

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

INTRODUCTION

About This Handbook

Finger Lakes Fresh (FLF) is a business that is committed to high standards of food safety, quality, productivity and customer service. FLF also serves as a training site for workers with disabilities and other barriers to employment to gain the skills and experience needed to work successfully in the community. This creates the need for additional policies and procedures that help to ensure the success of the business operations while providing valuable training and work experience.

This handbook is a supplement to the main Challenge Policy Handbook and is not meant to replace the Challenge Policy Handbook. This handbook is your guide to work policies and procedures at FLF.

Workers are expected to adhere to policies contained in the Challenge Policy Handbook as well as policies specific to FLF.

Management reserves the right to amend these policies at any time.

Commitment to Food Safety and Quality

FLF is committed to producing products that meets the highest standards of food safety and quality and other customer specifications while producing a profit that helps support Challenge's services. This requires a workforce that can maintain consistency and high quality standards, and is committed to working with management to improve the product we sell to customers. This includes using new growing and packaging methods, new technology and systems to improve quality and productivity, and maintaining the highest standards of hygiene and food safety. FLF is a very public operation, with many people from the community who visit on a regular basis (professors from Cornell, employees from other businesses, funding agencies and representative from foundations, and other community agencies). This unique business requires that all managers and workers maintain high standards of professional behavior and appearance at all times, as this reflects on the image of FLF and Challenge.

Worker hygiene and sanitation practices during production, harvesting, packing and transport play a critical role in assuring the safety of food produced at FLF. All workers must strictly follow all food safety and security policies and procedures along with specific directives from supervisors. To assist workers in meeting the food safety and security standards, all workers are provided with periodic training and various signage and checklists are posted as reminders in the restroom, break area, and throughout the greenhouse and packaging areas.

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

GENERAL INFORMATION ON FINGER LAKES FRESH

Work Hours

FLF hours are generally 8:45/9 AM to 2:15/ 2:30 PM with a fifteen minute break in the morning and a half hour break for lunch, 7 days per week. The hours may be reduced or expanded to accommodate fluctuations in production demands.

Please do not arrive at FLF any earlier than 15 minutes before you are scheduled to begin work. The building will likely be locked unless you have made prior arrangements with your supervisor to arrive earlier than scheduled.

Workers who cannot report to work for their scheduled shift are asked to provide a 24 hour notice, when possible. Workers are expected to report absence (or lateness) at least 1 hour prior to his/her scheduled shift. In the event that a manager or supervisor cannot be reached, workers are expected to leave a message on the FLF Greenhouse voicemail system.

Break and lunch schedules are determined by management according to production demands.

Use of Time Clock

Each worker is issued a time card. Workers are expected to clock in and out each day. Workers must clock in and out for the following reasons:

- Beginning of Work Day
- End of Work Day or Work Shift

Transportation

Challenge provides transportation to and from the FLF Greenhouse. Pick up and drop off for workers is in front of the Challenge building at 402 E. State St. 7 days a week.

The Challenge building at 402 E. State St. is open during the hours of 8:00 AM to 4:00 PM Monday through Friday. When the Challenge building is closed, workers will not be able to enter the Challenge facility.

Morning Pick-up at Challenge

Pickup is at 8:45 AM (be there by 8:30 AM), 7 days per week. If the Challenge building is closed, workers will wait for pick up outside of the building.

Afternoon Pick-up at the FLF Greenhouse

Pick-up is at 2:30pm, and the van will drop you off at the main Challenge building about 2:45 pm. Afternoon pick-up times may vary.

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

Public Transportation

Options include Gadabout (for those eligible for the service) and TCAT (route 43 which goes between Green St. and Dryden). The closest TCAT bus stop to FLF is the Route 13 Sunoco gas station. This is a Flag-stop, meaning you will have to wave to the bus in order for it to stop. For more information on specific times, you can call TCAT at 277-7433 or visit the website for complete schedules.

If you drive your own vehicle, there is ample parking in the lot next to the FLF Greenhouse.

Personal Transportation

Workers are expected to make their own arrangements to get to work.

It is unacceptable for any worker to call the FLF Greenhouse and request last-minute transportation assistance from other workers, including management. Emergency situations that arise (i.e., car breaks down on the way to work) will be handled on a case-by-case basis at the discretion of Challenge management, but it is not the responsibility of Challenge to provide transportation assistance in such cases.

Workers may arrange car pools or individual pick-up/drop-off arrangements with other workers, but these arrangements ***MUST be made in advance of scheduled shifts*** and the details of such arrangements are the responsibility of the individuals involved. It is not the responsibility of Challenge to arrange transportation or manage transportation issues among workers.

All workers are expected to adhere to policy with regard to working his/her assigned shifts. Challenge provides scheduled transportation to the FLF Greenhouse from the State Street facility per scheduled pick up and drop off times. (see ***Morning and Afternoon Pick-Up*** sections). If workers are unable to utilize the transportation from the State Street facility, they are expected to arrange for public transportation, call a taxi, or obtain transportation from another source.

Break Areas

The FLF Greenhouse has one, multi-purpose break area that is used by managers and workers. All workers are expected to clean up after themselves.

Phone Calls

The FLF Greenhouse has one phone line that is for management use only. Workers may use the phone in emergency situations, and any phone calls must be approved by management.

Cell phones may be used during breaks and lunches, but they must be turned off during work. Cell phones should not be worn while working.

Early Closing Procedure

In cases of cancellation of orders, inclement weather, power outages or other factors that may necessitate early closing, the FLF manager or supervisor will notify workers if they

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

need to leave early. Challenge will contact Gadabout regarding early closure. A written statement will be posted with the front desk at 402 E. State Street that includes work schedules for FLF and available transportation to and from the greenhouse. FLF and Employment Services staff are available to assist workers in making alternate plans in the case of an early closing of the greenhouse.

Emergency Closing

When severe weather conditions make driving dangerous or when other emergency conditions develop, Challenge may close the work center or delay the morning opening. Individuals who work at FLF are expected to report to work unless public transportation is not running. You should call the greenhouse directly at 347-6767 to find out more information.

REQUESTING TIME OFF AND USE OF BENEFIT TIME

FLF workers are eligible for vacation, sick and personal leave time, if you work 20 hours or more a week. The amount of time you accrue depends on the number of hours you work and the length of your employment.

All workers are expected to call in to FLF and the main Challenge office by 8:15 am if they are not coming in to work due to personal or family illness, injury or unanticipated occurrence such as transportation problems.

Below is a brief description of how benefit time can be used, and the procedure for requesting time off. More complete information is available in the *Challenge Policy Handbook*.

Vacation Time: Vacation time may be used in 1/2 hour increments with the proper prior notification and approval of the employee's direct Supervisor (Leave Request Form). All workers must successfully complete the trial period to use vacation benefits.

Sick Leave: Sick leave may be used for the following:

- Sickness or injury of the worker
- Family or Household member's illness, up to ten (10) days per year
- Medical appointments

All workers must complete a Leave Request Slip, or call FLF and the main office when using sick time. If no notification is received by 8:30 a.m. on the day of work, the worker will not be paid for the day.

If a worker has exhausted sick leave, the Greenhouse Manager and/or Human Resources Associate may grant an unpaid, medical leave.

Bereavement Time: In the event of death in the immediate family (spouse, child, parent, sibling, mother-in-law or father-in-law, grandchild, grandparent, or any other person who is a permanent member of the household), time off with pay, not to exceed three (3) days

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

will be granted. In the event of death of an aunt, uncle, or other extended family, one day with pay will be granted for the purpose of attending services.

Return to Work after Illness or Injury: A Doctor's certificate will be required after three (3) consecutive sick days or at the discretion of the Human Resources Associate.

Personal Leave: personal leave is provided to all workers who work twenty or more hours a week. All workers must complete a Leave Request Slip and have it approved a day and a half (36 hours) before the start of the shift. Personal leave can be taken in hourly increments and must be approved by your supervisor. It is not necessary to give the specific purpose for which personal leave is being used. All workers must successfully complete the trial period to use personal leave benefits (3 days a year).

If you leave early and want to use personal or sick time, you must fill out the form at FLF and have your supervisor sign the form for you to be paid for those hours.

Holiday Schedule

Challenge recognizes a pre-established number of annual holidays. However, FLF operates 365 days a year. As a result, some employees may be required to work on a Challenge holiday. If an employee is required to work on a holiday, they will receive floating holiday hours equal to their normal work day hours. The Greenhouse Manager will determine which employees will be required to work and authorize the floating holiday hours for those individuals.

Temporary workers, workers on leave of absence, or workers on lay off are not eligible to receive holiday pay. Full-time workers are eligible to receive their regular rate of pay (or compensatory time) for each observed holiday. Part time workers are eligible to receive holiday pay (or compensatory time) only for holidays on which they would normally be scheduled to work, and only for their regularly scheduled number of hours.

To receive holiday pay (or compensatory time), an eligible worker must work, or have an approved absence, on their scheduled workdays immediately before and immediately after the day on which the holiday is observed.

Layoffs

FLF workers may be laid off due to reduced orders, production or periodic shutdowns for planned or emergency maintenance. Workers on layoff may use accrued vacation or personal time only during periods of layoff. Workers on temporary layoff may retain health, dental and life insurance provided they pay for their cost of the benefit.

Excessive Absenteeism

It is important that all workers follow the policies listed below regarding attendance and use of time off.

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

As a guideline, the agency has determined that any of the following may be considered excessive absenteeism and subject to disciplinary action:

- Unexcused absences
- Exceeding the number of paid absences provided
- Any regular pattern of absences such as an unusual number of Fridays, Mondays or week-end days off
- Excessive breaks or tardiness

Workers who are absent from work for three (3) consecutive days without notice to the agency will be considered as voluntarily resigned without notice and will lose any accrued benefits.

FOOD SAFETY AND SECURITY POLICIES AND PROCEDURES

FLF has developed a variety of policies and procedures to ensure food safety and security as well as ensure the health and safety of workers. FLF managers and supervisors are responsible for ensuring that workers follow good health and hygiene practices and other food safety policies and procedures. *All workers are required to follow food safety and security policies and procedures, failure to do so may result in disciplinary actions including termination.*

Ensuring Food Safety through Worker Health, Hygiene and Sanitation

Good worker health and hygiene is critical to preventing food borne illness. Poor hygiene has been found to be the number one cause of food borne illness. Ensuring food safety requires a clean facility and workers who are healthy, practice personal cleanliness and refrain from behaviors that spread disease. The following are critical areas that must be avoided:

- Sick employees reporting to work
- Workers with open cuts and scrapes
- Workers who touch their faces and mouths with their hands
- Workers who do not wash their hands after using the restroom
- Improperly disposed toilet paper and paper towels
- Contaminated gloves
- Unwashed food handling areas and equipment
- Soiled gloves
- Soiled cloths, brooms and other cleaning equipment

Worker Orientation and Training

All new workers will receive an orientation that includes a tour of the building, location of all safety equipment, proper hand washing and other food safety policies and procedures,

Finger Lakes Fresh Worker Handbook **A Division of Challenge, Inc.**

proper use of equipment and cleaning supplies, and evacuation procedures in the event of a fire or other emergency situation. FLF will have periodic trainings for all workers on topics including proper hand washing and other sanitation measures, proper lifting techniques, food safety and handling, safety practices regarding pesticides and chemicals, and other practices relating to GAP, OSHA or other regulatory standards. At the completion of orientation or specific training, both the worker and the FLF or Challenge staff who conducted the training will sign and date the training form/checklist, and this will be kept in the worker's personnel file.

Dress Code

Appropriate dress at the FLF Greenhouses is:

- Short or long Sleeved T-Shirts
- Long pants or jeans
- Non-skid shoes or non-skid rubber overshoes

Clothing colors should be light and muted. Bright or neon colors, especially yellow and deep blue, attract bugs and should not be worn in the FLF Greenhouse. Clothing should also allow for frequent bending, lifting, and other movement associated with growing, harvesting, and packaging produce.

Shoes must cover your entire foot (clogs are fine) and must have non-skid soles. Non-skid shoes are available for purchase through Challenge, or can be purchased at a local store. Challenge will pay \$20 towards the cost of non-skid shoes.

Not allowed are:

- Tank tops
- Cropped shirts
- Shorts
- Clothes with holes, stains, or tears
- Sheer clothing
- Rings other than wedding bands
- Bracelets, necklaces, wristwatches and dangling earring

Medical alert bracelets may be worn but must be sanitized prior to applying gloves at the beginning of your work shift.

In addition, all workers must wear a head covering, apron and gloves and maintain adequate standards of hygiene (see ***Worker Hygiene*** section).

Worker Health

Workers who are ill, particularly those with upper respiratory or gastrointestinal viruses or infections should not come to work. If you are sneezing, coughing, running a fever, have diarrhea, nausea, vomiting, pink eye or other illness that is contagious, you should not come to work.

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

Workers who come to work while ill (i.e. severe coughing, sneezing, fever, diarrhea, jaundice, etc.) will be asked to leave and not return until they are recovered. ***Repeatedly reporting to work ill will result in disciplinary action.***

If a worker is receiving medical care for an infectious disease, he or she cannot return to work until receiving medical clearance from the doctor. You may be required to bring in a note from your doctor before you are able to return to work.

Health Precautions for Prevention of Spread of Infectious Diseases

In order to prevent the spread of the flu and other infectious diseases, please follow these guidelines:

- Get a Flu Shot
- Upon arriving at work, scrub and wash hands with fingernail brush.
- Wash Your Hands Before and After Breaks and Lunch
- Cover Your Nose and Mouth While Coughing or Sneezing
- Get Enough Sleep, Especially During Flu Season
- If You Feel Sick, Stay Home and See Your Doctor

Tuberculosis Control Plan

Challenge recognizes that Tuberculosis represents a significant health risk. The Tuberculosis Control Plan is an effort to reduce this risk through education, prevention and screening. All workers are required to provide PPD or TB test results prior to beginning employment or services. The test must have been performed within the previous twelve (12) months prior to the individual's start date with FLF. Results will be kept in the worker's confidential personnel file. All workers must be tested yearly, and Challenge is required to maintain a copy of the test results.

Worker Hygiene

Employees are expected to maintain personal hygiene and cleanliness when they are at work. This means: showering, use of deodorant, and wearing clean clothing on a daily basis.

All FLF workers are required to:

- Remove street shoes and wear non-skid shoes or rubber overshoes while in the greenhouse
- Wear a hat or hair and/or beard nets, and apron when handling produce
- Wear gloves during all activities in which you have contact with the plants, packaging, the pond or growing solutions
- Wash hands and use sanitizer before you begin work, after breaks and lunch, and after using the bathroom (see *Hand Washing Procedures*)
- Replace gloves (and apron if dirty or torn) after breaks and lunch, and after using the bathroom, after touching your face after sneezing or coughing, after picking up something from the ground, or after using chemicals
- Wear a band aid or other protective covering over open cuts

Hat, non-skid shoes and any other protective clothing must remain at the greenhouse.

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

Hand Washing Procedures

The following hand washing procedure must be followed to prevent contamination of produce and spread of germs that can cause disease.

1. Wet hands
2. Soap hands
3. Scrub fingernails and hands with brush (this step completed only at beginning of shift)
4. Scrub wedding ring and medical alert bracelet with brush (this step completed only at beginning of shift)
5. Rub every section of your hands for at least 20 seconds
6. Rinse hands
7. Dry hands with paper towel
8. Use the same paper towel to turn off the sink, and open the bathroom or break room door if necessary

Emergency and Accident Procedures

FLF managers and supervisors receive yearly training in first aid and CPR. In the event of an illness, accident, or other medical emergency that requires more than first aid, the following guidelines will be followed.

Minor Injury or Illness: First aid will be provided for cuts, scrapes, and other minor injuries during work time. First aid supplies are located in the break room, and first aid kits are provided in Challenge vehicles. If the injury occurs at work, an accident report will be filled out by the supervisor or manager with a copy forwarded to Human Resources. All workers with minor injuries or health care needs that require more than first aid will be referred to their own physician.

Emergency Procedures: If an emergency occurs at FLF, 911 will be called. If the worker is transported to Cayuga Medical Center or other health care facility, FLF manager or supervisor will contact family, residential staff or other advocate so they can meet the worker at the emergency room. The physician must release a worker who has had medical care related to an injury or lost work time before the worker can return to work.

Medical Information and Medications

To ensure everyone's safety, all medications (including non-prescription medications) must be kept in a secure location at all times, either in possession of the worker or in a locker/locked container.

FLF and Challenge personnel do not dispense prescription or non-prescription medications to workers.

Contamination of Produce or Packaging

Any products or plants which become contaminated (or may be thought to have been contaminated) by the following situations shall be discarded.

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

Blood or Bodily Fluids: If produce comes into contact with blood or bodily fluids, the worker should notify a supervisor or manager immediately. The produce or packaging will be placed in the garbage (double bagged and immediately placed in outside dumpster in case of blood), and the supervisor will inspect the area and determine need for disposing of additional produce and sanitation of the area.

Pesticides, Cleaning Solutions and other Chemicals or Hazardous Materials: These items must be properly stored in locked areas separate from food production, package storage and packaging areas. If produce or packaging comes into contact with these contaminants, the worker should notify a supervisor or manager immediately. The supervisor will inspect the area and determine what produce and/or packaging needs to be disposed of and how to clean up the contaminated area. All workers will receive training in proper use of cleaning supplies. Only authorized workers who have completed training should have any contact with pesticides, fertilizers and other chemicals.

Foreign Objects: Workers should examine produce during harvesting and packaging for presence of foreign objects such as metal, glass, packaging material, hair, etc. If found, the supervisor should be notified immediately and the produce should be thrown in the garbage. The supervisor will inspect the area and determine what additional produce and/or packaging need to be disposed of and how to clean up the contaminated area.

Glass Policy (includes ceramic and breakable plastic): Glass or ceramic items are not allowed in the growing or packing area. Glass breakage in any area of the facility will be cleaned up with a designated glass clean up kit which gets disposed of after use.

Other Conditions for Disposal of Produce or Packaging:

- Any produce or packaging that falls on the floor or comes into contact with a contaminating surface, object or solution must be thrown away in the garbage.
- Any product returned because of suspected tampering or poor quality will be discarded.
- No product will ever be reworked or repackaged.
- Any finished product held at 70 F over 4 hours must be discarded.

Security/ Visitation Policy for Finger Lakes Fresh

Challenge relies on workers to support the security policy to ensure food safety and for the safety of all who use the building. The doors are kept locked at all times.

Workers should immediately inform a supervisor, manager or Challenge administrator if an unknown person is in or near the greenhouse, there are signs of tampering, or there is other suspicious activity or security concerns.

All non-FLF workers must sign in the visitor's log (including Challenge employees not assigned to FLF) and provide the reason for the visit and vehicle information. Visitors who are not employed by Challenge or interns, graduate students or consultants from Cornell University involved in FLF research must be accompanied at all times while visiting the greenhouse.

Finger Lakes Fresh Worker Handbook **A Division of Challenge, Inc.**

FLF worker and visitor vehicles are subject to inspection.

Visitors under the age of sixteen (16) are not allowed in any production area unless approved by management. Visitors are not allowed on the premises outside of normal working hours without prior management approval.

Visitors who are ill or have a contagious disease (see *Worker Health* section) are prohibited from entering the greenhouse facility.

All visits by non-Challenge or Cornell University employees to FLF must be scheduled and approved by FLF Management.

Visitors to the FLF Greenhouse, including Challenge and Cornell employees, are expected to adhere to the FLF hygiene, dress and other food safety/security policies. This includes appropriate clothing, shoes, head coverings, and an apron or lab coat. Any visitor who violates agency rules will be asked to leave the premises.

As a food production facility, pets of any kind are not allowed in the greenhouse at any time.

Maintenance and Equipment Repair

All facility and equipment repair must be done by Challenge maintenance staff, contractors or FLF authorized personnel. All workers should report broken or damaged equipment or facility/grounds repair needs to a supervisor or manager. Temporary repairs can only be made by authorized personnel. Whenever possible, maintenance and repairs should be completed outside of food packaging shifts. Following repairs, a supervisor, manager or other authorized personnel must inspect work and assign any needed cleaning to the area. ***Only food grade lubricants should be used in any equipment in the growing or packing areas.***

Use of FLF Property

Workers are not allowed to use agency equipment or vehicles for personal business. Violation of this policy will be subject to disciplinary action, up to and including discharge.

Delivery truck is for transporting finished products, packing supplies, seedlings and growing media only. All items to be transported will be on pallets or racks and are not to come in contact with the floor of the truck.

Produce coolers may not be used to store food or any items other than FLF produce. A refrigerator in the break area is available to workers for storing personal food items.

Hose, Cables and Extension Cords should be kept rolled and hung when not in use.

Finger Lakes Fresh Worker Handbook **A Division of Challenge, Inc.**

Floats, racks, boxes and other equipment that comes into contact with produce or packaging should never be placed on the floor. If these items come into contact with the floor, they should be cleaned and sanitized or discarded.

Racks, containers or other similar items are to be used for food production purposes and cannot be removed from the premises. If produce or other items are to be removed, non-returnable packaging such as plastic bags or cardboard boxes should be used.

Computers in the office should only be used by supervisors, managers, or other authorized personnel. All computer activity can be accessed and is periodically inspected by Challenge's IT Manager.

Pick-up of Produce and Deliveries

Only authorized workers or supervisory personnel can allow pick-up of produce or receive produce, supplies or other deliveries. All pick-ups or deliveries by non-FLF/Challenge personnel must be supervised and procedures for inspecting produce and other items and required documentation completed. *Unauthorized deliveries are not accepted.*

Smoking

Smoking is prohibited at FLF, both inside and outside the building as smoke that drifts into the building from outside creates an unsanitary environment for the produce. Cigarette butts are also a common cause of fires.

Challenge offers smoking cessation programs for employees. For information about smoking cessation programs, contact the Human Resources office.

Personal Property

Workers are expected to exercise reasonable care to safeguard personal items or valuables brought to work. Such items should never be left unattended or in plain view. Challenge does not assume responsibility for the loss or theft of personal belongings. Workers are advised not to carry unnecessary amounts of cash or other valuables when they come to work. All personal items other than shoes, protective clothing, or other required clothing should be taken home at the end of the work shift. *All personal items are to be stored in the break room and not taken into the greenhouse or food packaging areas.*

Music and Personal Listening Devices at Work

The radio/CD player in the main work area is there for everyone's enjoyment. Personal listening devices (used with headsets only) can be used before and after work and during breaks and lunch. They cannot be used during work time unless approved by management.

WORK PERFORMANCE AND EXPECTATIONS

Below is a brief summary of key Challenge personnel policies and procedures. A complete version of policies and procedures can be found in the Challenge Policy Handbook.

Trial Period

The trial period for FLF workers is 90 days. A trial period may be extended for up to three additional months if the supervisor feels additional time is warranted in order to achieve satisfactory job performance. Determination of a satisfactory job performance will be based on the following factors:

- Meeting food safety and quality work standards
- Meeting production goals
- Adhering to FLF standards of performance and conduct
- Adhering to FLF & Challenge policies and procedures, as described in the FLF handbook and in the Challenge Policy Handbook

Performance Appraisals

Each worker's job performance is reviewed at the end of their trial period by their direct supervisor. After successful completion of the trial period, each worker will be reviewed on an annual basis. Interim reviews may be conducted as necessary.

Resignation

Workers are expected to give two weeks written notice of their intent to resign. Workers who are absent from work for three consecutive days without cause or notice to the organization will be considered as having voluntarily resigned.

Confidentiality

As a division of Challenge, all FLF workers must follow the following guidelines regarding confidentiality. All information pertaining to individuals served by Challenge is strictly confidential. Such information is to be discussed only on an as needed basis, and then only with Challenge personnel. All workers are required to read and sign a confidentiality agreement. For further information, please refer to the Confidentiality Policy in the *Challenge Policy Handbook*.

Community Access and Protective Oversight

FLF workers who receive employment services through Challenge vary in their independence and need for support and supervision at work. At the start of employment, the worker, his or her support team, and Employment Services staff will determine if there will be any restrictions regarding the worker's level of independence in the community and requirements for protective oversight both at FLF and Challenge. Workers are required to adhere to any documented restrictions during work at FLF, at the Challenge offices, and during participation in Challenge services to ensure their health and safety.

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

Working with Your Supervisor

Workers are expected to follow their supervisor(s) instructions. The supervisor gives out work assignments, provides instruction in how to complete each work task, provides work supplies and equipment needed to do the job, and is responsible for making sure the job is done well and on time. The supervisor may need to change your work assignment at times, or may request that you change the way you are working on a job. Supervisors are also responsible for assuring that all workers follow required health and safety practices, and that workers are treated with respect at all times.

Relationships between workers and Challenge supervisors, managers and employment services staff, while supportive and friendly, need to be limited to professional work relationships. Challenge supervisors, managers and employment services staff are strongly discouraged from developing close personal relationships with workers outside of work. Such relationships could influence the ability to deal fairly with all workers and may give the impression of favoritism or bias employment-related decisions.

Working with your Co-Workers

Being a successful worker means working cooperatively with your co-workers as a team. You will need to be able to interact in a friendly and professional manner with other workers. This means being supportive of other workers' efforts to perform their job duties. It also means being patient and tolerant if another worker has difficulty. We encourage all workers to offer assistance to their co-workers. Please keep in mind that the best assistance you can offer is helping another worker to become as independent as he or she can be. While working at FLF, you will work with workers who have a wide variety of abilities and interests, some which may be very dissimilar to your own. As a team member, it is important that you are respectful of the beliefs, values and differing abilities and disabilities of other workers.

The workplace is a common place to meet people and develop new friendships. However, during work hours, relationships at work need to be professional and conducted in a manner that is appropriate to the workplace. This includes:

- Using respectful and professional verbal language
- Limiting touching or other physical interactions to those that are appropriate to a workplace
- Being respectful of physical space and boundaries
- Maintaining a cordial working relationship with all workers and other co-workers
- Limiting personal interactions (such as personal disagreements not related to work) to time outside of work hours
- Limiting the level of friendship to that which is mutually agreeable to both individuals
- Conducting oneself in a way that is not disruptive or upsetting to other workers

The FLF workforce includes workers with a wide variability of abilities and disabilities. If needed, FLF supervisors or management may intervene when unequal levels of abilities between workers may pose a risk to one or both workers. FLF supervisors and

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

Employment Services staff are available to assist you in developing and maintaining positive work relationships with your co-workers.

If you have a conflict with one of your co-workers that you cannot work out on your own, you should speak with one of your supervisors, the FLF manager, or your Employment Advisor (if you receive Challenge Employment Services). These individuals will assist you in working to resolve conflicts. For more information on Challenge's problem resolution protocol, please refer to the Challenge Policy Handbook.

Maintaining a Workplace that is Free from Sexual or Other Harassment

FLF is committed to having a workplace that is respectful to all workers and is free from harassment. *All workers, including supervisors and managers, will be subject to severe discipline, up to and including discharge, for any act of sexual harassment.* Sexual harassment includes:

- Physical assaults on another employee, including but not limited to, rape, sexual battery, molestation, or attempts to commit these assaults
- Intentional physical conduct that is sexual in nature, including, but not limited to, touching, pinching, patting, or brushing up against another employee's body
- Unwanted sexual advances, propositions, or sexual comments, including sexual gestures, jokes, or comments made to, or in the presence of any employee, consumer or other individual, slang including jargon to describe sexual acts, body parts or body functions.
- Display of obscene materials,
- Request for sexual favors
- Verbal or physical conduct of a sexual nature that interferes with an individual's work performance
- Verbal or physical conduct of a sexual nature that creates an intimidating, hostile or offensive work environment.

Workers who feel victimized by sexual harassment at work should to report the harassment to their supervisor, Employment Advisor, and/or the Human Resources Associate immediately. Workers who report on an incident of sexual harassment (toward themselves or another worker) will be protected from any negative actions by other workers or supervisors.

DISCIPLINARY POLICY

The following is a brief overview of the disciplinary procedures used at FLF. For a more complete description, please refer to the Challenge Policy Handbook. The purpose of the disciplinary policy is to have a set procedure for supervisors to follow to let a worker know that his or her work performance is unacceptable and identify and implement strategies to assist a worker to improve his or her work performance. Poor work performance, absenteeism, failure to follow health, safety and other FLF and Challenge policies and procedures, inability to work with supervisors and co-workers, and other behavior or actions that interfere with the greenhouse may include discharge from employment. A more complete list is included in the Challenge Policy Handbook.

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

In many cases, discipline is progressive, beginning with a verbal warning, progressing to written warnings, and finally dismissal. The seriousness of the case and the previous record of the employee will determine which type of disciplinary action is appropriate. Below is a brief overview of the types of disciplinary actions. If a worker receives Challenge Employment services, the worker's Employment Advisor will be contacted prior to any formal disciplinary action and will work together with the worker and supervisor to develop strategies to address the problem.

Verbal Warning: The supervisor should discuss the matter privately and in a positive manner and find out whether the worker understands the rules involved or the standard expected. The supervisor keeps a written record of the date and content of this discussion, by noting it on his/her calendar and keeping notes to file.

Written Warning: The supervisor will give a written warning for serious infractions or for a continuing problem that requires more than a verbal warning. The supervisor will meet with the worker (and Employment Advisor if the worker is involved in Challenge's Employment Services) and confirm the warning in writing. The written warning will reference earlier oral warnings, indicate how the worker has failed to meet the standards, and suggest a course of action and a time period to check progress. The written warning will also inform the worker that unless the situation is corrected, more severe disciplinary action will follow, up to and including discharge. The worker will sign the warning to acknowledge receipt.

Suspension: Suspension or disciplinary layoff involves time off without pay, usually for a period of two to five workdays. Notification of suspension will be given to the worker in person and confirmed in writing.

Discharge: Except in cases of serious offenses, discharge from employment will be used only as a last resort. In extreme situations, the worker may be escorted out of the building by Management.

Administrative Suspension: Administrative suspension occurs when an allegation of unacceptable behavior or unethical conduct is reported and an investigation begins. The worker (s) involved may be put on paid administrative suspension while the agency conducts an investigation to determine what happened. The individual will be notified by a member of management when the investigation is complete. Disciplinary action will be determined by the FLF Manager and Human Resources Associate depending on the severity of the situation.

If a worker objects to any disciplinary action, he/she should follow the problem solving procedure outlined in the Challenge Policy Handbook.

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

CHALLENGE EMPLOYMENT SERVICES
An Extra Support to Help You Succeed In Your Career

Many of the workers employed at FLF also receive services through Challenge's Employment Services. Available services include assistance with job development, on and off-site job coaching, and on-going employment advisement. If you have questions regarding eligibility for services, or would like additional information, please contact the Director of Employment Services. Below is some general information about these services.

- ***Career Exploration:*** Employment Advisors and Job Developers will help you explore job options, define your interests and skills, and assist you with job applications and interviews.
- ***Individualized Plan for Employment:*** You and your Employment Advisor will work together to develop career goals and an individualized plan of services to support you in getting and keeping a job
- ***Skill Development:*** Develop generic work skills and attributes (attendance, punctuality, working with co-workers and supervisors, etc.) that are necessary to be successful in employment
- ***Supports:*** Provide supports (or referral to another agency) to assist you to gain needed skills in areas of personal care, social/interpersonal skills, conflict management and other areas that impact employment
- ***Job Training:*** Identify and develop job accommodation and training strategies that optimize your productivity, work quality and variety of employment options
- ***Team Effort:*** Work in collaboration with your support team (family, case manager, residential staff, therapist, etc.) to integrate employment services with other support services
- ***Benefits Counseling:*** Provide benefits counseling re: Social Security or other public benefits to assist you in managing your benefits while working and provide current information about available work incentives through the Social Security Administration

Disclosure: It is your choice to disclose the nature of your disability to your employer. Please keep in mind that without such information, an employer can not make accommodations without such knowledge. If you have any questions or concerns regarding disclosure, please see your Employment Advisor.

In addition, all workers employed for twenty hours a week or more are eligible to receive services through the Employee Assistance Program. For more information, please refer to the Challenge Policy Handbook.

Finger Lakes Fresh Worker Handbook
A Division of Challenge, Inc.

I have received a copy of the ***Finger Lakes Fresh Worker Handbook*** and reviewed the FLF/Challenge policies and procedures explained in this handbook.

I understand that adhering to the policies and procedures in this handbook and in the Challenge's Policy Handbook is a requirement of employment at Finger Lakes Fresh.

Worker Signature

Date