

**WELLSVILLE AREA CHAMBER OF COMMERCE  
PERSONNEL POLICIES MANUAL AND SEXUAL  
HARASSMENT STATEMENT/PROCESSES**



***The Wellsville Area Chamber of Commerce is committed to the equitable and fair policies that govern the practice of its most valuable asset, its staff. All members of the organization (compensated staff and directors) are responsible to work collectively to insure that personnel needs and accountability is addressed with care, integrity, and in the best interest of the Chamber.***

*The policy and in this handbook are designed to:*

- 1) *Protect the Chamber as an employer*
- 2) *Ensure timely evaluation and feedback to employees*
- 3) *Ensure the maintenance of accurate personnel records*
- 4) *Provide a framework of operating standards and behavioral expectations, and*
- 5) *Ensure compliance with Federal, State and local legal and reporting requirements.*

*The Executive Director of the Chamber is responsible for administering these policies and ensuring compliance with procedures approved by the Board of Directors. Exceptions to these policies are allowed only with the prior approval of the Board. A complete review of these policies will be conducted every two years.*

**1) HIRING**

**a) Who is responsible?**

- i) The Wellsville Area Chamber of Commerce Board of Directors and its Executive Committee are responsible for the selection of the Executive Director. In the event of vacancy in the role of Executive Director, the Board President will convene a search committee with membership determined by the Board of Directors that will engage in a comprehensive search for a successor.
- ii) The Executive Director, in consultation with the Board President, is responsible for the selection, training, evaluation, and continuing appointment of Chamber support personnel.

**b) Who should be consulted?**

- i) As part of the interview process, an open forum will be held to allow for member feedback on all Executive Director candidates. This forum will occur during normal business hours and will be publicized to the membership at least 72 hours in advance. Feedback from members must be received within 48 hours of the forum. Member Feedback will be reviewed by search committee members as part of the selection process.
- ii) At least five current professional and character references will be supplied by Executive Director candidates. Those references will be contacted by members of

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the search committee as part of the selection process. Incomplete feedback will preclude candidates from consideration.

- iii) Support personnel candidates will provide at least three personal and character references. The Executive Director will contact all references prior to selection.

**c) Selection/Recommendation/Approval**

- i) Reference information for Executive Director candidates will be shared confidentially with search committee members immediately upon receipt and will be jointly reviewed prior to the candidate recommendation. The Executive Committee will engage in any supplemental follow-up prior to recommendation to the Board of Directors. Questions offered by the Board of Directors will be resolved by the Board President before any offer is tendered.
- ii) Reference information for support personnel candidates will be shared confidentially with Board president. Questions offered by the Board President will be resolved by the Executive Director prior to any offers of employment.

**d) Probationary period for new employees**

- i) New Executive Director's will serve a probationary period of six months. In the first two months of service the Executive Director and the Board President (or designee) will meet on a weekly basis for training purposes and to discuss operational, policy, and personnel issues. During months three through six, the Executive Director and Board President (or designee) will meet on a bi-weekly basis as part of a continuing dialogue.

**2) EMPLOYEE SUPERVISION AND DEVELOPMENT**

**a) Who is responsible?**

- i) The Executive Committee with primary responsibility resting with the Board President is responsible to train the Executive Director. Significant input is expected from Chamber support personnel with regard to operational protocol.
- ii) The Executive Director in turn is primarily responsible for training of support personnel.
- iii) At the discretion of the Board of Directors and subject to supportive fiscal circumstances, prior practitioners may be employed by Board of Directors as necessary for up to one month of the tenure of new staff members.

**b) Who should be consulted?**

- i) The Board of Directors will approve a pre-determined training regimen for a new Executive Director. That regimen is available to any Chamber member for review and commentary prior to approval.

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**c) Maintenance of personnel records and applicable communications**

- i) The Executive Committee will maintain up-to-date Executive Director personnel records and associated communications in a secure location in the Chamber office.
- ii) The Executive Director will maintain up-to-date support personnel records and associated communications a secure location in the Chamber office.

**d) Access**

- i) The Board President will have sole means of access to Executive Director records. Executive Committee members are afforded unfettered access to that information via the Board President.
- ii) The Executive Director and Board President will have sole means of access to support personnel records. Executive Committee members are afforded unfettered access to that information via the Board President.

**e) Prerogative to contribute?**

- i) Responsibility for the annual evaluation of the Executive Director is the primary responsibility of the Board President and other members of the Executive Committee. Board of Directors and general members are invited to provide general and/or event specific feedback. Inclusion of that information in permanent personnel records is the prerogative of the Executive Committee.
- ii) Responsible for annual evaluation of Chamber support personnel is the primary responsibility of the Executive Director, in consultation with the Executive Committee. Board of Directors and general members are invited to provide general and/or event specific feedback. Inclusion of that information in permanent personnel records is the prerogative of the Executive Committee.

**3) EMPLOYEE PERFORMANCE STANDARDS**

**General Statement of Expectations** - Chamber personnel are representatives of the organization and are expected to conduct themselves as professionals. Infractions could subject the individual to sanction and/or termination at the discretion of the supervisor.

- a) Professional appearance - Chamber personnel are expected to dress to accepted business standards with the understanding that in extraordinary circumstances, casual wear is acceptable if required to complete the task in question.
- b) Community awareness – Chamber personnel are expected to conduct themselves with appropriate decorum in all circumstances.
- c) Maintenance of confidentiality – Chamber personnel are expected to act in a manner consistent with the expectations enumerated in the *WELLSVILLE AREA CHAMBER OF COMMERCE (WACOC) CONFIDENTIALITY AGREEMENT*.

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- d) Political activity – Chamber personnel will not directly engage in political activities on Chamber premises or during scheduled work hours. Outside of the work environment, Chamber personnel are encouraged to become politically active in the Greater Wellsville Community.
- e) Solicitations – Chamber personnel are prohibited from solicitation or sales of items not directly associated with Chamber initiatives during normal work hours or in the work environment.
- f) Outside employment – Employment with the Chamber is a primary responsibility of Chamber personnel. Any employment outside the Chamber will be limited to 20 hours per week.
- g) Socializing and personal interruptions at work – Guests and personal visits during normal business hours should be infrequent and limited. Excessive visitation is subject to sanction and/or termination at the discretion of the supervisor.
- h) Customer Service expectations
  - i) Appropriate communication and conversation – Communication, whether verbal, written, or electronic should be appropriate and professional. Content should seek to meet customer needs and be appropriately focused to resolve any need. Difficult conversations should be conducted consistent with the expectations previously enumerated, but with the understanding that there is no expectation that Chamber personnel will open themselves to extended conversations with individuals who are abusive or inappropriate in the manner with which they conduct themselves. Negative conversations should be immediately documented and shared with the supervisor at the first opportunity.
  - ii) Telephone and computer
    - (1) Business versus personal use – Use of Chamber computers, printers, and/or copiers should be limited to professional communications and purposes, only.
    - (2) Appropriate use – Consistent with previously enumerated expectations, care should be exercised in limiting use to only those applications that are needed in the completion of professional responsibilities.
- i) Neatness and noise level – Chamber personnel are expected to present themselves in a manner consistent with the professional environment in which they are working. Grooming and hygiene consistent with contemporary community standards is expected at all time.
- j) Conduct at Chamber functions – Chamber personnel will conduct themselves in a manner consistent with professional behavior at all Chamber functions and events.

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- k) Legal infraction or arrest – The Chamber Board of Directors reserves the right to take appropriate personnel action pending any concern. Range of response includes, but is not limited to: no action, suspension (with or without pay), or termination, based on the perceived severity of the issue and the ability of the employee to complete assigned tasks in a timely fashion.

**4) EMPLOYEE EVALUATION**

**a) Who is responsible?**

- i) Responsibility for the annual evaluation of the Executive Director is the primary responsibility of the Board President and other members of the Executive Committee. The timetable and process for the completion of said evaluation shall be established by the Executive Committee.
- ii) Responsible for annual evaluation of Chamber support personnel is the primary responsibility of the Executive Director, in consultation with the Executive Committee. The timetable and process for the completion of said evaluation shall be established by the Executive Committee.

**b) Who should be consulted?**

- i) Executive Director - Board of Directors and general members are invited to provide general and/or event specific feedback. Inclusion of that information in permanent personnel records is the prerogative of the Executive Committee.
- ii) Support Personnel - Board of Directors and general members are invited to provide general and/or event specific feedback. Inclusion of that information in permanent personnel records is the prerogative of the Executive Committee.

**5) HOURS OF WORK**

**a) Definition of pay period and work time expectations**

- i) The role of Executive Director is considered to be a professional obligation and as such the work week cannot be defined as an eight hour day, forty hour week, or weekday-only commitment. There is an expectation that the Executive Director will invest time and intellectual capital sufficient to meet the needs of the organization and will be consistently available in the office setting to meet the needs of membership, the Board of Directors, the Executive Committee, and professional colleagues.
- ii) Support staff is considered to be an hourly-wage employee and as such will work a reasonable schedule of hours not to exceed those commitments approved by the Board of Directors. On certain occasions and with sufficient notification, support staff is expected to work a schedule outside of what might be construed as the standard work day. Compensation for such services will be in the form of flex time in

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the normal work day or as overtime payment at a rate determined necessary by the supervisor and approved by the Board of Directors.

**b) Modifications to standard work hours**

i) Process for notification shall be in the form of written or electronic communication at least 24 hours in advance of the required modification to schedule. In emergency situations, this requirement is waived at the discretion of the supervisor.

ii) Compensation for extra service

(1) Overtime and Compensatory Time will be pre-determined at the discretion of the supervisor and will be provided consistent with individual contractual specifications, consistent with legal statute and with the approval of the Board of Directors.

**6) PAYROLL AND BENEFITS**

a) Health Insurance – will be provided consistent with individual contractual specifications, consistent with legal statute and with the approval of the Board of Directors.

b) Vacation and Holiday – will be provided consistent with individual contractual specifications, consistent with legal statute and with the approval of the Board of Directors.

c) Sick and Bereavement – will be provided consistent with individual contractual specifications, consistent with legal statute and with the approval of the Board of Directors.

d) Salary Review

i) Base compensation – will be provided consistent with individual contractual specifications, consistent with legal statute and with the approval of the Board of Directors.

ii) Bonus consideration – will be provided consistent with individual contractual specifications, consistent with legal statute and with the approval of the Board of Directors.

**7) EXCUSED AND UNEXCUSED ABSENCE** – Excused absence will be provided consistent with individual contractual specifications. The nature and response to unexcused absence will be considered and reviewed consistent with current personnel status.

a) Benefit time registry

i) Use of benefit time

Vacation – Short term vacation use (1 day maximum) may be used without prior approval with the understanding that completion of any and all professional responsibilities will occur without delay upon return. This benefit is limited to three days per contract cycle.

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Long term vacation use (2-XX days) must be submitted a minimum of five working days in advance and must be approved before absence occurs.

ii) Exhaustion of benefit time

(1) Extended absence due to illness or accident – compensation is limited to accumulated sick and vacation banks. Once exhausted, employees are not eligible for salary benefits. Extension of insurance eligibility at the employee's expense is consistent with legal statute and with the approval of the Board of Directors.

(2) Extended illness due to personal obligations (Family Leave) – will be provided consistent with individual contractual specifications, consistent with legal statute and with the approval of the Board of Directors.

- b) Leaves of Absence – will be provided consistent with individual contractual specifications, consistent with legal statute and with the approval of the Board of Directors.
- c) Jury Duty – will be provided consistent with individual contractual specifications, consistent with legal statute and with the approval of the Board of Directors.
- d) Return to work requirements – written return to work eligibility verification from a qualified medical professional will be required for any absence of six or more work days.

**8) SUBSTANCE ABUSE**

- a) Baseline expectations and statement of policy – excessive use of alcohol or other drugs that limits employee productivity is unacceptable. Use of alcohol or other drugs in the workplace or within the confines of a variable work day is unacceptable and will not be tolerated.
- b) Pre-Employment Testing – will be required consistent with individual contractual specifications, consistent with legal statute and with the approval of the Board of Directors.
- c) Substance abuse testing
  - i) Opportunity to contest or dispute observations or test results - – will be required consistent with legal statute.
  - ii) Costs associated with testing will be borne by the employer.
- d) Suspension pending satisfactory resolution will occur at the discretion of the supervisor and in consultation with the Executive Committee.
- e) Confidentiality will be maintained consistent with organization policy.

**9) INJURY**

- a) ...On the job must be reported in writing to the supervisor at the earliest possible opportunity. That record should be comprehensive and include statements from any

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and all witnesses. Information will be accumulated immediately and will be maintained in the employee's confidential personnel record. All costs associated with the assessment, treatment, and/or recovery from any accident or injury is the responsibility of the employee.

- b) ...Off the job injuries that preclude or limit employee availability and performance will be assessed and responded to on a case-by-case basis by the supervisor in consultation with the Executive Committee and selected representatives of the Board of Directors.

**10) MANAGEMENT OF EMPLOYEE CONCERNS**

- a) Related to professional obligation or scheduling will initially be addressed in writing to the supervisor. Unsatisfactory resolution may be appealed to the Board President. That appeal will be addressed and responded to at the earliest predictable opportunity. Decisions of the Board President are not subject to appeal.
- b) Related to compensation will initially be addressed in writing to the supervisor. Unsatisfactory resolution may be appealed to the Board President. That appeal will be addressed and responded to at the earliest predictable opportunity. Decisions of the Board President are not subject to appeal.
- c) Harassment/Hostile Work Environment Claims will initially be addressed in writing to the Board First Vice President. Unsatisfactory resolution may be appealed to the Board President. That appeal will be addressed and responded to at the earliest predictable opportunity. Decisions of the Board President are not subject to appeal.

**11) RESIGNATION OR TERMINATION**

- a) Recognition of concern
  - i) Progressive discipline is expected in most cases. Employee performance inequities or aberrant behavioral actions will be identified by the supervisor or Board member and will be addressed in writing with an action plan for acceptable resolution. Failure to do so will result in appropriate personnel action with the approval of the Executive Committee.
- b) Infractions worthy of immediate termination will take the form of immediate suspension without pay, pending the review and determination of status by the Executive Committee. That review will occur in the form of an emergency meeting at a time and place when a minimum of three Executive Committee members and the Executive Director are in attendance. In instances where the employee is found not responsible, remuneration will be retroactively returned to the employee. In case where responsibility is supported, employees will be terminated with the opportunity to appeal.



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- i) The Board President is responsible to promptly initiate the appeal processes. The Board President does not need to be in attendance for an appeal to transpire.
- ii) Appropriate confidentiality indicates that only the Executive Director, members of the Executive Committee, the employee, and any witnesses to the causative event will be involved in any review. Character references and witnesses that are not directly involved in the incident under review are excluded for the process.
- c) Resignation or Termination compensation is limited to accumulated vacation benefit time assessed at the rate of pay at the time of departure.

**WELLSVILLE AREA CHAMBER OF COMMERCE SEXUAL HARASSMENT POLICY**

**1. THE CHAMBER'S COMMITMENT:**

- a. The Chamber is committed to providing a work environment that ensures that every employee is treated with dignity and respect and afforded equitable treatment.
- b. The Chamber is committed to promoting a work environment that is conducive to the professional growth of its employees, provides a professional atmosphere, and promotes equality of opportunity.
- c. The Chamber will not tolerate any form of harassment and is committed to taking all necessary steps to ensure that employees are not subject to harassment.
- d. The law guarantees employees the right to employment in a workplace free from harassment and discrimination.

**2. THE SCOPE OF THE WORKPLACE:**

- a. This policy applies to all those working for The Chamber including management, administrative employees, secretarial staff and part-time staff. The Chamber will not tolerate sexual harassment whether engaged in by fellow employees, supervisors, clients or suppliers.
- b. The workplace includes:
  - i. All offices or other premises where The Chamber's business is conducted;
  - ii. All Chamber-related activities performed at any other site away from The Chamber's premises;
  - iii. Any social, business or other functions where the conduct or comments may have an effect on the workplace or workplace relations.

**3. SEXUAL HARASSMENT DEFINED:**

- a. Sexual harassment may be one or a series of incidents involving unsolicited and unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature.
- b. Sexual harassment in the workplace includes:
  - i. Unwelcome sexual advances (verbal, written or physical);

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- ii. Requests or demands for sexual favors;
- iii. Any other type of sexually oriented conduct;
- iv. Verbal abuse or “kidding” that is sex oriented, when:
  - 1. The conduct has the purpose or the effect of interfering with an individual’s work performance or creating an intimidating, hostile, or offensive work environment; and/or
  - 2. Submission to such conduct is either an explicit or implicit term or condition of employment; and/or
  - 3. Submission to or rejection of the conduct is used as a basis for making employment decisions.

**4. RESPONSIBILITIES REGARDING SEXUAL HARASSMENT:**

- a. All Chamber members and employees have a personal responsibility to ensure that their behavior is not contrary to this policy.
- b. All Chamber members and employees are encouraged to reinforce the maintenance of a work environment free from sexual harassment.
- c. Members of the Board of Directors are responsible for:
  - i. Discouraging and preventing employment-related sexual harassment;
  - ii. Investigating every formal written complaint of sexual harassment;
  - iii. Taking appropriate remedial measures to respond to any substantiated allegations of sexual harassment;
  - iv. Ensuring that all members and employees of The Chamber are aware of the problem of sexual harassment and their responsibilities with respect to preventing sexual harassment.

**5. WHAT TO DO WHEN HARASSMENT OCCURS:**

- a. The Chamber is committed to providing a supportive environment in which to resolve concerns of sexual harassment.
- b. Informal Resolution Options
  - i. When an incident of harassment occurs, communicate your disapproval and objections immediately to the harasser and request the harasser to stop.
  - ii. If the harassment does not stop or if you are not comfortable with addressing the harasser directly, bring your concern to the attention of the Office Manager or the Managing Partner. The Chamber will provide advice or support as requested and will undertake any investigation necessary to resolve the matter.
- c. Complaints
  - i. Any member of The Chamber with a harassment concern who is not comfortable with the informal resolution options or has exhausted such options may bring a formal complaint to any of the designated advisors or to any other member of management. All such complains will be promptly investigated.
  - ii. If after an investigation it is determined that an allegation of harassment is valid, appropriate corrective action will be taken.

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- iii. Corrective action may include any of the following:
    - 1. Formal apology
    - 2. Counselling;
    - 3. Written warning placed in the employee's file;
    - 4. Change of work assignment;
    - 5. Suspension or discharge of an employee.
  - d. In addition to the sanction that may be imposed on an employee by The Chamber as a part of complaint resolution, members of The Chamber who engage in harassment may expose themselves to damages in the event of a successful lawsuit or human rights case.
- 6. CONFIDENTIALITY:**
- a. The Chamber understands that it is difficult to come forward with a complaint of sexual harassment and recognizes the complainant's interest in keeping the matter confidential.
  - b. To protect the interests of the complainant, the person complained against and any others who may report incidents of sexual harassment, confidentiality will be maintained throughout any investigatory process to the extent practicable and appropriate under the circumstances.
  - c. All records of complaints, including contents of meetings, interviews, results of investigations and other relevant material will be kept confidential by The Chamber except where disclosure is required from disciplinary or other remedial processes.
- d. NO REPRISAL:**
- i. The Chamber is committed to ensuring that no Chamber member who brings forward a harassment concern is subject to any form of reprisal. Any reprisal action will be viewed as a disciplinable matter.