrative processes. This document supplements information included in the Employee Handbook provided to staff.

SCOPE

This policy applies to all WLCA staff.

WLCA partners with a Professional Employer Organization (PEO) in a co-employer relationship. WLCA shares employer responsibilities with its PEO. The PEO is responsible for administering the payment of wages,

sponsoring and administering benefits, processing and maintaining certain employee records and other HR functions as defined by the contract between WLCA and the PEO. The PEO is the employer of record for administrative purposes and is the name on tax records and paycheck stubs. WLCA is the employer for day-to-day job responsibilities, requirements and performance evaluation.

POSITION AUTHORIZATION AND JOB DESCRIPTIONS

The General Manager is authorized to fill any vacant positions. The WLCA Board (BOD) shall authorize the establishment of any new position. The authorization request from the General Manager for a new position shall include:

- Position description
- Budgetary impact
- Explanation of the requirement for the position

Position descriptions shall include:

- Primary purpose for the position
- Primary job duties to be assigned
- Other duties that may be assigned
- Essential duties to meet ADA guidelines
- Required and preferred skills, education, experience, licensure, etc.

The contract between WLCA and the General Manager shall be considered the job description for that position. The BOD is responsible for negotiating, approving and signing such a contract.

RECRUITMENT AND ELIGIBILITY

WLCA is an equal-opportunity employer and shall not discriminate on the basis of race, sex, age ethnicity, nationality, disability, sexual orientation, gender identity or religious or political opinions. WLCA is a drug-free, smoke-free workplace. Pre -employment drug screens are required.

Family members (parent, child, siblings, or other family living in the same home) are eligible for employment if no family member supervises another or is in any position of management over the other family member.

The General Manager is responsible for conducting interviews and obtaining background checks for qualified applicants.

Pre- employment background checks shall be performed. An applicant convicted of a felony is not eligible for employment. All applicants are subject to a national background check.

A formal offer letter shall be prepared. Once the offer letter is prepared, the General Manager is authorized to verbally make the offer and mail the offer letter.

The General Manager is responsible for orientation of newly hired employees. Orientation shall include appropriate training in safety and procedures.

There is a 90-day **REVIEW** period for newly hired employees. The General Manager is responsible for conducting a performance review at the end of the **REVIEW** period.

COMPENSATION AND PERFORMANCE REVIEW

Compensation rates shall be recommended by the General Manager and approved by the BOD. No specific pay ranges are in place.

Annual performance reviews shall be performed one month prior to the employee's anniversary date. The BOD shall conduct the performance review for the General Manager.

Any annual pay increase shall be based on the employee's performance rating and the amount budgeted. The BOD shall approve a chart of increases on an annual basis. The percentages may be changed subject to the financial condition of the association.

1 – Below expectations: 0%

2 – Needs improvement: 0%

3 – Meets expectations: 2%

4 – Exceeds expectations: 3%

5 – Greatly exceeds expectations: 4%

The General Manager shall recommend promotional increases when an employee is promoted to a new position or achieves a higher level of certification, education or licensure. The BOD shall approve, modify or disapprove such recommendations.

RECOGNITION AND GIFTS

Employees may be recognized at the end of the year and on the anniversary of major milestones in their tenure with WLCA. The per-employee year-end gift will be the same for each full time staff member. The gift for part time staff will be one half that of that for full-time staff. Employees must be employed for at least 6 months to receive gifts.

Recognition	Full Time Staff Member	Part Time Staff Member
Year-end gift	\$500	\$250
Anniversary: 5 years	\$500	\$250
Anniversary: 10 years	\$1000	\$500
Anniversary: 15 years	\$1,500	\$750
Anniversary: 20 years	\$2,000	\$1,000

Note: amounts may not be awarded or can be changed subject to the financial condition of the association.

ORGANIZATIONAL STRUCTURE

The staff reports to the General Manager, who reports to the BOD.

Other than the General Manager, employment by WLCA is at-will. Either the employee or WLCA may terminate employment at any time, with or without cause, and with or without advance notice.

Progressive discipline shall be used regarding poor performance or unacceptable behavior such as tardiness, absence, etc. Any written disciplinary action shall be reviewed with the PEO and the BOD notified that such an action has been given. The General Manager, in consultation with the PEO, shall determine the appropriate level of discipline for the situation. If immediate termination is recommended, the Board shall be notified as soon as possible.

Progressive discipline includes:

- Verbal warning
- 1st written warning
- 2nd written warning

- Final written warning
- Termination

TIME OFF

Notwithstanding anything in the Employee Handbook, paid time off shall include:

OBSERVED HOLIDAYS:

- New Year’s Eve half-day
- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve half-day
- Christmas Day

VACATION:

Vacation shall be based on months of full-time employment.

Months of Full-Time Employment	Hours of Vacation
6 – 23	40
24 – 59	80
60 – 95	120
96 +	160

OTHER TIME OFF:

Refer to the TriNet HR Passport for the sick time policy.

Employees are required to provide a doctor’s excuse for an absence due to personal injury or illness lasting longer than five (5) working days, and to provide a doctor’s release before returning to work.

Your paid sick leave is available for you to take care of a sick family member. Employees are required to provide a doctor’s excuse for an absence to care for an immediate family member with an injury or illness lasting longer than five (5) working days. The TriNet HR Passport defines immediate family members.

Part-time employees are not eligible for vacation or sick time.

Employee time off for witness or jury duty is paid time off.

The TriNet Employee Handbook and HR Passport include details on other time off such as bereavement, leaves of absence, and government-mandated time.

EMPLOYEE BENEFITS

Benefits are obtained through the PEO. See “Benefits Overview” on the TriNet website for details.

HR AND PAYROLL RECORDS

The PEO shall maintain all official HR and payroll records. The General Manager is the administrator of those records and is authorized to grant level access to those records.

PAYROLL

WLCA shall pay hours worked, overtime and time off in accordance with the Employee Handbook and federal, state and local law. Employees shall be paid for all hours worked. Breaks or lunch time interrupted by questions or requests shall be fully compensated or a new break or lunch period begun.

The General Manager is responsible for establishing procedures for maintaining accurate timekeeping records and submitting such to the PEO for processing.

TRAINING AND DEVELOPMENT

WLCA values the ongoing development of its staff and understands the benefit to the organization additional employee education provides. Training and development is available to full-time and part-time staff, subject to budgetary constraints. WLCA shall pay the cost of job-related training and seminars, and courses that lead to designations or degrees provided that the employee satisfactorily completes the training, seminar, or course. The employee's supervisor must approve courses.

Should the employee terminate his or her employment with WLCA without cause, the following reimbursement of training and participation costs shall be required:

- Within the first 12 months of the training/participation expense, the reimbursement shall be at 100% of the expense.
- Within 13-24 months, the reimbursement shall be at 50% of the expense.
- No reimbursement is required for months 25 and beyond.

The employee must acknowledge this policy on a separate form before the start of each course.

ETHICS / CONFLICT OF INTEREST

All staff shall comply with the WLCA Code of Ethics as adopted by the BOD. Their signature to the Code of Ethics indicates their understanding of the Code and that failure to adhere to the Code of Ethics will result in penalties up to and including termination of employment. The Code is restated here for ease of reference.

EMPLOYEES SHOULD:

- Strive at all times to serve the best interests of the association as a whole regardless of their personal interests.
- Use sound judgment to make the best possible business decisions for the Association, taking into consideration all available information, circumstances and resources.
- Act within the boundaries of their authority as defined by applicable law and the governing documents of the Association.
- Provide opportunities for residents to comment on decisions facing the association.
- Perform their duties without bias for or against any individual or group of owners or non-owner residents.
- Disclose personal or professional relationships with any company, group or individual who has or is seeking to have a business relationship with the Association and, if such relationship exists, disqualify themselves from discussions or decision-making pertaining to the company, group or individual so disclosed or its competitors.
- Conduct open, fair and well-publicized meetings and elections.

- Always speak with one voice, supporting all duly-adopted board or committee decisions even if the board or committee member was in the minority regarding actions that may not have obtained unanimous consent.

EMPLOYEES SHOULD NOT:

- Reveal confidential information provided by contractors or share information with those bidding for association contracts unless specifically authorized by the Board.
- Make unauthorized promises to an owner, resident, contractor, supplier or bidder.
- Advocate or support any action or activity that violates a law, regulatory requirement, or covenant document.
- Use their positions or decision-making authority for personal gain or to seek advantage over another owner or non-owner resident.
- Spend Association funds or use Association assets other than recreational facilities for their own personal use or benefit.
- Accept any individual gifts with value exceeding \$25—directly or indirectly—from owners, residents, contractors or suppliers, or gifts from the same person or organization with total value exceeding \$50 in a calendar year.
- Misrepresent known facts in any issue involving Association business.
- Divulge personal information about any Association owner, resident or employee that was obtained in the performance of board, committee or employment duties.
- Make personal attacks on colleagues, staff or residents.
- Harass, threaten or attempt through any means to control or instill fear in any board or committee member, owner, resident, employee or contractor.
- Reveal to any owner, resident or other third party the discussions, decisions and comments made at any meeting of the board properly closed or held in executive session.

EFFECTIVE DATE AND CHANGE CONTROL

Date of Change	Date of Board Approval of Change	Change(s) Made
5/19/16		Version 1 drafted, distributed for review
6/20/16	6/27/16	Version 2 with suggestions from Dennis and benefit contribution amounts
6/26/17	6/26/17	Changed WLCA medical contribution from \$900 to \$950 per month
8/28/17	8/28/17	Permit General manager to fill vacant positions without board approval
5/21/18	5/21/18	Added table of contents; revised Time Off, Recognition and Gifts, and Benefits
11/22/21	11/22/21	Added Changed “Holidays” to “Observed Holidays.”.